

Inter-Tel® Endpoints



Endpoints begin with Inter-Tel

Today's dynamic communications landscape requires multi-device options—from handheld PDAs, Pocket PCs, PCs, desktop phones and cell phones, to video and multimedia units. Whether software-based, IP-based or digital, Inter-Tel has flexible endpoints for leveraging the power of your applications.

Inter-Tel's endpoints are exclusively designed to empower your resources while maximizing the return on your investment in an Axxess® Converged Communications System. Whether you need a sensible office phone, a menu-driven display phone, IP-based phones, or SoftPhones, Inter-Tel's suite of endpoints delivers the flexibility your business needs for onsite employees and remote users to perform their business functions with continuity.

Inter-Tel extends award-winning application performance to a wide range of flexible, intelligent, mobile and easy-to-use communication endpoints designed to suit your business needs. Since Inter-Tel's Call Processing software interfaces with IP, digital, analog and wireless business solutions, Inter-Tel has a dynamic offering to complete your communication landscape.



pocket PCs

PDA's

desktop phones

video and multimedia units



collaboration
mobility
customer service

interaction

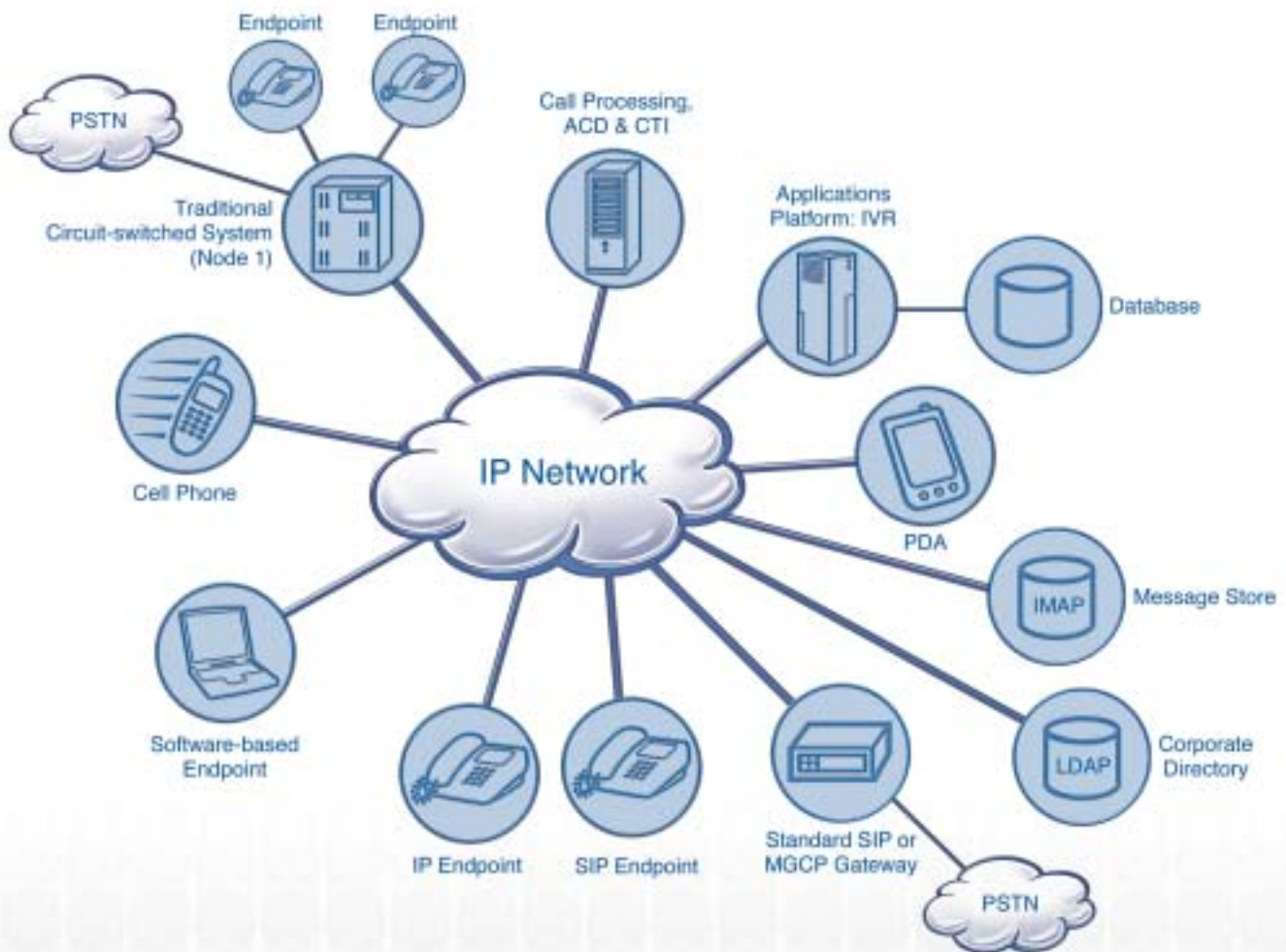


Figure: Inter-Tel's Converged System

Versatile endpoints mean investment value.

IP-based Endpoints

Your Company—everywhere—all the time



By using the Internet as part of your communications solution, your phone system is everywhere you want it to be. With Inter-Tel's powerful, full-featured IP-based phones your data network seamlessly connects your local employees, remote staff and satellite offices as if they were all in the same building—providing you with functionality, mobility and flexibility like you've never experienced.

Model 8660

Advanced functionality reaches remote associates and satellite offices

Model 8660 is a feature-rich, IP business endpoint designed to provide remote associates, telecommuters and satellite offices with a seamless connection to your Axxess® Converged Communications System through your company's data network (LAN, WAN or Internet connection) enabling you to send and receive voice transmissions in the form of data. Users everywhere have access to advanced system functionality such as advanced call-handling features, Automatic Call Distribution (ACD), Unified Call Distribution (UCD), visual navigation of voice mail and complete support for Computer Telephony (CT) applications like customer relationship and agent tools.



IP SoftPhone

Inter-Tel desktop features, when and where you need them

The Inter-Tel IP SoftPhone is fully integrated with the Axxess® IP-enabled Converged Communications System, so users have the full functionality of features such as transferring calls, initiating conference calls and accessing voice mail at their fingertips. Call center agents working off-site can be a part of hunt groups or call routing patterns and supervisors can monitor their calls as if they were in the office.



IP Single Line Adapter

Options for the occasional telecommuter

Inter-Tel also offers the IP Single Line Adapter for those who work from a remote location occasionally. Connect the IP Single Line Adapter to a high-speed Internet connection (such as DSL or cable modem), then plug any standard home phone into the adapter's jack and telecommuters have the same basic functionality (minus the display features) offered by the IP Phone at a lower cost.

IP SoftPhone for Pocket PC

This software brings the full capabilities of Inter-Tel's IP SoftPhone to your Microsoft® Windows® CE handheld device.

Leverage the power of the Internet with IP-based endpoints.

Digital Endpoints

Dynamic call handling—
technology-driven productivity



To complement your Axxess® Converged Communications Platform, Inter-Tel offers a variety of powerful, full-featured digital endpoints to suit your organization's needs. Inter-Tel's digital phones deliver exceptional voice quality, advanced digital features and a range of programmable keys for high-speed, high-quality call processing. Whether you're installing a new system or adding to an existing one, Inter-Tel's digital phones are ideal for most businesses.

MODEL 8000 SERIES

Model 8560

Ultimate technology—professional productivity

Compatible with Inter-Tel's Axxess® Converged Communications System, the Model 8560 display phone is perfect for anyone who requires efficient call-processing capabilities. The 6-line by 16-character, alphanumeric liquid crystal display (LCD) leads you through system features and capabilities—serving as a built-in user guide—prompting you with available options for every situation, allowing you to process your calls with the touch of a button.

Eight, menu-driven, one-touch "soft keys" reduce the time it takes to initiate and receive calls, retrieve messages, leave messages and access features. When a call rings in, your phone screen provides options for call handling such as hold, transfer and conference the call. While you're in voice mail, the screen gives you options for managing your messages. you with available options for every situation, allowing you to process your calls with the touch of a button.

An optional PC Data Port Module (PCDPM) provides a serial port connection for a Model 8450 DSS/BLF unit, a PC/output device or Computer Telephony applications requiring a desktop OAI connection. An optional Modem Data Port Module connects to the PCDPM and provides an analog phone adapter.

This ergonomically designed phone also features a message lamp in the upper right-hand corner. Users with v7.0 software (or later) can program this lamp to follow the status of any illuminated key, such as "off hook." The off hook feature provides a visible way to show that an individual is on a call when they are wearing a headset. Additionally, a built-in jack allows headsets to be attached to the phone without interfering with handset operation.



Model 8520

Customized functionality—maximized efficiency

Model 8520 display phone incorporates a 2-line by 16-character liquid crystal display (LCD) to provide the information you need for enhanced productivity. With programmable keys, you can truly customize the functionality of this digital phone to maximize efficiency and ease-of-use, matching your work style and flow.

The phone also features a built-in speaker and microphone allowing you to answer station and outside calls hands-free and take advantage of on-hook dialing. The “hot” keypad provides user-friendly operation and greatly reduces the number of keystrokes needed to perform any function.

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Model 8500

Advanced features—cost-effective options

Incorporating important features and ease-of-use, Inter-Tel's Model 8500 digital phone delivers solid functionality, flexibility and affordability. Feature access keys are user-programmable, so you can set up the phone to function most productively for your individual needs and work flow.

You can use the built-in speaker and microphone to answer station calls hands-free and take advantage of on-hook dialing. The “hot” keypad provides user-friendly operation and greatly reduces the number of keystrokes needed to perform any function. Model 8500 improves your productivity and provides exceptional voice and audio quality, while taking advantage of the digital communication functionality of the Axxess® Converged Communications Platform.



Model 8450

Transform an endpoint into a call distribution center

Model 8450 is a Direct Station Select/Busy Lamp Field (DSS/BLF) that connects to Models 8560 and 8520 digital display phones for one-button access to additional extension numbers, features and resources. Adding the 8450 to the 8560 or 8520 digital display phones dramatically increases the call processing and communication capabilities for attendants, receptionists, administrators or anyone handling a high volume of calls.

Model 8450 is physically attached to the Models 8560 or 8520 phones that are equipped with the PC Data Port Module (PCDPM). Each Model 8450 DSS/BLF unit provides one-button access to 50 extension numbers, hunt group pilot numbers, trunks or trunk groups and/or feature codes. A single 8560 or 8520 digital endpoint can be equipped with up to four 8450 units, increasing your capacity to as many as 200 programmable buttons.



Model 8416

Maximize efficiency and customer care

Perfect for small office attendants or anyone who requires additional, programmable buttons, the Model 8416 Mini-DSS connects to Models 8520, 8560 and 8660 display phones, adding 16 user-programmable buttons. The buttons can be programmed as Direct Station Select/Busy Lamp Field (DSS/BLF) keys, feature keys or secondary extension keys to maximize efficiency and customer care.

With the Model 8416 Mini-DSS unit, you'll no longer have to physically track down your associates. At-a-glance, you can determine whether co-workers are available or unavailable. Plus, with the touch of a button, you can directly connect to an extension. Further maximize your effectiveness with one-touch access to system features you use the most. You can also increase the customer service you provide by programming keys as secondary extensions, which allows quick access to calls ringing or holding at another station.



Distinctive, user-friendly digital endpoints—designed for business.

Software-based Endpoints

Empower your mobility needs

laptop
traveler
mobility
at-home agents



From mobility tools for the workers-at-large, the at-home agent or remote facility users, to specialized applications for the worker processing a high volume of calls, Inter-Tel meets your specialized needs, with software-based endpoint solutions that offer productivity enhancements to employees who work remotely.

Inter-Tel SoftPhone

Inter-Tel desktop features: When and where you are

Inter-Tel's SoftPhone technology enables employees working via Internet and Intranet connectivity from small remote offices, warehouses or off-site. Users have full access to a communication system and features as if they were in the office, eliminating the need for a separate phone system at each location and a hardware telephone set at each desk.

The Inter-Tel SoftPhone connects you to the robust feature capabilities of the Inter-Tel IP-enabled system through your organization's data network (LAN, WAN or Internet connection) —send and receive data packets with voice transmissions over those data lines. The Inter-Tel SoftPhone operates and looks like a software version of the Axxess[®] Executive Display or the Eclipse^{2™} Professional Display phone you use in the office. Inter-Tel SoftPhone is fully integrated with the Axxess[®] IP-enabled Converged Communications System, so users have the full functionality of features such as transferring calls, initiating conference calls, accessing voice mail and more at their fingertips.





Inter-Tel's Mobility Tools with Wireless Application Protocol

Integrate your cellular phone or handheld computer (PDA)



Use your off-the-shelf handheld computer as an endpoint for Inter-Tel's software-based solutions. Interoperability with Wireless Application Protocol (WAP), allows users to redirect communications outside the office.

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AutoReporter

Manage your call center on the go

An ideal application for the call center manager who is responsible for monitoring call center activity, AutoReporter allows Call Center Suite users to extend their call center solutions to WAP for viewing key information on cellular phones. Additionally, AutoReporter offers Palm OS® format support for offline reporting analysis from your handheld PDA device.



Unified Communicator™

Extend your reach outside the office

Unified Communicator™, an Inter-Tel mobility tool, also supports a WAP interface for users to view the application via cellular phone or handheld computer (PDA).

Power your applications with dynamic software-based endpoint solutions.

Endpoint Accessories

Peripheral products enhance your solution



Inter-Tel offers a broad selection of communication products that bring increased productivity, ease of operation and reliability to businesses of all sizes—completing your communications solution.

From analog devices and headsets, to videoconferencing equipment and premise wireless products, Inter-Tel can provide and integrate the products and services you need to create the optimum communications system for your enterprise.



Inter-Tel Headset Combo



Plantronics Wireless Headset



Inter-Tel Cordless INT 3000

Inter-Tel AgentSet

Integrated solutions optimize resources



Inter-Tel AgentSet is the perfect solution for call center agents, receptionists or anyone who handles a large volume of phone calls utilizing CT applications—eliminating the need for a desktop telephone by serving as the link between your Axxess® Converged Communications System and your PC.

Inter-Tel Premise Wireless Interface

Mobility and productivity solutions for a campus environment

Inter-Tel has integrated our Call Processing software with SpectraLink's wireless solutions to offer enhanced real-time communication and mobility to further augment our capabilities to serve the unique needs of Inter-Tel's selected vertical market business customers. We offer a durable wireless infrastructure for manufacturing, distribution and warehouses, auto dealerships, health care, education and retail.



Audio and Videoconferencing

Cost-effectively meet face-to-face to collaborate

Inter-Tel offers a complete range of audio and videoconferencing solutions from desktop applications to full-scale room systems to conference bridges. Vertical markets are using video to bring value-added services to their businesses. Work with your representative to evaluate how you can:

- ▶ Accelerate the decision-making process
- ▶ Increase flexibility and encourage collaboration
- ▶ Get expert advice from remote sites
- ▶ Improve intra-company communications
- ▶ Reduce travel time and expenses



Contact your Inter-Tel provider to find out more about Inter-Tel's complete line of peripheral products and solutions, including:

- ▶ Analog Telephones
- ▶ Audioconferencing, Bridges and Accessories
- ▶ Cordless
- ▶ Call Accounting
- ▶ Call Logging/Recording
- ▶ CT Products
- ▶ Data Equipment
- ▶ Headsets
- ▶ Installation Equipment
- ▶ Message-on-Hold
- ▶ Paging Equipment
- ▶ Power Protection and Backup
- ▶ Premise Wireless
- ▶ Videoconferencing, Systems and Accessories

Inter-Tel.

Providing multi-device endpoint options for today's dynamic business landscape.



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Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Specifications are subject to change without notice. Some features may require additional hardware and/or specific software.
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