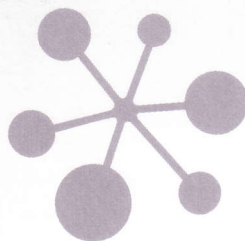


IP Call Recording & Headset Phone for Contact Center

Best Quality, Reliable Service, Innovative Design



IR link has supplied high quality and professional call recording CTI phones designed for call center operation, as well as build-up of turnkey TM call center system.



Overview

Company name : IR-link Corporation

Established Date : January 25, 2000

CEO : Gwang-won, Kim

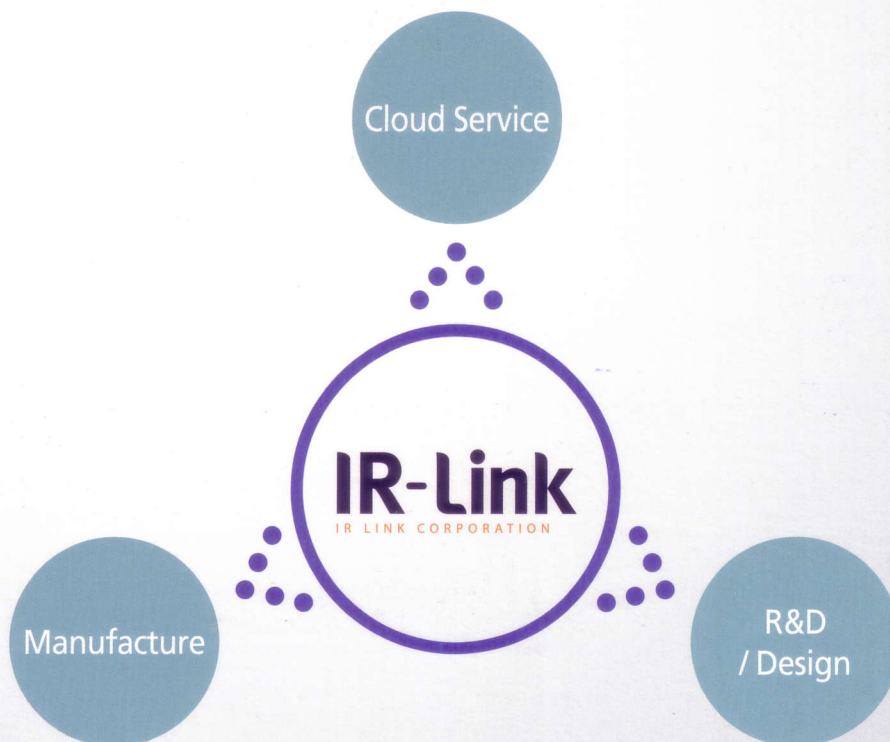
Address : 13F Seoul Forest Kolon Digital Tower, 308-4 Seongsu-dong 2-ga,
Seongdong-gu, Seoul, Republic of Korea

Tel : +82-2-6905-2800 | Fax : +82-2-6905-2801

E-mail : irlink@irlink.co.kr | Homepage : www.irlink.co.kr

We supply professional and cost effective IP contact center solutions,
based on 11 years field experiences of telemarketing call centers with
Life / non-Life Insurance firms, Banks, Card firms, etc.

- Zilog – one-port IP call recorder
- ZiphoneX – call recording, Pro IP headset phone
- Ziphonell – Analog, call recording headset phone



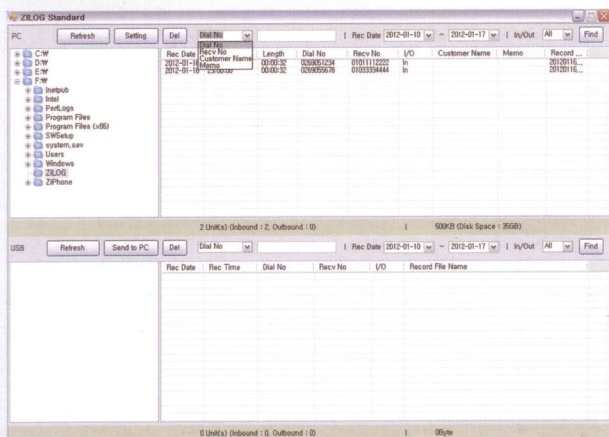


Personal IP Call Recorder



Main Functions and Features

- **Primary functions**
 - Connect to a VoIP telephone and record calls
 - Save recorded files in the local USB flash drive
 - Send recorded files to a remote FTP server
- **Digital call recording**
 - Support the VoIP codecs (G.711a/u, G.729, G.723)
 - Choice between automatic/manual call recording
- **Call history and recorded-file management**
 - Exclusive manager program



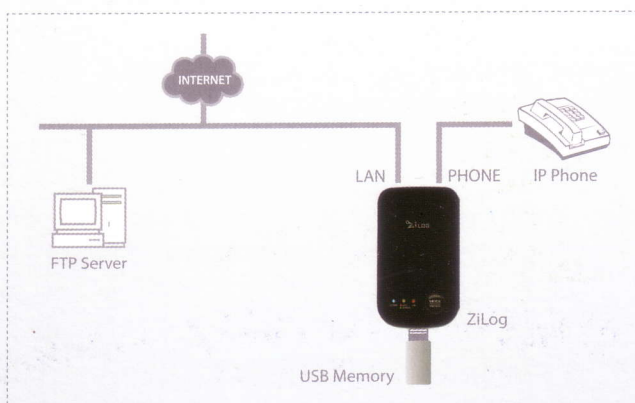
Electrical Characteristics

- AC adapter : AC 110-220V 50/60Hz input, 5V DC output
- Power consumption : 5V/600mA

Connections

- LAN port (RJ-45)
- Phone port (RJ-45)
- USB HOST
- DC Jack

Connection Diagram





Pro IP Phone for Contact Center



Main Functions and Features

- **Primary functions**
 - Automatic dialing with a single click
 - Easy connection to applications using API
- **Digital call recording**
 - Automatic/manual call recording using the embedded codec
- **Volume control**
 - Speaker and microphone volume control function
- **Mute**
 - Microphone mute function
- **Phonebook**
 - Easy management of the customer's data through the phonebook
 - Effective control of the recorded call history and playing of recorded files
- **Caller ID service support**
 - The caller number appears on the LCD screen.
- **Professional design**
 - Compact design, high-quality SIP headset telephone for call centers
 - Can be hung on the wall (Ziphone X mini)
 - Easy installation, maintenance, and repair



Electrical Characteristics

- AC adaptor
 - Input : 110-240V AC 50/60Hz
 - Output : 5V DC / 2A
- Power consumption
 - 5V/350mA (Ziphone X mini)
 - 5V/500mA (Ziphone X)
- PoE optional (Ziphone X mini)

Connections

- LAN port (RJ-45)
- PC port (RJ-45)
- Wired headset, RJ-22 or 2.5mmØ jack
- PC USB Jack
- DC Jack

PC System Requirements

- Windows XP, Vista, 7
- LAN & USB port built-in PC

2iPHONE II

Pro Headset Phone for Call Center



Main Functions and Features

- **Primary functions**
 - Automatic dialing with a single click
 - Easy connection to applications using API
- **Digital call recording**
 - Automatic/manual call recording using the embedded codec
- **Volume control**
 - Speaker and microphone volume control function
- **Mute**
 - Microphone mute function
- **Phonebook**
 - Easy management of the customer's data through the phonebook
 - Effective control of the recorded-call history and playing of recorded files
- **Caller ID service support**
 - The caller number appears on the LCD screen.
- **Professional design**
 - Compact design, high-quality analog headset telephone for call centers
 - Easy installation, maintenance, and repair



2iPHONE 3

Electrical Characteristics

- 5V DC Mini USB (Ziphone3)
- AC Adapter (Ziphone3)
- Power consumption
 - 5V/200mA (Ziphone II)
 - 5V/400mA (Ziphone3)

Connections

- Telephone Line (RJ-11)
- Wired headset, RJ-22 or 2.5mmØ jack
- PC USB Jack
- PC Speaker Jack
- DC Jack (Ziphone3)

PC System Requirements

- Windows XP, Vista, 7
- USB port built-in PC

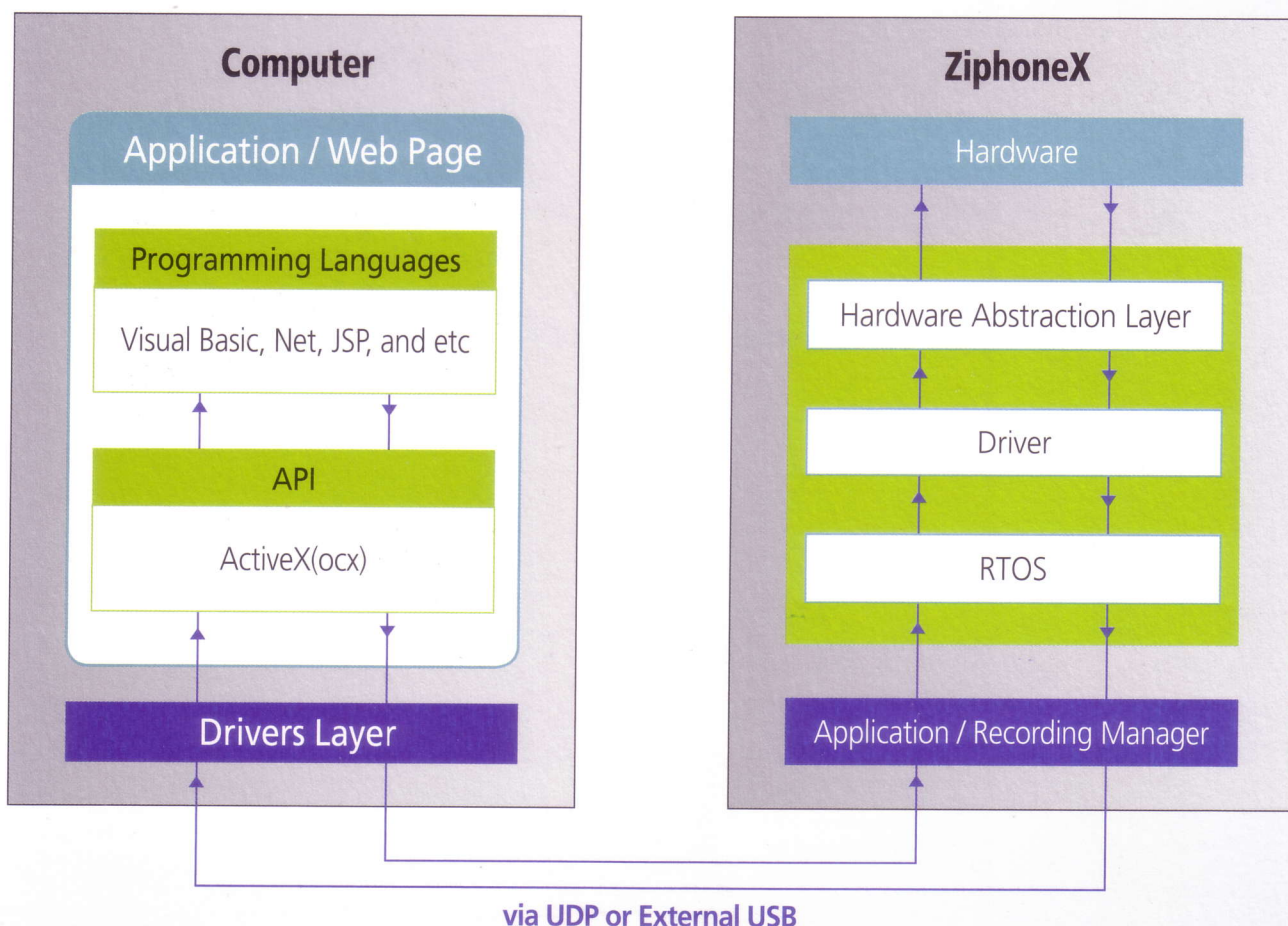
API SUPPORTED

We provide following for supporting development

- **ActiveX Control**
- **API Document**
- **Sample Codes**

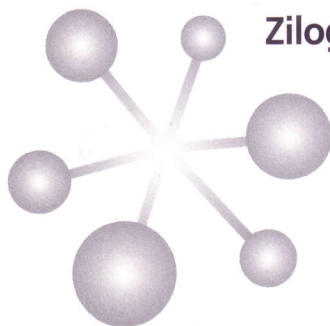


Device Integration



The ActiveX API of ZiphoneX sends messages to the ZiphoneX while it receives events from the ZiphoneX.

Type	Functions / Events
Functions	Hook on/off, dial, mute, volume control, record, hold, transfer, DND, firmware update, reject call, redial, call forward, play-back, and etc
Events	Hook, button-pressed, cid, mute, bell, record start/end, volume, call try, call connect, partner bye, firmware version, hold, redial, dnd, reject call, missed call, caller-Id, bell count, and etc



Zilog One-port IP call recorder

ZiphoneX Call recording, Pro IP headset phone

Ziphonell Analog, call recording headset phone