

E-Newsletter February 2007
 News, notes, announcements, product updates, promos, specials,
 and more - info to help you communicate!

VOICE DATA VIDEO SOUND PAGING HEALTHCARE MESSAGING NETWORK

INFORMATION COMMUNICATION SOLUTIONS ■ February 2007 ■

www.icstelecom.com

Mobile Extension delivers exceptional flexibility



MITEL | it's about YOU

Traditionally enterprise cell phone users have had great mobility but little or no participation in enterprise communication services. In fact, other than the ability to forward calls to a cell phone, enterprise phones and cell phones have been two separate islands of communications. Mitel Mobile Extension unites these two domains through a single number, that enables mobile workers to receive all of their calls regardless of their location or telephony device.

Any telephone including a cell phone can be linked to the user's desk phone and this will act as an extension of the corporate PBX, this is known as "twinning".

The user is always accessible whether in the office, at home or on the road. The result is that users avoid missed calls and gain personal productivity. Employees can be more efficient and spend less time chasing voice mail and playing voice mail tag. Users have one common set of utilities inside and outside of the office to establish everyday communications functions such as the ability to put a caller on hold or to transfer the call.



It has also become clear that the enterprise is increasingly concerned about the need to contain cell phone costs. Studies

now suggest that almost 2/3's of an enterprise's cell phone calls are made in the office or at home. Mitel Mobile Extension helps to reduce these costs by enabling Mobile Extension calls that were answered in the office or home on a cell phone to be handed back to the desk phone quickly and easily. Mitel Mobile Extension enables faster decision-making, increased customer satisfaction, and greater revenue potential through a flexible and easy to use solution for an organizations increasing mobile work force. Reach out to your ICS representative on how Mobile Extension fits with your plans. ICS can help with twinning.



Spotlight

IDS Migration Deadline Approaches

Hey IDS customers—with systems that go back as far as 1989, you may find our latest promo very attractive. You can upgrade to the latest capabilities and not break the bank! IDS customers may migrate to VoIP, Caller ID, PRI Service, Multi Site Networking, Unified Messaging, Fax Integration, among others capabilities. ICS has worked to be able to offer a special promo in conjunction with Inter-Tel. Until March 15th you will receive:

- 15% Discount off Upgrades
- Re-Use Most IDS Phones (if desired)
- Trade-In of IDS and Voice Mail Systems
- FREE Connection Assistant—Desktop Software with PIM integration.

You won't see a better promo, one with as much value for as low of a net price. Act today, schedule a Demo—we'll even buy lunch!

Hurry though—promo ends soon.....

VoIP—Try & Buy



Not sure about VoIP? Curious about how

well IP telephones will work in your organization? If so, take the danger out

of making quick decisions and test-drive one of ICS Telecom's IP solutions from Mitel, Inter-Tel or Vodavi. We'll provide you with a desktop set and simple instructions about connecting the set and off you'll go. Get the integration that enables intercom calling, centralized voice

mail, and easy access to the entire feature set of your in house phone system. All you need is a typical network configuration, a network WAN connection, and the only thing left is the IP set. Contact your ICS rep to arrange a Try & Buy today.



Email Got you in its Grips? Is new 12 Step Program for you?

Just like AA, there is a new multi-step program making the rounds on the Internet the last few days. For the Email "addict", check out the 12 Steps:

1. Admit that e-mail is managing you. Let go of your need to check e-mail every ten minutes.
2. Commit to keeping your inbox empty.
3. Create files where you can put inbox material that needs to be acted on.
4. Make broad headings for your filing system so that you have to spend less time looking for filed material.
5. Deal immediately with any e-mail that can be handled in two minutes or less but create a file for mails that will take longer.
6. Set a target date to empty your inbox. Don't spend more than an hour at a time doing it.
7. Turn off automatic send/receive.
8. Establish regular times to review your e-mail.
9. Involve others in conquering your addiction. And number 10? Reduce the amount of e-mail you receive. Now that's a tall order, eh?



TotalCare Service— Uniquely Incredible for your Business

- 24x7x365 coverage
- 2 Hour Emergency
- Factory Certified Technicians
- 25 Minute After-hours plan
- Annual Tune-ups
- GPS Based Dispatch
- \$ 3/4 Million Spares
- 30 Years of Success

ICS Telecom—your choice for
TotalCare!



Inter-Tel's 5000 Family of IP Systems Offer Great Features with Competitive Pricing

- Same Voice feature set as popular Axxess systems
- 3 to 250 users
- VoIP, Digital and Analog Extensions
- POTs or T1 Service
- Standard Voice Mail
- IP Networking Standard
- Linux Operating System
- Web based Administration

MEET THE TEAM!



FEBRUARY'S **TEAM FOCUS**
FEATURES CONNIE DEGNAN.
CONNIE HAS BEEN WITH ICS
AND THE ROCHESTER
EXECUTONE OPERATION
SINCE 1984 SERVING IN
MANY ROLES. CONNIE
PROVIDES HUMAN
RESOURCES AND
ACCOUNTING EXPERTISE FOR
ICS TELECOM'S DAILY NEEDS.



Networking in 2007—Improved Reliability and Choice

In the past, many systems were equipped with redundancy—the duplication of common components. Typically an expensive proposition, this form of redundancy is being replaced by methods that enable improved flexibility. For example, with the emphasis today on security in networks, and protecting one's

network better, manufacturers have designed new solutions that allow IP desktop users to be resilient in the event of a failure in its controller. Simply, a controller in California might serve as a resilient host to a failed controller in Syracuse. This, in addition to conventional hard drive and power supply redundancy

makes today's systems not only highly reliable locally, but resilient spatially. Get info on the best design for your organization from your ICS account executive.

