

E-Newsletter November 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 ► November 2007

www.icstelecom.com

Looking for that Perfect Holiday Gift? Find Your Voice



ICS Tele-com and Mitel are pleased to offer a very unique upgrade promo.

It's simple, it's clear, it's better, it's awesome!

Upgrade your telephone system to Mitel's revolutionary VoIP platform and you get:

- **FREE Cordless Package** — 1 FREE Cordless handset & headset with each new system!
- **2 Year Warranty** - FREE!
- **Trade in of \$ 50.00 per desktop!** - and we'll even dispose of your old system!
- **Cell Phone Take 5 Package** - Buy the Base 5 Pack for Cell Phone integration, we'll throw in the next 5 licenses!

Go **GREEN** with Mitel! Any organization will benefit with a Mitel solution, and the environment will too!

Mitel Desktop IP Sets use about half the power of other top brands. Save \$\$, reduce energy.

Get a complimentary review and design from ICS today.

New 5300 Series Sets with HTML Display, FREE Toolkit! Unique!

Full integration with Microsoft— advanced personal communications.

Unified messaging, fax integration, and Teleworker applications.

Mobility options including cell phone twinning, & call center applications.



Hurry! Offer ends on December 28th at 5pm.
Prior offers excluded.

Spotlight



Top Holiday Gifts for 2007

Another year draws to a close - so what to buy? This year, a mix of the usual suspects, and some new kids on the block.

PCs: Laptop prices have dropped, APPLE has nifty, new MACBooks, Dell cool colors. And the kids want 'em!

iPods, iPhones... iWant some!

Xbox 360 and Wii - games aplenty for the whole family!

TIVO - Cool video record and play later. Beats regular DVR at a slightly higher price.

Digital Cameras - still strong gift items.

HDTVs - Hot, hot, hot!

MP3s, Burners, Docks, Gift Cards, Car Starters - old standbys that make great gift items. Have a safe and happy holiday season!

Mitel 5330/5340 Set Enhancements Give Users More Tools

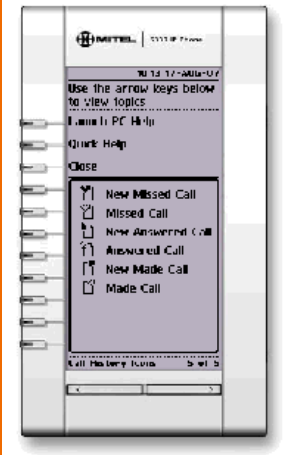
Mitel's 5330/5340 Sets now offer new features providing enhancements for Call History, Call Forwarding and Message Waiting. The features being delivered on these desktop devices with the 3300 ICP Release 8.0 UR1 are: Call History enhancements, improvements to the Call Forwarding Graphical User Interface (GUI) and access, and new Message Waiting indication options.

The Call History application, Call Forwarding enhancements and messaging waiting indication option were designated GA as part of 3300 ICP Release 8.0, UR1, which was available as of November 5, 2007. This system software load is a simple download for 3300 customers.

The Call History screen shows a complete log of all incoming and outgoing calls. Calls can be displayed on the display screens of the 5330 IP Phones or the 5340 IP Phones as Missed, Made, Answered, or All. Users can tell at a glance if they have missed any calls while they were away from their desk, even if the caller did not

leave a voice mail. The LED indicator beside the Call History key lights up to indicate that there are Missed Calls. Up to 50 Call History logs in total can be stored in the Call History application.

When a call is selected, more details about the call are presented on another screen. On this screen, you can dial that person directly (if calling line ID is presented), or format the digits. The 5340 IP Phone users have the added benefit of being able to copy the contact information to their Contacts (People) application. These capabilities are made available for 3300 Software Subscription clients. For details, contact your ICS representative.



Going Green with Technology Choices

Many clients want to take the necessary steps to “go green”. What types of things can you do in the coming year to promote environmentally conscious decisions? Here are but a few ideas:

- Telework:** Work at home types don't burn gasoline.
- Paperless:** E-Docs save on printer/copier workloads.
- VoIP Phones:** Choose “green” phones with low power use.
- Video Conference:** Save the travel, stay in your office and meet on video.
- Wireless:** Networking products galore that save on power.
- Turn off PCs at close of business:** 'nuff said.
- Reduce Machines:** Find all-in-one copier/fax/printers.
- LCD instead of CRTs:** they burn a lot less power.

comScore Reports Big Increase in e-shopping this holiday season

comScore, Inc. the leader in measuring web stats has released an update of holiday e-commerce spending covering November 1st – 23rd of the November – December 2007 holiday season. More than \$9.3 billion was spent online during the season-to-date, marking a 17-percent gain versus the corresponding days last year. Online retail spending was strong on both Thanksgiving Day (up 29 percent to \$272 million) and “Black Friday” (up 22 percent to \$531 million), outpacing the season-to-date growth rate. Leading gainers are video games/consoles at +134%, furniture/appliances + 36%, and consumer electronics +21%. In the upstate New York area, a steady influx of Canadian shoppers has been reported in the stores by virtue of the weak US Dollar.

MEET THE TEAM!



OUR NOVEMBER FOCUS IS VASANT CHOKSEY. VASANT HAS BEEN WITH THE COMPANY SINCE 1988 AS A SALES ACCOUNT REP AND MANAGER. VASANT IS A WELL RESPECTED AND EXPERIENCED PROFESSIONAL WHO IS ALWAYS WILLING TO GO THE EXTRA STEPS TO FIND THE BEST SOLUTION.

