

Mitel Offers No Interest Lease Until October 31st! No Down Payment – 36 Easy Payments!

Ask your Account Executive about Mitel's Zero % Leasing Promo. The offer is extended to all SX-200 ICP and 3300 ICP Systems that are booked with Mitel Finance by the end of October. Instead of paying in advance, you can amortize payments over 36 months. Restrictions apply, and financing is subject to approval.

Mitel Contact Center Solution Receives TMC Labs Innovation Award

Ottawa, Ont., Canada, Sept. 8, 2005 – Reaffirming its 30 year tradition as an industry innovator, Mitel® today announced it has been awarded the prestigious Technology Marketing Corporation™ (TMC) 2005 Innovation Award for the Mitel Contact Center Solutions.

TMC Labs Innovation Awards are bestowed based on the quality and uniqueness of a particular product or service in the field of customer interaction solutions. The panel of judges evaluates products that demonstrate leadership by providing users with innovative features and functionality, continuing to improve the customer experience, and delivering a clear return on investment back to the organization.

"The Innovation Awards recognize the most unique and the most innovative products and services in the CRM or call/contact center industries," said Tom Keating, CTO and Editorial Director at TMC. "Mitel has continued to demonstrate its commitment to develop innovative contact center technology that differentiates the company from its competitors in the VoIP space."

Mitel Contact Center Solutions is the first of many Mitel solutions to integrate into Microsoft's Live Communications Server (LCS). It combines robust communications platforms, automatic call distribution (ACD), and a modular suite of feature-rich, web-based applications for streamlining contact center management and enabling advanced multimedia customer transactions.

"For many years Mitel has been perceived as an innovator and this continues to be the case with the recognition provided by the 2005 TMC Innovation Awards," said Paul Butcher, President and COO, Mitel. "Our significant investment in R&D and in developing best-of-breed partnerships ensures that our portfolio of IP Communications solutions matches the current and future needs of our customers."

Solutions Corner

Question: How much bandwidth do I need to network a branch location?

Answer: Configuring a VOIP network requires consideration of several items including the number of staff, amount of voice traffic, whether you will share trunking facilities, use centralized voice messaging, among other questions. Consult your ICS Sales expert today.

Shea's Performing Arts & ICS Choreograph Communications Upgrades!



ICS Telecom has announced formation of a strategic three-year relationship with Shea's Performing Arts Center in Buffalo. Under terms of an agreement between the organizations, ICS Telecom will provide important enhancements to Shea's core voice communications systems including high speed lines for connecting greater traffic capacities - particularly to assist with high-demand areas such as ticketing. In addition, improvements in contact center for routing and queuing of calls for ticketing and messaging options have been incorporated in the design.

After consideration of a variety of options, the ICS Telecom recommendations were selected based on the ability to provide a total technical solution along with a package of support services including training, 24-hour coverage, and an on-call escalation program ensuring Shea's of technical and operations support around-the-clock. The installation encompasses work in upgrading Shea's hardware/software, and network requirements. These upgrades permit efficient call handling and customer service. "We are excited about our collaboration with Shea's. The combination of hardware, software and network services enhancements creates a synergistic and seamless solution that will well serve Shea's and its customers," said Robert Hanaka, Executive Vice President Sales & Marketing, 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

Shea's Performing Arts Center, a National Historic Site, has provided top notch entertainment for 79 years and today presents touring Broadway musicals, concerts, family and educational programming, corporate packages, historic theatre tours, and a free Family Film Series. The theatre attracts over 350,000 patrons annually. Shea's Contact: Contact: Lisa Grisanti, (716) 847-1410, ext. 167. www.sheas.org

Touch-Screen IP Speakerphone with Multiple Advanced Applications

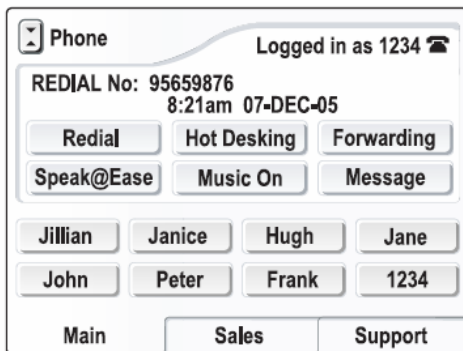
Mitel® 5235 IP Phone is a full-feature, enterprise-class, web-enabled IP phone with a large backlit touch-screen that delivers access to web-based applications and services including HTML and XML browsing, directory management and visual voice mail.



Revolutionary Desktop for Evolutionary Communications

5235 IP Phone Features Include:

- Large, high-contrast monochrome, graphic, backlit screen with touch display – 1/4 VGA (340 x 280 pixels)
- 24 programmable, self-labeling touch-screen keys (Line Appearances, Speed Dials, Feature Access) presented in either two pages of 12 keys or three pages of 8 keys
- Eight fixed function keys: Speaker, Volume / Contrast Up / Down Speaker, Microphone, Message, Hold, Transfer / Conference, Cancel
- Application tabs include: Phone, People, Messages / Visual Voice Mail, Call History, Settings and Applications
- Full duplex, handsfree
- Dual mode IP phone (MiNET, SIP)
- Contacts database with contacts dialing
- “My Phone”: Customizable idle screen softkeys, layout, and personal keys
- Peripherals support for IP Programmable Key Modules, Line Interface Module, IP Conference Unit
- Dual port: Integrated switched port for LAN connection of PC
- Compression support (G.711, G.729)
- Web (HTML) browser included
- Intuitive GUI for expansive feature set access
- XML support for customization of applications
- Applications: Call History, Visual Voice Mail



Mitel 5235 IP Phone – Phone Screen

TotalCare No Risk Maintenance Program

Effective until the end of 2005 take an annual maintenance agreement and we'll credit up to 100% of the cost if you upgrade anytime within the year. Get great coverage, and give yourself an opportunity to upgrade at your pace. Prior sales excluded, limitations apply. Contact Connie Brown at (800) 836-7424, ext. 3251 for details.

Untangling the IP Messy Desktop

Are all VOIP solutions equal? Not on a bet. There are lots of options to choose from – some better than others. So, what should you look for? Try these:

Digital Available – Some IP based systems do not allow for digital sets instead forcing a customer into an IP set. IP sets may lack features, and do require attention to infrastructure.

Analog Available – Let's face it, we're still in a bit of an analog world – faxes, modems, plant phones, etc.

SIP Available – The next big thing is SIP. If the product you're looking at does not have SIP today be careful.

Attendant Software – Take advantage of IP's great value and manage your entire network from one attendant position. Central answering, DSS/BLF are typical features.

Dual Mode Sets – If you go from IP to SIP does the phone change? Could mean extra \$\$\$ in the near future.

Transparency – Do you lose features in the network or does the system and desktops function seamlessly?

Traffic Management – Can I manage all traffic, calling from a central location? Most advanced solutions enable integrated system management.

Digital and IP Systems for 3 users to 200+ users from Vodavi. Trade Up an Executone system and save with money back, extended warranties! IP Telephony options available – contact your sales executive today!

