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ProVoice-IP™ Mobile Communications
for Enterprise Class Mobile Devices on Wireless Networks

The ProVoice-IP™ softphone client defines the next generation in mobility communications. It allows users to speak and move throughout a healthcare facility untethered. The nurse, clinician or the doctor can carry one secure device to address a number of daily processes, including electronic healthcare records (EHRs), hospital systems, appointment, scheduling, alarm management, nurse call, and specimen collection. At the same time, they can browse the web, engage applications and access full unified messaging capabilities.

The ProVoice-IP softphone is designed for the Cisco IP Telephony environment and runs on the latest Android devices. The Softphone provides real-time voice communications on Wi-Fi-enabled Enterprise Class Devices. It can work stand-alone or as a mobile device in conjunction with hard-wired extensions. Finally, support has been implemented for Enterprise class devices from multiple manufacturers including Code, Honeywell, Panasonic, and Zebra.

PRODUCT FEATURES

- Supports Cisco Unified Communications Manager (Call Manager) 4.x, 5.x, 6.x, 7.x 8.x, 9.x, 10.x
- Supports Cisco Unified Communications Manager Express (CME) 4.x, 7.x, 8.x, 9.x, 10.x
- Supported Protocols – DHCP Option 150 to auto load, TFTP, HTTP, SCCP
- Supported Codecs – G.711a/u, G.729AB, G722, iLBC
- Acoustical Echo Cancellation
- Multi Line/Multi Call

PHONE FEATURES	DESCRIPTION
Protocols Supported:	DHCP Option 150 to auto located CUCM/CME Server. TFTP Client to download Phone profiles. HTTP to retrieve directory form CUCM/CME servers. SCCP version for call control protocol. Softphone will register as 7920, 7960, 7965 to Cisco CME or CUCM servers.
Codecs Supported	G.711a/u, G.729AB, G722, iLBC
Acoustical Echo Cancellation	Phone implements software acoustical echo cancellation full duplex in handset mode, half duplex in speaker-phone mode.
Multi-Line/Multi-Call	Phone supports up to 6 lines and multiple call instances per line. User is able to select a call instance from the active call display region of the screen to invoke call modifications like Hold / Resume, Transfer, Conference etc.
Shared Line Status	Phone displays the line status of shared lines showing off hook, ringing, hold conditions.
Calling Line ID	Phone will display phone number of calling party.
Calling Party Name Display	Phone will display Name of calling party if provided by phone system.
Called Party Name Display	Phone will show the alerting Name of the called party as defined in the CUCM/CME server.

PHONE FEATURES	DESCRIPTION
Call Timer	Phone will display Timer indicating the length of a call from the press of the send key or the beginning of the inbound ringing until the end of the call.
Speed Dial	Phone will download and display speed dials defined on the phone in CUCM or CME servers as top most list entries in the contacts screen.
Message Waiting Indication	Phone will display a message waiting indication on main screen. User can dial voice mail system to retrieve messages by selecting menu item Voice mail.
Missed Call Indication	Phone will display missed call indication on Main screen. User can return missed calls from the call log screen.
Directory/ Contacts	Softphone will download CME or CUCM directory. Local Contacts can also be created.

CALL HANDLING	DESCRIPTION
Answer Call	Answer inbound call from Inbound Call notification screen.
End Call	User can end an active call from red End key during an established call.
Ignore Call	User can choose to ignore inbound calls and redirect to voice mail or hunt group by pressing the ignore softkey while the line is ringing. The exact treatment can be defined in the registry. Note: For DND to be sent on CME router versions and Idivert to be sent when connected to CUCM server versions.
Conference	User can add on a third party to an established two party call by selecting menu item Conference.
Transfer	User can transfer an active call to another phone number by selecting menu item Transfer.
Hold/Resume	User can put the active call on hold and resume by momentarily pressing the green key. If more than one call is on hold user can navigate call list on main screen, select a call and resume from held state.
Night Bell Pickup	Provides configurable Night Bell/ Pickup feature code, (Example: dials #4) when pressed.
Park	User can Park the active call by selecting Menu Item Park.
Call Waiting	User is notified of second call when a call is established and can choose to answer the call placing the first call on hold or ignore the call send to voice mail or hunt group.
Mute	User can mute the microphone an stop sending audio to the other party by selecting the mute softkey during and established call.

PROCENSIS provides industry-leading consulting, expertise, engineering, and project management to our valued clients. If you have a project in mind involving a mobility and/or network design, call us at 267.893.6235. Email us at info@procensis.com. Or, visit our website, PROCENSIS.COM

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