

E-Newsletter January 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 ■ January 2007 ■

www.icstelecom.com

Mitel Solutions Deliver for Wireless, Cellular and Gigabit Networks

Mitel has introduced two unique capabilities for its award-winning portfolio of products.

As clients look to enable IP-Based technology solutions they are confronted with a variety of challenges that impact the ease—and the cost of deploying the latest products.

Challenge 1:

I have a facility that is wired to enable VoIP with Category 5, but we have some locations where we'd like to have telephones but lack inside cabling. What are my options?

Solution:

Mitel's new Wireless LAN device allows you to extend your reach to these locations while connecting a conventional desktop telephone. Many manufacturers require wireless networks/wireless phones, or unreliable cordless sets. The Mitel solution brings simplicity, and functionality that is unrivaled.

Challenge 2:

I have a network running Gigabit Ethernet. Most PBX offerings I have seen cannot



enable speeds above 10Mb. What are my options?

Solution:

Mitel again offers a great alternative for wired networks with its Gigabit Ethernet stands. You may decide which (any or all) of your desktops may maintain Gb speed with this device. So, keep your network up to speed, and up to date without compromise with Mitel's Gigabit Ethernet Stand.

Challenge 3:

The increased use of cell phones has staff becoming more and more mobile. What ways exist to blend cellular technology with an

In-house system for a business?

Solution:

Clients today may take advantage of exciting new integrated capabilities that allow mobility. Mitel's advanced technology enables users to have calls ring on both a desktop telephone and their cell phone simultaneously.

The user can decide where to answer easily. A cell user who wishes to "move" a call to one's desktop device may do so with the click of a key.

These great applications solve problems in today's everyday business. Mitel has been a leader in promoting advanced solutions to help people communicate better since 1978. Get a Mitel at ICS—we've been partners for 29 years!



Spotlight

Maintenance Coverage Options Provide Flexibility

Whether you are evaluating a new system, a maintenance agreement, you have lots of options available. Our TotalCare program provides 24x7x365 coverage, after hours escalation, customer defined emergency, and even annual tune ups. Some of the options available until March 30th include:

36 for 24: Get 3 years coverage for the price of 24 months—33% off!

5 Year Warranty: New systems on our "Rental Program" qualify for a full, 100% 5 Year Warranty. And a buyout of \$ 1.00! Tough to beat.

Free Software Upgrades: Your Mitel system may be configured to include core software upgrades for a fraction of normal cost. Inquire for your best options.

Risk-Free Maintenance & Trade: Take a maintenance agreement and opt to upgrade during the term and get credit off ranging from 50-100% of your costs! Your Account Exec can help with discussing these programs with you.

Executone IDS Customer Promo—Migrate to VoIP, SIP by March 15th

If you are one of our IDS customers—with systems that go back as far as 1989, then you may find our latest promo very attractive. Upon the acquisition of Executone by Inter-Tel 7 years ago, a "bridge" was built to allow migration to the latest system technology. Among the capabilities that some IDS customers may desire are VoIP,

Caller ID, PRI Service, Multi Site Networking, Unified Messaging, Fax Integration, among others. 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!

Trend Tracking over 50 Issues of the ICS Telecom Newsletter

Trends of our use of technology can be quite interesting. Since our inaugural issue—50 Issues ago we have tried to report on how communications affects our lives, who's using what, how specific forms grow or decline, among other topics. To celebrate our 50th anniversary we will revisit some of this information. Back in 2003 reports were that 20% of US workers used the internet for non-work purposes. Just 2 years later the same percentage was checking messages while at social gatherings. A few years ago we talked about the growing trends toward

instant messaging, texting. Today it is estimated that there will be 5 Billion text messages each month. That's about 60 Billion in the year—or at 10-15 cents each a pretty nice business. In 2003 we had just over 130,000 VoIP users in the US, in 2004 the figure grew to over 1 Million. In 2006, it is through the roof with Skype at more than 2 million alone, and others like Time Warner, Vonage, Microsoft at more than 1 Million subscribers each. Talk about a boom! 3 Years ago about 5% of households had abandoned landline service in favor of

cellular. Today the figure is double that, and in two years it is expected to grow by 250% again. It used to be that getting grandpa to go on the internet was a challenge. Today, he's surfing like a pro joining blogs, viewing videos, even using Instant Messaging. And e-mail? Well it is estimated that in 2006 there were over 180 Billion emails sent each day over the world wide web. Trends will continue—won't it be fun to see where we are at issue 100? Thank you for your readership, and see you on the Internet, or your cell phone, or PDA.

It's Tax Time— A Telephone Reminder! Federal Telephone Excise Tax Credit

We reported in our last issue that the IRS is prepared to refund \$ 13 Billion in surcharges paid by individuals and businesses that have been collected to help fund the Spanish American War. Individuals can claim as little as \$ 30.00, and more with exemptions and/or some paperwork, with businesses required to perform a little arithmetic. Check out the links below for info:

Individuals

www.irs.gov/newsroom/article/0,,id=161506,00.html

Businesses

www.irs.gov/newsroom/article/0,,id=164310,00.html

Be sure to share with your tax advisor.

Inter-Tel 7000 SIP PBX



The Inter-Tel 7000 family of solutions has hit the market with integrated IP telephony applications, centralized voice, text, and instant messaging, presence-based call and message routing, and gateway access to the public network and analog devices. Delivering rich tools designed to improve business productivity regardless of geographic location, the 7000 is a highly-scalable, fully-redundant solution that enables seamless communication across organizations.

Inter-Tel Communicator provides intelligent call processing and media resources for the 7000. As the core softswitch technology for the platform, it offers basic and advanced telephony features including advanced hunt groups, Automatic Call Distribution functionality, powerful user-based presence and routing features, data synchronization capabilities across multiple sites, true redundancy, a highly scalable architecture, and media processing for high density ad-hoc conferencing, Music On Hold, and paging. The Inter-Tel 7000 platform uses Session Initiation Protocol (SIP) gateways to connect to the

public network, as well as to fax machines, modems, and analog endpoints. The Inter-Tel 7000 family is built on the IP communications foundation through SIP-standards based architecture, offering superior flexibility to



accommodate dynamic business needs. SIP-standards provide a communications pathway—connecting diverse communication tools together so that they can “speak” to each other. Find out more about how the 7000 can enhance your business communications.

What's 2007 Look Like for Technology

So, with all the change happening, what can we expect from all of this R&D and just what might we find interesting to evaluate?

1. **WAN Optimization:** Hey, the network boom, the demand for more bandwidth puts us in a near-panic. Many firms are looking at products to sig-

nificantly increase WAN performance—making the pipe size itself not quite as critical.

2. **Cell Integration:** It's just time to pull this stuff together. And the makers are getting better and better. Before you put out dough on new VoIP, make sure you'll have the level of

integration you seek for wireless. You'll be glad you did.

3. **SIP:** It's finally here for real. Caveat emptor though. You'll have “SIP-Compliant” claims across the breadth of business. Get the skinny on specific compliance before you buy.

MEET THE TEAM!



JANUARY'S TEAM FOCUS
FEATURES SAL FRANZONE. SAL HAS BEEN WITH ICS AND THE BUFFALO EXECUTONE OPERATION FOR MORE THAN 30 YEARS. SAL HAS OFFERED OUR CLIENTS TREMENDOUS TECHNICAL EXPERTISE AND HAS BEEN A GREAT RESOURCE FOR THE ENTIRE ICS FAMILY.

