

# TeleVantage Small Office Edition

The complete turnkey solution for small businesses.  
Future-proof architecture for tomorrow's growth.



## Feature for Feature, No Other Phone System Provides More for Your Money.

TeleVantage® Small Office Edition is a feature-rich, software-based phone system that combines rock-solid stability with the most advanced communications technology available today. Built on an open-systems architecture and supported by world-class Intel® hardware, TeleVantage provides more value for your money than any other phone system, while safeguarding your investment for the future.

**The right phone system is a strategic asset.** Your phone system is often the first interaction customers have with your company. With Artisoft's TeleVantage Small Office Edition you can make a professional first impression and improve your bottom line today, with the flexibility to expand as you grow. Perfectly tailored to meet the needs of small businesses, TeleVantage Small Office Edition is a complete turnkey solution that comes out of the box ready to plug in and transform how your company communicates. Preinstalled on a powerful server running Microsoft® Windows™ 2000, it includes Intel Dialogic telephony boards that support four analog or ISDN BRI trunks and eight phone stations. TeleVantage Small Office Edition includes all of the standard features of the award-winning TeleVantage software such as powerful voicemail and call control, multi-level auto attendant, automatic call distribution (ACD), and personalized greetings and call handling, while its graphical administration makes it a snap to maintain.

**Includes eight full-featured display phones.** Rounding out this state-of-the-art package are eight feature-rich speaker phones, each with soft key access to TeleVantage features including transfer, park, conference, voicemail and more. The phones have a large LCD screen, which displays call information and helpful menus customized for TeleVantage, as well as a message waiting lamp. You can also use any standard phone including analog full-duplex speaker phones, cordless phones, and headsets.

**Easily upgrade and expand your system.** When it comes to expansion, TeleVantage Small Office Edition is ready when you are. The server can be easily upgraded with additional Intel Dialogic telephony boards and software licenses to handle 16 trunks and 48 phones. By swapping the server chassis and adding telephony hardware and software licenses, you can expand up to 264 phones and 96 trunks including analog, T1, E1, ISDN PRI, BRI, and VoIP—all while maintaining your existing telephony hardware and without disturbing your users' settings or voice messages. Or add Agent licenses to enable the full-featured TeleVantage Call Center which includes caller priority, overflow agents, monitoring and coaching, automatic call recording, comprehensive reporting, and more. Plug in TeleVantage Small Office Edition and gain a competitive edge today at an affordable price.

Find out why  
TeleVantage is  
the world's most  
intelligent  
phone system.



## TeleVantage Small Office Edition Features

### Fully integrated PC-based phone system

- Full PBX functionality
- Phones stay up during power or server failure
- Built-in extended 911 service
- RAID drives and UPS support
- Expandable to 16 trunks, and 48 stations within the same PC chassis

### Full-featured voice mail

- Visual voice mail display with caller name
- Click to reply, forward, or call back a message
- Export to .WAV file
- Password security
- Screen messages as they're being left
- Pull callers out of voice mail
- Bookmark important sections of long messages
- Callers can specify callback number
- Multiple personal greetings
- Personalized greetings for special callers or dates/times
- E-mail/pager notification of new messages
- Voice mail delivered to unified e-mail inbox
- Microsoft Exchange synchronization
- Urgent and private message handling
- Auto-delete old messages
- Custom, sharable message folders
- Adjustable maximum message length
- Stutter dial tone to indicate new messages

### Multi-level auto attendants

- Automated or receptionist answering
- Extension dialing or DID
- Dial-by-name directory
- Schedulable greetings and routing for holidays and off-hours
- Record or import greetings and menu prompts
- Caller can change language of prompts
- Caller input can set custom data for agent screen pops
- Timeout routing to any extension or attendant
- Auto fax detection and routing

### Phone features

- Comes with eight Cybiolink speakerphones
- Soft keys for transfer, conference, park, voice mail, and more
- LCD screen displays incoming caller ID
- Visual menus pre-customized for TeleVantage
- Built-in message waiting lamp
- Support for any standard phone: speaker, corded, cordless or CLASS feature phone

### Built-in ACD capability

- Route calls to local or remote agents, including overflow
- Unlimited number of hold messages and prompts
- Top down, round robin, or simultaneous ring distribution

### Remote access from anywhere

- Complete visual access via Web browser
- Phone login for voicemail and account setup
- Remote call screening
- Change greeting, forwarding and personal status from any phone

### Powerful call control

- Voice guided multi-lingual telephone interface
- Easy Windows-based desktop interface
- Screen calls with PC or phone
- Visual multi-line call handling
- Drag-and-drop transfers and conferences
- One-click conference on call waiting
- Grab and hold calls
- Ringback for calls left on hold or parked
- Park/unpark calls
- Pick up calls within workgroup or company
- Extensions pane with user "on phone" status
- Personal call log with notes
- Support for CLASS phone caller ID display
- Customizable ring patterns for call types
- Automated call handling by personal status
- Do Not Disturb, Out of the Office and other custom statuses

### Integrated contact management

- Company, workgroup and personal contacts
- Contact identification w/o requiring caller ID
- One-click dialing
- Custom shareable contact folders
- Custom call routing and greetings by contact
- Screen-pops for contact calls
- Change language based on contact
- Predefine account codes per contact
- Act!, Outlook, Goldmine, FrontOffice support
- "Follow-me" call forwarding
- Route calls to multiple internal/external locations
- One-key forwarding to where you are
- Forward calls by caller or personal status
- Screen forwarded calls using verbal prompts
- Password-protect forwarded calls

### Easy administration

- Point and click administration from any location on the network
- Software-based trunk setup
- Device Monitor for real-time trunk/station status
- Comprehensive exportable call log
- Public and personal workgroups
- Easily add, delete and modify users
- Individual or role-based permissions
- Dialing and feature restrictions
- Account codes: forced, verified or optional
- Configurable routing services for least cost routing
- Trunk usage reports
- Monitor use of system space and resources
- E-mail notification of alerts, special events
- Troubleshooting and log-gathering tools
- Context sensitive help, on-line manuals

### Extendable, Open, Standards-Based

- Easy software-only upgrades
- MAPI and SMTP e-mail support
- TAPI service provider support
- SQL Server database
- COM-based SDK for custom add-ons
- Any standard phone: speaker, corded, cordless or CLASS feature phone

### Expandable

- 96 trunks x 264 stations
- All trunk types supported (Analog, BRI, T-1, E-1, ISDN PRI & CAS)
- Full H.323/Internet and VoIP support including IP phones
- IP Gateways to connect multiple TeleVantage Servers as one

### Upgrade to full-featured Call Center

- Supervise, monitor, coach and join calls
- Real-time, queue and agent statistics
- Automatic call recording by agent and queue
- Bump caller priority as needed
- Powerful Call Center Reporter

**Please note:** All graphical Client features require a per-user Client license.

## About Artisoft

Artisoft, Inc. is a leading developer of open, standards-based telephone systems that bring together voice and data for more powerful and productive communications. Designed specifically for small to midsize businesses, corporate branch offices, and call centers, Artisoft's award-winning TeleVantage

delivers greater functionality, flexibility and value than proprietary PBXs. Artisoft's products and services are delivered worldwide through a dedicated and growing channel of authorized resellers. For more information, please call 800-914-9985 or visit our website, [www.artisoft.com](http://www.artisoft.com).



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