



Total Communication Solutions

In today's competitive business environment, you understand the need to optimise the performance of your organisation by utilising technology that allows you to operate more effectively. Voice over IP (VoIP) can add value to your organisation, and with Inter-Tel's latest product offering you have a system that considers your unique business requirements, allowing you to deploy VoIP technology efficiently, effectively and successfully.

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



Combining your voice system and your data network affords you the cost-effective and competitive edge your business needs to succeed.

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 your employees have access to the same system features as if they were located in your central office.

The Inter-Tel CS-5200

- Designed for the small business
- Support for up to 75 IP and 96 digital endpoints
- Eight ports of built-in voice mail
- System networking over IP or E1 for seamless connectivity within a multi-site environment.

The Inter-Tel CS-5400

- Designed for the larger customer
- Support for up to 175 IP and 96 digital endpoints
- Built on an Inter-Tel CS-5200 through an upgraded expansion card installed on the existing processor.

The Inter-Tel CS-5600

- Supports up to 250 IP and 96 digital endpoints
- 16 ports of basic voicemail
- Same expansion modules as the other servers in the series.
- Networking is included for growth up to 99 nodes or 20,000+ users.

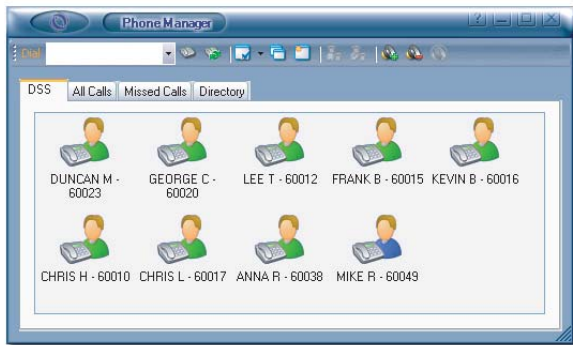


Inter-Tel 5000 Series Network Communications Solutions Server



Applications that Drive Efficiency

The Inter-Tel 5000 IP communications platform supports multiple software applications. The results are operational efficiencies and a foundation for a more flexible infrastructure.



Call Recording PC interface from Inter-Tel

Call Control & Integration

Phone Manager is the latest computer telephony application to be launched EXCLUSIVELY on Inter-Tel's 5000 Series platform.

The software makes some of the powerful features found on both platforms even easier to access and use whilst the screen based presentation delivers a wealth of information, enabling individuals and companies to communicate more efficiently.

Call Recording

Inter-Tel offers call recording solutions for the smaller enterprise offering excellent call recording quality and a wide range of features traditionally found only in larger systems. CTI & SMDR integration is available for the recorder via licence.

Call recordings can be archived on DVD or a networked hard drive and can be accessed through easy-to-use menus.



Call Recording from Inter-Tel

Call Reporting

It is incredible to think that in this day and age, callers still have to give their name, postcode, account number and other details before placing an order with a regular supplier! Worse still, how many potential customers are lost because calls are not answered?

With Callview, caller details can be displayed on agent screens and calls can be tracked from cradle to grave with real-time statistics and historic reporting. Callview even captures abandoned call details, enabling a rapid call back.

Extensive management information statistics and comprehensive real time information can be displayed showing unrestricted device activity using numerical, graphical, iconic and tabular displays, with visual and audible alarm settings.



On-screen real-time call information