



Casa Larga Vineyards & ICS Find Right Blend of Communications

When Award-winning Wine producer, Casa Larga Vineyards began evaluating a new telecommunications systems solution, they went about it in much the same way that they make their wines – with a disciplined approach, and with an objective to not settle for less than the best. In August 2005, Governor George E. Pataki presented Casa Larga of Fairport with the 2005 Governor's Cup for its "2004 Fiori Della Stella Vidal Ice Wine" at the annual New York Wine & Food Classic competition held in Canandaigua, the northwest gateway to the Finger Lakes wine region. The Governor's Cup, recognizes the "Best of Show" of all entries in the Classic. No small feat with over 120 wineries in New York today, representing more than half of all Counties. Of course excellence has always been a hallmark at Casa Larga.

Among Casa Larga's objectives in a new phone system were reliability, IP Telephony potential, Call Center functionality, improved messaging, and Vendor Support. The solutions presented by ICS Telecom suited Casa Larga very well. Inter-Tel's Axxess digital IP system forms the core of the technology being implemented for Casa Larga and promises to provide improvements in all key communications areas, and critical scalability as Casa Larga expands.

Just as importantly, ICS Telecom's unique TotalCare program was viewed as the kind of ongoing support that Casa Larga required. With 24x7x365 coverage, and simple coverage ideals including remote support, annual tune-ups, and a 3 decades long commitment, ICS Telecom was seen as a natural fit. According to John Colaruotolo "We analyzed several products and felt that the overall value offered by ICS Telecom and the Inter-Tel Axxess far outweighed other alternatives that in some cases were less costly. We are looking forward to a great relationship with ICS and their service team."

About ICS Telecom: ICS Telecom is headquartered in Western New York with offices at the LCO Building at 726 Exchange Street, Buffalo. Serving all of Western and Central New York for nearly three decades, ICS offers complete sale, installation and maintenance of small, medium and large communications network systems and services. The ICS portfolio includes PBX systems, messaging, fax and e-mail integration, paging, health care communications, and network services such as T1/PRI, data connectivity, and internet access. ICS Contact: Debbie Ervolino (716) 817-7904. www.icstelecom.com

FREE Your Assistant Lite Software with Every Mitel 5215, 5220 or 5235 Sets! Get Mitel's YA Lite Communications Tool, Outlook Integration

Your Assistant Lite Features

- Screen pop on incoming call
- Intuitive and easy to use call handling
- Support for 3300 ICP and SX-200 ICP telephony and data features
- Drag and drop conferencing
- Visual conference call management up to eight parties
- Call history and logs
- Call timer and annotation tools
- Launch of Your Assistant Lite on PC start up
- System tray icon status
- Import personal contacts from Outlook
- Dial from Outlook
- Speed dial / favorites



Vodavi Unveils New Pathfinder IS – Fully Integrated Voice and E-Mail Messaging

A powerful voice messaging platform is critical to the success of any business. **PathFinder IS** delivers features typically available only on larger, server-based systems. **PathFinder IS** provides most of the robust features of Vodavi's server-based Digital PathFinder messaging platform and delivers them in an In-Skin solution for the XTS-IP and XTSc-IP product platforms. The hardware installs directly into the XTS system cabinet, making it a feature-rich and cost-effective voice mail solution for small and medium-sized businesses. **PathFinder IS** is a 12 port system with unlimited mailboxes and over 200 hours of message storage. Get more info on Pathfinder IS by contacting ICS at (800) 836-7424, ext 7904.

Solutions Corner

Question: Is my LAN Ready for VOIP?

Answer: The easiest means for determining whether your LAN is in position for a VOIP deployment is to arrange for a complimentary survey. ICS staff will evaluate your inside cabling, switches, and WAN connections and provide you with recommendations on equipment, software, or other work.

Wanted!

**Old Executone Key Systems
Equity, Encore, Encore CX**

**Trade Up your Old System by December 31st
Purchase or Lease
5 Year Warranty
Details: Connie Brown
(800) 836-7424 Ext. 3251**

Health Care Organizations:



- Worried that your patients may leave your facility unattended?
- Is it time to replace your current system with something more reliable?
- Would you like to enhance your facility's reputation?
- Need to locate valuable equipment quickly?
- Do you require improved building perimeter protection?
- Are you ready for the most comprehensive "wandering" solution available?

ICS Telecom is pleased to represent RoamAlert from EXI—The Next Generation in patient wandering protection. EXI's RoamAlert helps protect patients, staff, and vital equipment to ensure the operating costs, savings, and peace of mind sought by long term nursing, and hospitals today.

Many clients have older systems that may not be adequate. Whether you're experiencing false alarms, Verichip's technology ensures continuous operation, and reduces nuisance alarms allowing your staff to attend to more important affairs.

If infant abduction is of concern to you, The HALO system provides optimal operation including unique skin sensing tags that provide notification if removed.

Inventory control, managing assets, and ensuring secure containment of any number of fixed assets in a facility are simplified with Verichip's asset tracking solutions. Eliminate wasted time searching for equipment, eliminate lost or missing equipment, and maximize your productive time by tagging valuable assets.

Verichip and its EXI organization have invested 20 years into developing world class solutions for protection, tracking, and location of staff and resources. Contact ICS for a comprehensive survey of your facilities, and a customized solution.

Inter-Tel announced operating results for the third quarter and nine months ended September 30, 2005. Net sales for the quarter ended September 30, 2005 increased 5.6% to \$111.4 million compared to net sales of \$105.5 million for the corresponding period in 2004.

Mitel Announces New SX-200 CX – Big System Capabilities in a Small Package!

The SX-200 CX Controller 4X8 Small Business System provides powerful performance and the expansion capabilities needed for today's competitive market. The CX Controller 4X8 basic Voice over IP system can be configured as a Key System, a PBX system, an IP Key / PBX System or any combination and is designed to be installed on a wall or in a rack. The SX-200 CX is packaged with 6 Lines, 8 IP Ports, 4 Analog Ports and a 16 Port Switch. And from now until December 31st, get terrific promo pricing on the base package.



SX-200 CX Controller

Court Fight Looms over Internet Taps

Privacy groups have gone to Federal Appeals Court to overturn an FCC rule that expands wiretapping of Internet based calls. The FBI and others have requested access to live calls in progress for pursuit of its cases. VOIP Providers contend that enabling their networks so that live calls may be tapped requires extensive and costly upgrades to their networks. Surely, more to come on this question.

TotalCare Means:

- Having 24 Hour Access to Technical Support
- Qualifying for Annual System TuneUps
- Being Guaranteed 2 Hour Emergency Response
- Getting the Service you Need, when you Need It!

Check out the ICS TotalCare Program – From 24x7x365 Coverage, to Keeping your systems running smoothly, to getting responsive support, TotalCare is all About your Satisfaction.

**Happy
Autumn!**

