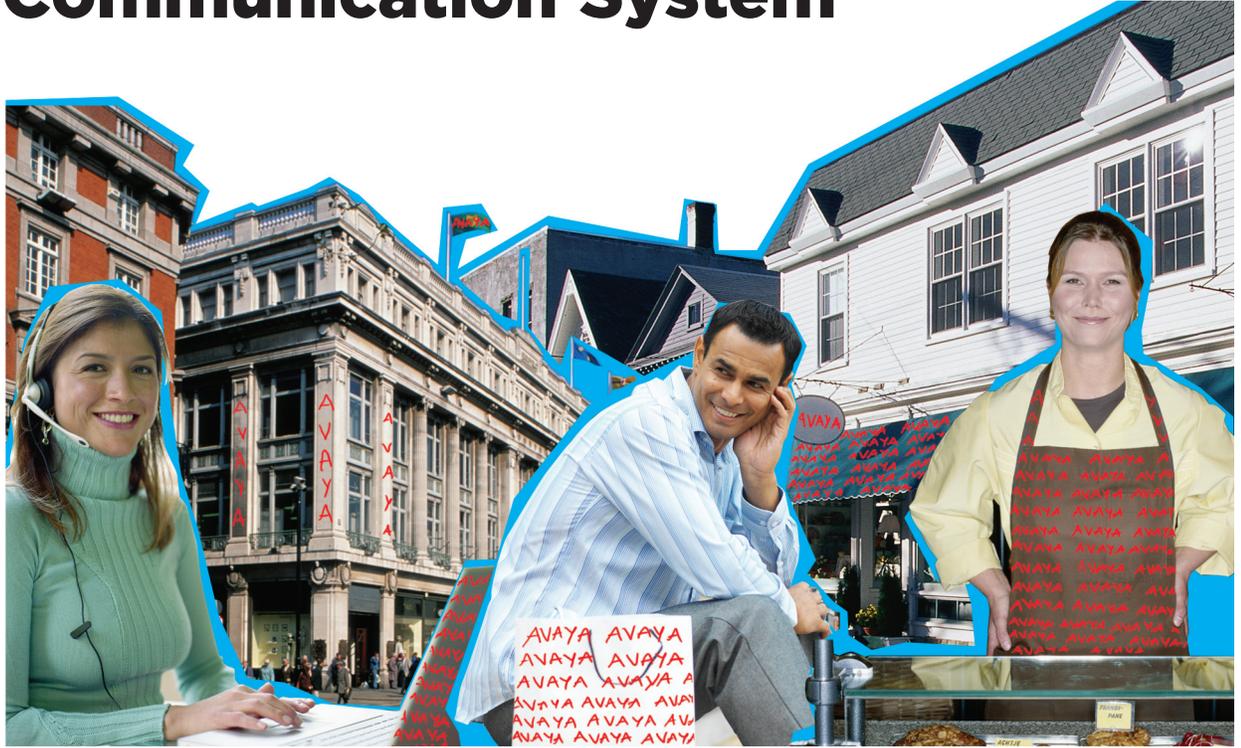


Integral 5 Communication System

OVERVIEW

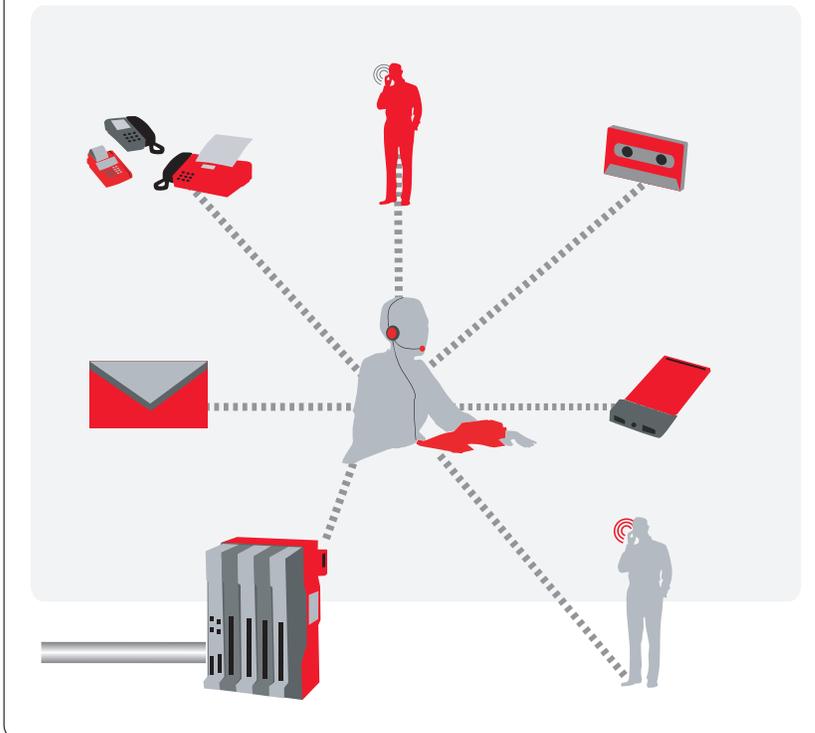


As a leading supplier of communication systems and services, Avaya-Tenovis designs, builds and manages communication networks for over one million companies worldwide. Our goal is to develop customized business communications, offering intelligent solutions to help you increase productivity and profitability. This allows you to focus on your core business concerns: growing your enterprise and enhancing your customer relationships.

Check out all the ways Integral 5 can help your business excel

- Improved Customer Contact and a Higher Level of Communication**—Set your company apart with an impressive line of tools to ensure your customers get the response they expect 24/7. One system for your voice mail, faxes and email
- The Future Built In**—Take advantage of new technologies now or in the future. With Integral 5, you're assured you will not be left behind as technology advances.
- Choice in Telephones and Accesories**—Choose from a selection of display and Wireless phones (DECT)

The Avaya Integral 5 System Makes Everyday Communication Easy



1. Efficient Call Handling

Never miss a call - With its DID capability Integral 5 can intelligently deliver a call to the most appropriate contact, reducing the load on Reception.

2. Messaging

Integral 5 Unified Messaging System makes sure no more messages are lost. Message handling is made simpler using one system. E-Mails, faxes and voice mails can be routed wherever you are, and played through a telephone or PC.

3. Leave Your Desk, Not Your Phone

You're always available—a fully featured cordless DECT system (Digitally Enhanced Cordless Telephony) lets you roam throughout the company premises.

4. Easily Administered

An intuitive Windows tool lets you program common configurations, such as names, and voice mailboxes.

5. Connect to the Internet

No special equipment required! Integral 5 has a built in router allowing you to connect all your PC's to the internet through DSL or ISDN.

6. Connection Options

Your choice—Options for Analog and/or ISDN digital access to the Network for voice and data.

Improved customer contact and a higher level of communication

First impressions count – this also applies to your telephone contact with customers. Whether in the sales or dispatch departments, on the support telephone or hotline: Regardless of where, and irrespective of which communications channel is used, Integral 5 makes sure your customer needs are treated as top priority, serviced quickly and competently.

Connect the call first time

Your callers need to get through to the right person quickly with the minimum of hassle. Integral 5 makes it possible:

- Calls can be placed directly to your staff Using 'Direct Dial' freeing the Operator for other duties
- The Automated Attendant can answer and route calls automatically
- VoiceMail can be sent via email for a quick response

At busy times, Both the Operator and the Auto-Attendant can be used to answer calls quickly and efficiently

Keep in contact 24/7 with Unified Messaging

You can't be there all the time to personally answer your calls, but you need never miss a call. That's why Avaya Tenovis developed 'Integral Messenger' to consolidate your Voice mails, email and faxes into one easy to use system. Messages can be retrieved and sent from any mobile device such as a cell phone, or from a PC or laptop.

Work Smarter

Integral 5 can even connect to MS Outlook and MS Office or other common contact packages. If caller information is available, incoming calls can 'pop' information right to your desktop—providing detailed call information about the caller.

The Future Built In

The entire spectrum of convergence possibilities

The term converged or 'IP Telephony' or 'Voice over IP' is used to describe the sharing of voice and data communications in a shared network. This new technology can reduce costs and minimize administrative effort.

Integral 5 has this technology built in from day one so you can be assured your never out of date. You decide if and when you want to take advantage of 'IP telephony'.



Connect to The Internet

Integral 5 has a router built right in, offering the workplace access to the internet. You and your staff can have access to your network from anywhere. E-Mails can be processed from home, orders entered onto the company server, accounting tasks performed, or information obtained from the database.

Avaya-Tenovis Service - Secure and Versatile

Integral 5 has a wide range of service tools that can be operated both on site and by remote servicing. In all cases the highest levels of access protection are guaranteed at all times.

Easily Administered

All the common programming functions can be quickly and easily carried out using the supplied Windows Configuration Tool. You can make immediate changes to staff names, voice mailboxes or group membership, reducing service time and cost.

Choices in Telephones & Accessories

When you choose Integral 5 you also get to choose from a selection of great telephones. If you're on the move you may want to choose a fully featured cordless phone, or choose from a range of desktop display sets with up to 24 programmable and 7 fixed keys. Choose polar white or graphite gray.



What You Can Do With Avaya Integral 5 Telephones

Easy to Use
Interactive user prompting

Easily See Information
Adjustable large display for Caller ID, Call log, Call Duration etc.

Stay on Top of Messages
Light on lets you know you have messages

Speakerphone
Handsfree operation,
Handsfree Answer Back

Easily add Accessories
Two ports for CTI link,
headset etc.

Easy to Operate
Alphanumeric keypad for easy
text input

Check Status
Partner/Line Keys to see what
lines are ringing and who is
free or busy



Integral at a Glance

Excerpt of system characteristics

- Optional analog and/or digital network access
- Connection of ISDN systems and multiple terminals
- Analog subscriber interface
- Digital 2 and 4-wire interface
- DECT radio cell network with roaming and seamless handover functions
- IP voice communications*
- Internet router*
- Door/gate station*
- Optional wall housing or 19" plug-in module



Excerpt of system functions

- Partner and team functions
- Lock/unlock facility
- Call charge capturing and output, with project/client number if required*
- Zone mapping of charges incurred, if not made available by the provider*
- Accessibility control through numerous possibilities of call re-routing and forwarding
- Voice mail*
- Automatic switching
- Prior announcement
- Music on hold (MoH)
- Formation of work groups using collective lines and joint calling
- Announcements to individual or all employees
- Central and individual telephone directory
- Central interrogation point(s)
- Multiple night switch functions
- Call number display, even on analog terminals
- CTI/CSTA for PC management of the Integral 5—Avaya-Tenovis offers a number of solutions, ranging from simple dialing aids, to Unified Messaging, to call center functionalities*
- Hotel functions (Check-in/check-out with authorized switching, extension dial prevention to the rooms, wake-up call, call charge cap, message waiting)*
- Virtual link-up of various locations over the public network

**Optional

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

AVAYA

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