

Mitel® DataNet/CommSource®

Peripheral Products Catalog

Your complete guide for communications solutions





Welcome to the Mitel® DataNet/CommSource® Peripheral Products Catalog

Your complete guide for communications solutions.

**This catalog includes products
designed to integrate with
most telephony solutions.**

In this catalog, you will discover the
convenience of full-service shopping.

DataNet/CommSource® offers a
broad selection of peripheral products
that bring increased productivity, ease
of operation and reliability to
businesses of all sizes.

**We select products that are produced
by leading vendors who have earned
the Mitel Quality First designation.**

These products have all been endorsed by
Mitel so you can be confident they are of the
highest quality and latest technology available.

**DataNet/CommSource takes the time
and has the expertise to identify the
best products at competitive prices so
you can focus on building your business!**



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Mitel: Your Dynamic Communications Provider

Mitel serves manufacturers, health care providers, the automotive industry, financial institutions, real estate firms, educational institutions and many other industries with value-driven communications solutions.



Additionally, Mitel's National, Government and Education Accounts division supports the nation's largest commercial companies; federal, state, municipal and local governments; and educational institutions throughout the United States, offering comprehensive and flexible programs that provide superior technical solutions and services.

As business moves to a multimedia communications environment, Mitel continues to expand the design, engineering and development of applications utilizing networks and server-based communications software, positioning itself at the forefront of voice and data convergence via the Internet.

Most importantly, Mitel and its affiliates offer a wide range of Managed Services that focus on voice and data network design and traffic provisioning; custom application development; and financial solutions packages. From planning and implementing to managing your business communications systems, Mitel remains focused on comprehensive service programs and value-added solutions that respond to business needs — aligning your business and our technology.

Mitel offers voice and converged communications platforms; SIP, IP, digital and 802.11 endpoints; mainstream, market-specific and custom communications applications; and Presence Management solutions for today's dynamic business environments.



Mitel Managed Services

Your single-source provider for:

- Professional Services
- Provisioning and Facilities Management
- Custom Development Services

Solving Communications Problems

Mitel understands that solving communications problems isn't your business — it's ours, and we are committed to managing, coordinating and planning for your diverse communications needs. That's why we've developed Mitel Managed Services — a comprehensive program that allows you to focus your attention on your business, secure in the knowledge that your requirements for an effective communications system are being met. In addition to providing communication systems, Mitel delivers applications and functionality backed by the support and service you need — now and tomorrow.

Communications Solutions

Mitel provides businesses with end-to-end communications solutions including equipment, value-added business applications, best-in-class services, technology planning and provisioning, and the ability to add emerging technologies that respond to business needs by strategically connecting financial and application objectives to deploy tangible, pragmatic business solutions for today's ever-changing business communications environment.



Mitel Data and Network Services

Success in today's highly competitive business climate demands cutting edge communications resources.

Mitel offers extensive data and network services to ensure your long-term success. Our teams of trained technology consultants and technical support personnel can assist in the development of the communications solutions that are right for your business. Secure uptime with our uniquely blended bandwidth options, serviced and supported directly from Mitel. As a representative for Tier 1 regional and national telecommunications carriers, Mitel offers a dynamic portfolio of products and services to meet your business needs across all technical and geographic boundaries.



Mitel DataNet Services

- Antivirus
- Application Servers and PCs
- Bandwidth Utilization
- Data Security Solutions
- Data Storage Solutions
- Directory Integration and Consulting
- Enterprise Procurement Services
- Firewall
- Integration Services and Technology Planning
- LAN/WAN Support
- Network Utilization
- Remote Management/ Monitoring Services
- Voice CPE Solutions
- VoIP/QoS Solutions and Support
- Wireless Solutions

Mitel Network Services

- Audioconferencing
- Dedicated Internet Access
- DSL Services
- Fast Ethernet
- Fiber Optic Networks
- Frame Relay Services
- Hosted Services
- International Services
- Internet Access
- IP-VPN Services
- Local Services - Dynamic Access
- Local Services - Integrated Access
- Local Services - SIP Business Lines
- Local Services - SIP Business Trunks
- Local Services - Primary Rate Interface (PRI) ISDN
- Local Services - Primary Rate Interface (PRI) ISDN plus Bundled Long Distance (PRI+)
- Long Distance - Switched
- Managed Services
- MPLS-VPN Services
- Network Design and Survivability
- Network Management and Monitoring
- Private Line Services
- Remote Support Solutions
- Switched Long Distance
- Toll Free Services - Switched and Dedicated
- Travel Cards
- Virtual Private Line Services
- Virtual Private Networks
- Web Conferencing and Collaboration
- Web Services

Mitel's data and network service solutions are designed to ensure you have a strategic plan that fits both your applications and financial needs. That's why we offer a comprehensive service and support program that:

- Considers all the costs associated with the operation of your communications system
- Fixes costs for up to eight years, regardless of what the costs of equipment, labor or money may do
- Protects you from the risks and uncertainties associated with ownership and management of advanced technology

Program Benefits

Full Service and Warranty

Includes full service, parts and labor for the full term of your lease — and the renewal term — in a fixed monthly payment.

Guaranteed Rates for Expansion

Provides a list of common expansion equipment that can be added to your contract, at any time, at a fixed monthly rate.

Upgrade and Recast Flexibility

Effectively protects you from obsolescence and manages the risk involved with potentially upgrading your system in the future.

Free Software Upgrades

Includes software, installation and re-programming labor to the latest production level of system software.

Risk of Loss Coverage

Mitel assumes risk of loss for the equipment and software for the full term of your agreement.

Disaster Recovery

Offsite copy of system database maintained by Mitel; re-installed and reprogrammed in the event of catastrophic loss.



System Training

Mitel provides training on the use of your system to all of your employees throughout the entire term of your agreement.

Discounted System Relocation

Should your company decide to relocate, Mitel will extend an automatic 30 percent reduction off our standard move.

Guaranteed Renewal Options

Upon completion of the contract, you will be given the option to renew for an additional 36 months at 50 percent of the rate you were paying.

Single Point of Contact

Mitel stays financially committed to you for the full term of the agreement and the renewal.

Mitel's programs consider ALL the costs of operating your business communications system. You'll know exactly what it will cost you to operate, maintain and expand your system as your business grows, so you can rest assured that your investment is protected from start to finish.



Business is tough -
fortunately, so are
Teledex phones.

Business and Hotel Phones by Teledex

The Teledex family of products provides you with a variety of choices for every environment and need.



Cordless Telephones

Only Teledex designs and manufactures cordless telephones specifically for the demanding business and hotel environment. Cordless phones are available in your choice of frequencies to suit your location and operating environment. All of our cordless phones are covered by the Teledex Lifetime Warranty!

Features:

- Single- or two-line cordless
- 1.9 GHz DECT technology
- Up to 10 programmable buttons
- Easy access data port
- Speakerphone

B Series

Teledex offers amazing durability and reliability in a stunning package with the B Series of telephones.

Features:

- Single- or two-line
- Speakerphone with mute
- 3-line back-lit display
- Caller ID with 100 name/number memory
- 10 one-touch programmable buttons
- Adjustable volume control
- Call duration readout
- Extension In-Use indicator
- Headset jack
- Hearing aid compatible
- Hold with extension release
- Message waiting indicator

BTX Series

The BTX Series by Teledex offers feature-rich telephones that deliver today's most popular business functions with classic style.

Features:

- Single- or two-line
- Speakerphone
- Line powered
- Up to 11 programmable buttons
- Flash
- Hold with LED indicator
- Message waiting indicator
- Ring LED indicator





Clarity - Helping People Communicate Easily



Q90®

Designed for TTY users on the go, the Q90 is cell phone compatible, lightweight, portable and very stylish. The Q90 plugs into many cellular and cordless phones (cell/cordless connecting cord included)—take it with you anywhere! Full-size keyboard with 68 full-size keys has just the “right feel,” so typing is a pleasure. Large, high contrast, two-line, 48-character display has backlighting for easy reading. Hi-Speed™ code sends text at twice the standard speed — type as fast as you want for quicker, more economical calls. Transfer calls easily to another TTY on the same phone line.



Dialogue ER

Automatically calls for help when you need it! The Dialogue ER is an emergency response and amplified telephone, all in one. In the event of an emergency, it summons help automatically when you press the remote control from anywhere in your house, even from the shower. It is also a big button, amplified telephone for loud and clear daily calls.

Clarity offers innovative communications equipment for people with unique needs.

Products Include:

- Text telephones
- A voice carryover phone and notification system for the hearing and visually impaired
- Amplified telephones
- Phone amplifiers
- Photo-dial phones
- Super phone ringers for the hard-of-hearing, seniors and general consumers
- Remote-controlled speakerphones
- Assistive accessories for those with mobility loss
- ADA compliance for public facilities
- And much more!



Dialogue XL-40

Our newest telephone is the Dialogue XL-40, with a large, lighted keypad and 40+ dB gain. Talking on the phone has never been so enjoyable. Like most of our products, the Dialogue XL-40 and Dialogue JV-35 feature an audio output jack for assistive listening devices. The XL-50 amplifies incoming sound up to 48 dB.





TeleMatrix Telephones



These versatile business and guestroom telephones come in single or two line models, with 0 to 40 speed dial keys.

TeleMatrix telephones include: SteelTrap™ Memory Technology (EEPROM storage) eliminates the need for back-up batteries. TouchLite™ Message Waiting lamp and 1-touch message retrieval, morePhone™ automatic overshiftment for orders over 100 phones, plus the industry's leading 5-Year "no hassle" Warranty.

TeleMatrix leads the way in innovation and styling with its 3000IP VoIP telephone, sleek SpectrumPLUS business sets and the new European designed 3300 Series.



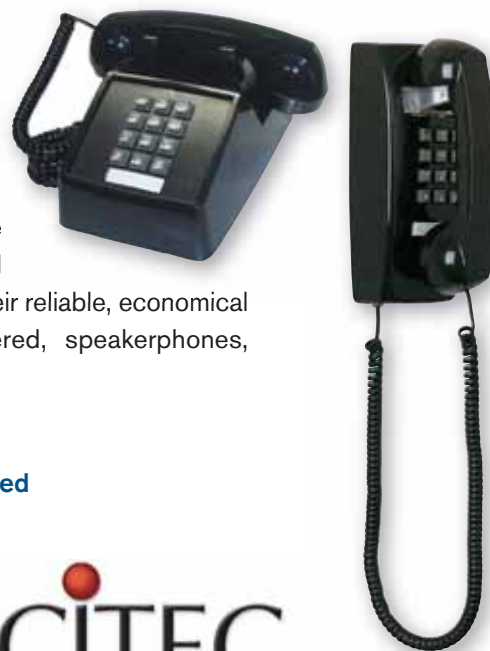
Step up to TeleMatrix. They are field-proven products, with over 20 million units installed throughout the world and more than 18 years of experience.



Scitec Preferred Solutions



Choose from our family of 30+ single and two-line telephone models for business, hospitality and healthcare industries. Scitec is well-known for their reliable, economical telephone solutions which include; line-powered, speakerphones, headset ready and industry standard models.



Need over 50 phones?
Scitec provides free customized overlays and programming.

SCITEC.



The Best Way to Label Telephones!

Spend minutes instead of hours printing telephone labels.

Having the right telephone labeling system that meets the demand of every company is challenging. DESI is a flexible labeling system that allows you to get exactly what you need backed by superior customer service and technical support. With the integrated solution of DESI software and DESI labels, you'll find everything you need to effectively label phones fast.

- With DESI software, you can design and print your own labels, add company logos and other graphics, choose from a variety of colors and fonts, and save custom labels in a database.
- DESI supports all the major manufacturers with a single solution.
- With DESI, you'll get free software upgrades and technical support for all your installation needs.

Whether you need a single phone label or a complete labeling system with sophisticated features, DESI is the best way to label phones!





Audioconferencing Phones and Bridges

Polycom® Voice

Polycom has been the worldwide conference phone market leader since 1992. We redefined voice conferencing with the revolutionary SoundStation VTX 1000® and moved conferencing outside the conference room with the SoundStation2W™.

SoundStation2W™, set a new standard for business quality conferencing with the SoundStation2™, offered a SIP-enabled conference phone with the SoundStation® IP 4000, and now deliver this legendary voice quality to the PC with Polycom Communicator.

Polycom is also the leading independent supplier of standards-based IP phones. Polycom offers a choice of supported call control platforms and an assortment of IP phone models to meet the unique communications requirements of your organization. Polycom IP phones are engineered to deliver a superb communications experience. They offer outstanding sound quality, advanced functionality, ease of use, simplified configuration and upgrades, and protection of your investment over time.

With industry leading acoustic echo cancellation, patented noise cancellation, and easy-to-use configuration software, the Vortex® products perform well even in challenging acoustical environments and produce clear, crisp voice quality - even during simultaneous conversations. The Vortex product line offers a range of solutions from single input to multi-microphone solutions with automatic microphone mixing, matrixing, and equalization for the most sophisticated environment.



SoundStation VTX 1000®: Remarkable voice quality. The new standard for everyday conferencing.

- Acoustic Clarity Technology
- Unparalleled room coverage
- Revolutionary voice quality
- Software upgradeable for investment protection
- Maximum configuration flexibility
- Easy to install and use

Trade-In Program Now Available

Polycom is a leading independent supplier of standards-based IP phones.

Our phones are fully interoperable with leading IP PBX and Softswitch platforms, so Polycom customers can have a variety of end-to-end, tightly integrated VoIP solutions from which to choose. VoIP solutions that feature Polycom phones provide a high-quality, rich communications experience, deliver productivity enhancing new applications, and offer significant cost savings through consolidation of network costs for voice and data, and elimination of costs of phone moves, adds, and changes.

SoundPoint® IP 650: High-Performance IP Phone with Polycom HD Voice

- Six-line executive phone
- Revolutionary voice quality with Polycom HD Voice
- Advanced, cutting-edge features and applications
- Expandable to support three Expansion Modules
- Interoperable with leading SIP-based IP PBX and Softswitch platforms
- SIP



Polycom® VoIP





ClearOne

A leading global provider of premium audio conferencing systems and other related products for audio, video and web conferencing applications.

The reliability, flexibility and performance of our comprehensive solutions save organizations time and money by creating natural environments for effective and efficient group communication. ClearOne has certified products for use with many IP telephony solutions.

Tabletop Conferencing

MAX EX | MAXAttach

The MAX EX and MAXAttach conference phones provide premium, full-duplex audio with unmatched expansion capabilities. Integrating ClearOne's industry-leading professional audio technology and advanced processing, MAX™ EX brings you unbelievable clarity, unique expandability — and incredible ease of use. MAX EX is the perfect solution for small conference rooms as a single unit, and also covers medium to large conference rooms as an expanded system. Link up to four phone units complete with microphones, loudspeakers and controls for an even distribution of sound. With MAX EX in meetings, not only can discussions flow more freely, so can productivity.



MAX EX

MAX Wireless | MAXAttach Wireless

The industry's first wireless analog conference phone. The MAX Wireless and MAXAttach Wireless offer the audio quality of MAX EX without power or telephone cables, turning any room into a conference room. The wireless conference phone can be used anywhere within 150 feet of the base unit.

MAX IP | MAXAttach IP

The industry's first fully expandable SIP-based VoIP tabletop conference phone. The MAX IP and MAXAttach IP audio conferencing phone delivers unrivaled audio clarity and room coverage for your VoIP system. With ClearOne's sophisticated audio processing technologies, advanced SIP features, and the ability to daisy-chain up to four phones, MAX IP delivers outstanding audio conferencing value.

Personal Conferencing

Chat 50

The Chat 50 is the industry's first true full-duplex personal conferencing device. It connects to PCs and laptops, telephones, cell phones, desktop video conferencing systems, and MP3 players for remarkably clear audio communications and playback. It delivers full-bandwidth frequency response for full, rich audio with unmatched full-duplex performance.



Chat 50



Chat 150

Chat 150

The Chat 150 connects to telephones, PCs and video conferencing systems for rich, full-duplex audio communications. It provides speaker phone capability that is far superior to the built-in options on these devices. A perfect addition to the office or conference room for greatly enhanced collaboration.

ClearOne®



Trisys Call Accounting Solutions

TRISYS

Trisys offers *two very powerful* management tools in one box. Replay allows you to simply run a call accounting report and click on the calls you want to listen to. Very simple to search for calls by any call accounting field such as caller ID, number dialed, date, time, extension, length of call. *Very simple* and *very economical* implementation. FREE Remote Installation Support and FREE end-user training. All this backed by the outstanding reputation of Trisys, manufacturer of TAPIT and TALITY call accounting for over 20 years.

TAPIT EX

TAPIT call accounting software works with any telephone system that provides SMDR/CDR (call detail records) information. TAPIT stores call detail and provides reports that help you better manage your business.

Choice of report formats:

- Over 160 standard reports
- Built-in report designer for custom reports
- Generate reports on-demand or automatically
- Send to e-mail addresses, a file or a printer

Multi-user version adds more functionality:

- Access to 255 simultaneous reports over a LAN
- Web reports with traffic analysis
- SMDR alarm e-mails when call detail is interrupted
- 911 alarm e-mails when 911 calls are placed

Remote Manager – TAPIT

add-on for multiple site locations:

- Up to 100 remote locations
- Automatic polling of SMDR data via WAN
- Centralized reporting by location



Trisys, Inc. has manufactured call accounting solutions for over 20 years. Since 1984, Trisys has provided the TAPIT EX™ and TALITY™ call accounting solutions. The basic systems track call detail for up to 999,999 extensions. No per-seat licensing is required. Plus, Trisys provides free, narrated end-user training with every purchase, making the TAPIT and TALITY solutions the most cost effective in the industry today.

TALITY

TALITY is specifically designed for service industries, allowing businesses to generate additional revenue, assign costs or enable bill back. TALITY is the call accounting of choice for many vertical market applications:

- Hotels and motels
- Country and athletic clubs
- Colleges and universities
- Hospitals and medical centers
- Shared tenant environments
- Nursing homes/assisted living facilities
- Any environment where telephone service is sold for profit

TALITY provides flexible billing:

- Interfaces with PMS (Property Management System)
- Multiple recurring charges by user
- Adds easy check-in and check-out features
- Flexible costing and tax tables
- Surcharging and recurring line charge capability

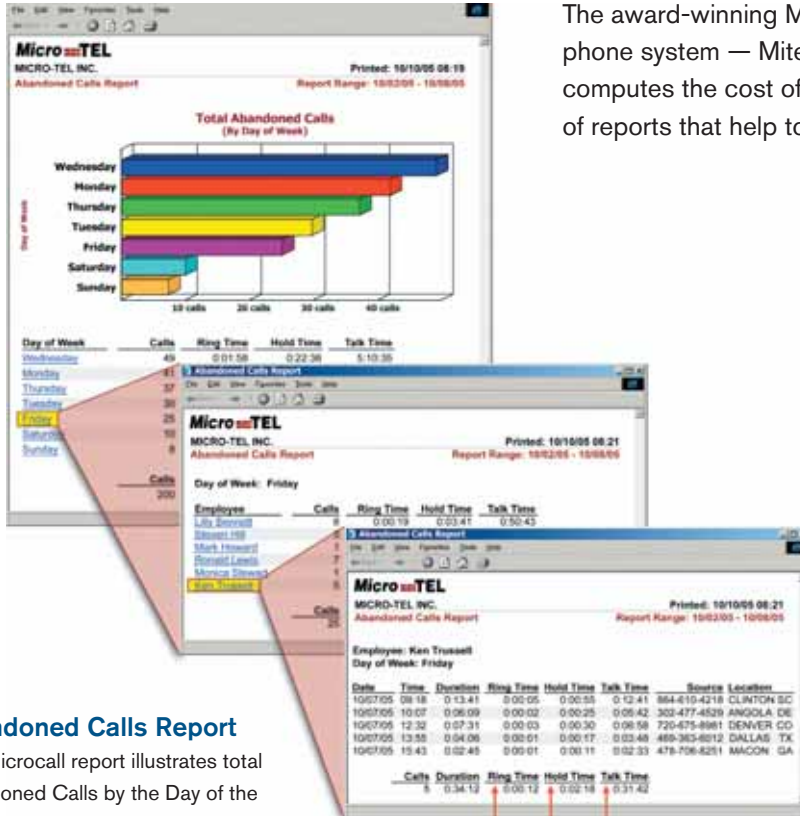




Microcall[®] Call Accounting Software

Whether you are a law firm / executive suite /retirement community that needs to cost and bill for telephone calls, or you are a typical business that needs to manage employee productivity (number of calls, time in queue, hold times, abandoned calls), Microcall offers the best of both worlds.

The award-winning Microcall software collects call data from any phone system — Mitel (OAI or SMDR) & Mitel (3300, SX200) — computes the cost of the long distance calls and provides thousands of reports that help to effectively manage employees.



Abandoned Calls Report

This Microcall report illustrates total Abandoned Calls by the Day of the week obtained from Mitel's OAI output. Double-click on any 'Day' to see all employees with Abandoned Calls and associated detail like Ring Time, Hold Time and Talk Time.

Microcall includes the following fields (Ring Time, Hold Time, Talk Time, Queue Time and Wait Time) for enhanced reporting capabilities.

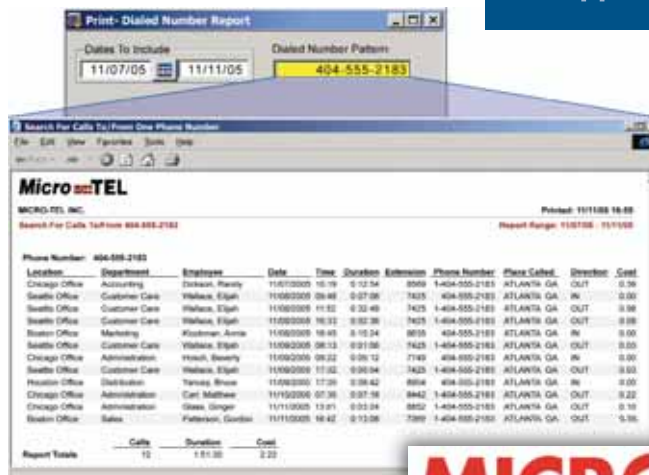
Microcall[®] Reports help to determine:

- How many 'cold calls' did our sales reps make?
- How successful was our last advertising campaign?
- What are our most expensive calls?
- Who just dialed 'Emergency 911'?
- Were our long distance calls routed properly?
- What calls did Extension 1234 make this month? and much more!

Includes One Year
of Help Desk
Support/Training!

Search for Phone Number Report

This Microcall report illustrates all calls made to (or received from) a specific phone number. You will see which employee made/received the call, how long they talked, when each call was made, etc.



MICROCALL[®]



Metropolis Technologies Call Accounting Solutions

PROFITWATCH HOTEL CALL ACCOUNTING

Your company can guard against potential compliance liabilities with Liberation's preformatted compliance reports. Liberation operates in total compliance with all Federal Trade Commission (FTC), Federal Communications Commission (FCC) and National Do Not Call (DNC) Registry regulations. With Liberation you can ensure that your campaigns comply with the latest state and federal regulations for teleservices.



KEY FEATURES

- Flexible billing options such as VIP pricing, bubble pricing and 25 rating tiers
- Notification of interface interruption and 911 via synchronized voice, text message or E-mail. Web and client notification available
- Over 200 customizable, hotel-focused reports
- Scheduled reports can be automatically E-mailed to appropriate staff on a regular basis
- Graphical trunk analysis utility available for in-depth trunk monitoring
- Offered in Standard, Web and Enterprise models

Metropolis Technologies, Inc. has manufactured innovative and reliable call accounting solutions for hotels and businesses since 1993. Metropolis Technologies' flagship product, ProfitWatch Hotel Call Accounting, is the leading call accounting system in the hospitality industry and is a preferred product for some of the largest hotel companies in the world, such as Marriott International, InterContinental Hotel Group, Starwood Hotels, and Hilton Hotels.

SUPPORT

One year of support is provided with ProfitWatch and includes:

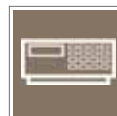
- Live 24/7 emergency support
- Quarterly rate table and area code updates
- Periodic software upgrades

HOSPITALITY CUSTOMERS

Types of businesses currently using ProfitWatch include:

- Hotels
- Convention Centers
- Motels
- Time Shares
- Casinos
- Cruise Lines
- Resorts
- RV Parks
- Spas
- Military Bases





VPI- Your Single Source for Call Recording, Quality Management and Performance Optimization Needs

VPI (Voice Print International, Inc.) is a leading innovator and provider of integrated interaction recording and workforce optimization solutions for contact centers, enterprises, trading floors, government agencies and first responders. Activ! Voice – the cornerstone of VPI's award-winning Activ! Performance Suite – integrates directly with Mitel communications systems, and is recognized as the most reliable, flexible and feature-rich call recording solution available today.



Benefits at a Glance

Reliable, Call Recording (Voice and Screen)

- Reliably and efficiently record up to 100 percent of call and screen video interactions in high-volume, single, or multi-site environments of any size
- OAI link for extended data collection without the need for investment in a CTI system
- Maximized uptime with continuous self-monitoring and network monitoring systems
- Decide what to retain and for how long by implementing flexible, intelligent business rules

Secure, Web-based Access and Centralized Administration

- Run reports and perform employee evaluations from a single, Web-based browser interface; administer the system – create, edit and delete records across multiple servers
- Open Service Oriented Architecture (SOA) Framework – ensures technology investment protection
- Multi-level security authentication at both the client level and at the service level

Flexible Call Quality Monitoring

- Intelligent quality monitoring dramatically increases the effectiveness and efficiency of agent/customer interactions – improving the customer experience, loyalty and value
- Customize and edit evaluation forms and tailor processes to conform to specific needs and objectives – evaluate an unlimited number of skills or competencies, answer choices and call segments
- Wide variety of reports and the convenience of drill-down reporting – simply click through the layers of each report – from the metric displayed down to initial recorded agent/customer interaction

Activ! Performance Suite™

Comprised of tightly integrated, modular applications, Activ! Performance Suite™ consists of software solutions for interactions recording, quality management, performance management, agent coaching and more. A gateway to Activ! Performance Suite- VPI's new, dynamic V-Portal, offers secure, unified Web browser-based access to VPI's contact center solutions and integrated third-party applications.

Real-Time Performance Dashboards and Consolidated, Multi-site Reporting

- Collect, process and present consolidated telephony, performance and business metrics in real or near-real time, in the context and format appropriate for each user
- Conveniently access and analyze consolidated information from multiple sites and integrated quality monitoring software, telephony systems, business systems, e-mail, chat and any other system that is relevant to you
- Maximize performance and accountability – enable agents to self-monitor and self-correct in real time
- Identify and promptly correct performance gaps, rectify potential problems and capitalize on opportunities





OAISYS' Tracer Professional Interaction Management

OAISYS' Tracer Professional Interaction Management solution gives small to medium-sized businesses all the information they need to run their business communications at maximum potential.



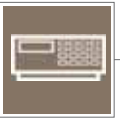
Call centers using Tracer have all the following advantages at their fingertips every moment of every day:

- Secure, centralized storage and data management
- Access through an easy-to-use browser interface anytime, anywhere
- Call details like phone number, dialed number, tracking code, etc., associated with recordings for easy searching
- Supplemental information, such as performance ratings, associated with calls
- Reporting and charting advertising effectiveness, communication activities, personal performance levels and more
- Customizable recording triggers to make sure needed conversations are recorded
- Call Monitor function to let supervisors selectively listen in to live calls and coach employees
- Employee training using actual recordings
- Unlimited user accounts for search, playback and call sharing based on assignable permissions
- Variety of retention and archiving options, with e-mail alerts when action is needed

Add them all together with OAISYS' superior end-to-end support, and it's easy to see how OAISYS Tracer lets users control their business communications based on reality, not perception.



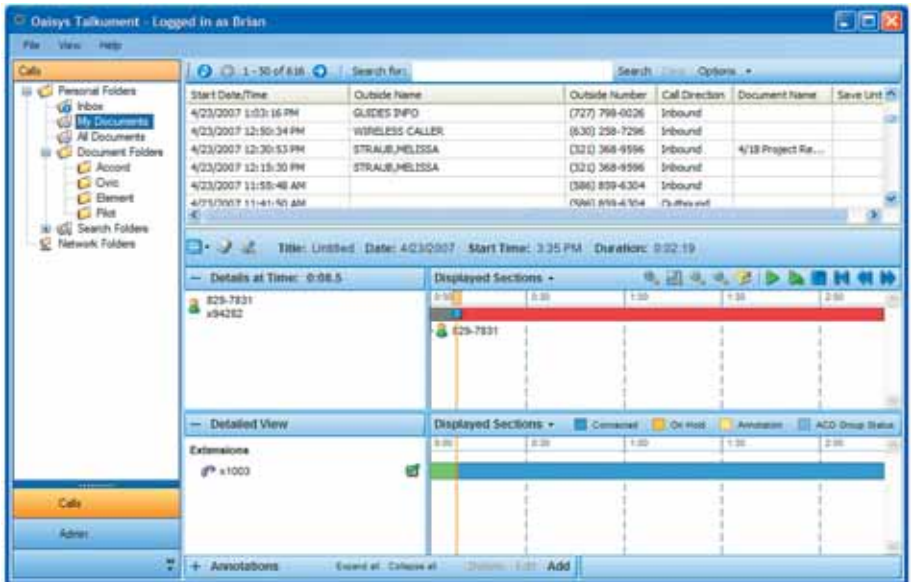
Tracer
Professional Interaction Management



Talkument™ The Leader in Voice Documentation

Talkument™, the innovative voice documentation appliance from OAISYS, presents businesses with superior control to improve everyday processes, enhance customer satisfaction, minimize risks and liability and decrease operational costs.

Talkument users enjoy the familiarity of a convenient Microsoft Outlook® style interface to store, organize, annotate and share digital recordings of important business telephone conversations. Talkument effectively improves collaboration levels and makes it easy to retrieve critical information when it matters most.



Talkument extends powerful functionality and user flexibility through its innovative Portable Voice Document (PVD) technology. The system automatically organizes calls based on personal preferences, or even on demand as calls are in progress. While calls are captured in their entirety, individual accessibility can be restricted based on security permissions.

Users can highlight key segments and add notes as they select the voice documents they need to share with others. Sharing occurs via encrypted media streaming so recipients can view, listen to and comment on voice documents but never download or store them. In the event that some portions of a call should remain private, sharing can be restricted to only specific sections of a call recording.

Additionally, OAISYS' dedicated installation support and training means Talkument can begin delivering business protection in less than a day. Most importantly, Talkument's affordable price point provides organizations with a tangible, rapid return on investment.





Customers are far too precious to risk. Ensure customer loyalty with intelligent enterprise quality and performance solutions from Verint. Stop customers from defecting before it happens with an unparalleled portfolio of Recording, Quality Management, Performance Management, and Workforce Optimization solutions. Leverage customer surveys and advanced speech and performance analytics for insights you won't get anywhere else. Customers defecting because agents need more training? Because of billing errors in the back office? Because of a new competitive promotion? Not on our watch. Know what's happening across your enterprise and why – and take action to drive results.



[Recording](#) | [Quality Management](#) | [eLearning](#) | [Analytics](#) | [Performance Management](#) | [Workforce Management](#) | [Customer Feedback](#)



Xarios Dialer - The Ultimate in Power Dialing

A telemarketing dialer designed to provide teams with a complete solution for outbound power dialing, improving productivity.

This progressive dialing software program is specifically written for Mitel 's advanced communications systems and does not require its own dedicated trunks or hardware.

Additionally, not all agents need a PC to view information. The agent simply logs onto the endpoint using a pre-programmed login button and a predefined agent ID.



FEATURES:

- Automatic or manual campaign importing
- Automatic call-back handling
- "Don't call" list management and campaign "cleaning"
- User-configurable call outcomes
- Programmable wrap up-times
- Supervisors can switch agents between campaigns without stopping the server or logging the agent out
- Call blending for inbound agents
- Scripting shows data on the Mitel endpoint LCD
- Call Outcomes can be sent to supervisor via email

BENEFITS:

- No need for dedicated dialer hardware
- Access to features of Mitel's communications systems
- Remote agent accessibility with use of IP endpoints
- Eliminates the need for additional trunk lines
- Agents can log in via an Mitel LCD display endpoint, eliminating the need for a PC
- Improves agent productivity during idle time
- When combined with Mitel Contact Center Suite, a complete management information system is provided





Increase Your Revenue and Develop Your Workforce

TeleDirect offers Liberation®, a comprehensive and integrated business-to-consumer (B2C) customer relationship management (CRM) platform that helps companies increase their revenues and develop their workforce. Liberation also enables contact centers to create and manage virtually any type of customer contact, including sales, retention, service, loyalty, research, fulfillment and collections.

TeleDirect's patented algorithms deliver the best contact rate in the industry. Liberation's predictive dialer increases customer contact rates and thus maximizes agent talk time and productivity. Liberation can also be configured to run unattended campaigns via VoiceAgent™ and EmailAgent™, two features that allow you to run multi-channel campaigns and effectively communicate with your customers. Unattended campaigns maximize the use of your resources and provide powerful results, especially when combined with your sales agent campaign activities.

Building and managing campaigns, importing and editing calling lists, and accessing reports is simple with Liberation's flexible and powerful campaign management tools. Liberation's real-time statistics allows the campaign administrator to view up-to-the-second campaign and agent performance metrics and set alerts when objectives have been achieved. All of these tools are user-friendly and can be modified on-the-fly, with minimal IT resources.

A woman with blonde hair is shown in profile, looking out a window. She is wearing a black and white earpiece. Her hand is near her chin, suggesting a thoughtful or listening posture. The background is blurred, showing an outdoor scene with trees and a building.

Liberation seamlessly integrates with Mitel's advanced communications systems via open architecture interface (OAI). This integration enables Dynamic Campaign Blending, a feature that automatically routes inbound calls to available outbound agents based on pre-defined thresholds – providing you with the flexibility to manage your sales resources.



Your company can guard against potential compliance liabilities with Liberation's preformatted compliance reports. Liberation operates in total compliance with all Federal Trade Commission (FTC), Federal Communications Commission (FCC) and National Do Not Call (DNC) Registry regulations. With Liberation you can ensure that your campaigns comply with the latest state and federal regulations for teleservices.





TeleDirect CRM Technology

Increase Your Revenue and Develop Your Workforce

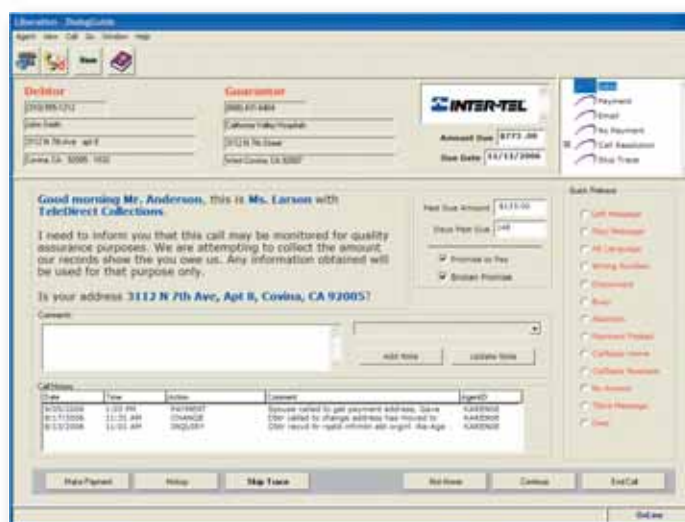
The Liberation platform integrates the CRM solution with a robust customer interaction management (CIM) component and workforce optimization (WFO) technologies into a single sales platform. With Liberation you can optimize your contact center's sales workflow; build, manage, and measure the success of your campaigns; and enhance your agents' performance – turning them into Super Agents!



DialogGuide™ - The Agent Desktop Solution for Increasing Your Revenues

DialogGuide, the interface to the CRM, is a sales and revenue-based application. Built for real-time modification by business users, DialogGuide automates your agents' sales workflow and provides your agents with the information they need to maximize revenue with each contact.

DialogGuide will help you reinforce your sales culture and business rules while also providing you with measurable results. With DialogGuide you can increase your agent's professionalism and success, resulting in greater customer satisfaction and sales!



DialogGuide™

Liberation's customizable DialogGuide helps your agents deliver a consistent message and increase sales per contact.



Portfolio™

Liberation's Portfolio reports help you measure agent and campaign performance.

Portfolio™ - The Reporting Solution for Communicating Business Intelligence throughout Your Organization

Portfolio is a real-time business intelligence tool that integrates with Liberation to provide trending and historical reporting. With Portfolio you can create and distribute an unlimited set of reports, including agent, team and campaign performance, with no special training required. Portfolio's reports provide you with the business intelligence you need to make better decisions.





Mitel's Automated Appointment Reminder and Messaging System - APR

In today's ever-changing business world, many companies need to be able to communicate important upcoming events, appointments and messages to customers. This is why businesses need an enhanced integrated automated messaging system that will reach the right people at the right time.

Appointment Reminder (APR) is a full-featured, fully customizable and complete telephone messaging solution designed to help you stay in touch with your customers. The system provides a wide range of unique and flexible capabilities for delivering appointment reminders, message notifications and event information via telephone calls and/or emails.

If the customer needs to make an appointment change or inquiry, they can be connected to a live person or agent to make changes. In addition, the system allows you to capture customer responses, conduct surveys, and even send email reminders. And because APR solution works independently, it easily integrates with your current business management software, eliminating the need for duplicate data entry. You only need to select the target market you want to reach from your database or spreadsheet, record the message you want them to hear and APR does the rest!



Messaging Powerhouse

APR can communicate clearly to your customers with its state-of-the-art text-to-speech technology or by using your own message recordings. Our unique Flex Fields feature lets you construct messages section-by-section, based on your existing data. Offering unlimited list capacity, unlimited calls per session, full remote access, custom call-in information lines and text-to-speech, the APR is an automated messaging powerhouse.

Multiple Communications Campaigns

APR provides the ability to support multiple, simultaneous calling sessions or campaigns delivering unique voice scripts for various messaging purposes all at once (e.g., reminders, delinquency, notification, etc.).

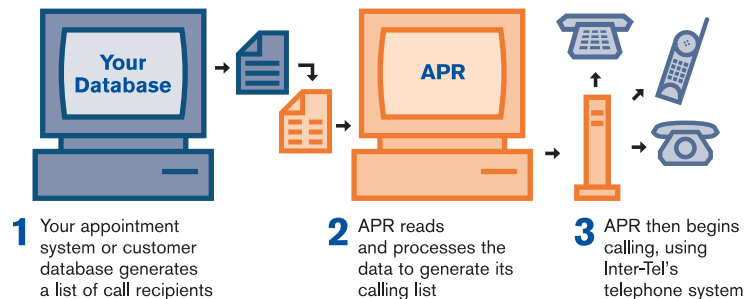
Flexible and Personalized Functionality

Easily configure the APR's software to associate variables from your data with your own values (fields) to make the building blocks of your outgoing messages. Within a single call session, you can have a personalized message delivered to each individual, based on that person's unique data. Plus, the system remembers your settings and can even scan for new Flex Fields with each list you import!

Inter-Tel APR Benefits

- Flex Fields let you deliver flexible messages like: "Hello. This is [NAME] calling for [COMPANY or PERSON] to remind you of [EVENT] on [DATE] at [TIME]."
- If a call goes unanswered, you may leave a message or attempt alternate phone numbers (cell, pager, email, etc.).
- Get complete graphical and detailed reports to track the success of reminders and responses.
- Project a professional, memorable impression on those being called with highly personalized messages, requiring only minimal setup.
- Ensure quick return on investment (ROI).

How the APR Works





APR

Industries:

- Auto Dealers – Service Reminder & Status, Parts Pickup
- Collections – Payment Reminders, Notifications
- Cultural – Religious Organization Events
- Emergency Services – Disaster Notification
- Golf Courses – Golf Tee Times
- Government – Court Date Reminders
- Health & Beauty – Salon/Spa Appointments
- Medical – Doctors, Clinics, Health Centers, Dentists
- Schools – School Meetings, Closings, Events
- Volunteer Organizations – Event Planning

Features:

- Advanced Voice Recognition Technology
- Allows Up to 9 Touch Tone Replies
- Answering Machine Detection
- Autotasks and Auto Reports
- Call Wizard
- Capture Customer Responses
- Custom Import Manager
- Custom Views
- Duplicate Name and Phone Number Screening
- Flexible Call Reporting – Graphical/Historical
- Import Call Lists from Other Applications
- Kid Zone Protection (Dial “9”)
- Pager Call-Back Notification
- Remote Operation with Voice Prompts
- Selectable Calling Times and Day
- Separate Messages to Answering Machines
- Supports Simultaneous Multiple Campaigns
- Text-to-Speech/Voice Recording
- Unlimited List Capacity
- Ability to “Press 0 to transfer to operator”

APR creates a custom message for each customer/patient/account/client pulling information from your daily appointment schedule or customer database:

“This is Watson Pediatricians calling to confirm your appointment with Dr. Williamson at our Main Street office at 1:30 PM on Friday, May 1. Please do not eat for 6 hours prior to check-in. If you have any questions, please call our office at 555-1212. Thank you and have a nice day.”

Watson Pediatricians - Daily Appointment Detail
1013 Main Street
Springfield, USA 90086 - (555) 555-1212

Last	First	Time	Date	ID	Provider	Room	Type	Code
Jones	Gary	0130p	1-May	1	2	125	Consultation	9727
Marr	Rosa	0900a	1-May	2	1	100	Follow-up	8923

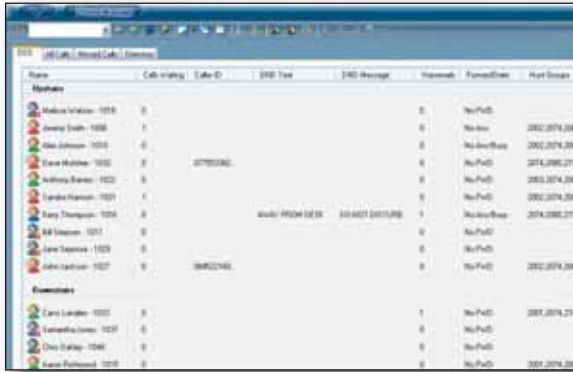
Maximum Flexibility for Enhanced Performance

APR offers a full-featured, fully customizable, and complete telephone messaging solution that provides businesses a new way of communicating with customers. With its flexible messaging delivery, customer database integration capabilities, support for multiple campaigns and advanced reporting, APR allows businesses to reach more people faster, for less cost, all while affording you more time and resources for other important business issues.





Xarios Phone Manager - Efficient Communication Made Simple



Linking your Mitel handset with your PC Xarios Phone Manager is designed to save you time spent on calls. Complete your Mitel package with Xarios Phone Manager, CTI software that will considerably improve the efficiency of how you communicate.

Xarios Phone Manager shows the status of other colleagues, those in different departments, different buildings or working from home. Agents no longer investigate whether a colleague is away from their desk, on a call, in wrap-up or available. Phone Manager investigates for you, constantly monitoring and displaying their current status on your desktop.

By reducing seconds on your average call time you are freeing more time for other areas. More time in wrap-up increases accurate recording of information for that call. Phone Manager will also display detailed information about past and current calls. Basic features from the Mitel handset are now on screen. Caller information can be used at your disposal, call history, call directory, queuing, forwarding, the list goes on!

Screen pop records from any CRM database, with plug-ins for many top industry CRM packages. Phone Manager presents caller's records on screen automatically as the call is made. Vital information about the caller can be used at the user's disposal. Phone Manager synchronizes to your PC, linking your phone to your outlook calendar. Even centralizing all your contacts, Phone Manager downloads the Mitel system speed dial and allows you to add your own.

Hot Desking

Hot Desking allows users to log into any extension and roam anywhere your Mitel platform extends to. If there are any voicemail messages for the agent, they will be notified of outstanding messages wherever they are logged in. Receive direct dial, intercom and hunt group calls. To call an agent internally just dial their agent ID, calls can even be forwarded to their cell phone.

Hot Desking gives businesses added flexibility. When sales staff leave the office, space can be utilized. Once logged in, your username, description, class of service, caller ID and voicemail notification is assigned to that telephone. Using call reporting tools, statistics can be reported on using the Agent ID for call logging and performance, even if an agent is logged on at home.





Global Leader For On-site Wireless

Ascom combines the latest in personal communications, messaging and personal alarms to deliver an integrated solution that optimizes workflow, delivering information to the point of need for today's highly mobile workforce.

IDEALLY SUITED FOR MITEL CUSTOMERS

- » Standards-based VoWiFi or DECT options
- » Scalable systems to thousands of handsets
- » Connects seamlessly via SIP with Mitel IP-PBX portfolio
- » Rugged, purpose-built handsets
- » Supports TDM PBX via analog or T-1 connection
- » Over 70,000 Ascom wireless systems deployed worldwide





Stay Connected with Mitel Cordless Office Solutions

Don't let those important calls go unanswered. Stay connected with Mitel Cordless Phones. Mitel offers some of the best cordless phones available to keep you mobile and connected.

When you can't be at your desk or workstation, you still have access to desk-set features with digital integration on the INT4000 900 MHz cordless phones. Utilizing digital expansion board technology, these digitally

integrated cordless phones give you all the functionality of Mitel's advanced communications systems.

Leveraging the latest in cutting edge technology and increased power levels, INT1200 5.8 GHz DSS expandable phones transmit on frequencies that have much less interference, resulting in unparalleled clarity, maximum audio quality and range.



INT4000 Features:

- Desktop feature access
- Compact handset
- 900 MHz narrow band FM with ADPCM
- 750mAh NI-MH battery
- 3 ring tones and vibrate ringer
- Charging cradle
- Remote antenna base
- Multiline access
- Wall mountable
- Headset jack



INT1200 Features:

- Expands up to 10 handsets
- Caller ID/call waiting deluxe
- Advanced Phonebook Features:
 - Store up to 200 names per handset
 - Alphabetical search
 - Personalized ring by party
 - Single listing or entire phonebook
- 20 ringer options
- 10 speed dial locations
- DirectLink™
- Last 3 number redial
- Intercom





The Leader in

Long Range

Industrial Cordless Communication

RANGE:

up to 12 floors

HOTELS OR OFFICE BUILDINGS

up to 250,000 sq. ft.

WAREHOUSE OR MANUFACTURING PLANTS

up to 3,000 acres

OPEN SPACES LIKE FARMS OR RANCHES

IDEAL FOR:

- Retail/Warehouse/Manufacturing
- Agriculture/Farming/Nurseries
- Hotels and Convention Centers
- Multi-Floor Offices

FEATURES:

- Loud Broadcast/Page (one to one, one to group, or all to one.)
- Full-duplex 2-way radio (handset to handset)
- 2-way Radio and Broadcast/Page are independent of the base
- 6 Hours talk time, 50 hours stand-by time
- Programmable PBX Function Soft Key
- Multi-line
- Multi-handset
- Text Messaging (one to one, one to group, one to all)
- Works off any analog port or line, further expandable behind analog port or line of PBX
- Optional external antenna for indoor use in warehouses and manufacturing plant or outdoor use on farms and car lots
- Caller ID with Caller Waiting, 30-number speed dial and more
- Speakerphone (DurFonPRO)

MUTUAL ACCESSORIES:

DURAFON-BA Battery

DURAFON-AS Antenna Splitter

DURAFON-CH Desktop Charger

DURAFON-BC Belt Clip

DURAFON-HSA1 Handset Antenna (optimal range)

DURAFON-HSA2 Handset Antenna (low profile)

DURAPOUCH-EX Carrying Pouch

SN-ULTRA-AK10 External Antenna (10 meter cable)

SN-ULTRA-AK20 External Antenna (20 meter cable)

SN-ULTRA-LPK Lightning Protection Kit



WORKS BEHIND PBX/KEY



DuraFon 1X

1 line



DuraFon 4X

4 lines



DuraFonPRO

4 to 32 lines



DuraWalkie

2-way radio only

DURAFON-1X
System with handset

DURAFON-1X-BU
Base Unit

DURAFON-1X-HC
Handset and charger

Expandable to 4
lines/base units

DURAFON-4X
System with handset

DURAFON-4X-HC
Handset and charger

DURAFON-4X-PIA
DuraFon 4X w/4
handsets included

DURAFON-4X-PIB20L
DuraFon 4X w/4
handsets, AK20, and LPK
included

DURAFON-4X-PIB10L
DuraFon 4X w/4
handsets, AK10, and LPK
included

Auto Attendant directs
callers to specific
handsets

DURAFON-PRO
System with handset

DURAFON-PRO-HC
Handset and charger

DURAFON-PRO-PIA
DuraFon-PRO w/4
handsets included

DURAFON-PRO-PIB20L
DuraFon-PRO w/4
handsets, AK20, and LPK
included

DURAFON-PRO-PIB10L
DuraFon-PRO w/4
handsets, AK10, and LPK
included

DURAFON-PRO-BU
DuraFon-PRO Base unit
only

DURAWALKIE-HC
Handset and charger

2-way radio only for use
with the DurFon-PRO

DuraFon™
EnGenius®



THE LEADER IN WORKPLACE WIRELESS TELEPHONY.



Polycom delivers the power of mobile voice and messaging applications to businesses worldwide. Seamlessly integrating with VoIP and traditional telephony platforms, Polycom's scalable technology provides instant access to people and business-critical information. Polycom's SpectraLink and KIRK Wireless Telephones free on-premises employees to be more accessible, productive and responsive.





Polycom® Mobility Solutions

Mobile Solutions Benefits:

- Seamless integration with the best-selling digital and IP telephone systems
- Integrated text messaging with email, paging and other business systems
- Unified, scalable architecture that grows with your business
- Advanced digital radio technology that provides consistent, high-quality communication
- Lightweight handsets designed specifically for a range of work environments
- Unlicensed frequency eliminates airtime charges

SpectraLink 8000 System

The SpectraLink 8000 System offers the industry's most advanced voice solution for enterprise Wi-Fi networks. Polycom's SpectraLink Wireless Telephones leverage converged voice and data infrastructure to reduce costs and simplify management while significantly improving employee mobility, responsiveness and productivity. SpectraLink Wireless Telephones provide the richest functionality while integrating with the broadest range of enterprise applications and networks. The SpectraLink 8000 system offers standards-based security, standards-based or proprietary QoS, and optional push-to-talk functionality.

NEW 8020 and 8030 Wireless Telephones

- Industry's first 802.11 a/b/g handsets
- Durable and lightweight offering speakerphone, IP-53 rating, lithium ion Battery Packs, and push-to-talk (available on the SpectraLink 8030 Wireless Telephone)
- Single, dual, or quad charger options
- Fully compatible with existing infrastructure and integrates with previous generation handsets

KIRK Wireless Systems

Polycom's KIRK Wireless Systems target the small to medium sized business market with systems designed to provide extraordinary voice quality and workplace environment coverage. KIRK Wireless Systems, based on DECT technology, integrate to leading circuit switch and IP call handlers to provide superior feature functionality for the mobile worker. For North America, the KIRK Wireless Systems operate in the unlicensed 1.9 GHz frequency band eliminating airtime charges, offer standards based security and offer easy coverage expandability with Wireless Repeaters



NEW 5020 Telephone

- Sleek new design offering a color display, navigation key and speakerphone
- Expanded internal memory providing up to 250 entries in the phonebook and 40 entries in the redial menu
- Enhanced battery performance offering up to 20 hours of talk time and 2000 hours of standby time

SpectraLink 6000 System

The SpectraLink 6000 Wireless Telephone System is an advanced workplace wireless telephone system which provides optimal voice quality throughout any size and type of facility. Integration with the leading enterprise telephone switching systems and applications allows users to enjoy the same features on their wireless handset that they enjoy with their desk telephone. The system's operation at 900 MHz offers superior resistance to interference and its proprietary security scheme offers the utmost in assurance that your conversation remains private.

NEW 6020 Wireless Telephone

- Durable and lightweight offering speakerphone, IP-53 rating, and lithium ion Battery Packs
- Fully compatible with existing infrastructure and integrates with previous generation handsets
- Single, dual, or quad charger options
- Liquid damage warranty coverage available
- Trade-in program and bundles now available





Work Smarter Tip #16:

Automate the Easy Stuff

For most businesses, Interactive Voice Response (IVR) automation is considered a necessary 'evil.' Companies purchase this type of automation to efficiently provide their customers with quick access to information, enable them to perform transactions and (if all else fails) transfer them to an agent. To satisfy this process requires complex business rules, dynamic customer account information and a solid business model that delivers substantial results.



At Syntellect, we deliver these results by producing best-in-class customer service solutions to meet the needs of today's contact centers, while providing investment protection for tomorrow. By leveraging the intelligence of Syntellect's superior speech-enabled IVR you will create a service environment that works smarter for your customers, your agents and your bottom line.

The Syntellect Difference

Ideally suited for Mitel customers

- 20+ years of experience in delivering IVR solutions
- Deployment of 100+ speech applications
- Extensive experience in large enterprises
- Responsiveness and flexibility behind implementation and continuous support
- Full support for open standards
- Platform scalable to thousands of ports
- Advanced IVR features
- Custom messaging through MediaVoice
- Complete packaged vertical solutions
- Comprehensive turn-key services

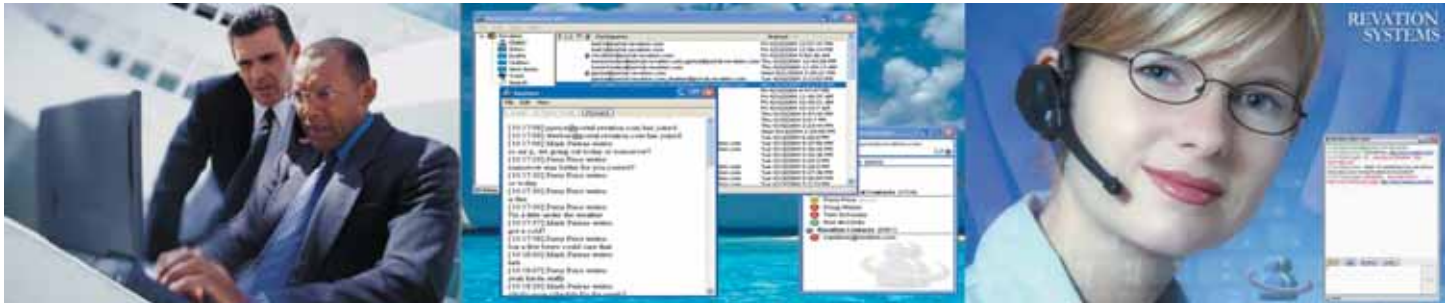
We measure our success by our ability to implement and continuously support solutions for businesses. With more than 20 years of pioneering leadership and thousands of solutions deployed globally, Syntellect is a premier provider of enterprise-class contact center solutions for the high-technology, financial services, help desk, utilities, government and consumer products industries.





LinkLive Secure E-Mail & Chat and Bank Messaging

by Revation Systems



FEATURES of Secure E-Mail & Chat:

- Encrypted E-mail, Chat, Web Presence and Click to Call
- Sales, Service and Support
- Automated Phone Presence
- Compliant IM and E-mail
 - Easy Website Integration
 - 100% Encrypted
 - Logged and Recorded

FEATURES of Bank Messaging:

- Secure E-mail and Chat Logging with Outlook Integration
- Secure Customer Service Chat
- eCommerce Authentication and Experience Transfer
- Logging and Compliance
 - Secure E-mail
 - Private Instant Messaging
 - Customer Service Chat

BENEFITS:

- Increased Sales
- Secure E-mail with Customers
- Shorter Support Cycles
- Live Help for Customers
- Remove Messaging Liabilities
- Increase Agent Production
- Lower Account Turnover
- Reduce 800 and Toll Expenses
- Increase Customer Satisfaction
- Pre-Authentication and Route Contact Center Calls

Encrypt Messaging and Secured Customer Data of Bank Messaging

LinkLive is a secure e-mail and instant messaging solution that is safe and secure. All messages are encrypted from keyboard to keyboard so that your customers can be assured their private information is kept safe from prying eyes. All exchanges and transactions are logged, so you have records of exactly what your customers are asking for and how your specialists are performing.

Equally important is the fact that LinkLive easily integrates with existing e-mail clients and corporate directories so your business can be up and running in hours - not weeks or months. You can be assured that the personalized service you are providing is auditable and will not create an additional burden on already overtaxed IT resources.

Revolutionary Customer Support with LinkLive

LinkLive is a secure e-mail and instant messaging solution that is integrated with Mitel's phone systems. All messages are encrypted from keyboard to keyboard so that your customers can be assured that their private information is safe from prying eyes. All exchanges are logged, so you have records of exactly what your customers are asking for and how your specialists are performing.

Deliver Personalized Online Service

Music-on-hold. Irrelevant ads. Complex voice mail menus that never seem to offer the information the caller seeks. No wonder that most lost business is due to frustration with impersonal customer service in a digital age. Today's Web-savvy consumers know that they can switch businesses at the click of a mouse.

That's why your customers expect live help with presence when they have a question about new products, services or have general customer service requests. And why you need e-mail and chat routing that allows your customers to interact with a live, caring specialist at their convenience . . . at the click of a mouse.

But not any solution will do. You need a solution that can help find available customer service reps, take secure forms, e-mails or chat requests and route them automatically to the most appropriate specialist.

You need LinkLive from





Custom IVR and CTI Products

C U S T O M
INTERACTIVE
TELEPHONY SOLUTIONS

Integrated Database and
Telephony solutions that
bring productivity and
savings to the enterprise

*...this device, with the right
use, is more powerful than
we ever imagined...*

*...the V4 solution set
makes ordinary phones
do extraordinary things...*

...productivity through creativity...

Custom IVR 1
Database Integration GHI 4
PBX, TDM, PSTN, VOIP PRS 7
Speech Rec. TTS *

Voice 4net



At your service....

The benefits of bringing Voice4net into your business will be very noticeable in a very short period of time.

Voice4net employs state of the art technology in both telephony and database application development, deployment and support.

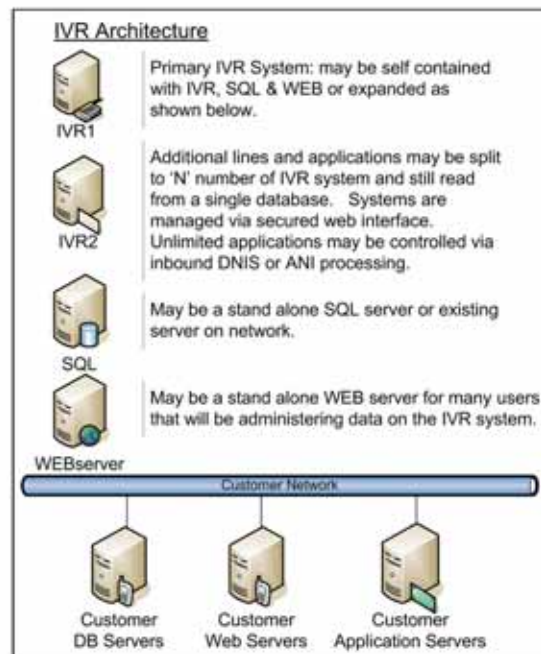
Our team consists of business and telephony experts with a combined experience of many decades. We understand the idiosyncrasies of the public switched network, voice/ip and soft switch systems and how to integrate those with databases, wide area networks and corporate LANs. In fact, our breadth of experience has put us into just about all the situations and configurations that a company of our type would face.



Voice4net IVR handles a broad range of industry segments...

Art	Insurance
Automotive	Legal
Construction	Manufacturing
Corporate	Military
Corrections	Print Media
Distribution	Real Estate
Education	Retail Services
Electronic Media	Sales Force
Entertainment	Automation
Financial	Social Services
Government &	Sports
Public Sector	Telecommunications
Health Care	Transportation
Hospitality	Utilities
Human Resources	

IVR Architecture





Educational Security Solution - e-Call-200

The eCall-200, a PBX based emergency call box delivers a total security and communication solution to the global education marketplace.

The heart of the solution is the PBX. Calls for assistance are placed from the call box by pressing the red emergency button located directly on main unit. A programmable audible tone will advise the person in distress that the call has been placed. Calls are then routed to one or more desk set telephones, wireless telephones or pocket pagers ringing in sequence or together. Staff will have reliable hands-free duplex communication with the person in need.

e-Call 200 Benefits:

- No need for proprietary cabling infrastructure or additional power requirements – we use existing telephone cabling
- Automated call routing optimizes response time
- Embedded call escalation to insure that no call goes unanswered
- Unsurpassed reliability and proven technology
- Reduces liability exposure
- Increases enrollment and productivity by providing a safer environment
- Low maintenance cost
- Flexible and scalable
- Sends notification to wired and wireless telephones
- No special training required
- Optional call tracking, call recording and integrated emergency response applications

When the only thing they should worry about is learning . . .



IgeaCare
Systems Inc.



Mass Message Notification System - The Emergency e-Response

**Automate your Emergency/Business Continuity Planning with the
Emergency e-Response Mass Message Notification System**

- Automated Emergency Notification System: Voice, SMS, E-mail, Fax and GIS
- Disaster Preparedness Planning Tool
- Mass Message Emergency Civil Notification Auto Dialer
- Provincial Champions Public Alerting Group
- Broadcasting Public Alerting Group
- GIS - Geo Spatial Targeting

***Stay
Connected . . .
In Time . . .
Every Time.***

The Emergency e-Response, powered by VoiceGate's dialing engine, scales from 2 ports to 128 ports, allowing business, industry and government emergency and business continuity planners to communicate quickly and accurately with their primary and secondary response teams across all industry standard communication devices.

Planners can prepare for a crisis by pre-identifying response groups, or groups with specific skill sets, and the message they would deliver to that particular group if a certain condition or emergency unfolds. If and when a specific emergency takes place, planners are ready to click a button on the Emergency e-Response to launch a dialing campaign to a specific group of responders.

The system simply picks up all available lines and internet connections and dials to deliver the message to up to five different numbers per responder.

The Emergency e-Response comes with an easy to use GUI, complete with accompanying English, French and soon Spanish text to speech engines, allowing planners to communicate with their responders.

Planners can easily change messages by simply typing them into the system. Pull down menus allow for quick changes of the dialing scenario the system will execute to deliver a specific message to a specific group or sub-group of responders.





Assisted Living Facilities Retirement Homes

igeacom 300/301/500/501

The igeacom is a telephony-based nurse call device that allows solution providers the ability to integrate all the features and functionality of nurse call, security, wireless, local and long distance services into one solution.

The igeacom units and igeacom peripherals, once integrated with the PBX telephone system, keep the resident connected to staff at all times.

Wireless (water resistant) Pendants and Wireless Pull Cords provide added security via remote emergency calling. All igeacom wireless peripherals facilitate mobility, endless flexibility in both initial and redirection of a nurse call, built-in escalation to any telephone(s) both inside and outside the facility and multiple call points. This system incorporates the traditional nurse call with Group Paging enabled units (igeacom 301/501), eliminating the need for independent overhead paging systems. Multi-Pendant applications are also available.

Menu and Activity buttons eliminate time consuming inquiries from residents. Software applications enable detailed resident activity plus automatic reporting on calls and response times.

***The result is total
connectivity,
inside and out.***





patient to staff
staff to patient
staff to staff

Nursing Homes Hospitals LTC

igeacom 600/601/700/701

The igeacom patient unit features include:

- Staff assist
- Code blue
- Nurse In and Nurse Out
- Built-in escalation
- Battery back-up
- Cancellation at the point of origin
- Cord-out supervision
- Pillow speaker ready
- Hill-Rom SideCom® compatibility
- Traditional and specialty call cord capabilities and bed exit readiness
- Connectivity to hard-wired or wireless pull stations.

Utilizing the igeacom600/601//700/701, the apolo Event Notification System (ENS) and its wired and or wireless devices allow us to bring you a line-powered PBX based nurse call solution. Our solution provides unsurpassed reliability through telephony-based technology.

The apolo ENS GUI interface allows ease of communication with standard analog, digital and/or IP telephony desk sets. The system provides real-time event notification and acknowledgement on any visual display. The console can also allow for priority audible tone, automated speech notification and automated or on-the-fly assignments.

Additional integration capabilities include:

HL7 Gateway; AD&D; Enhanced Reporting and Recording QOS Portal; Staff and Asset Tracking; PatientWandering; Medical Equipment; Security and Fire Alarm Equipment.

*Quality care
through
innovative technology
... IgeaCare.*



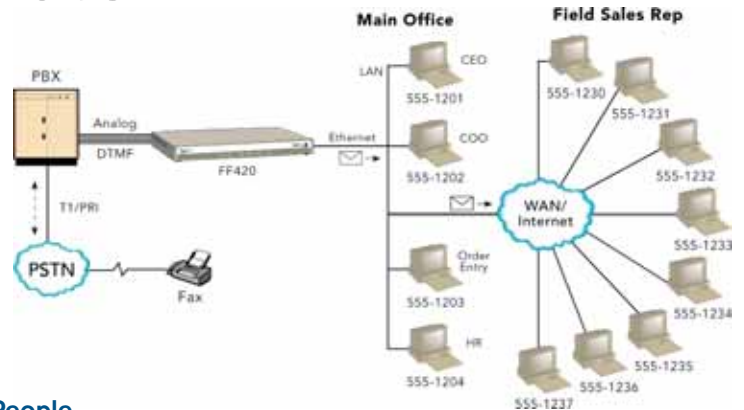


Multi-Tech FaxFinder® and CallFinder® on Every Customer Quote

Benefit from huge savings and even greater profits by providing an easy add-on sale for your customers with multi-location businesses.

Fax Directly to and from the Desktop!

The FaxFinder® fax server is a turnkey solution that connects to an analog port(s) of a PBX capable of DID to DTMF conversion. It converts faxes to PDF or TIFF files, allowing you to receive faxes wherever you are as e-mails and send faxes from any application that can print.



Deliver Faxes to Remote Offices and Field Sales People

The solution provides distributed faxing capabilities, over a WAN, from a corporate office to small remote offices as well as to field sales people. In addition, it provides secure, convenient faxing for LAN users offering a high degree of privacy for both the sender and recipient.

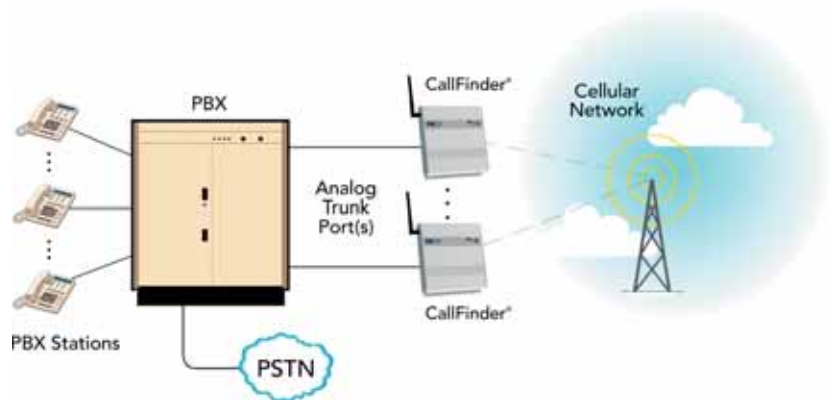
What Are You Waiting For?

Adding fax to your unified messaging initiatives allows users to take back control of their business communications. Unified messaging allows companies to gain a competitive advantage by improving customer service and employee productivity, all while realizing tremendous cost savings.

Get Company Cellular Bills Under Control!

Everyday Business Communications and Substantial Cellular Savings.

The CallFinder® cellular gateway enables small to medium-sized businesses to take advantage of lower cost wireless networks to provide a substantial savings in their overall telephone bill. It connects to a PBX trunk line, PBX extension line, or a single PSTN line and routes incoming and outgoing calls through a CDMA or GSM wireless network. Equipped with both FXS and FXO interfaces, the gateway offers a wide range of potential applications.



In addition, the CallFinder gateway connects directly to any business phone system and routes incoming and outgoing calls over a cellular network, allowing companies to take advantage of their free "in-network" minutes and effectively reduce the cost of their overall cellular plans.

What Are You Waiting For? Cellular mobile costs have grown to account for over one-third of a company's bill for telecommunication services. Enhance your voice network today and benefit from cost savings that will go straight to your bottom line.





Say Goodbye to Headset Cords



Superior sound and reliability have made Plantronics Headsets the smart choice for ENTERPRISES AND CONTACT CENTERS for more than 40 years. Today we've added even more styles to the mix, plus the latest audio technology and ergonomic advancements for greater privacy, clarity and exceptional wearing comfort.

WHY WIRELESS?

Never be tied to your desk again, and roam the office freely without missing a call thanks to wireless technology that makes using your desk phone almost as convenient and portable as using a mobile phone.

- **Increase mobility**, bringing calls to the conference room, printer, fax—anywhere up to 300 feet from your phone
- **Never miss a call** with remote notification and answer/end capability
- **Block interference** from other wireless devices with voice-dedicated 1.9GHz DECT™ technology
- **Keep conversations secure** with digital encryption that prevents eavesdropping



CS70N™ PROFESSIONAL WIRELESS HEADSET SYSTEM

Get performance, style and comfort all in one—**no compromises**—with the CS70N.

- **Work in comfort** wearing a lightweight headset that fits discreetly behind your ear
- **Recommended for all environments**, even open floor plans with average/loud ambient noise
- **Make clearer calls** thanks to a noise-canceling microphone that filters background noise

Also available:

CS70™ Professional Wireless Headset System

The CS70, featuring a voice tube microphone, performs best in quieter environments





Mitel® Headsets

Mitel understands that communications are critical to your business, and our headsets can help you achieve peak performance.

Mitel headsets provide you greater freedom and movement as well as handsfree, fatigue-free telephone conversations. Our variety of headset styles will suit anyone's preference, and all headsets are ergonomically designed for all-day comfort. Mitel's affordable headset solutions will keep you and your employees on top of daily activities and customer service — improving productivity — allowing you to focus on your business instead of on your communications equipment.

**Monaural Headset
with M16 Amplifier
901.2503**



This Mitel Headset Combo* includes both over the head and over the ear interchangeable options to meet user preferences and comes fully equipped with the following:

- Headset and amplifier connects to a single or multi-line corded telephone
- External headset receiver rests lightly against the outside of the ear or over the ear based on user preference
- One button selection between headset or handset
- Convenient disconnect features let you walk away from your phone while still wearing your headset
- Convenient size and lightweight design
- 2 year warranty on all Mitel headsets with M16 Amplifier





Other Mitel® Headset Selections



Convertible w/Ear Loops 901.2520

- 3 styles in one
- Monaural, over the ear, or around the ear
- Noise canceling microphone
- Super lightweight and comfortable
- Quick disconnect cord included
- For use with M16 amplifier



Mobile Headset 901.2519

- Mobile phone headset
- Wear over either ear
- Noise canceling microphone
- Super lightweight and comfortable
- Works with Mitel mobile phones



Monaural Headset 901.2521

901.2515 (combo with M16 Amplifier)

- Voice tube for clear transmission
- Quick disconnect cord included
- Wear on either ear
- Super lightweight and comfortable
- For use with M16 amplifier



Convertible Headset 901.2500

- 2 Styles in one
- Monaural or over the ear
- Noise canceling microphone
- Quick disconnect cord included
- Super lightweight and comfortable
- Use with M16 amplifier, or direct connect



Monaural Headset for Direct Connection 901.2516

- Voice tube for clear transmission
- Quick disconnect cord included
- Wear on either ear
- Super lightweight and comfortable
- 2.5 mm plug included for direct plug in



M16 Headset Amplifier 901.2501

- Universal amplifier
- Blinking in-use light
- Built in mute indicator light
- Handset/Headset selector
- Microphone volume control
- Works with all Mitel headsets
- Stereo jack for optional recording device



Headset USB Adapter

901.2540 Adapter for new DH style headsets

901.2525 Adapter for Classic style headsets

- Mitel USB Adapter with quick disconnect
- USB Compatible
- Inline mute for receive/transmit
- Inline receive volume control



The GN US, Inc. Advantage

Your partner for hands-free communication



JX10 Series II with BT Hub

Two Connections- One Pure Design. For many professionals, the desk and the mobile phone both get a lot of use. Both phones are being used in the office. So it makes sense to have a headset that connects both, and that's exactly what the JX-10 Series II with Bluetooth Hub provides. No more hassle changing headsets- the 5010 Multuse Office Wireless Headset supports both your office and mobile needs.



GN9300 Series Wireless Headset

- Up to 300 feet of office mobility
- Future-proof investment: single headset for traditional and PC phone calls
- WiFi-friendly 1.9 GHz frequency with DECT 6.0 wireless technology
- DSP and IntelliTone™ for superb sound quality and greater hearing protection
- Noise-canceling microphone for reduced background noise
- Digital encryption for secure conversations
- Lightweight design and three wearing styles: headband, earhook and neckband
- Multi-unit conferencing capability

GN 9330
GN 9330 USB
GN 9330 B
GN 9350
GN 9350 B



GN2000 Series Wireless Headset

- Optimized for contact center use
- Robust design for day-after-day durability
- Optional wideband sound for natural sounding audio quality
- Large ear cushions for extra comfort
- Choice of noise-canceling microphone or SoundTube boom arm

For IP Telephony Applications:

- Robust design for exceptional comfort and day-after-day durability
- Wideband stereo sound quality
- Plug-and-play installation
- Microsoft certified
- SoundTube boom arm
- Hard-wired USB for PC-based IP Telephony

GN2010
GN2020
GN2015
GN2025
GN2010 IP
GN2020 IP
GN2015 IP
GN2025 IP

Amplifiers and Connecting Cords

GN1200

- Works with most desk phones including IP hard phones
- Microphone amplification to boost transmit levels when connecting to low transmit volume phone systems
- Simple slide adjustment for easy setup



GN8000MPA

- Analog hearing protection
- Universal telephone compatibility
- Voice compression, voice switching
- Headset/handset switch, sliding volume control, clickless mute switch
- Built-in headset stand
- Extended battery life





We can't **Save Lives**...yet,
but we can **Save you Money!**



ICC carries a full line of structured wiring products for all your data, voice, audio, video and fiber optic needs. Make your next project a full ICC installation.



Premium Products | Proven Performance | Competitive Prices...



Also Available



Workstations & Outlets



Patch Panels & Cross-Connect



Cords & Cable Assemblies



Racks & Cable Management



Fiber Optic Systems



Raceway

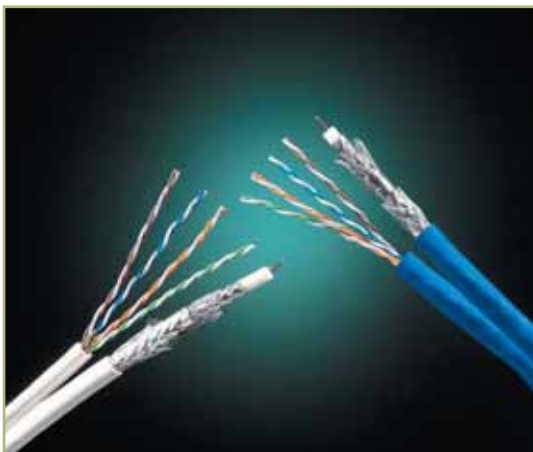
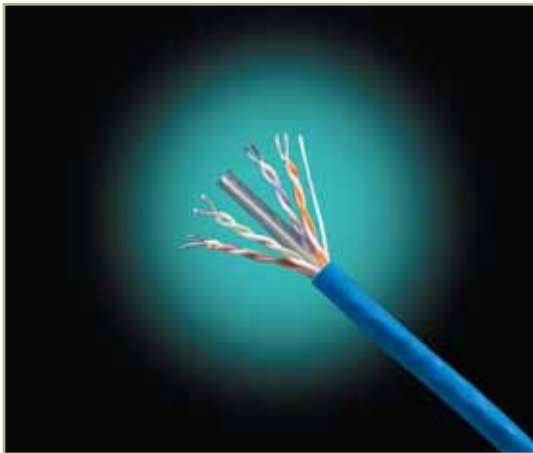
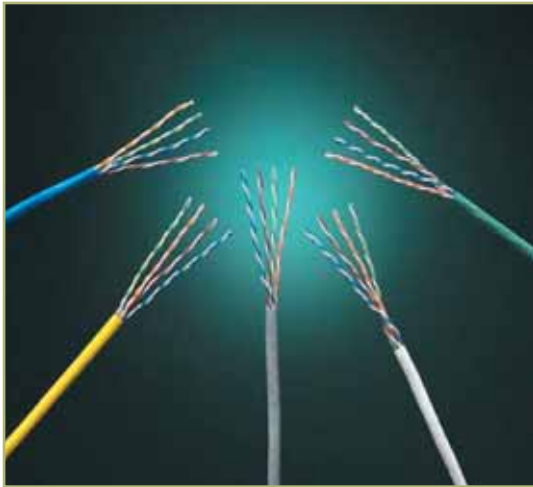


Tools



Mitel Wire and Blocks

High-quality inside wire and blocks are necessary for your voice, video and data installations. To solve your unique requirements, Mitel offers numerous types of installation equipment.



Mitel Wire

Mitel offers a full line of inside wiring products for voice, video and data installations. We carry Category 3, 5, 5e, 5E and 6 wire in multiple pair counts, including 3, 4, 6, 25, 50 and above, to address your installation needs.

All category wire is tested for compliance with electrical performance standards at the factory and independent verification is performed by ETL:

- Category 5e exceeds TIA/EIA requirement of 100 MHz and is tested to 200 MHz
- Category 5E exceeds TIA/EIA requirements and is tested to 350 MHz
- Category 6 Plus exceeds the TIA/EIA requirement of 250 MHz and is tested to 500 MHz

Mitel Blocks

Used to cross connect the system and station equipment, a 66 Block is an important piece of equipment to ensure high transmission speeds, while decreasing attenuation, near-end cross talk and return loss.

These quality blocks have a clip capacity of 50 horizontal rows by 4 vertical rows and are supported with fanning strips that are molded on each side of the block and notched every 10 rows to assist with easy identification.

Other blocks and brackets are also available to address your communication installation needs.



Organize. Store. Secure.SM



Solving your data and cabling needs.

In today's high speed world of data management, various steps go into planning and executing a successful infrastructure. Count on Chatsworth Products, Inc. (CPI) to help create a comprehensive and efficient data infrastructure.

Rack Systems

Advanced space-saving support featuring RMU markings for simplified equipment installation and re-organization.

Cabinet and Enclosure Systems

Industry-leading support with adjustable mounting rails, RMU markings and thermal innovations.

Wall-Mount Systems

Superior open and enclosed support systems used outside of the data center or in areas with limited space.

Cable Management

Attractively and efficiently organizes cables and cords throughout the network while simplifying network maintenance.

CPI offers a complete end-to-end system of solutions for organizing, storing and securing equipment and cabling in the data center.

Organize.
Store.
Secure.SM



CHATSWORTH
PRODUCTS, INC.



1-16 spans, Digital E1/T1
Media Gateways



Modular Analog FXS/FXO, Digital E1/T1, BRI
Media Gateways



2-24 Analog ports FXS/FXO
Media Gateways



Residential/SOHO
VoIP IAD

A World of VoIP Gateways for Your Every Need

Microsoft
CERTIFIED
Partner

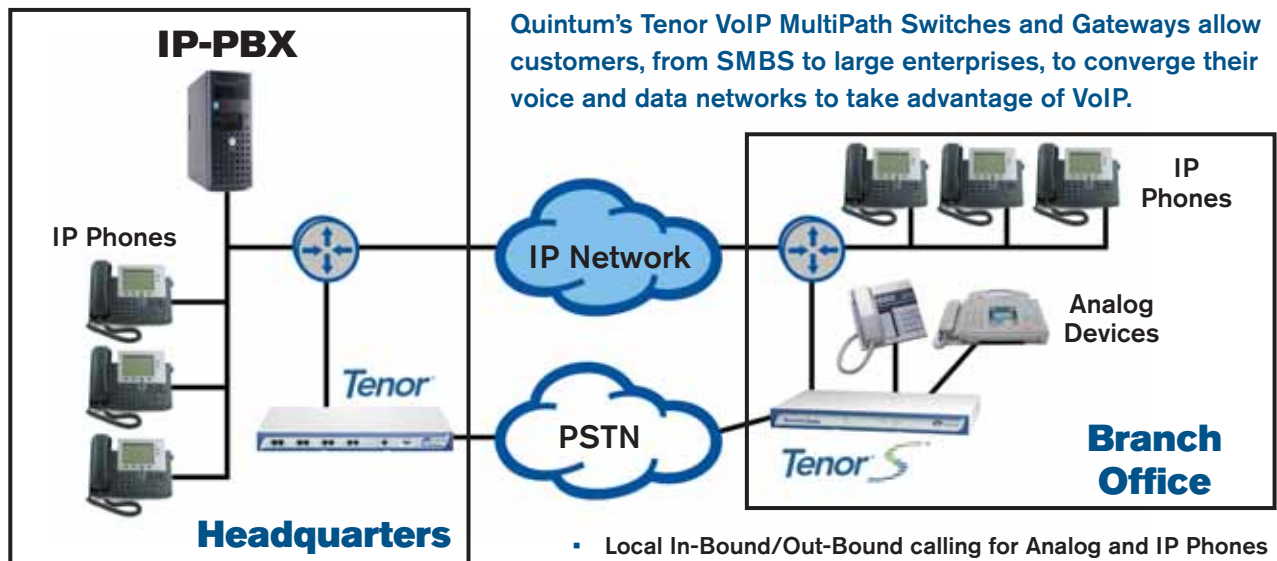
Microsoft Exchange 2007
& Office Communications
Server 2007 Certified



AudioCodes



Tenor's MultiPath Design Provides PSTN Connectivity



Quintum's Tenor VoIP MultiPath Switches and Gateways allow customers, from SMBS to large enterprises, to converge their voice and data networks to take advantage of VoIP.

- Local In-Bound/Out-Bound calling for Analog and IP Phones
- Provides the Local Phone Presence via the PSTN
- Branch Office E911 Support
- Survivability with basic telephony features via the PSTN for analog devices and VoIP endpoints in branch offices

Quintum's innovative technology includes:

MultiPath Architecture - allows the Tenor MultiPath Switch to be transparently installed in an existing voice and data network infrastructure. Requires little or no reconfiguration of the PBX and does not require costly PBX tie trunks.

Universal Dial Plan - can support the customer's public, private, and unique PBX dialing requirements, minimizing post-dial delay.

Intelligent Call Routing - intelligent routing of calls between the phone/key switch/PBX, PSTN and the VoIP network allows the Tenor to be configured to transparently support a wide variety of network implementations. Tenor easily integrates into any existing traditional or VoIP infrastructure with minimal modification, and allows gradual migration to a VoIP infrastructure.

Branch Office Survivability of VoIP Endpoints - a SIP User Agent provides local proxy support for SIP endpoints. In the case of failure of the IP-PBX server or loss of IP connectivity, SIP endpoints can reregister with the Tenor to support basic calling until connectivity with the IP-PBX server is restored. Quintum provides connectivity to the PSTN to assure that in the event that the IP connection fails, voice calls will be able to be routed through the Tenor back to the PSTN.

Tenor Configuration Wizard, customized especially for Mitel, automatically deploys when a new Tenor is added to the network. The Wizard dramatically simplifies the user interface to ease the installation process for the most common applications.

PacketSaver™ - Enables Tenor to provide up to an additional 57% savings in bandwidth utilization, over and above compression and silence suppression, while reducing congestion and improving voice quality.

Easily Managed Anywhere and Anytime - **Tenor Remote Management Session Server** allows Tenors to be remotely managed behind NAT firewalls easily and transparently.

Tenors offer a broad product line with multiple configurations available to suit any business environment, and span from 2 FXS/FXO ports up to 32 T1/E1/PR1 spans.





Message-and Music-On-Hold

For nearly two decades, Inter-Hold has been helping customers effectively educate and motivate callers with professional message and music on hold systems.

Why bore callers with silence on hold or advertise for other companies with radio? Inter-Hold will transform this otherwise wasted opportunity into a "talking newsletter" directly targeted to your captive audience. Inter-Hold provides a complete turnkey solution including the latest digital on hold players, coupled with unmatched creative writing, recording, voice artists, licensed music, and superior technical support. Inter-Hold can also enhance the customer experience with overhead business music and messaging effectively reaching consumers at the point of purchase. Single Custom Production - 900.0803

NEW product for overhead business music and message-on-hold (2 units in one)



AudioSonic MBox

- 80 gig hard drive storage
- Approximately 50 hours
- 1000's of music tracks
- Major label and independent artists
- Dual zone outputs for BGM & MOH
- RJ 45 ethernet connection
- Static or DHCP configurable
- 2 line, 16 character backlit display



Messenger USB

- Plays audio via standard USB thumb drive
- Supports up to 4 GB thumb drive
- Easily transfer audio from Web to drive
- No special drivers needed
- 8 ohm & 600 ohm outputs



TELink 1250i

- Internet downloadable
- Up to 64 minute memory capacity
- Powerful 2-way scheduling
- Stores up to 1000 messages
- Background music input, fader, timer
- No moving parts
- Manufactured in USA



Create a robust communication network ... it's easy with PagePro IP™.

00110101001100110000100110101001001001110001110001100011001110001110001
0011001001110001110001110001110001110001110001110001110001110001110001
SIP Multicast

**Seamlessly connect communication between floors,
buildings, cities, states - even countries over LAN/WAN**

Easy Plug-N-Page™ Technology

Integrate with existing network, telephone or
paging system to quickly connect buildings
for emergency communications.

Cost-Effective System Installation

**Significantly Improve Interoffice
Communication for Added
Safety and Security**

Rapid Deployment of:

- Mass Notification Systems
- Emergency Notification Systems
- Voice Evacuation Systems
- Overhead Loudspeaker Paging
- Intercom Systems
- Door Phone



*Schools - Hospitals - Offices - Manufacturing - Transportation -
Warehouse - Government - Correctional Facilities*

PagePro IP™

By Valcom



When Downtime Is Not An Option . . . Specify DITEK Surge Protection Solutions for Voice and Data Applications

2MHLP-WB # 2 5V-70V Hardwired Terminal Strip with Field Replaceable Module Two Pair - Ten Pair Protection, Single Point Ground Mounting Base	2MHTP-WB # 2 130V (Telco) Hardwired Terminal Strip with Field Replaceable Module Two Pair - Ten Pair Protection, Single Point Ground Mounting Base	LVLP # 1, 2, 4 or 8 5V-130V Hardwired Terminal Strip, 16-22 or 10-12 AWG Single or Multiple Circuit Pair Protection
MRJ # 1, 2 or 4 5V-130V RJ11 / RJ14 / RJ45 Mod Jack Single Device Protection	MRJ CAT 5e # 4 per RJ Port 5V RJ45 Mod Jack, Cat 5e Data Single Device, 12-Port 1U Rack Mount, 16-Port 2U Rack Mount	MRJ PoE # 4 per RJ Port 5V, 24/48V RJ45 Mod Jack, Power over Ethernet Single Device or 12-Port 1U Rack Mount
P Series # 1, 2, 4, 6, 12 or 25 5V-130V Punch Down Hard Wire Single or Multiple Circuit Pair Protection	MT25P # 25 12V-130V RJ21X Mass Termination (Amphenol) 25-Pair Amphenol Socket Protection	SL/SI # 1 5V-130V 66 Block Snap On Field-Replaceable Snap Fit
3 Key Questions to Ask: <ul style="list-style-type: none"> What is the service voltage? How many pairs to protect? What is the connection method? 		
Power Protection and UPS also available!		

= # of Pairs Protected
 ⚡ = Available Voltages
 🔌 = Connectivity
 🏠 = Configuration

DITEKCORP.com



Integrated Rack Systems

The only plug-and-play complete rack, power, and cooling system

Introducing APC's InfraStruXure integrated rack system, the ideal solution for IP Telephony, VoIP, wiring closets, and computer rooms of all sizes. These complete, pre-configured, 1.0 to 20KVA single rack InfraStruXure solutions include power, cooling, racks, and management.

UPS Network Management Card with Environmental Monitoring

Embedded management of UPSs, protecting servers and networking equipment



NetShelter® SX

Optimal enclosure for the entire IT environment including servers, networking and storage devices

Rackmount PDU

Digital metering to avoid overloading circuits. (0U toolless mount PDUs available in basic, metered and switched versions)



Cable Management

Brackets create ample space for running network cables safely



Your Choice of UPS:

Symmetra® LX

Modular, N+1 redundant design: intelligence, power and battery modules fit in a robust frame for high availability

Ideal for environments with:

- Mission-critical applications
- Mixed 120/208V loads
- Multiple racks configured to operate from a single UPS



Smart-UPS® RT UPS

Performance power protection up to 10KVA with scalable runtime and rack/tower convertible

Ideal for environments with:

- Single or multiple racks configured to operate from a single UPS
- Business-critical applications



APC
Legendary Reliability™



Minuteman® Power Technologies

Power protection designed to meet the demands of telecom & security systems

Since 1982 Para Systems/Minuteman® UPS has been a trusted leader in providing high-quality uninterruptible power supply (UPS) systems required by telecom, data and security applications. Our unique features set us apart from the competition and our solutions provide exceptional value.

- 25 years experience with UPS products specifically-designed for telecom applications
- Complete range of UPS sizes from 400VA to 10kVA
- Three-year parts and labor warranties are standard on most product lines
- U.S.-based customer support
- New product lines including: Power Distribution Units (PDU), Keyboard-Video-Mouse (KVM) switches, surge suppressors



Entrust ETR500
model shown

Minuteman® Entrust™ Series UPS

- Exceptional value for small to medium-sized backup requirements
- High capacity models (500VA/300W, 700VA/420W, 1000VA/600W, 1500VA/900W)
- Line interactive UPS with built-in AVR (Automatic Voltage Regulator) manages small changes in voltage without using batteries
- Three-year warranty (two-year battery warranty)



EnterprisePlus E750RM2U
model shown

Minuteman® EnterprisePlus™ Series UPS

- Exceptional value for extended runtime requirements
- High capacity models (750VA/600W, 1000VA/800W, 1500VA/1200W, 2000VA/1760W, 3000VA/2560W)
- True sine wave, line-interactive UPS with built-in AVR (Automatic Voltage Regulator) manages small changes in voltage without using batteries
- Rack or tower (wall mount optional)
- Output receptacle control for non-critical load shedding capability
- Extended runtime using optional external battery packs which feature built-in chargers for fast recharge when power is restored
- Three-year parts and labor warranty



Minuteman® Endeavor™ Series UPS

- Exceptional value for mission critical, extended runtime requirements
- High capacity models (1000VA/800W, 1500VA/1200W, 2000VA/1600W, 3000VA/2100W, 6000VA/4200W)
- On-line, double conversion UPS provides constant power conditioning
- Rack or tower (wall mount optional)*– 6kVA model is rack mount only
- Output receptacle control for non-critical load shedding capability*
- Extended runtime using optional external battery packs which feature built-in chargers for fast recharge when power is restored*
- Three-year parts and labor warranty

*Feature does not apply to the 6kVA rack models



Endeavor ED2000RM2U
model shown



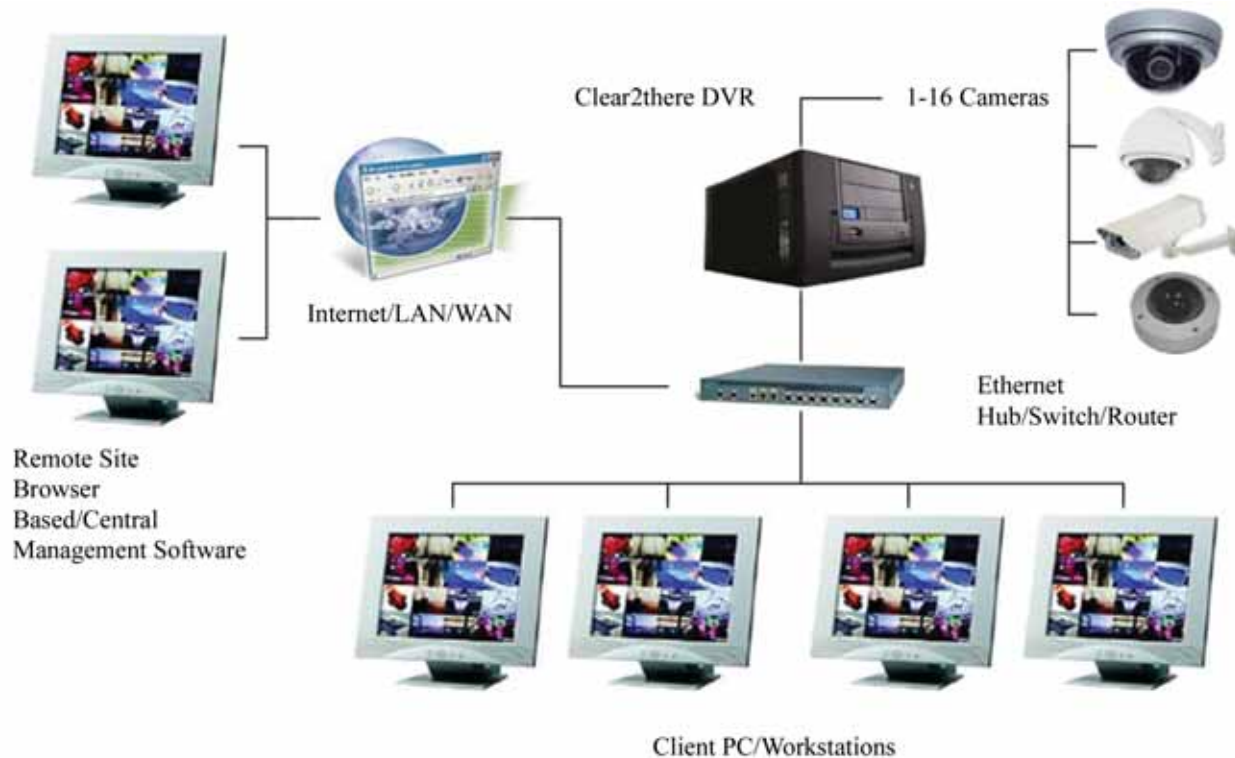
Endeavor ED6200RM with
EDBP6000RM battery pack shown

MINUTEMAN®
Power Technologies
From Para Systems, Inc.



Clear2there Digital Video Surveillance

Clear2there is a distributor of high quality digital video recorders, cameras and accessories. Whether you need a basic video surveillance system for local monitoring or a system that has an unlimited amount of cameras with networking capabilities to monitor multiple sites simultaneously, Clear2there has a solution for you.



Cameras for Every Application!





Clear2there is an ideal solution for providing cost-effective surveillance with high-quality video, customized recording options and ease of operation.

Why Video Surveillance is Important:

- Prevent Theft and Vandalism
- Customer Service Tool
- Employee Productivity
- False Injury and Liability Claims
- Marketing Tool
- General Safety of Employees

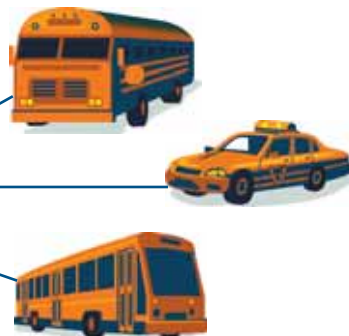


High performance video solutions for:

- Education
- Financial Institutions
- Car Dealerships
- Churches
- Public Safety
- Correctional Facilities
- Health Care
- Retail
- Daycares
- Mobile/Transportation
- Hospitality Industry



Mobile DVR's Also Available!



Clear2there
DIGITAL VIDEO SURVEILLANCE



The Power of Face-to-Face Communication

TANDBERG: A Global Leader in Visual Communication



Experia

Experia™, the adaptive telepresence solution from TANDBERG, features Quad 50" plasma screens, TANDBERG's Precision HD™ cameras and directional CD-quality audio to create the optimal across-the-table visual communication experience.

- Pre-wired executive table
- Wireless touch-panel control
- Simple and intuitive
- Interoperable with any standards-based H.323 system



TANDBERG Centric 1700 MXP

Executive control center designed for offices, the 1700 MXP features a superior HD camera and a widescreen LCD.

- Integrated 20" widescreen LCD
- Powerful presentation, multimedia and conferencing capabilities
- Easily switches between a video call and an XGA PC display



HD

TANDBERG is the only provider of a true end-to-end HD solution. Included in the solution is a full suite of HD endpoints and HD-ready infrastructure products — from telepresence to conference room to executive desktop solutions.

- Full spectrum of video resolutions for all applications
- Up to 64 minute memory capacity
- Improved visual experience across all resolutions
- Automatically selects the best resolution for your needs, optimizing network resources



Movi

Turn your PC into a videoconferencing system. Movi enables PC users with a webcam to join an enterprise wide videoconferencing network from anywhere they need to work: the airport, hotel, coffee shop or home office.

- Extend video to the PC for the entire enterprise
- Centralized network device for one-touch deployment and management



FieldView

Two-way annotation capabilities enable users to highlight areas of a still image on the device and stream them to the expert at the PC — or vice versa.

- Designed to deliver the ultimate portability in video collaboration
- Handheld device
- Lightweight — 1.5 pounds (720 grams)

TANDBERG



Polycom® Video

Walk into any conference room and chances are that you'll find people relying on Polycom video products for communication and collaboration.



Instead of flying executives all over the globe, corporations gain a first-mover advantage and save millions in travel expenses by deploying videoconferencing. And, virtual global teams put videoconferencing to work managing engineering projects. Polycom Conference Room Solutions encompass a range of offerings to meet the needs of any meeting room, from small offices to large boardrooms and auditoriums. Regardless of your business environment, Polycom has the right video products and systems to meet your needs.

HDX 9004™

The ultimate integrator's codec, combining power and flexibility with extreme performance, and built to enhance any current video conferencing application while making new and exciting applications available.

HDX 9004™: Power, performance and flexibility for highly integrated videoconferencing environments

- Includes HD voice, HD video and HD content sharing to deliver Polycom UltimateHD for the highest performance available in the market today
- Ideal applications include custom-tailored boardrooms, large integrated rooms and auditoriums
- Efficient rack-mount installation with the slim, sleek form factor
- Advanced HD video technology offers smooth, natural motion and sharp, clear images for outstanding video
- Polycom StereoSurround™, using 22kHz audio, delivers crisp, natural voice clarity even when multiple parties are speaking
- Share content with remote sites in unique ways, including sharing PC data and information from other video sources



Ultimate HD
POLYCOM®

TOGETHER, GREAT THINGS HAPPEN.

The Mitel DataNet Advantage

Mitel DataNet's National Sales Team has the ability to assist your office with the "Data" expertise that is needed to install and support today's VoIP and Data Solutions. Wide Area Networks, Local Area Networks, wireless technology, QoS, penetration testing, VoIP assessments, traffic management, fax servers, and security solutions are just a few of the products and services that we can help you provide to your customers.

Our networking knowledge combined with Mitel's voice platform allows you to present your customers with a powerful TOTAL business solution.



Single Source for Data Services

Few companies represent a single, comprehensive solution for network deployment and management while delivering maximum efficiency and measurable long-term value, along with a reputation for quality service and high customer satisfaction. Mitel DataNet boasts of industry-leading technical expertise. Coupled with Mitel's unsurpassed customer support record, Mitel DataNet provides the opportunity to envision enhanced data solutions within business and their impact on the overall communications investment. As a Value-Added Reseller and partner for numerous technology manufacturers and service providers, Mitel DataNet helps you make sense of all the different products available today so you can integrate cost-effective solutions for your organization. Whether your need is for Wide Area Networking, Wireless Area Networking or Internet security, Mitel DataNet's team of dedicated technology consultants ensures that all data-related products are designed, configured, installed and supported — ensuring optimum performance for the long term.

Business Solutions:

- Applications Servers and PCs
- Bandwidth Utilization
- Consulting
- Data Security
- Data Storage
- Disaster Recovery
- Enterprise Procurement Services
- Mitel Voice CPE Solutions
- LAN/WAN Support/Integration
- Services and Technology Planning
- Network Assessment
- Network Utilization
- Penetration Assessment
- Remote Management/
- Monitoring Services
- VoIP/QoS Solutions & Support
- Wireless Solutions

Mitel DataNet boasts of industry-leading technical expertise.

DataNet provides support from End-to-End

Imagine a one-stop shop that offers your company an impressive roster of global partners representing industry-leading hardware and premise equipment. Now, add a highly qualified team of certified professionals. That's what you have with Mitel DataNet. Plus, our industry-leading record of client longevity is rooted in a time-tested and team-centered approach to delivering unrivaled customer satisfaction.

Design for Real Needs

With the lion's share of an initial communications investment residing in the data hardware area, you want to make sure that you're getting what you pay for. Working with Mitel DataNet early on ensures a recommendation suitable to your company's existing data capabilities and requirements. What's more, our team of consultants is attuned to developing network configurations with scalability in mind, to accommodate a business' continued growth and evolving needs.



Turnkey Installation and Management

From project planning and implementation, to infrastructure build-out, provisioning and installation, count on Mitel DataNet to affordably manage and deliver your new, or enhanced, data hardware. Our focus on preserving your business continuity means that quotes are developed and presented in a timely manner and specific needs are smartly managed to accommodate the network maintenance schedule.

24/7 On-Call Service & Support

When you work with Mitel DataNet, a team of dedicated, highly trained and certified engineering personnel maintains optimum performance, provides ongoing troubleshooting and delivers attentive service long after a network is deployed. Mitel DataNet will act quickly at the first sign of trouble, ensuring maximum up time for the mission-critical applications which drive your business.



The Penetration Assessment by Mitel DataNet

A Proactive Approach To Assessing System Security

In today's ever-changing business communications world, new technologies enable enhanced performance and efficiency at every turn. Yet, with advancements in new network systems and functionality comes the increased risk of exposure to unexpected security threats external to the organization. The ability to test for such vulnerabilities has long been a concern for companies seeking maximum protection for key company assets, from intellectual property to personnel. A "penetration test" offers an invaluable and compelling way to establish a baseline assessment of security as seen from outside the boundaries of the organization's network.



Properly executed penetration tests provide evidence that vulnerabilities do exist and that network penetrations are possible.

More importantly, they provide a blueprint for remediation in order to start or enhance a comprehensive information protection strategy. Finally, a penetration assessment is a powerful tool for verifying that your organization's network is in fact running clean, providing the third-party reporting required of government agencies, auditors or other entities to demonstrate compliance.

The origins of penetration testing can be traced back to the earliest data networks when more informal means were used to assess system vulnerability. More formal processes were established around 1985, when the US Department of Defense first defined computer security standards. Penetration testing was isolated from more holistic security auditing in the early 1990's, and has evolved rapidly since the mid 1990's. The current state of penetration testing focuses on automation and development of new tools to improve the assessment.



A Better Sense of Safety

Mitel DataNet's Penetration Assessment is a proprietary test for measuring the vulnerability of your company's various data systems. This authorized and systematic process attempts to hack in to your organizations most valued and sensitive target systems, which include key company assets: information, software, hardware, systems and people. The primary objectives of Mitel DataNet's Penetration Assessment are to identify unknown points of entry to these targets and to verify the functionality of security controls included in the assessment scope. Secondary objectives of the Penetration Assessment are to provide mitigation to identified threats and to correlate identified flaws with established best practices and regulatory requirements.



The Smart Choice for Voice over Wi-Fi

Best-in-Class, Lowest Cost Wireless Solution

Trapeze Smart Mobile is a complete solution for deploying secure, high-performance wireless local area networks (WLANs). Smart Mobile seamlessly integrates with your existing wired network to provide best-in-class wireless mobility at the lowest cost of ownership.

SpectraLink VIEW Certified

Trapeze products are SpectraLink VIEW certified to deliver proven compatibility with SpectraLink handsets. Trapeze fully supports all SpectraLink handsets and their OEM variants.

Optimized for Voice to Provide Toll-Quality Service

Trapeze Smart Mobile architecture is optimized for voice over Wi-Fi, resulting in toll-quality voice service. Users can seamlessly roam across the wireless network, without interruption of service or dropped calls.

Robust Security

Trapeze Smart Mobile networks implement the highest wireless security standards, including Wi-Fi Protected Access (WPA, WPA2) and strong encryption, ensuring complete privacy protection and non-stop defense against unauthorized intrusion.

Fastest to Deploy, Easiest to Manage

With award-winning RingMaster network management software, Trapeze Smart Mobile networks are the fastest to deploy and easiest to manage. Powerful automated features and easy-to-use wizards dramatically simplify network planning and deployment to deliver the lowest operating cost in the industry.

Complete Enterprise Wireless Products

Trapeze Smart Mobile includes a complete family of hardware and software products for planning, implementing and running secure and reliable wireless networks:

- **Mobility Exchange® Controllers** – Available in models for the full range of wireless deployments – from small branch offices to the largest enterprise data centers – MX controllers set the industry standard for performance and reliability.
- **Mobility Point® Access Points** – Available in models for both indoor and outdoor deployments, MP access points are engineered to the highest standards for RF performance.
- **Mobility System Software®** – The most mature and robust WLAN system software on the market, MSS delivers advanced capabilities to ensure secure, stable network operation.
- **RingMaster® Network Management Suite** – The industry's only fully integrated management suite, RingMaster lets you easily plan, deploy and manage your network with virtually no wireless expertise required. RingMaster is the undisputed gold standard for network management.

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Network Fax Servers

All-in-One Network Fax Solutions for Business and Enterprise



Castelle network fax servers offer a high quality, low maintenance enterprise fax solution, well-suited for organizations involved in fax-intensive industries.

Easy to implement, use and maintain, FaxPress™ network fax servers from Castelle deliver all kinds of ongoing value. Adding a fax server to the network is like providing everyone in the organization with a

trouble-free fax machine, in a fraction of the time, at a fraction of the cost, and with a lot less effort. In fact, the higher the organization's fax volume, the more money, time and resources a network fax server is capable of saving.

Castelle's unique approach to network faxing combines all the necessary hardware and software into one complete solution. Whether it's a small business or large enterprise, Castelle network fax servers are tailored to meet the needs of any size organization.

Castelle network fax servers provide a simple way to integrate fax with existing network resources:

- **SUPPORT FOR ANALOG AND DIGITAL ENVIRONMENTS**
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- **AUTOMATIC FAX ROUTING**
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