IP Call Center Phone IPTEL-28ACD

IPTEL-28ACD

■ FEATURES

Professional network agent for call center.

2 SIP Accounts.

2.8-inch color LCD display.

Professional desktop attendant console appearance, call centerhumanized button design.

Buttons with LED lights, real-time display of the status of the function.

1 Year warranty.

Auto Answer	3-Way Conference	Speed dial	Call Center
2.8 inch Screen	Headest	Do not Disturb	Call Forwarding

■ TECHNICAL SPECIFICATION

MODEL No.	IPTEL-28ACD
Account	Support 2 SIP accounts
Screen	2.8 inch color LCD display
Phone Keyboard	1 Headset/ringing volume switch key, 2 volume up/down adjustment keys, 4 custom soft keys, 2 function keys with LDE light (headphone key/mute key), 4 standard function keys, 12 standard telephone number keys, 5 direction keys
Physical Interface	2 x RJ9 interface: headset, headset (monitor port) 2 x RJ45 port: network port, PC port (bridge mode) 2 x 3.5mm interface: headset (side), foot switch)
Anti-falling Ability	1.3m anti-falling ability
Network Features	SIPv1 (RFC2543), v2 (RFC3261), UDP/TCP/TLS, SRTP; IPv4/IPv6/IPv4&IPv6 mode, IP address allocation mode: static IP/HDCP, CDP/LLDP, VLAN, OpenVPN, IEEE802.1X; HTTP/HTTPS, TR-069, SNTP, STUN, ICE
Audio Features	HD high-fidelity sound quality: HD headphones, HD speakers; Broadband codec: G.722, Opus
Narrowband Codec	G.711(A/μ), G.729AB, G.726, iLBC
Telephone Functions	phone dial out/answer/reject, call mute/unmute/hold/recover/blind transfer/inquiry transfer, agent offline/online call transfer (unconditional/busy/no answer), call waiting, ACD queuing, Call pickup/ parking (with server required), caller ID method, anonymous call, phonebook download (XML, LDAP, 1000 entries), call history (1200 records), page outgoing dialing/hanging up, dialing rules, re Dialing, Do Not Disturb, Auto Answer, Voice Mail, Five-Party Conference, IP Direct Dialing, Hotline, Line Sharing, 10 built-in ringtones/upload custom ringtones, Action URL & Action URI, etc.
Operating System	Linux
Power	Universal power adapter, power supply: AC100-240V; output: DC 5V, 1000mA
Languages	Support 17 languages (Simplified Chinese, Traditional Chinese, English, Turkish, Korean, Russian, French, Italian, German, Polish, Portuguese, Thai, Hindi, Arabic, Japanese, Spanish, Vietnamese language)

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