

**CTI Module for (MDC) Centrex Telephones:
 M5208/5209/5212/5216/5312/5316**

This call management tool provides an interface between a Meridian™ Digital Centrex Set (MDC) telephone and a computer. The Centrex CTI Module is ideal for customer service agents, call center agents, and emergency response centers to improve overall call management and service quality levels.

The 5005 Centrex CTI Module provides an interface between a PC and MDC telephone for TAPI 2.x/3.x compliant applications such as CRM databases, contact managers, screen pop generators and call control applications (answering and dialing).

The CTI Module transfers call control and call information, including receive calling party information from MDC telephony to a computer. Connection to the PC is made with a 9 pin RS-232 serial cable.

When used with an optional 1127 Visual Indicator, the 5005 CTI Module provides output for visual indication of message waiting, in-use, or ring.

Requirements: 5005 Centrex CTI Module
 Customer Supplied PC
 // Windows 98SE, ME, 2000, XP
 // Available USB port

