



Happy Holidays!

As we wind down 2005 and look forward to the New Year, we say thank you to our loyal customers for the privilege to serve, and we wish you all the best for a wonderful and prosperous 2006.
Thank you again!



Send us your Telephone Bill and automatically Register to Win – Promo Deadline is January 15th
2 Tickets to DAME EDNA at Shea's Performing Arts Center, Buffalo Private, Reserved Box Seating
Or
2 Reserved Tickets at Rochester Broadway Theater League
Contact Debbie Ervolino at (800) 836-7424 and get more details. No Purchase necessary.
Dame Edna is a Tony Award Winning Show Both Shows in February 2006

New York State Key System Contract – Are you Eligible?

ICS is an active vendor in the NYS Key system contract in the regions covering Buffalo/Rochester/Syracuse and surrounding areas. Many organizations are eligible to buy off this contract including schools, towns, villages, fire departments, State offices, non-profits, and others. There are thousands of organizations across NYS that qualify for tremendous pricing on our Inter-Tel Digital/IP based systems. Organizations must have between 2-80 desktops in a location to attain preferred pricing via this contract. For more details, and a complimentary copy of our NYS product overview in PDF, please contact us at (800) 836-7424, ext. 7904.

Is Santa Real? One little 8 year old girl named Virginia O'Hanlon decided the way to find out if there really was a Santa Claus was to ask the best source she could find - the *New York Sun* newspaper. Virginia wrote a letter to the *New York Sun* newspaper in 1897. Virginia's letter and response are shown below written by the Sun editor, Francis P. Church.

Yes, Virginia, There is a Santa Claus *From The New York Sun 1897:*

Dear Editor:

I am 8 years old. Some of my little friends say there is no Santa Claus. Papa says, "If you see it in The Sun, it's so." Please tell me the truth, is there a Santa Claus?

The answer as published in the New York Sun was:

Virginia, your little friends are wrong. They have been affected by the skepticism of a skeptical age. They do not believe except they see. They think that nothing can be which is not comprehensible by their little minds. All minds, Virginia, whether they be men's or children's, are little. In this great universe of ours, man is a mere insect, an ant, in his intellect as compared with the boundless world about him, as measured by the intelligence capable of grasping the whole of truth and knowledge.

Yes, Virginia, there is a Santa Claus. He exists as certainly as love and generosity and devotion exist, and you know that they abound and give to your life its highest beauty and joy. Alas! how dreary would be the world if there were no Santa Claus! It would be as dreary as if there were no Virginias. There would be no childlike faith then, no poetry, no romance to make tolerable this existence. We should have no enjoyment, except in sense and sight. The external light with which childhood fills the world would be extinguished.

Not believe in Santa Claus! You might as well not believe in fairies. You might get your papa to hire men to watch in all the chimneys on Christmas eve to catch Santa Claus, but even if you did not see Santa Claus coming down, what would that prove? Nobody sees Santa Claus, but that is no sign that there is no Santa Claus. The most real things in the world are those that neither children nor men can see. Did you ever see fairies dancing on the lawn? Of course not, but that's no proof that they are not there. Nobody can conceive or imagine all the wonders there are unseen and unseeable in the world.

You tear apart the baby's rattle and see what makes the noise inside, but there is a veil covering the unseen world which not the strongest man, nor even the united strength of all the strongest men that ever lived could tear apart. Only faith, poetry, love, romance, can push aside that curtain and view and picture the supernal beauty and glory beyond. Is it all real? Ah, Virginia, in all this world there is nothing else real and abiding.

No Santa Claus! Thank God! he lives and lives forever. A thousand years from now, Virginia, nay 10 times 10,000 years from now, he will continue to make glad the heart of childhood.

Solutions Corner

Question: Is my old equipment worth anything in trade?

Answer: We work a little differently with trades. Our staff will get your inventory and broker it for you for the best price possible. You get all the proceeds. Standard with ICS Telecom TotalCare.

Maintenance/Trade In Promos

Good until January 30th!

3 Years for price of 2!

Guaranteed Trade in Values!

Prior Sales Excluded – Contact Connie Brown for more Details. (800) 836-7424, ext 3251.

Mitel Messaging Server 1.5 Upgrade

The Mitel Messaging Server continues to deliver voicemail with both standard and advanced unified messaging, and now adds speech enabled auto attendant applications! The Messaging Server is positioned within the Mitel Messaging portfolio as an advanced applications messaging product, focused on delivering advanced capabilities to the small, medium or large enterprise. The Messaging Server continues to be the unified messaging platform of choice for customers looking for advanced unified messaging applications requiring Text To Speech (TTS), and now adds Automated Speech Recognition (ASR) for auto attendant applications.

Speech Enabled AA is the first step in speech enablement of the Messaging Server platform. The Messaging Server Speech AA is positioned in the Mitel portfolio as the primary speech application for most speech enabled Automated Attendant applications, displacing the Mitel Speech Server in this capacity. It can be sold as a speech enabled Auto Attendant only, or as an add-on to a voice mail/ unified messaging system.

The Messaging Server offers incredible value as an IP integrated companion application to the Mitel 3300 Integrated Communications Platform (ICP), in addition to other integrations for Mitel and 3rd party PBX's, including Digital, T1, E1, Analog and Analog SMDI. The Messaging Server can be deployed in stand-alone or centralized voicemail environments and supports the networking integration standards AMIS and VPIM.

Contact your ICS representative for more information.

Trade Up your Executone VXC/VX2/VX3 Voice Mail to our Inter-Tel, Vodavi or Mitel system solution and get **\$ 750.00**. Get Details by contacting your Sales account executive.



Cell Phone Use in Cars on the Rise

Drivers throughout the US continue to travel with their ear to the phone new reports say on the correlation of motoring – both by car and by *mouth*.

The National Highway Traffic Safety Administration issued its report which stated that 10% of drivers during the day use cell phones.

Several states, including New York prohibit the use of hand held cell phones while driving.

British reports earlier this year say that drivers using cell phones were at increased risk by 4 to 1 of possibly getting into an accident.

Inter-Tel Releases Version 1.2 of 5000 IP System

The Inter-Tel® 5000 v1.2 features a number of improvements, including:

- Increased capacity of basic voicemail from four to eight built-in ports, and addition of basic unified messaging to enable users to have voice messages forwarded to email accounts
- New call log feature, allowing users to easily view recent call activity
- Re-designed user directory interface to expedite locating specific names and numbers
- Integration of automatic NAT (network address translation) detection to simplify moving endpoints to remote locations
- Ability to connect DSS units to digital endpoints
- Improved diagnostics
- Increased features for third-party providers



Inter-Tel 8662 IP Set with 6 Line Display, Softkeys

Ho Ho Ho - Some get Jolly with Santa Messages



Entrepreneurial sorts at this time of year have found that they can make some decent money (for gift shopping of course) by simply "playing" Santa over the phone, or by e-mail. Parents looking to have Santa help with their children's behavior put out as much as \$ 25.00 for a personalized call from Santa – to little ones only too willing to follow the bearded