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## **Artisoft™s TeleVantage Small Office Edition Phone System**

The right phone system can be a strategic asset to your company. Your phone system is most often the first interaction that a potential customer will have with your company, as well as one of your most important means of communication with customers, potential customers and vendors. With **Artisoft™s TeleVantage® Small Office Edition** you can make a professional first impression and improve your company's bottom line today. **Artisoft™s TeleVantage®** provides your company with the flexibility to expand as your company grows. **TeleVantage® Small Office Edition** has been perfectly tailored to meet the needs of small business, and is a complete turnkey solution that comes directly out of the box and is ready to be plugged in and transform how your company communicates.

Pre-installed on a powerful server running Microsoft Windows 2000, the system includes Intel Dialogic telephony boards that support four analog or ISDN BRI trunks and eight phone stations. **TeleVantage® Small Office Edition** includes all of the standard features of the award-winning **TeleVantage®** software such as:

- Powerful voicemail and call control
- Multi-level auto-attendant
- Automatic call distribution (ACD)
- Personalized greetings
- Call handling

The applications graphical administration makes it a snap to maintain.

- **Includes eight full-featured display phones**

Rounding out this state-of-the-art package are eight feature-rich speaker phones, each with soft key access to **TeleVantage®** features including transfer, park, conference, voicemail and more. The phones have a large LCD screen, which displays call information and helpful menus customized for **TeleVantage®**, as well as a message waiting lamp. You can also use any standard phone including analog full duplex speaker phones, cordless phones and headsets.

- **Easily upgrade and expand your system**

When it comes to expansion, **TeleVantage® Small Office Edition** is ready when you are. The server can be easily upgraded with additional Intel® Dialogic telephony boards and software licenses to handle 16 trunks and 48 phones. By swapping the server chassis and adding telephony hardware and without disturbing your users' settings or voice messages. Or add Agent-licenses to enable the full-featured **TeleVantage® Call Center** which includes caller priority, overflow agents, monitoring and coaching, automatic call recording, comprehensive reporting, and more. Plug in **TeleVantage® Small Office Edition** and gain a competitive edge today at an affordable price.

- **Feature for feature, no other phone system provides more for your money**

**TeleVantage® Small Office Edition** is a feature-rich, software-based phone system that combines rock-solid stability with the most advanced communications technology available today. Build on an open-systems architecture and supported by world-class Intel® hardware, **TeleVantage®** provides more value for your money than any other phone system, while safeguarding your investment for the future.

- **TeleVantage® is the worlds most intelligent phone system.**

The complete turnkey solution for small businesses. Future-proof architecture for tomorrow's growth.

## **TeleVantage® Small Office Edition Features.**

### **Integrated PC-based Systems**

- Full PBX functionality
- Phones stay up during power or server failure
- Built-in extended 9111 service
- RAID drives and UPS support
- Expandable to 16 trunks, and 48 stations
- within the same PC chassis

### **Full-featured voice mail**

- Visual voice mail display with caller name
- Click to reply, forward, or call back a message
- Export to .WAV files
- Password security
- Screen messages as they're being left
- Pull callers out of voice mail
- Bookmark important sections of long messages
- Callers can specify call back number
- Multiple personal greetings
- Personalized greetings for special callers or  
• dates/times
- E-mail / pager notification of new messages
- Voice mail delivered to unified e-mail inbox
- Microsoft Exchange Synchronization

- Urgent and private message handling
- Auto-delete old messages
- Custom, shareable message folders
- Adjustable maximum message length
- Stutter dial tone to indicate new messages

### **Multi-level auto Attendants**

- Automated or receptionist answering
- Extension dialing or DID
- Dial-by-name directory
- Schedule-able greetings and routing for holidays and off hours
- Record or import greetings and menu prompts
- Caller can change language of prompts
- Caller input can set custom data for agent
- Screen Pops
- Timeout routing to any extension or attendant
- Auto fax detection and routing

### **Phone Features**

- Comes with eight speakerphones
- Soft keys for transfer, conference, park, voice mail and more
- LCD screen displays incoming caller ID
- Visual menus pre-customized for TeleVantage®
- Built-in message waiting lamp
- Support for any standard phone: speaker, corded, cordless or CLASS feature phone

### **Built-in ACD capability**

- Route calls to local or remote agents, including overflow
- Unlimited number of hold messages and prompts
- Top down, round robin, or simultaneous ring distribution

### **Remote access from anywhere**

- Complete visual access via Web browser
- Phone login for voicemail and account setup
- Remote call screening
- Change greeting, forwarding and personal status from any phone

### **Powerful call control**

- Voice guided multi-lingual telephone interface
- Easy Windows based desktop interface
- Screen calls with PC or phone
- Visual multi-line call handling
- Drag-and-drop transfers and conferences
- One-click conference on call waiting
- Grab and hold calls
- Ring-back for calls left on hold or parked
- Park/Unpark calls
- Pick up calls within workgroup or company
- Extensions pane with user “on phone” status
- Personal call log with notes
- Support for CLASS phone caller ID display

- Customizable ring patterns for call types
- Automated call handling by personal status
- Do Not Disturb, Out of the office and other custom statuses

### **Integrated contact management**

- Company workgroup and personal contacts
- Contact identification w/o requiring caller ID
- One-click dialing
- Custom shareable contact folders
- Custom call routing and greetings by contact
- Screen-pops for contact calls
- Change language based on contact
- Predefine account codes per contact
- Act!, Outlook, Gold-mine, Front-Office Support
- “Follow-me” call forwarding
- Route calls to multiple Internal/external locations
- One-key forwarding to where you are
- Forward calls by caller or personal status
- Screen forwarded calls using verbal prompts
- Password protect forwarded calls

### **Easy administration**

- Point and click administration from any location on the network
- Software-based trunk setup
- Device Monitor for real-time trunk/ station status

- Comprehensive exportable call log
- Public and personal workgroups
- Easily add, delete and modify users
- Individual or role-based permissions
- Dialing and feature restrictions
- Account codes: forced, verified or optional
- Configurable routing services for least cost
- Routing
- Trunk usage reports
- Monitor use of system space and resources
- Troubleshooting and log-gathering tools
- Context sensitive help, on-line manuals

### **Extendable, Open, Standards-Based**

- Easy software-only upgrades
- MAPI and SMTP e-mail support
- TAPI service provider support
- SQL Server database
- COM-based SDK for custom add-ons
- Any standard phone: speaker, corded cordless or CLASS feature phone

### **Expandable**

- 96 trunks x 264 stations
- All trunk types supported (Analog, BRI, T-1, E-1, ISDN, PRI & CAS)
- Full H.323/Internet and VoIP support including:

- IP phones
- IP Gateways to connect multiple TeleVantage® Servers as one.

### **Upgrade to full-featured Call Center**

- Supervise, monitor, coach and join calls
- Real-time, queue and agent statistics
- Automatic call recordings by agent and queue
- Bump caller priority as needed
- Powerful Call Center Reporter

\* PLEASE NOTE\*

All graphical Client features require a per-user Client license

Please contact us to assist your on the road to better corporate communications.