



# TeleVantage<sup>®</sup> CTM Suite

*Robust PBX features in an easily expandable system  
for growing businesses and branch offices*

Today's rapidly expanding organizations need highly scalable, easy-to-manage telecommunications solutions. TeleVantage CTM Suite lets businesses choose a flexible, affordable system that will increase productivity and lower total cost of ownership.

Designed specifically for growing businesses and company branch offices seeking an affordable and flexible communications solution, Artisoft's TeleVantage CTM Suite is a unique, modular phone system that delivers business-critical telecommunications services on a highly scalable platform. By leveraging the ECTF S.100 standard, TeleVantage lets companies upgrade and scale their corporate phone systems easily and cost-effectively as their needs evolve. TeleVantage CTM Suite is the first product offering delivered on the Intel Converged Communications Platform, and interoperates with a multitude of S.100-compliant applications and peripherals, including those developed by members of Intel's CT Media Value Network.

Artisoft's TeleVantage CTM Suite includes a fully integrated, software-based private branch exchange (PBX) or soft switch and a set of modular, scalable phone system applications that include automated attendant and voice mail.

## **Designed to Help Grow Your Business**

For enterprises that want to make the most of all their business communications, TeleVantage CTM Suite provides exceptional flexibility. It allows any company to invest in new technology as it needs to, and then start using it right away. TeleVantage features are easy to use, and companies can quickly customize them to fit a specific business purpose.

With TeleVantage CTM Suite, businesses can adapt the phone system to their unique requirements – its rich feature set lets businesses expand and enhance the telecommunications system as business requirements change. Installing new features is as simple as a software upgrade and expanding the system is as easy as adding another Intel Converged Communications Platform to the network.



## Enhanced Business Communications

TeleVantage CTM Suite allows a business to project a professional image in its interactions with customers, and ensures that priority customers get access to the right person quickly. Customers will appreciate a convenient dial-by-name directory and choice of on-hold music, as well as different recorded messages depending on the time of day.

matically call back in response to voice mail. TeleVantage CTM Suite is easy to customize and allows users to compose their own voice mail greetings, and screen calls. Business-building functionality, such as call forwarding, is controlled by each user.

## Easy Administration

TeleVantage CTM Suite allows a system administrator to change system settings, manage trunk usage, and make station moves or changes with a point and click via an easy-to-use Web-browser interface. To change how calls and messages are handled, or to add new employees, the system can be administered in-house using the TeleVantage CTM Suite point-and-click interface. The system administrator can view information such as station or trunk status, add local and remote users, apply dialing and feature restrictions, and accommodate up to 360 users.

Web-browser interface allows businesses to add users and extensions easily.



## Improved Productivity

Employees will be more productive and efficient with TeleVantage CTM Suite. They can make calls quickly and easily, set up conference calls and access and manage voice mail via the telephone user interface. TeleVantage CTM Suite also allows users to auto-

## Low Total Cost of Ownership

The TeleVantage CTM Suite's cost-saving features, such as class-of-service feature control and call detail reporting (CDR), let a company analyze its telephone usage with an eye toward cost savings. Best of all, TeleVantage CTM Suite can be integrated with other products that conform to the TAPI or ECTF S.100 standards for telephony applications.



TeleVantage CTM Suite offers a wide range of system features, easily accessed through a variety of available handsets.

## Quick Upgrades to Advanced Technology

Upgrading a software-based phone system is as easy and cost-effective as upgrading a PC. TeleVantage CTM Suite is a capital expenditure that actually appreciates over time. With each new upgrade, the business enjoys the benefits of new and enhanced functionality, allowing the phone system to keep up with other technological advances. TeleVantage CTM Suite allows the business to move away from hardware-based proprietary key systems or PBXs, knowing that new applications from many application developers are as easy to install as a software upgrade.

TeleVantage CTM Suite enables a wide range of connectivity options.

## Add Functionality At Your Speed

TeleVantage CTM Suite is a unique, modular phone system that delivers business-critical telecommunications services on a highly scalable, interoperable platform. For both the system administrator and the employee at the desk, its features increase productivity and deliver a professional image to prospects and customers. TeleVantage CTM Suite is:

### ■ Future-proof

Start with analog or digital phone service and move to IP phones at any time – while your applications stay the same.

### ■ Lower in Total Cost of Ownership

Manage the system anywhere on your LAN or Internet using the Web-browser interface.

### ■ Easily expandable

Allows any company to install as many features as it needs and to scale up easily as the business grows.

### ■ Highly reliable

Even if power shuts down, critical extensions stay up and running.

### ■ Cost-effective

Fully integrated IP telephony capability enables businesses with multiple sites to take advantage of long-distance savings via Voice-over-IP (VoIP).

### ■ Highly scalable

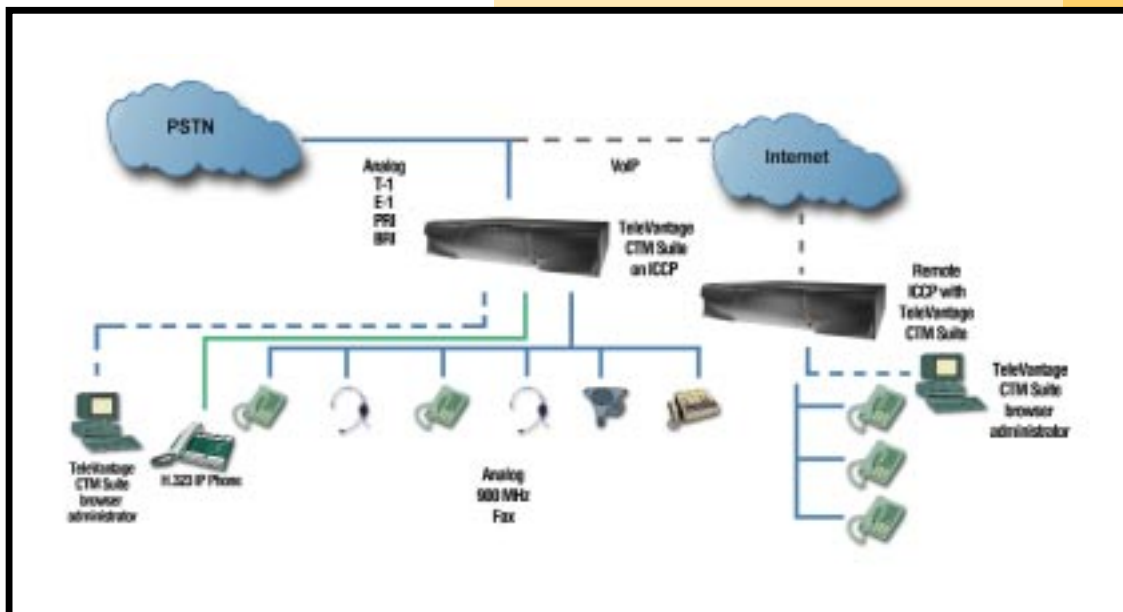
As many as 360 stations as the business grows.

### ■ Easy to install

Simply plug it in and get a powerful phone system that's ready to manage all your business communication needs.

## Try it now!

For details, contact Artisoft at 1-800-914-9985 or visit [www.artisoft.com](http://www.artisoft.com).



## The Intel Converged Communications Platform

The Intel Converged Communications Platform enables users to enhance and expand their business communications capabilities at any time. It supports a broad range of standards-based telephony and business applications, peripherals, and services available from CT Media Value Network members.

Artisoft TeleVantage CTM Suite is designed to interoperate with other applications supported by the Intel Converged Communications Platform, such as:

- Additional voice portals and applications from unified messaging developers such as Novavox.
- Contact Center applications from TriVium, Infoman, Elix and Coactive Systems.
- Call Reporting applications from GTS and TriVium.
- Remote Network Administration applications from Iconics.
- Fax servers and toolkits from Black Ice, Rainbow, Opus, System Solutions and Onset.

Artisoft, along with Intel and Dialogic, an Intel Company, are committed to making CT Media server software the centerpiece for enabling next-generation converged voice and data Internet solutions.



## TeleVantage CTM Suite Features

### Call Handling

- Conference up to 7 parties
- Automatic callback
- Personal speed dial: user-defined; programmable via handset
- Multiple call handling via handset or TUI
- Call forwarding
- Hold and retrieve
- Park and unpark
- Station or group pickup
- Call Transfer – announced, unannounced, reversion, cancel
- Call waiting
- Consultation hold
- Discriminating ringing
- Do Not Disturb
- Emergency access to attendant
- Last number redial
- Manual originating line service, with privacy exclusion
- EKTS
- Facility busy indicator
- Hotline services
- Loudspeaker paging access

### Voice mail

- Voice mail message-waiting indication (lamp)
- Message date and time stamps
- Message callback
- Send, reply, forward, save, delete, undelete
- Urgent and private special handling
- Password security
- Multiple personal greetings

### Handset Support

- Caller ID Display
- Programmable soft and fixed keys
- ICON feature status
- LED Feature Lamp Control
- LCD Feature Status Control

### Automated Attendant

- Automated or receptionist answering
- Dial-by-name
- Customizable greetings and menu
- Business hours

### System Administration

- Open E.164 Dial Plan
  - Account codes
  - Authorization codes
  - Automatic route guide processing
    - Trunk group queuing
    - Play Message while queued
    - Automatic route selection
    - Automatic alternate routing
    - Automatic time-of-day routing
  - Automatic prefix/suffix number appendage
  - Blacklisted number blocking
  - Carrier Access Code Selection
  - Directory Number Dialing (1-5 Digits)
  - Digit Translation/Substitution
  - Satellite Directory Number Dialing
  - Vacant number intercept (busy or operator)
- Class-of-Service (CLOS) Feature Control
- Code Calling Access (Dial Access Features)
- Direct Number Inward Service (DNIS)
- Direct Outward Dialing
- Hunting
- Integrated System Directory
- Music on Hold Source: external audio jack or recorded messages
- Night Service: fixed or programmable
- Restriction: Controlled, Fully Restricted, Inward/Outward, Toll/Code, Voice Terminal (In/Out)
- System speed dialing
- System Status Report
- Voice Message System Interfaces

## Artisoft Open Communications Alliance

The trend toward open, standards-based phone systems has opened up a range of choices, allowing today's businesses to pick and choose the hardware components and applications that best suit their budgets and requirements.

The Artisoft Open Communications Alliance is comprised of industry-leading companies working with Artisoft to deliver integrated, standards-based communications solutions with TeleVantage as the focal point. For more information, please visit [www.artisoft.com](http://www.artisoft.com).

## Intel Converged Communications Platform

TeleVantage CTM Suite is made available on the Intel Converged Communications Platform, and consists of a 2U rack-mountable server integrated with IP and PSTN boards, Windows 2000, CT Media server software, and management software. Each node will support between 16 and 48 stations and allows a business to support as many as 360 users. The Intel Converged Communications Platform supports IP, analog, and digital trunks and stations.



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