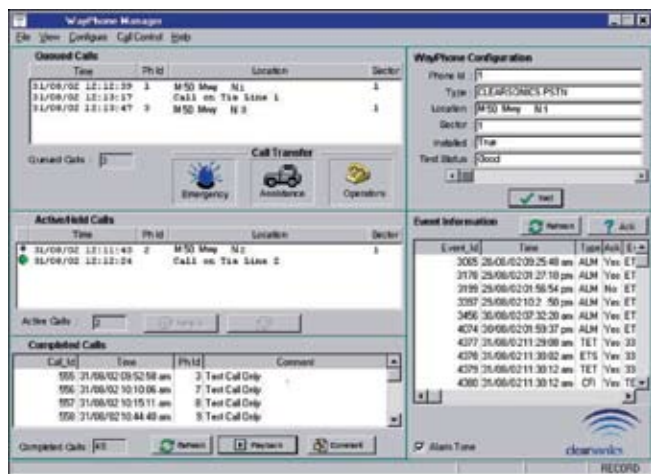


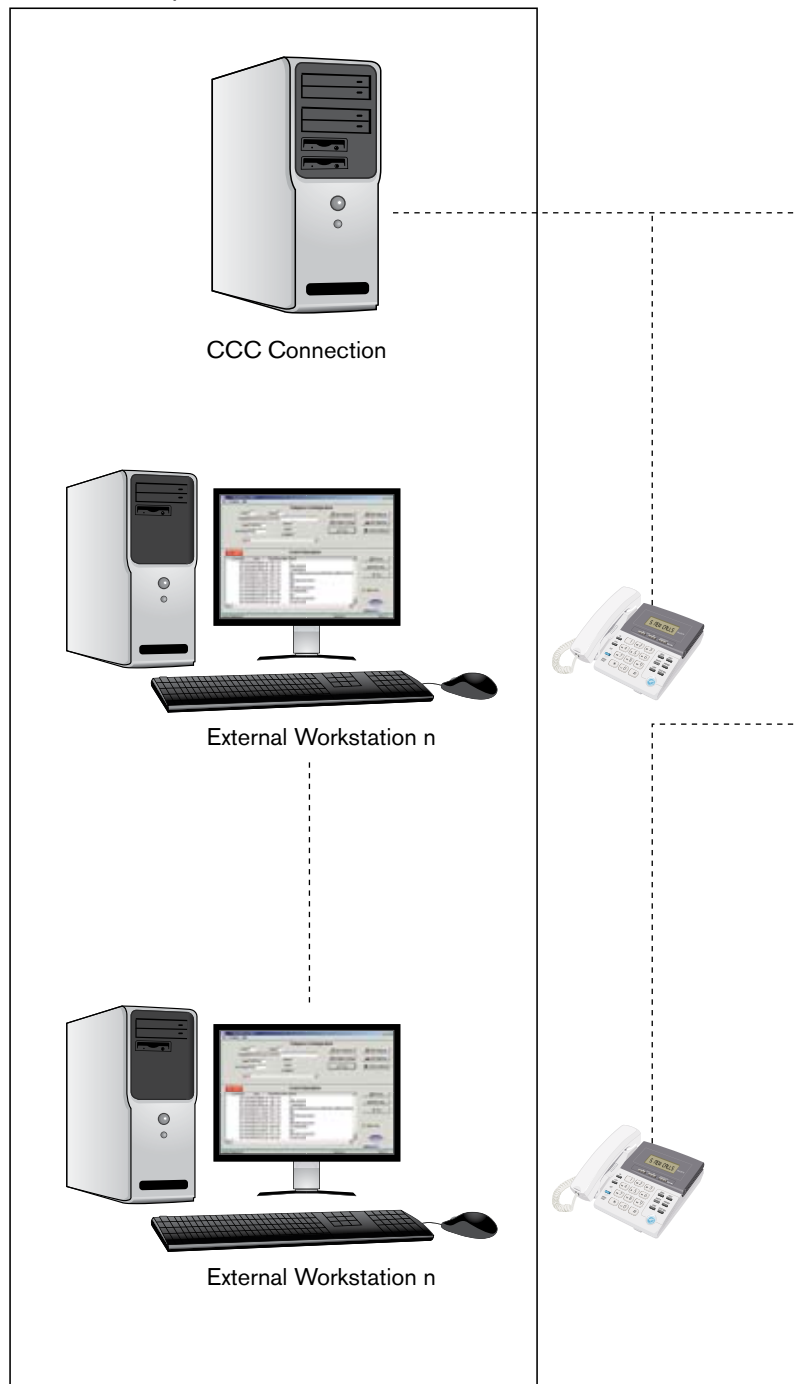
WAYPHONE MANAGER

The WayPhone Manager is a call centre solution for managing a network of WayPhones based on innovative Voice over Internet Protocol (VoIP) technology. Facilities for call control, PA, conversation recording, telephone testing, fault reporting, event logging, configuration management and system diagnostics are all provided under mouse/keyboard control. The VoIP WayPhone Manager is essentially a virtual PBX, significantly lowering hardware complexity and costs, plus is more readily integrated into a central computer system. The WayPhone Manager has the flexibility to operate with multiple operators and multiple control rooms. WayPhones can be connected to the Manager via Ethernet/fibre, fixed line or via the public telephone network including Cellular.



Above image: WayPhone Manager GUI

External Computer

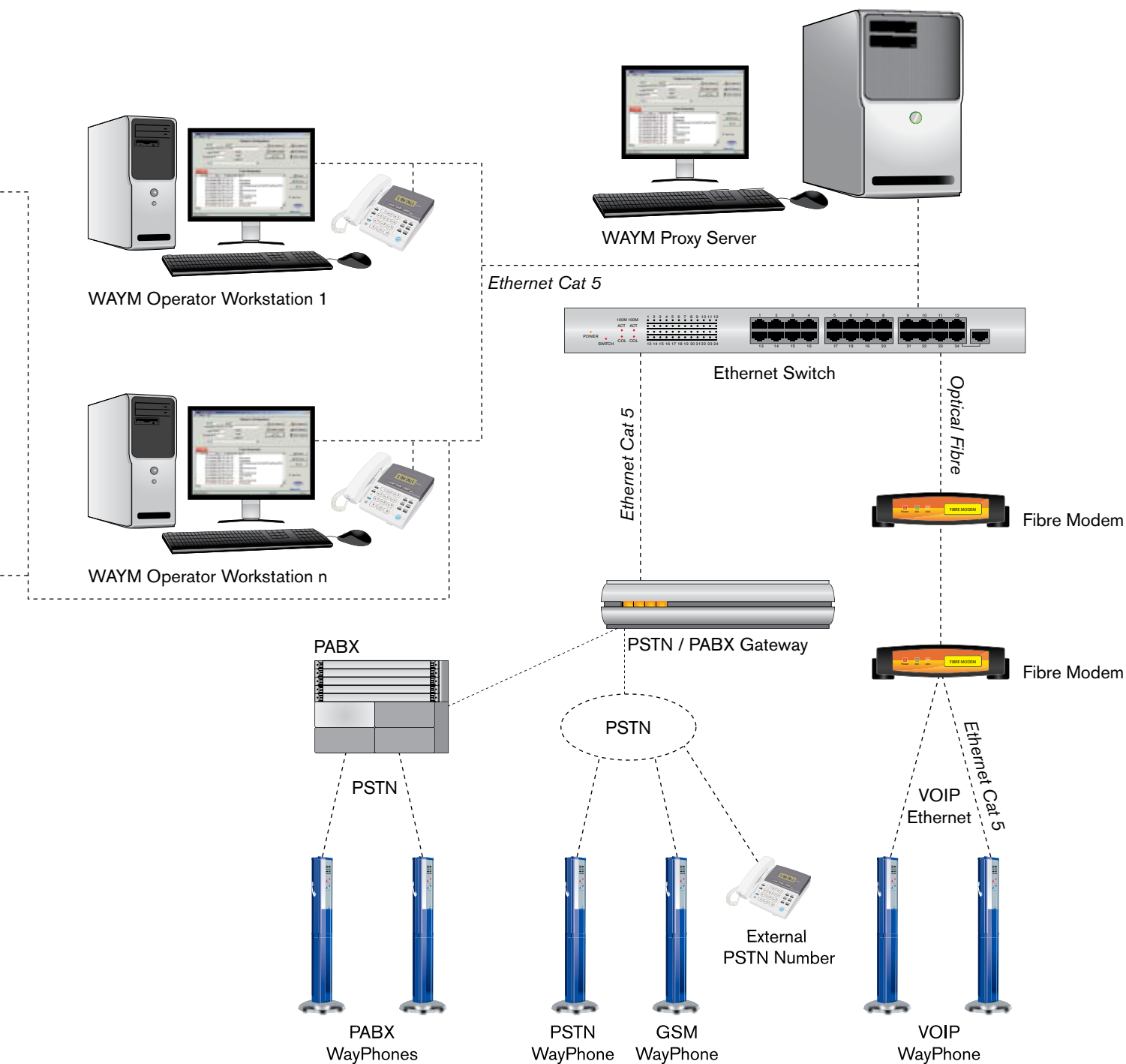


Call control

- Multiple calls held on the queue which can be accessed by all operators
- Calls when answered are placed in the active window for that operator
- WayPhone calls can be placed on hold or transferred to outside party or other operator
- External calls can be transferred to any WayPhone
- Comments can be added to any call record for reporting purposes
- Recorded announcements are provided to the WayPhone user when in the queue or on hold

Conversation recording

- All WayPhone calls are digitally recorded in "wav" file format and stored on the Server
- Calls can be replayed on an Operator Workstation using Microsoft Windows Media Player or other Third Party software
- Voice recordings can be optionally archived to a removable storage media for storage/backup



Public Address

- Pre-recorded or live PA announcements to single, multiple or all connected WayPhones

Call / Event logging

- Database logging of call and alarm/ system events with viewing, filtering, export and printing facilities

WayPhone configuration/testing

- Addition, deletion or variations to database records and WayPhone settings
- Automatic testing of all WayPhones or manual testing of individual WayPhones plus audible and visual alarms

Integration

- The WayPhone Manager can operate on stand alone workstations, as a client window on multiple system workstations or integrated with other systems using a text base message protocol over via BSD Sockets