

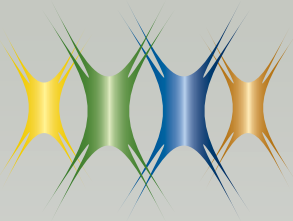
IWATSU

# Enterprise-CS™

Solution Suite

**Iwatsu Solutions Suite** n. **1.** A group of communication tools with a value that exceeds the sum of its parts. **2.** A solutions driven approach to unified business communications. **3.** The ultimate business extension.

**ICON**VoiceNetworks



IWATSU

# Enterprise-CS™ Solution Suite

*Iwatsu Enterprise-CS Solution Suite Unified Communications (UC) offers REAL productivity enhancement tools delivered on one of the industry's most reliable and energy-efficient VoIP platforms.*

## Call Processing

The Iwatsu Enterprise Communications Server, or ECS, is the core of the Iwatsu Solution Suite. This flexible switching platform gives you the option of building an all VoIP system or a converged platform that supports SIP, VoIP and TDM in any combination.



## Messaging

With today's business world moving faster than ever before, the need to access your messages using the most convenient device available is moving from a nicety to a necessity. Iwatsu Solution Suite Messaging, delivers voicemail and fax messages into your email inbox. This means you can access your messages using a PC or mobile device from anywhere in the world. Can't get to a PC? Simply use any telephone to access your inbox and listen to voicemail or have email messages read back to you.

## Advanced Mobility

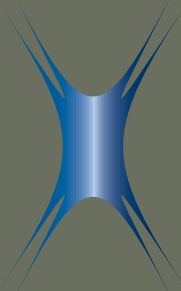
Today's mobile workers rely on many different communication devices, all of which must have complete access to core business applications. By utilizing the industry leading Call Handoff feature, Iwatsu Solution Suite users can seamlessly transfer an active call from an Iwatsu ICON Series IX-5810, IX-5910 or IX-5930 phone to a cell phone without interrupting the call. After the call has been transferred to a cell phone, users can utilize Advanced Mobility to retain call control features such as transferring the call back to an office phone using four digit extensions or Voice Activated Routing.



## Presence

In an important meeting but anxiously awaiting a specific call? No problem. The Iwatsu Solution Suite delivers the one call you're expecting and sends the rest to voicemail. This is achieved via presence-based call routing that uses scheduling and call filtering technology to integrate with your Microsoft® Outlook® calendar and more. The Iwatsu Solution Suite Presence feature enables organizations to know real-time status and availability of their workforce – enhancing productivity and collaboration.

**Communicating should be easy.** That's the underlying concept behind the Iwatsu Solution Suite. A novel idea? We don't think so. Built around one of the most intuitive business phone systems available, the true power of the Suite lies in its seamless integration of advanced mobility, messaging and presence applications. Because of the seamless integration of these technologies, the Enterprise Suite is able to exceed the capabilities of comparable platforms and actually extend your reach over customers, clients and co-workers.



# Call Processing

*Rewarding, Reliable and Responsible.* The Iwatsu Enterprise Communication Server (ECS) is the foundation of the Iwatsu Solution Suite. It contains the core processor which routes all system call traffic and manages all feature activity, opening the door to a host of business enhancement opportunities. The ECS is recognized as one of the most reliable and energy efficient telecommunications servers in the world.

## Iwatsu Enterprise Communication Server

- ▶ VoIP, Digital, Analog, SIP – We've got it covered.
- ▶ Converged, modular gateway design grows up to 1024 ports.
- ▶ Iwatsu ICON Series phones deliver advanced features like Bluetooth® integration, Ticker Display and Text Web.
- ▶ Enable any PC to be a full featured phone by installing an Iwatsu IP Softphone.
- ▶ Integrate with applications including transparent Networking, Unified Communications, Contact Center solutions, wireless and more.
- ▶ Customize your workspace and personalize station features easily from a PC.
- ▶ Centralized Automated Attendant enables callers to call one main number and be routed to their desired extension through custom menu options.
- ▶ Wireless handsets are available as alternative portable lightweight stations that have access to ECS system features from anywhere within the internal wireless network.
- ▶ Flexible gateway design allows connectivity to ISDN PRI, T1, SIP and Caller ID subscriber lines.
- ▶ Gateway Solutions, such as PC Attendant, IP Softphone and Call Director, deliver PC-based software solutions for call control via simple and intuitive desktop applications.



## Networking

- ▶ Create a 100% transparent, multiple-site system network.
- ▶ Local or remote monitoring and management.
- ▶ Deploy remote IP stations in home offices.
- ▶ Local survivability ensures system operation in the event of carrier failure.



## Contact Center

- ▶ Employ advanced call control through customized greetings and voice-activated routing options.
- ▶ Route calls based on caller ID, time of day, call type, account number and more.
- ▶ Enhance caller experience with custom in-queue messaging and on-hold announcements.
- ▶ Program the system to automatically add agent groups during heavy call volumes.
- ▶ View the queue status of active calls in real-time.





*Work on the go.* Mobile workers require they not lose touch when they are out of the office. The Iwatsu Solution Suite meets this challenge by enabling messaging, presence and incoming call management from anywhere. Smart phones, mobile phones, laptop PCs and traditional landlines all become efficient points of contact and communication while away from the office – extending the reach and responsiveness of mobile workers.

## Enhance Employee Productivity by Delivering Messages Anywhere

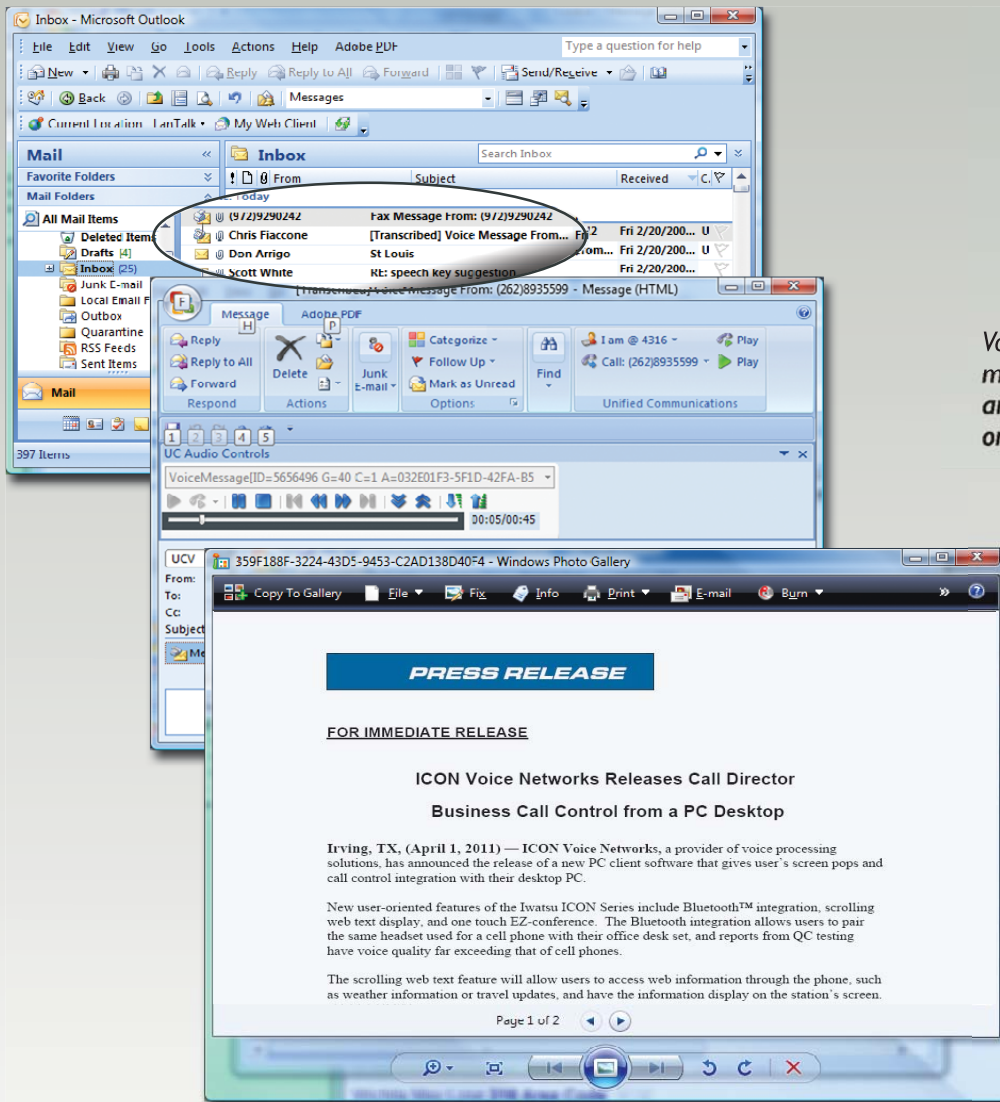


- ▶ Use a single telephone number to be reached.
- ▶ Automatically re-direct callers that dialed your office number to your cell phone.
- ▶ Change availability or location status from any available voice or data connection.
- ▶ Respond to messages from any device or location.
- ▶ Mobile users can easily retrieve and manage voice, email and fax messages from a cell phone.
- ▶ Voice messages can be played and/or forwarded to anyone in your contact list.
- ▶ Fax messages are delivered directly to your inbox and can be viewed on a mobile device or smart phone.

## Iwatsu Solution Suite Turns Your Cell Phone into a Mobile Office

Web enabled telephones deliver a richer UC experience. The Iwatsu Solution Suite provides a mobile version of the UC Client Manager that allows users to view coworkers' presence and availability, set personal presence status or use the system directory.

- ▶ Access personal contacts and company phonebook entries using speech recognition for hands-free dialing from anywhere.
- ▶ Route calls to a cell phone or any other telephone anywhere in the world.
- ▶ Access additional advanced call control features directly from your mobile phone using the UC Mobile Client.



*Voicemail, email and fax messages can all be archived and accessed in one central location.*

## True Unified Communications

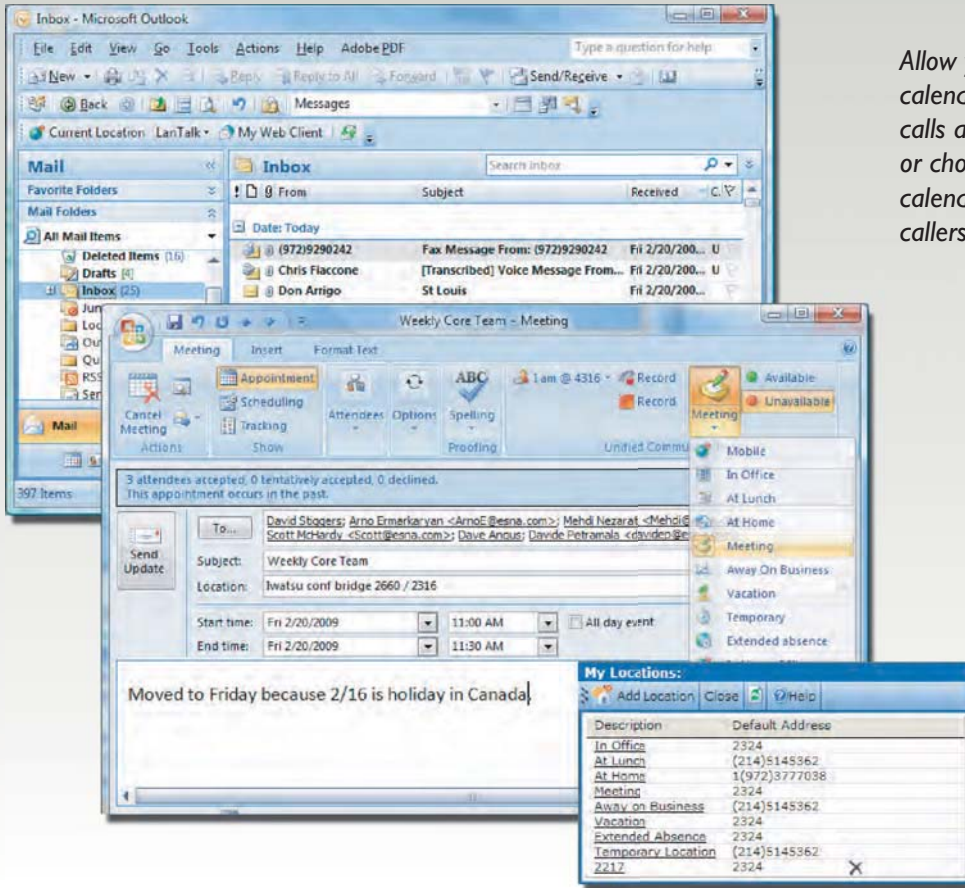
- ▶ Use one inbox for all messages including email, voicemail and fax.
- ▶ Standards-based UC enables message synchronization across multiple message services. Compatible with Microsoft® Outlook®, Gmail™ webmail service by Google™, Microsoft® Exchange® 2003/2007, Lotus Notes®, Novell GroupWise® and more.
- ▶ Respond to and forward messages using your voice.
- ▶ Manage inbound and outbound faxes – even create faxback information requests – all from your PC.
- ▶ Access all messages (voice, email and fax) from your smartphone – BlackBerry®, Windows Mobile® or Nokia® device.

## Messaging

*Your personal information concierge. The Enterprise Suite Messaging application enables you to more efficiently access and manage all of your communication portals. By centralizing messages and providing delivery via email, web or voice you can maximize your ability to respond when and where you want from anywhere in the world.*

## Location and Availability

- ▶ Route calls based on Caller ID, time of day, type of call, account codes and more.
- ▶ Synchronize appointments in Microsoft® Outlook® calendars with user-defined availability rules and manage calls accordingly.
- ▶ Quickly see the status of colleagues and their availability, including mobile workers.
- ▶ Change availability status on the fly from any mobile device, regardless of predefined availability rules.
- ▶ User-defined availability exceptions allow the most important calls to reach you.



Allow your Microsoft® Outlook® calendar to intelligently route calls according to your schedule or choose to override your calendar and allow particular callers access to you.

Setting your location determines how calls will be handled. Automatically send callers to voicemail, another extension, or even a cell phone.

Set up multiple custom voicemail greetings based on your location or the caller's ID.

## Presence

*Location, location, location.* The Iwatsu Solution Suite presence feature provides a directory with employee location and availability status, enabling easy contact options including telephone calling, text messaging or LAN chat. Presence-based call routing allows employees to define and schedule how their calls are handled both in the office or while away from their desk.

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