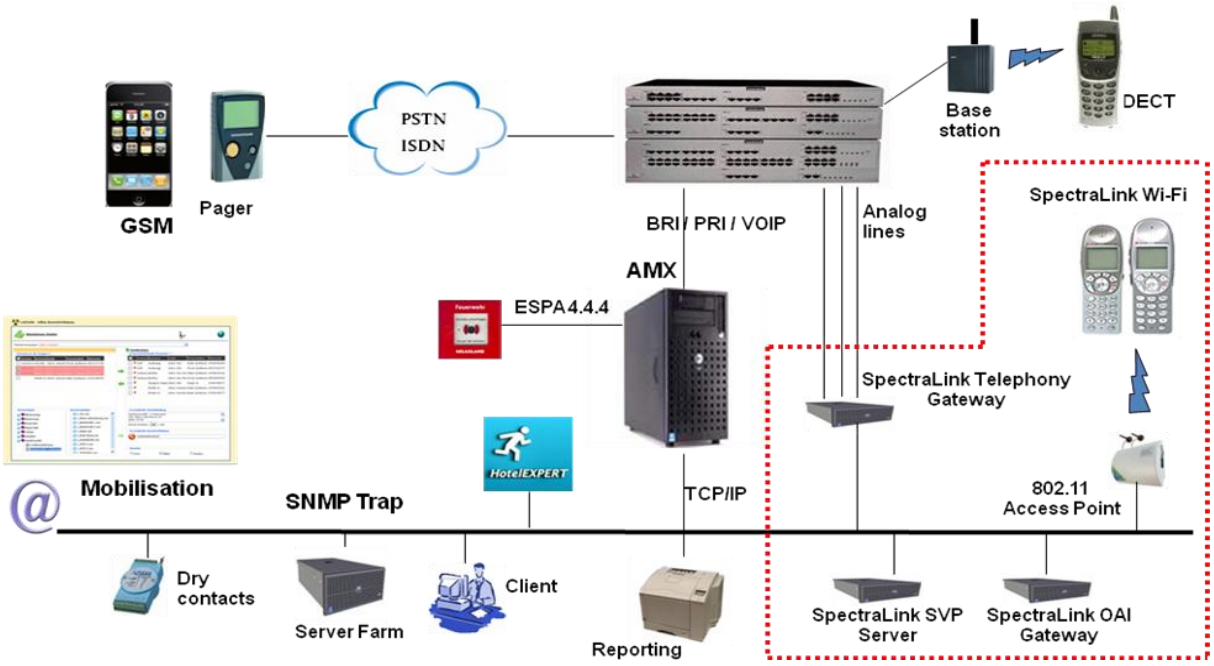
SpectraLink Universal Gateway (SUG) from ATT

Increasing numbers of manufacturers within the telecom industry are integrating Polycom SpectraLink Wireless Telephones. ATT not only made Polycom SpectraLink Wireless Telephones accessible to it's own Alarm Management Server AMX, it also offers this software module to third-party vendors and system integrators. The SUG offers a fully transparent 2-way communication path for the exchange of text messages and has been listed since July 2008 as a „SpectraLink Certified Messaging Application "(SCMA). Depending upon the running application different soft keys can be activated to facilitate the rapid and real-time interaction between the third-party application and the SpectraLink Wireless Telephone's operation.
Integrations are utilized in Workflow Management environments for the assignment of tickets/tasks, or with critical safety applications for monitoring and localizing employees involved in an emergency. Vendors using the ATT SUG module as middleware to connect to Polycom SpectraLink Wireless Telephones, are exempt from an individual lab test for their product.

Benefits using Polycom SpectraLink Wireless Telephones for Alerting solutions

The Open Application Interface (OAI) from Polycom allows not only to establish a direct data link between the third party application like AMX to control the **handset availability** but also provides a lot of very sophisticated features to close an emergency case more efficient and within seconds. Direct text messaging used by the OAI integration allows to :

- Place emergency messages **even** if the handset is already **busy** (active voice call or configuration status)
- Define **multifunctional keys** based on the actual scenario started (confirm, deny, escalate, reply)
- Support a user friendly interface (no call back and no additional interaction by voice is needed)
- Extended text messaging in terms of characters (min. 64) to almost all other solutions in the market allows preventing the usage of non understandable abbreviations
- Update User Message Box by automatically removing completed jobs, eliminating User management of message list
- Define various ring tones for very specific alerts like evacuation or reanimation (healthcare)



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