INTER-TEL®

Inter-Tel 5000 Network Communications Solutions

Today's IP-Centric Communications Platform

In today's competitive business environment, you understand the need to optimize the performance of your organization by utilizing technology that allows you to operate more effectively. You understand that Voice over IP (VoIP) can add value to your organization, and you've watched and waited as this technology was developed and introduced. You are interested in a system that considers your unique business requirements, allowing you to deploy VoIP technology efficiently, effectively and successfully—the first time.

Inter-Tel 5000 Network Communications Solutions for Small and Medium Businesses

Blending your voice system into your data network affords you the competitive, cost-effective edge your business needs to succeed. Inter-Tel 5000 Network Communications Solutions offer a network-centric communications platform that allows you to network geographically dispersed associates and locations, whether you are connecting offices and applications together over a data network, or deploying IP endpoints to employees in or out of the office. All of your employees have access to the same system features as if they were located in your central office. Additionally, Inter-Tel 5000 communications solutions support multiple software applications. The results are operational efficiencies and a foundation for a more flexible infrastructure.

■ *FAST FACT…*
The Inter-Tel 5000 family of communication solutions are built on an advanced hardware architecture that optimizes the latest in VoIP technology, while leveraging Inter-Tel's long history of feature development and 35 years of industry experience. Inter-Tel – The Voice of the Internet.®

Networking Made Easy

Inter-Tel 5000 server platform consists of two primary systems, each delivering pre-defined growth capacities, while offering the same support for software applications. Up to 63 different locations can be transparently networked, and every server is equipped and licensed for networking right out of the box. Built-in networking capacities can be easily expanded with a one-time license. And, if you want to network to other systems over IP, this system requires no additional hardware or licensing.

THE INTER-TEL CS-5200 AND CS-5400 OFFER:

- Support for Inter-Tel and third-party software applications

- Support for Inter-Tel Model 8000 series IP and wireless endpoints

- Built-in 4 or 8-port basic voice mail, supporting 25-200 hours of storage

- Two built-in analog trunk ports

- Two built-in analog station ports

- Three module bays allow for internal expansion and can be used in any combination:

  — T-1/E-1/PRI Module can be used to connect to the telephone company, to other phone systems or to other Inter-Tel CS-5200 and Inter-Tel CS-5400 communications servers. The module supports 24, 30 and 23 channels of voice respectively.

  — Loop Start Module provides four analog connections to the phone company

Inter-Tel CS-5200 communication server is designed for the small business, offering built-in support for up to 25 IP endpoints and four or eight ports of built-in voice mail, as well as system networking over IP or T-1 for seamless connectivity within a multisite environment.

Inter-Tel CS-5400 communication server is designed for the larger customer requiring up to 110 IP endpoints. The Inter-Tel CS-5400 is built on an Inter-Tel CS-5200 through an upgraded processor expansion card that is installed in the dedicated processor bay.
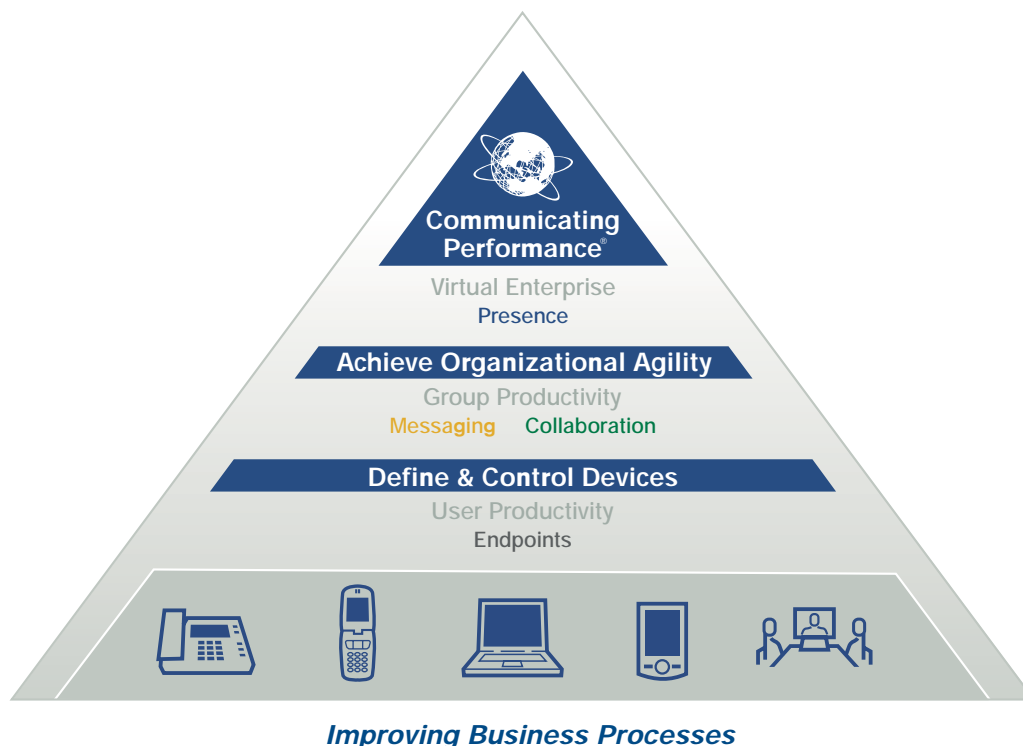
Application Performance over IP

Mission-critical needs are met when they are supported by the right technology. And the value of IP comes from application integration—allowing you to transform your communication tools into business performance. Empower your associates to create better interactions with your customers, partners, vendors and suppliers, generating revenue and lowering costs.

The Inter-Tel 5000 communications server family is built on an open software model that supports a broad portfolio of Inter-Tel's standard and custom-developed applications, as well as third-party applications—all designed to address today's functional business needs, while driving business growth.

Presence Management Solutions

Inter-Tel recognizes that your associates have multiple communications devices—desktop phones, cell phones, computers and wireless PDAs. Multiple devices and locations (work, remote location, traveling location) mean multiple contact numbers. How your employees interact with these devices is more important than ever. How much time and money do you lose every time you are unable to complete an important communication? How many phone calls did you have to return today? Is "phone-tag" the game you want to waste your resources on?

Your associates need to transparently leverage all of the communication tools and devices they have access to, and manage their own availability regardless of the challenges of geography, time or infrastructure. Presence solutions empower users to receive their critical communications where, when and in whatever environment they choose. Presence Management applications allow the user to project their presence both inside and outside company walls, offering increased availability and positively impacting business performance.

Communicating Performance®

Virtual Enterprise
Presence

Achieve Organizational Agility

Group Productivity
Messaging   Collaboration

Define & Control Devices

User Productivity
Endpoints

Improving Business Processes

How Inter-Tel Addresses Presence Challenges

To address the dynamic needs of a multidevice environment, Inter-Tel offers powerful applications, endpoints and Managed Services solutions that enable an enterprise to stay connected through common communication events.

Your Business Challenge: Users need communications tools that recognize their daily activities and dynamically adjust to fit their ever-changing needs.
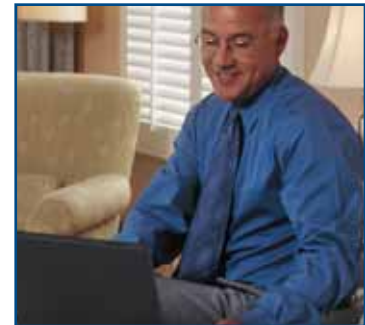
The Inter-Tel Solution: Inter-Tel unified communications tools offer simple "triggers" that can automate many aspects of the communications system. Status updates keep internal and external people informed of general availability, location and more. Routing rules automatically change to meet the user's current call preferences, and custom greetings for callers can be easily recorded and updated.

Your Business Challenge: Users need to communicate easily with others, internally and externally, as their preferences and communication devices change throughout the day.

The Inter-Tel Solution: Inter-Tel's IP endpoint and unified communications solutions extend the status of people and phones to the outside world. Inter-Tel's IP, call center, unified communications, attendant software and instant messaging applications assist users in sharing information with coworkers to improve visibility, making communications easier to establish.

Your Business Challenge: Users need to stay in control of their communications and allow people to communicate with them in a consistent, predictable manner. Organizations need to ensure that employees have the tools they need to stay focused on their jobs.

The Inter-Tel Solution: Inter-Tel's browser-based unified communications and instant messaging tools give users a consistent experience and the means to reach each other in the most appropriate communication environment. Users can switch endpoint devices and stillkeep others informed of their status while maintaining control over communications handling, whether or not it is a real-time experience.

INTER-TEL PRESENCE MANAGEMENT SOLUTIONS INCLUDE:

- *Unified Communicator®*
- *Telephony Manager*
- *Enterprise® Instant Messaging*
- *Connection Assistant®*
- *Attendant Console*

■ FAST FACT…

advanced presence technology *n. An application or device which monitors, displays, and manages a user's ability or desire to receive real-time communication and controls from whom, how, and when that communication occurs. User-defined, user-controlled communications.*

Collaboration Applications

Your enterprise faces many challenges in its pursuit to share ideas, exchange pertinent information and respond to customer needs. Your associates require the ability to attend to critical business matters and achieve goals with individuals or groups easily and without delay—no matter where they are. And your enterprise cannot afford to be disconnected from its distributed work forces, partners, suppliers and customers.

Inter-Tel's Collaboration tools enable enterprises to foster a dynamic, real-time environment in which two or more people in geographically dispersed locations can communicate more effectively—streamlining business processes and improving customer care. These real-time tools allow your associates to collaborate cost-effectively, easily and reliably—enabling your business to lower costs and increase productivity.

How Inter-Tel Addresses Collaboration Challenges

To address the dynamic needs of a dispersed environment, Inter-Tel offers powerful applications, endpoints and Managed Services that enable an enterprise to connect to its internal and external resources in the pursuit of common goals.

INTER-TEL COLLABORATION APPLICATIONS INCLUDE:

- **Call Center Suite**
- **Connection Assistant®**
- **Enterprise® Conferencing**
- **Enterprise® Instant Messaging**
- **Remote Support**
- **Telephony Manager**
- **Unified Communicator®**
- **Web Conferencing**

Your Business Challenge: Enterprises need to securely communicate and collaborate in real-time with internal and external resources, such as employees who telework, distributed sales forces and employees who are mobile.

The Inter-Tel Solution: Inter-Tel's standards-based, converged infrastructure; audio, video and Web conferencing solutions; unified communications; and other flexible software solutions enable enterprises to seamlessly connect to resources from remote locations, home or on-the-road.

Your Business Challenge: Enterprises need to increase the productivity and efficiency of their resources, capturing more time and reducing costs.

The Inter-Tel Solution: Inter-Tel's call center solutions, unified communications and other powerful applications enable your enterprise to maximize your resources and streamline business processes. These tools enable users to automate repetitive tasks, divert distractions, locate contacts quickly, share information in real-time and track employee performance. Inter-Tel's browser-based conferencing solution allows users to share documents, eliminating the need to travel.

Your Business Challenge: Enterprises need to maintain and improve their relationships and interaction with internal and external customers.

The Inter-Tel Solution: Inter-Tel's call center; audio, video and Web conferencing; unified communications; custom applications; and other customer/client relationship solutions, enable organizations to better collaborate with their customers. These tools help your enterprise improve existing internal and external customer/client relationships, as well as capture new ones.

Messaging Tools

Today's business community is looking for messaging solutions that respond to their unique challenges in the exchange of ideas, needs and solutions. Your enterprise needs to be available to respond uniquely to employees, suppliers, partners and customers. You want to offer 24/7 coverage—capturing incoming requests for information. Messaging tools enable your business to have an "always on" channel of communication that crosses the boundaries of time and geography. Inter-Tel's solutions feature flexible media types and interface choices enabling your associates to create and retrieve communication how they need to—when they need to.

■ **FAST FACT...**
With Voice over IP (VoIP) maturing and demonstrating superiority as the preferred implementation for business communications, combined voice and data networks offer organizations improved return on network investments and tangible productivity gains through enhanced IP-based network communications applications.

How Inter-Tel Addresses Messaging Challenges

To address the messaging needs of your business, Inter-Tel offers flexible tools for users to create and retrieve communication. Inter-Tel's powerful applications, endpoints and Managed Services offerings enable your enterprise to build upon solutions so that users can communicate simple or complex ideas, and can establish messaging communities regardless of geography or company limits.

■ **Your Business Challenge:** Enterprises need to be able to receive communications and supply information to customers and clients regardless of hours of business operation.

■ **The Inter-Tel Solution:** Inter-Tel's voice processing, unified messaging and instant messaging solutions capture incoming messages and store the history for retrieval. Associates can create and reply to messages 24/7. Inter-Tel's interactive voice response applications allow your business to deliver important information and messages 24/7, off-loading repetitious tasks, reducing errors, communicating the correct data, and improving customer satisfaction.

■ **Your Business Challenge:** Employees need to concentrate on different objectives during the day, with the ability to receive notice for priority communication.

■ **The Inter-Tel Solution:** Inter-Tel's voice processing and unified messaging solutions allow your employees to complete multiple tasks throughout the day and still stay connected to business communications. Associates can send priority message notifications to relay key communications.

INTER-TEL MESSAGING TOOLS INCLUDE:

- *Application Platform: IVR*
- *Enterprise® Instant Messaging*
- *Enterprise® Messaging*
- *Unified Messaging*
- *Voice Processing Unit*

Digital and Analog Support

Inter-Tel 5000 Network Communications Solutions is a customer choice-based solution set. When you require digital and analog support, the Inter-Tel Digital Expansion Interface (DEI) allows you to externally expand your system environment.

The Inter-Tel DEI allows for the connection of up to 48 digital endpoints. Up to two Inter-Tel DEI units can be added to either an Inter-Tel CS-5200 or Inter-Tel CS-5400 server, enabling you to deploy up to 96 digital endpoints. With additional Inter-Tel hardware, digital ports on the Inter-Tel DEI may be converted to analog lines.

THE INTER-TEL DIGITAL EXPANSION INTERFACE OFFERS:

- Three modular bays that each accept a digital endpoint module

- Support for a single line adapter allowing for two analog endpoints to connect as separate extensions using a single digital port

- Support for Inter-Tel Model 8000 series IP and digital endpoints

THE INTER-TEL 5000 NETWORK COMMUNICATIONS SOLUTIONS:

- Leverage the best of new technology including network architecture, IP and application standards

- Provide IP and digital technology options and applications support

- Offer initial investment and long-term costs benefits including mobility; enhanced customer care; and seamless, multisite IP network connectivity

- Improve the efficiency of internal and external communications and employee responsiveness to business

- Are easy to implement and support through system compatibility and migration options; and centralized, network-based administration

FAST FACT: Inter-Tel CS-5200 and Inter-Tel CS-5400 communication servers may be networked with an existing Inter-Tel Axxess® communications system, offering backwards migration compatibility and expansion of IP networking.

Standards-based Architecture

Inter-Tel is committed to providing standards-based solutions which enable businesses to take advantage of existing corporate architecture during transition to the network-centric communications model. This support of voice and data standards allows the Inter-Tel 5000 Network Communications Solutions to efficiently and effectively coexist within the network environment.

Managing Your Networked System

When your small single system grows into a large networked system in multiple locations running many applications, you need a way to manage and maintain all of these points. Inter-Tel's System Manager is a tool that provides a single visual point to view your systems and applications—allowing for programming and diagnostics through a single interface—increasing efficiencies and resources.

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