

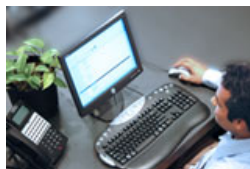
Mitel Delivers Direct SIP Connection to Microsoft Exchange Server 2007

Simple upgrade on Mitel 3300 IP Communications Platform

Mitel® announced it has further advanced the completeness and ease of integration between its flagship [Mitel 3300 IP Communications Platform \(ICP\)](#) and Microsoft Exchange Server 2007 Unified Messaging with direct Session Initiation Protocol (SIP) connection capabilities. "Mitel continues to apply its expertise to drive down the complexity and cost of integrating IP communications with the productivity-enhancing Unified Messaging capabilities of Exchange Server 2007," said Donna Conner, group product manager for Unified Communications at Microsoft Corp. Mitel's embedded SIP inte-

gration eliminates the need for a separate SIP gateway as a go-between from a 3300 ICP SIP connection to an Exchange Server 2007 resulting in support for multiple forms of Unified Communications including voice, email and fax. Mitel can deliver this capability to existing 3300 ICP customers through a software upgrade that simply delivers the SIP server's (gateway) functionality resulting in reduced complexity, time and cost for our customers. Native support of SIP on the 3300 ICP enables customers to take full advantage of the deployment of open standards and maximize their investment either in a Mitel or a multi-vendor environment that supports an open standards approach. "Mitel has long recognized the importance of SIP and open standards," said

Stephen Beamish, vice president, business development and strategic partnerships. "SIP trunk integration between the 3300 ICP and Exchange Server 2007 is another step in our drive to continue to simplify the deployment and adoption of Unified Messaging to help people regain control of their communications." 2007 Unified Messaging delivers a unified inbox experience that includes email, voice mail and fax reception functionality, as well as new capabilities such as a speech-based auto attendant, and Microsoft Outlook Voice Access that allows users to access all their vital business communications from any wired or wireless device, using speech recognition or a touchtone interface.



we look to partner with – smart, efficient solutions-oriented providers with a client first attitude." Visit www.iwatsu.com for more info on the Iwatsu suite of products and services.

ICS & IWATSU Reach Agreement

ICS and Iwatsu have reached a distribution agreement that will allow ICS to sell and service the Iwatsu portfolio of business telephone and messaging systems and communications applications. Iwatsu is a well known name in the telecom industry and its products are in use in WNY and throughout the US in all types of businesses. Featuring solutions for small businesses with less than 10 employees

to multi-location, networking enterprises, Iwatsu's products are recognized for their advanced design, impressive reliability, and a consistent cycle of development and enhancement toward investment protection. Len Bachmann, Iwatsu's NE Regional Manager commented "We are thrilled to have the ICS team join the Iwatsu family of distributors. ICS is exactly the kind of company

Spotlight



VoIP Rewind - Do you Really Need a new Infrastructure?

So, you've decided to pursue VoIP. You'll catch up to the many businesses who have already made the jump. You'll be able to achieve greater mobility, even network in from home. Maybe you're tying multiple locations together, or just looking for better software functionality. Whatever your motivations, have you been told you need to upgrade your routers, switches, or station cabling? We recommend a deep breath then a call to ICS. We have many clients who have been able to reuse existing data gear, even older Category 3 Cable very successfully. While it is easier for a vendor to recommend a complete overhaul the reality is it is not always necessary. The ICS Engineering team can perform a survey, provide specific findings and make recommendations - it's easy, it's a complimentary service. Call us for more info.

Cell Phone Bills the Latest Target for Phony Billing - Are you Paying for Services you don't have?



Ever take a really close look at your cell phone bill?

Some customers have – and have found charges that just don't add up. But, try getting rid of these charges. Cell phone providers and their sales agents are attacking the market with value-adds like special ringtones, games, music downloads and such. With greater frequency, customers are complaining that they did not authorize some of these, ahem, services. Stories (horror stories to be sure) abound about customers who are

getting charged, then contact their carriers to remove the charge only to be told that it's a 3rd party charge that they cannot remove. Landline phone bills have been plagued for years by these sorts of scams. How about Spam text Messages – you know who pays for it right? These and other unwanted text messages like SMS (Short Message Service) messages are creating a huge problem and huge logjam at the carrier billing level. The Mobile Marketing Association, an industry group is positioned to be a watchdog for these types of issues but the

unscrupulous always find new ways. Even the taxes and surcharges we pay are being challenged – either for their validity, or for the sheer fact that we are being taxed on



invalid features and services in some cases. You get the idea. Don't take your cell phone bill for granted. The AARP is lobbying to get an easier-to-read bill from wireless companies but that may take awhile. In the meantime be vigilant. Read that bill, and challenge those charges that just don't seem quite right.

Hot, New Features for Today's Business Phone Systems

Considering an upgrade? Want to know what's out there as far as new features? Here's a quick list of 5 Cool capabilities available today.

Hot Desking: Allows a user to go to a new desktop location, enter a code, and pull over her entire profile—button layout, phone extension, DID #, speed dial, features—your name it. You have moved that easily.

Wireless Extensions: Need service in a distant office

location? Plug into a special wireless device that connects to your wireless network (or create one) and off you go.

Gigabit Ethernet: Data networks are becoming more and more robust. Plugging into a Gb network with your phone can save \$\$\$ (otherwise spent on separate networks).

Mobile Twinning: Are you mobile? Twinning lets you have your office phone and cell phone ring simultaneously. If you are in your auto, an-

swer the call to your office phone. You can even take a call on cell, press a key and pull the call over to your office phone. Pretty cool. And it doesn't matter which cell carrier you use.

Spatial Redundancy: Firms seeking higher degrees of reliability make potential failures more resilient. Should a local CPU fail, the IP users re-home to a remote controller. The controller can be in an adjacent room, down the street, or on the other side of the world.

Inter-Tel Offers Choices for Organizations of all Sizes

Whatever your organization's size or complexity, Inter-Tel has a solution for you.

From small, standalone applications with from 4-25 employees that fit well with our 5200 IP/Digital system, to large, diverse networking applications with thousands of staff best suited for our new

7000 SIP platform, the Inter-Tel portfolio offers advanced capabilities, and excellent integration. Rich yet inexpensive packages providing web conferencing, IP Sets, centralized attendant, remote Contact Center Agents, Presence management, and CTI applications enabling database screen pops, IVR are all possi-

ble. Contact your ICS account executive for a discussion of your objectives and the right product options with our award winning Inter-Tel systems.

INTER-TEL



MEET THE TEAM!



OUR MARCH **TEAM FOCUS** FEATURES DALE KEEGAN. DALE IS NOW IN HIS SECOND STINT WITH ICS AS AN ACCOUNT EXECUTIVE. HE BEGAN HIS TELECOM CAREER IN 1990 WITH THE COMPANY, LEFT IN THE MID 90'S AND RETURNED IN 2005. DALE ALWAYS LENDS A POSITIVE ATTITUDE TO THE EVERYDAY CHALLENGES.

