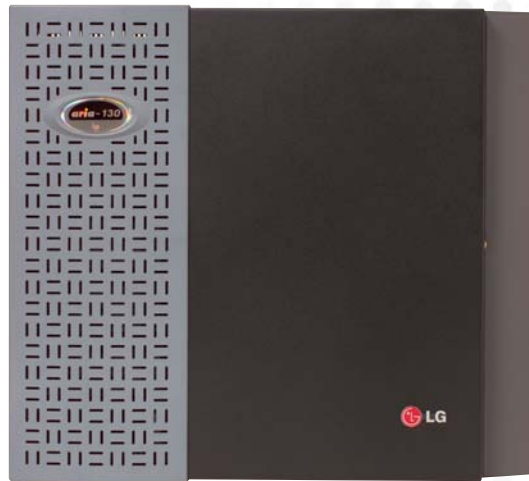


LG-NORTEL 130 ARIA SERIES

Product Overview

Grow your business with the LG-Nortel Aria 130 Series Solutions

A complete business communications solution, designed to help simplify and satisfy the needs of dynamic businesses with up to 96 phone users.



Key Features

No lost business - Locate staff wherever they are within your premises. Staff may be paged via handsets and alerted to important calls, or may be contacted on their own DECT wireless phone.

Control Costs - Reducing unnecessary call costs greatly improves the profitability of your organisation. Least cost routing allows your business to automatically take advantage of the cheapest call rates made available by network carriers.

Efficiency - Imagine a phone system that improves your staff's efficiency in the way they handle calls, including making, answering and transferring.

Modular, scalable design - Aria systems offers solutions for a business' needs today, as well as a migration path to meet the needs as a business grows.

Future-Friendly - Not only do the Aria IP enabled PBX's provide you with a solution to your communication needs today, inherent in their design is the ability to migrate to new technologies as they are introduced.

Features and Benefits

Tailor the Aria 130 series to help meet your business needs with some of the features below.

Networking and Voice over IP (VoIP) Multi-site businesses can seamlessly share common functions such as voicemail and centralised receptionist over their IP data network. The integrated Voice over Internet Protocol (VoIP) board provides a cost-effective solution for transmitting ordinary telephone calls over your existing data intranet, and ultimately, the Internet.

Not only can this reduce toll costs from traditional carriers from high volume call traffic between intra office communications, whether they are local or interstate, but it can also offer significant savings in establishing communications in remote sites.

Integrated Voice Messaging Helps to catch every business opportunity the first time they call, every time. The Aria integrated voice messaging provides the features to meet the needs of most organisations such as time and date stamping, forwarding of messages, password protection and multi-level auto attendants. The Aria 130 series integrated voice messaging system starts at 4 ports and 5 hours recording time and is expandable to 16 ports with 20 hours recording time and has been designed to cope with most demand-intensive applications.

Integrated DECT Mobility Supports up to 80 DECT handsets. Staff are given the freedom to move around the office / warehouse and carry their fully featured extension, improving customer service and satisfaction, as more customer calls are answered first time

PC Attendant Console The Aria's PC based attendant console with point and click operation can help process calls quickly and accurately in high call volume environments.

Auto Attendant The multi-layered Auto Attendant offers callers a number of options, so they may select the one that best suits them. By pressing a single digit they can transfer to reception, off-net to a mobile or another site, choose to leave a message or activate a page.

Night messaging also allows you to offer your callers real live options outside of your normal business trading hours.

Link your extension to your mobile or home phone There are times when you are not able to be in the office, traveling interstate or perhaps working from home. Being able to receive calls and make outbound calls from your office extension would mean you could continue working wherever you may be, transparent to your clients and colleagues.

Maintenance and Diagnostics By utilising high-speed ISDN modem access, remote system diagnostics, program changes or even software upgrades can be performed quickly and reliably – no matter where your system is located. On-site maintenance on your telephone system can also be performed easily and efficiently via the LAN.

Remote Office Solution The remote Service Gateway (RSG) can be viewed as an extension of the Aria system into a remote location. It offers two extensions, features such as alarm relay, paging from the main office system and in the case of power outages or ADSL disruptions, a PSTN back-up is available for emergency calls.

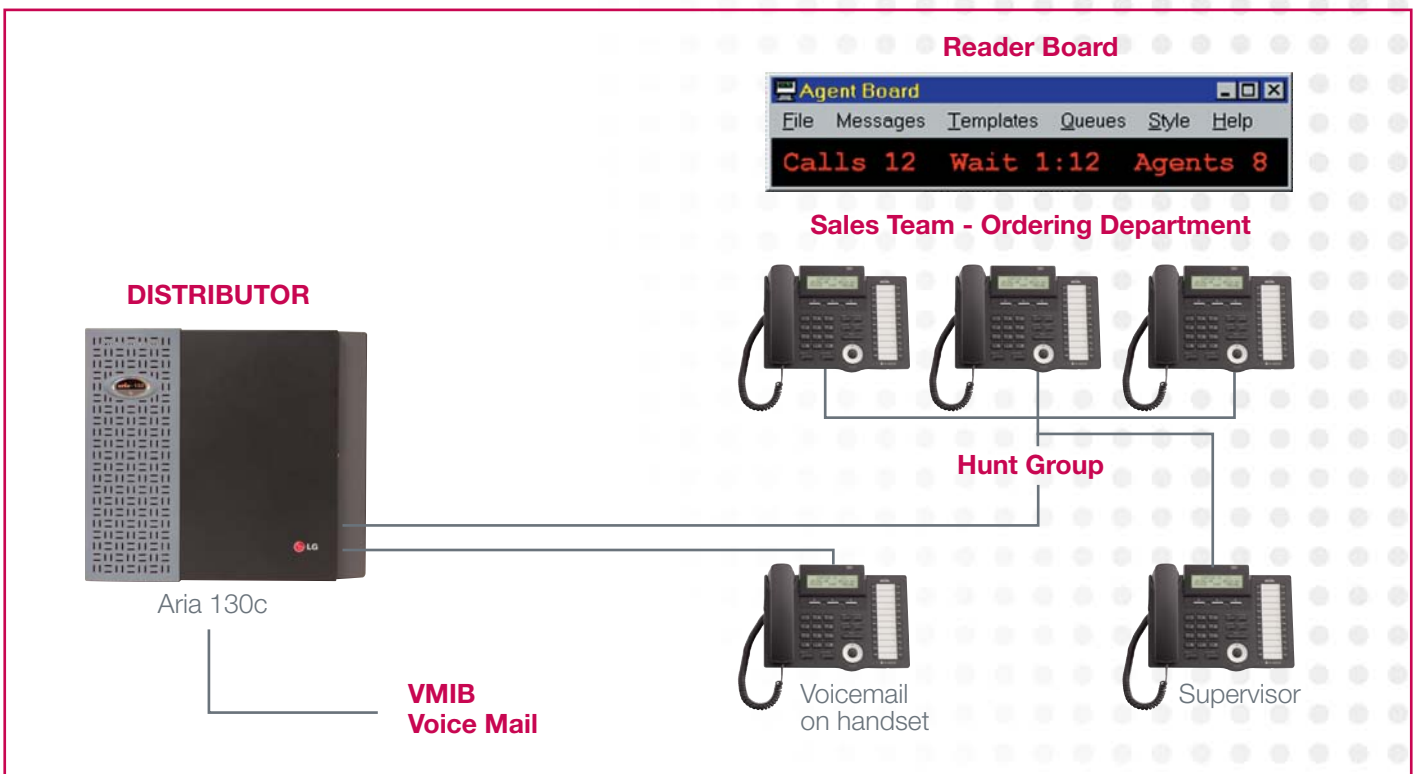
IP Phone or your Laptop Travelling, working from home or even just a different location in the office, Aria's IP soft phone allows you to remain an integral part of your office's phone system.

Case Study

Customer Medium Freight/Courier Company

Requirements Voice mail required but company is price conscious
Provides 24 Hour Service/support with Auto Attendant
Has sales team taking inbound ordering

Solution Aria 130 system with internal voice mail and ACD Software



Benefits

VMIBE Voice Mail card at affordable price

- Rewind/Replay
- Tag/forward
- Save/Delete
- Remote message retrieval
- Call back CLI
- Soft keys - easy use of all functions (16/24 btn)
- Voice Prompt Queue groups & Attendant overflow
- Night Messaging for 24 hour service
- AA Auto Attendant & Enhanced Customer Call routing

ACD Software is inclusive in the Aria range of systems

- ACD Agent
- Current queue Status
- Log In/Out
- DID & Voice mail option
- Multiple groups (same style)
- Priority settings (1 - 10)
- Wrap up Time