

PhoneEasy IP Console and Desktop II

AdvaTel's PhoneEasy is the communication heartbeat of your business

AdvaTel's PhoneEasy IP Console and Desktop II improve efficiency through the provision of Unified Communications to the desktop.

These software products complement Nortel's Business Communication Manager (BCM) and Software Communication Server (SCS) 500 platforms by enhancing productivity of switchboard attendants and office users through the integration of phone, email and PC-based SMS communication in one solution.

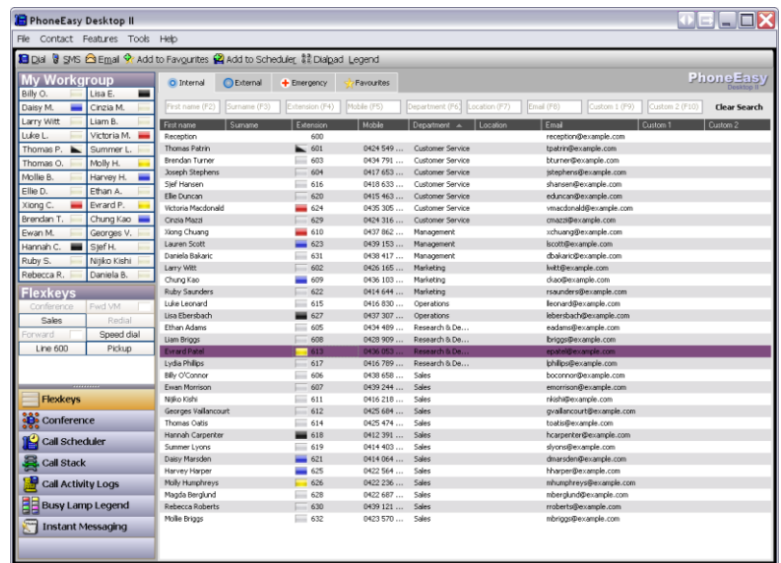


Telesource Services, LLC

PhoneEasy Desktop II

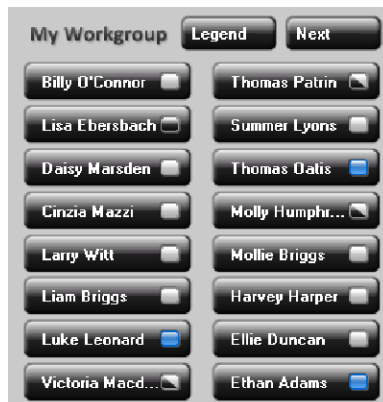
Features include a Centralized Database, which makes retrieving contacts simple. Search the centralized database using any field or any combination. With a simple point and click, you can contact a person via telephone, email or SMS. You even have the option of receiving SMS replies in writing to your email or to your mobile.

PhoneEasy "screen pops" tells you who is calling and informs you about the person you are calling. It will even display any appointment details in the Outlook / Lotus Notes calendar of the person you are trying to contact if they are in your organization.



If your outgoing call goes unanswered, with a single click of your mouse, you can: Hang Up / Redial / Send a pre-scripted Email message / Send a pre-scripted SMS message from your PC. Most importantly, there is no need to search for the contact again as you move from one form of communication to another.

The incoming call "screen pop" displays the name and phone number of the incoming caller (if the caller's details are recorded in your PhoneEasy database). Simply click your mouse to: Answer the call via loudspeaking phone / Hang up / Schedule call back / Transfer the call to another number /Divert the call to pre-selected number (e.g. voicemail).



PhoneEasy IP Console and Desktop II are now available as Orderable Compatible Products in U.S., Canada and EMEA through the Nortel Select Product Program. For additional information about PhoneEasy, please contact Telesource at 1-800-525-4300 or email phoneeasysales@mytelesource.com

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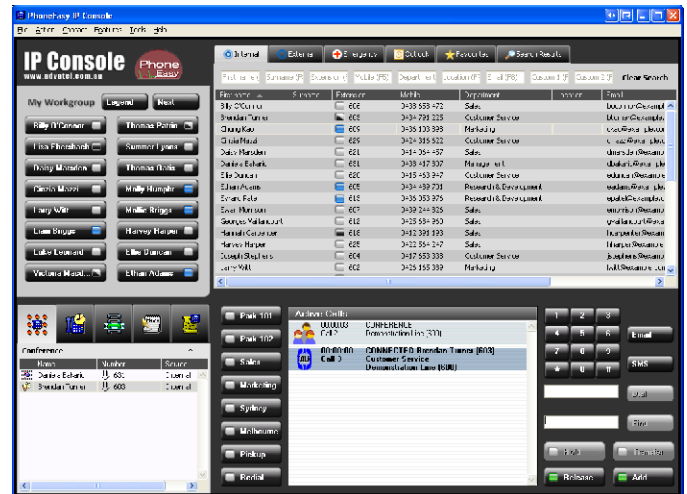
PhoneEasy IP Console

AdvaTel's PhoneEasy IP Console puts all the benefits of a hardware console on the attendant's PC screen.

All company-wide contacts are listed in the Internal, External and Emergency directories. The user can also access any contacts in their Outlook/Lotus Notes folder, and all personal contacts to their Favorites directory.

My Workgroup is a provision for 32 contacts that enables the console operator to easily monitor and contact the people who they deal with most frequently in their organization. Simply click once to dial, or right-click to Email or SMS the contact.

The Busy Lamp Fields allow the operator to make more informed choices when determining how to handle a call. At a glance the user can see: Who is free to take a call (no color) whose extension is ringing (quick flashing blue); who is on a call (solid blue); who has forwarded their phone to voicemail or another number (solid yellow) and who has put their phone on Do Not Disturb (solid red).



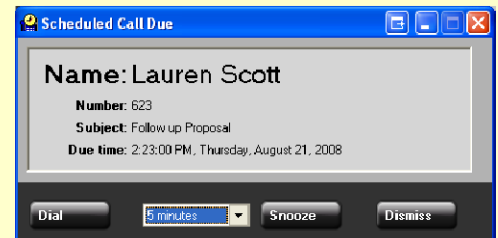
PhoneEasy also mines Outlook, enabling the operator to see who is in a meeting (black wink) and who is away (solid black).

The Active Calls section represents the user's telephone. Using their keyboard or mouse the user can manage their calls, e.g. make a call, transfer a call, etc. The Active Display Icons allow the user to see at a glance the status of their calls, for e.g. calls on hold.

Standard PhoneEasy Features Include:

- ◆ IQ (Intelligent Quick Dial) allows user to "click" to dial any phone number that appears on your PC screen from Office documents such as Word or Excel, Email signatures or from web pages such as dialing straight from the White or Yellow pages websites. PhoneEasy IQ recognizes all standard, international numbers even where numbers containing alpha characters such as 1800 ADVATEL and the number will be dialed correctly.
- ◆ Drag and drop contacts into the call stack and it will automatically dial the numbers in sequence. If your call goes unanswered, simply click to send an email or SMS direct from your PC or keyboard.

- ◆ Call Scheduler: Never forget to make that important call again. Drag and drop a contact into the Call Scheduler and a "pop up" window will remind you when the call is due, and you reason for calling.



- ◆ Conference Calls? Easy! With the "drag and drop" interface you can initiate a conference call, or extend an existing conversation to incorporate other parties, effortlessly.
- ◆ Transfer announced and unannounced calls with ease. Simply drag and drop the phone number from any directory into the transfer box, or enter the number manually.
- ◆ The Activity Log stores a record of calls received, made and missed as well as SMS messages sent, Save time by double-clicking on any number to dial, or queue missed call.



For additional information about PhoneEasy, please contact Telesource at 1-800-525-4300 or email phoneeasysales@mytelesource.com