

E-Newsletter July 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 ► July 2007 ◀

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**Mitel Awarded 2007 TMC Labs Innovation Award
Presented by INTERNET TELEPHONY**

Mitel® has announced that Technology Marketing Corporation (TMC) named the Mitel Applications Suite as a 2007 TMC Labs Innovation Award winner. Presented by Internet Telephony Magazine, the TMC Labs Innovation Awards honor products that demonstrate groundbreaking innovation, outstanding feature enhancements, and a significant contribution toward improving communications technology. "Mitel's Applications Suite is clearly deserving of recognition. Their significant investment in R&D ensures that Mitel's portfolio of unifying IP communications solutions match the current and future needs of their customers. We're proud to reward their hard work with a TMC Labs Innovation Award this year," said TMC President Rich Tehrani.

The Mitel Applications Suite provides a reduced-cost and unified solution for dramatically enhancing business productivity for small- and medium-size businesses (SMBs) with bundled Mitel applications that include: **Mitel Mobile Extension** Mobile Extension provides a solution for workers unifying phone numbers and voice mailboxes, including mobile phones. By providing a single phone number and single mailbox for multiple devices, calls are routed simultaneously to any business phone, mobile, home, or wireless device. As well as having the

ability to seamlessly transfer calls between desk and cell phones, mobile workers can also log in to any IP phone and use it as their own, complete with fully extended office PBX features and functionality.

Mitel NuPoint Messenger™ IP

NuPoint Messenger IP provides a scalable, and simplified way to relay, store and retrieve voice messages—using a phone, fax machine, pager or PC. NuPoint Messenger is a cost-efficient solution for companies with as few as 25 employees that can scale to 240 ports and over 100,000 mailboxes.



Mitel Teleworker Solution

Mitel teleworking solutions allow remote workers, road warriors, and day-extenders to "plug and work" with a standard Mitel IP desktop telephone or softphone. This allows seamless access to the corporate voice and data network, retaining all of the features and functionality enjoyed at the office. Not only does the Teleworker Solution increase employee productivity and retention, it also decreases overhead expenses and long-distance call charges.

"Mitel continues to be at the forefront in the development of innovative communications solutions that enhance the user experience and streamline business functions," said Kevin Johnson, director of solutions marketing, Mitel. "The Mitel Applications Suite delivers enterprise-grade applications to SMB customers in a simple, cost-effective, and easy to manage package. Mitel's industry leading applications for teleworking, mobility, and unified messaging are provided in a single server and single sign-on package. Additionally the easy-to-use web interface allows end users to administer and manage these applications themselves with minimum instruction."

According to Tom Keating, CTO and editorial director at TMC, "The Innovation Awards exemplify the best and the most unique products and services that this industry has to offer. Mitel has demonstrated a commitment to quality, and a commitment to the further development of the IP communications industry through its Applications Suite. Mitel deserves this great honor, and I look forward to seeing other innovative solutions from them as they continue to contribute to the future of IP communications." 2007 TMC Labs Innovation Award winners can be found in the July and August 2007 issues of [Internet Telephony Magazine](#).



Spotlight



Web's Big Players

Ever wonder which websites get the big time traffic? According to ComScore Networks—among the top websites these days are:

Google—over 500 Million visits each month—wow!

Microsoft—Ditto

Yahoo—470 Million each month

How about sites that are attracting big increases in visits? The list includes Coca Cola, Lime.com (a healthy living focus), Buzznet (social networking site), and World Wrestling Entertainment.

Web use is creeping toward 1 Billion users per month, and up-and-comers like Facebook, Photobucket, and Dailymotion bring social interaction via blogs, digital photos and video to the public domain. Keep on clicking.



Mitel debuts new SIP Desktop Telephone

Mitel has announced the upcoming release of a new SIP telephone, the model 5302. This new addition to Mitel's impressive portfolio offers the following capabilities:

2 Lines, dual port, hold, transfer, redial, and 4 programmable buttons.

The value proposition for this entry-level IP phone is a cost-effective, point of sale phone for the retail, education, or healthcare market. The 5302 IP Phone can also be used in general business environments. It addresses that segment of the enterprise market that requires an economical entry-level IP desktop device, while taking advantage of the cost savings of a converged network infrastructure.

The 5302 IP Phone uses a SIP-user license to operate on the 3300 ICP.



Core Functions

Basic call origination, answer, and release
 Calling number and name delivery. Also -

- Call forwarding – always
- Call forwarding – busy
- Call forwarding – no answer
- Call hold and hold retrieve
- Call park and park retrieve
- Call park answer back
- Call pick-up
- Call re-routing
- Calling party number block / unblock
- Conference

- Consultation hold
- Controlled toll restrictions
- Day / night service
- Directed call pick-up
- DND functionality
- DSS / BLF appearance on the Mitel IP phone
- Group, direct, and loudspeaker paging
- Last number redial
- Line appearance on Mitel IP phone
- Message waiting indication delivery
- Multiple call handling
- Music on hold
- Recall
- System speed call access
- Twinning with Mobile Extension
- Voice mail integration



New Inter-Tel VoIP Package Delivers Big Features, Low Price!

ICS Telecom is pleased to announce a great, new IP package for its customers. Built to deliver a high quality, high performance solution, the new *5200 Bundle* includes:

- 1 - Cabinet, Power, Core software
- 20 - VoIP Sets with Display
- 1 - T1/PRI
- 1 - Voice Mail/Auto Attendant
- 25 - Unified Messaging Licenses
- 1 - Text to Speech License
- 1 - POE Switch

Standard Price: \$ 19,100.00
 Total Base Package: \$ 17,190.00



*Inter-Tel
 8662 IP Set*

MEET THE TEAM!



OUR JULY FOCUS IS GREG BYSTRAK. GREG HAS BEEN WITH ICS SINCE 1998. HE HAS BECOME AN EXCELLENT RESOURCE FOR TECHNICAL REQUIREMENTS OF ALL KINDS AND IS A GREAT "PROBLEM-SOLVER". GREG ALWAYS HAS A READY SMILE FOR CO-WORKERS AND CUSTOMERS ALIKE.



Mass Notification Systems - Get the Word Out Quickly & Efficiently!
 Educational institutions, municipalities, and healthcare organizations are implementing new technology that sends immediate voice messages, text or email for special alerts (school closings), emergencies (such as tornado warning). Systems capable of as many as 1/2 Million calls in an hour provide great solutions. ICS offers products that may be hosted off site, or be located on your premise. Contact your Account Executive for more info.