TeleVantage®

The most advanced phone system available today. Future-proof architecture for tomorrow.

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

TeleVantage® 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.
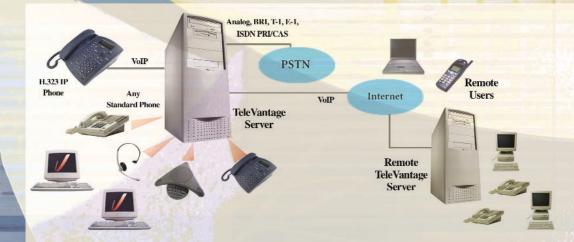
The right phone system is a strategic asset. Artisoft's TeleVantage improves your bottom line and has the flexibility to expand with your growing company. A single TeleVantage system supports up to 192 trunks and 480 extensions. Transparently tie multiple systems together using the built-in Internet Gateway, letting distant branch offices act as one. Powerful built-in call center technology lets you maximize agent performance and customer care. Feel secure knowing your phones will always be up, even during a power or server failure. Open APIs let you extend functionality with add-ons and integrate with other applications. With no proprietary hardware to replace and easy software upgrades, you can easily keep pace with future improvements.

No other full-featured phone system is as accessible or easy to use. With traditional systems, over 80% of features are never touched due to the complexity of arcane key commands. With TeleVantage, an intuitive Windows interface puts all basic and advanced features at your fingertips, reducing the learning curve and increasing productivity. Drag-and-drop to transfer or conference calls; point and click to call contacts, listen to or screen voice mail, or forward calls. Even without a PC, phone users hear clear, verbal menus to guide them through all call handling actions (transfers, conferences, parking), voice mail options, and account setup choices. Take the power of your phone system out of the closet with TeleVantage and give your company a competitive edge!

Ideally suited to today's mobile and "virtual" workforce. Full remote access via phone or Web browser lets remote users work from anywhere in the world. "Follow-me" call forwarding makes sure you get your important calls whether you're at work, at home, or on the road. Roaming customers are no problem either, with personalization features such as contact PINs and verbal call screening that identify who is calling even if caller ID is not available. Impress your callers with personalized greetings that recognize them by name, or have crucial calls automatically forwarded to your home after business hours. Administrators can manage the system from anywhere on the network or even remotely. With TeleVantage, you're always in touch.

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

H.323 IP Phone — VoIP — Any Standard Phone — Analog, BRI, T-1, E-1, ISDN PRI/CAS — PSTN — TeleVantage Server — VoIP — Internet — Remote Users — Remote TeleVantage Server

TeleVantage 5.0 Features

Complete software-based phone system
- Full PBX functionality
- Phones stay up during power or server failure
- Built-in extended 911 service
- RAID drives and UPS support
- All trunk types supported (Analog, BRI, T-1, E-1, ISDN PRI/CAS, Internet)
- Expandable to 192 trunks, 480 stations
- Analog, digital, IP phones
- Built-in IVR Toolkit
- Multiple music on hold sources

Powerful call control
- Voice guided multi-lingual telephone interface
- Easy Windows-based desktop interface
- Cross-platform web browser interface
- Screen calls with PC or phone
- Visual multi-line call handling
- Caller ID display on PC or CLASS phones
- Drag-and-drop transfers and conferences
- One- click conference on call waiting
- High density (up to 60 party) conference calls
- Grab and hold ringing calls
- Park / unpark calls
- Ringback for calls left on hold or parked
- Pick up calls within workgroup or company
- Extensions pane with user "on phone" status
- Personal Call Log with notes
- Customizable ring patterns for call types
- Automated call handling by personal status
- Do Not Disturb, Out of the Office and other custom statuses
- Intercom and paging through phones
- Hot line automatic off hook calling

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, enforceable rules
- 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/call out notification of new messages
- Voice mail delivered to unified e-mail inbox
- Microsoft Exchange synchronization
- Urgent and private message flags
- Remote access via phone or Web browser
- Auto-delete old messages
- Custom, sharable message folders

- Adjustable maximum message length
- Message waiting light
- Stutter dial tone to indicate new messages
- Automatic dialing to return call

Integrated contact management
- Company, workgroup and personal contacts
- Contact identification w/o requiring caller ID
- One-click dialing
- Use existing contact databases
- 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
- Easily route calls to multiple internal or external locations
- One-key forwarding to where you are
- Forward calls differently by caller or personal status
- Screen forwarded calls using verbal prompts
- Password-protect forwarded calls

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 choices can deliver custom data to agent screen pops or change language (e.g. Spanish)
- Timeout routing to any extension or attendant
- Auto fax detection and routing

Point and click administration
- Windows-based 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
- Multiple tenant or department support
- 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
- Context sensitive help, on-line manuals

Internet ready
- Easy-to-use Internet trunks and dialing services
- Standard H.323 VoIP support
- IP Gateways tie distant Servers together
- Call local numbers from remote servers
- Microsoft NetMeeting "Click to call" support
- H.323 Phone support

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

Comprehensive call center
- Single-point access to create and manage queues
- Call distribution based on agent performance, top down, round robin, simultaneous ring
- Redirect calls if queue is too busy
- Inbound / Outbound/ Blended queues
- Coaching and monitoring to train new agents
- Real-time agent and queue statistics
- Full-featured Call Center Reporter based on Microsoft Excel
- Automatic call recording by queue or agent
- Multiple, threshold driven hold prompts
- Bail out options to voicemail, or any extension
- Priority routing for important callers
- Multi-tier overflow agents
- Individualized agent and supervisor permissions
- Queue sign in / out, break, unavailable status
- Customizable wrap-up time per agent

Extendable, open, standards-based
- Easy software-only upgrades
- MAPI and SMTP e-mail support
- TAPI service provider support
- SMDR interface support
- SQL Server database
- COM-based SDK for custom add-ons and IVR development

Minimum server requirements:
- Pentium 400 MHz PC
- 256 MB RAM
- Windows 2000/ NT 4.0 Server (Professional for 10 users or fewer)
- Intel Dialogic telephony boards
- Any standard phone: speaker, corded, cordless or CLASS or ADSI feature phone

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.

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