

E-Newsletter January 2008

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 2008 ◀

www.icstelecom.com

Go Green!

As technology enables us to be more productive, efficient and resourceful, Mitel is making a conscious effort to extend those benefits to our care of the environment. With a strong international presence, the duty to conserve and protect our world is taken very seriously. All aspects of the Mitel business take ecological impact into consideration, whether it is in our business practices or the design and make of our phones.

The Mitel 5212 and 5224 IP phones are substantially more efficient than that of its closest competitor. An IEEE Class 1 device, the 52xx phones run on 3.62 watts while the typical competitor's phone uses 6.15 watts. Taking energy conservation a step further, the latest 5000 series IP phones automatically power down when not in use, turning off the LCD backlight to use 80 percent less energy than when in full power. Other competi-

tors, notably Nortel and Cisco use as much as an average of between 7 and 12 watts of power each. Simple math translates to power costs of double or more with a competitor's system solution versus that of Mitel. From an operating expense viewpoint the chart below demonstrates savings potential. Beyond the clear savings in selection of a Mitel, you are also making important strides toward energy efficiency.

Mitel phones are also emissions-friendly. The 5212 phone creates 58 pounds of carbon dioxide each year (or 409 pounds over its lifetime) compared to the competitor phone's 99 pounds per year (694 pounds over its lifetime). To reduce the burden on our landfills, 66 percent of each 5212 phone is recyclable, and we have scaled down product packaging.

Our IP sets and controllers contain low levels of harmful chemicals and, therefore, meet RoHS requirements in the European Union. Mitel is WEEE- (waste electrical and electronic

equipment) compliant in the U.K. and have been ISO 14001 certified since 1999.

Going beyond simple compliance, the Mitel products you implement today will not only keep you cutting-edge, but will also last for the long term.

Mitel continues to adopt and fine-tune environmentally conscious processes and standards within all areas of its business. Perhaps the most effective practice is telecommuting, undertaken by 40 percent of all Mitel employees in North America. Consider that a roundtrip from New York to Chicago produces 0.35 tons of carbon and flying the U.S. coast to coast accounts for one ton of carbon dioxide and other greenhouse gases per person. In this regard, teleworking helps spare the environment 3.6 tons of pollutants per teleworker per year. Go Green with Mitel! Find out more today from your ICS Account Exec.



Watts Used by IP Set	# of Desktops	Annual Costs	System Lifecycle Costs (9 years)
4	100	\$ 380.00	\$ 3,420.00
8	100	\$ 760.00	\$ 6,840.00
4	500	\$ 1,900.00	\$17,100.00
8	500	\$ 3,800.00	\$ 34,200.00



Top Threats for 2008

DoS (denial of service) Attacks on VoIP Networks: DoS attacks can overwhelm your phone lines, disconnecting calls, creating busy signals, making life miserable.

Eavesdropping: A simple packet sniffer can break into VoIP calls. Putting VoIP phones on separate, secured VLANs to protect against rogue devices, then protect that VLAN against the introduction of unauthorized devices.

Microsoft Office Communications Server: Microsoft is a target for hackers – OCS may be the latest in the hacking bullseye.

Vishing: The new guy on the block, vishing is caller ID spoofing, stealing ID's, creating traps for outbound IP based calls to pick up credit card info and more. **VoIP Attacks Against Service Providers:** These sorts of attacks will escalate providers allow subscribers to have direct access to mobile networks over IP, making it easier to spoof identities and use illegal accounts to launch a variety of attacks. Take a close look at how your providers care for you when buying VoIP.

TotalCare brings Value to Support

Our TotalCare program provides clients with flexibility and options in support. When you opt for TotalCare you get: 24x7x365 Coverage - we are available around the clock.

Customer Defined Emergency: If it's important to you, it's important to us. Emergency response is 2 hours or less.

Annual Tune-ups: Just call and schedule. Our technician will arrange a complimentary visit and give your system the once-over. Make sure all is running well.

Spare Parts Inventories: We keep parts to back up all systems that we have installed. When you have a problem we deliver.

Remote Diagnostics: Speed up responsiveness with full remote maintenance package for analysis and repair.

Promos: Get 3 years coverage for price of 2 years for all new TotalCare Annual packages purchased by March 30, 2008. Save 33%!

TotalCare Upgrade Protection: Sign on for 3 for 2 plan and when you upgrade with ICS anytime during the 3 years, we'll prorate your payments and apply balance as an upgrade discount!

Software Assurance - FREE Upgrades with Mitel!



Get the kind of protection you deserve when you buy or lease a new system. All new Mitel 3300 ICP systems purchased or leased through March of 2008 qualify for FREE Software Assurance during the first 5 years of Warranty and TotalCare Annual Support!

This \$ 4,000.00 Value is your free when you opt for a 3300! Stay current with new releases, keep your systems up to date.

Mitel 3300 solutions boast a number of capabilities:

Mobility with Cell Phone integration

Resiliency - direct failover to secondary controller for your IP Sets

Networking - Connect up to 65,000 devices in your network

SIP - Mitel 3300 systems are ready for SIP Trunking

Get all the details from your ICS Account Executive today!

SKYFIRE enables Web on Mobile Phones

Whoa. Skyfire browser was just previewed at DEMO 08, and it's all the rage on the Internet.

Skyfire takes any Windows mobile device and adds in a web browser. SkyFire is a server side browser that makes browsing on a mobile smartphone just like browsing on a PC. For the first time, smartphone users can experience the "real Web" to access and interact with any Web site built with any Web technology, including dynamic Flash, advanced Ajax, Java and more - at the same speeds they are accustomed to on their PC. With this free downloadable browser, users can finally watch videos from the real YouTube, stay connected with their friends on the full-feature PC versions of Facebook and MySpace, and listen to web music services. Check it out.



Where have all the iPhones Gone?

As many as 25% of iPhones are reported "missing in action" – thought to be used on networks other than AT&T's. We reported a few months back on these new devices being "unlocked" for use on alternate networks. Bernstein Research says that nearly 1.5 million phones are unaccounted for at the end of December, '07. According to their research about 1/3 of those were likely in AT&T inventory.

MEET THE TEAM!



OUR JANUARY FOCUS IS MEG SYRACUSE. MEG HAS BEEN WITH THE COMPANY SINCE 2006 AS A CUSTOMER SERVICE REP. SHE PROVIDES CLIENT TRAINING SERVICES AND HELPS WITH SUPPORT CALLS IN OUR SERVICE CENTER.

