



TELENIUM<sup>IP</sup>

EMPOWER YOUR BUSINESS WITH TELENIUM<sup>IP</sup>





*Then...*

It's easy to take a look back and see how far business communications has evolved over the years. Technology has made it possible for us to become increasingly mobile, allowing us to respond to customer needs in new and ever-changing ways. With the Internet taking a firm hold of the marketplace, your customers may be a block away, across town, or across the Atlantic. In an increasingly virtual marketplace, the playing field has transformed. The challenges you face become more complex but the tough questions remain the same.

- Will you be there when the customer calls?
- Will you make the best impression?
- Will you increase revenues?



*Now...*

THE FUTURE OF YOUR BUSINESS DEPENDS ON EFFECTIVE COMMUNICATION

## Mobility.

*Be Anywhere, and Everywhere, for your customers.*

Thirty-eight percent of America's work force consider their cars, homes and hotel rooms a virtual office. This statistic is expected to rise substantially in the coming years. With fewer people physically located at an office location, the ability to stay connected with your customers becomes an increasingly important challenge.

Telenium<sup>IP</sup> has a host of mobility solutions that can be teamed up with a single office extension, thus eliminating the need to juggle multiple extensions and mailboxes.

### A PHONE EXTENSION ON YOUR PC

Nomad<sup>SP</sup> is a solution that provides a fully functional extension of the host telephone system right on a laptop PC. All you need is a USB headset and a broadband connection. Nomad<sup>SP</sup> also integrates seamlessly with contact management software for greater efficiency and ease of use.

### A WIRELESS HANDSET EXTENSION

Nomad<sup>IP</sup> is a wireless IP (Wi-Fi<sup>®</sup>) handset that operates via wireless access points placed throughout your site. This allows your employees to be more productive by freeing them from their desks. The handset can also be used from any 802.11b wireless hot spot such as an airport or Internet cafe.

### A PHONE EXTENSION ON YOUR PDA

Nomad<sup>PDA</sup> allows you to enjoy the benefits of having an extension right on your PDA. NomadPDA provides the convenience of mobility and more at your fingertips!

## Presence.

*Be there for your customer or someone else will.*

Convenience. We thrive on it. Your customers demand it. When you're the customer, so do you. No one likes to be placed on terminal hold or transferred to voice mail without an opportunity to talk to a real live person. Telenium<sup>IP</sup> provides powerful tools that enable you to always be there for your customers.

### HAVE YOUR CALLS FOLLOW YOU

Have your phone ring at another location while you're away from your desk. Transfer all calls to your cell phone, or just the important ones. Do what it takes to ensure you don't miss an opportunity.

### TOP SHELF CUSTOMER ACCESS

Telenium<sup>IP</sup> comes standard with a powerful Automatic Call Distribution (ACD) package that will allow you to better manage your call flow. For even greater control, **Discovery Manager** allows you to report on calling activity for a variety of purposes, from measuring performance in a call center environment to making staffing decisions based on peak activity hours.

### ELEVATE IMPORTANT CALLS

Expecting an important call? **Desktop Call Control** allows you to see who is calling right on your desktop PC, so you can take that call, even if you're already on the phone. If you're speaking with your best customer, you can transfer new callers to an associate or your own voice mail, all from your PC. **Desktop Call Control** is available with optional PathFinder<sup>IP</sup> messaging server.



The Telenium<sup>IP</sup> communications system acts like your traditional phone system but it hardly looks like one... No more telecom room full of big box equipment and punch down blocks (that colored wire spaghetti). The hardware that drives Telenium<sup>IP</sup> looks like network gear... because it IS network gear. Your IT personnel or consultant will immediately appreciate the simplicity of this system with its Web-based administration tools and distributed architecture. This means you can train your own support staff to take care of the simple tasks, like relocating a phone, and rely on your Telenium<sup>IP</sup> Certified Dealer to help you apply this versatile technology to help grow your business.

TELENIUM<sup>IP</sup> ANSWERS THE CALL AND TRANSFORMS IT



## Collaboration.

### *Empower your team... Virtually.*

Your business wouldn't thrive without your people. Give them the tools they need to be most effective.

#### MULTIPLE OFFICES OPERATE AS ONE

With Telenium<sup>IP</sup>, you can network multiple offices, home offices and remote buildings together to create one cohesive communications system. See at a glance if your associate across town is on the phone. Share voice mails. Work together as a team.

#### COLLABORATE ON YOUR WORK... REAL TIME

**Nomad<sup>VP</sup>** is a Video Phone solution that works with your PC and video camera. You can video converse with an associate while simultaneously sharing any PC application. This enables distant associates to collaborate on projects without the need for extensive travel. Nomad<sup>VP</sup> also works as a great training platform.

#### COACH YOUR TEAM

Supervisors can have the ability to listen to trainees as they gain on-the-job experience. If needed, a supervisor can "join the call" and offer support when their trainee is faced with a new or difficult situation.

#### COVER FOR EACH OTHER

Have your phone ring at an associate's station while you're at an off-site meeting or on vacation, ensuring uninterrupted customer support.



## Convergence.

### *Enjoy the benefits of unified technology.*

Phone calls. E-mails. Faxes. These used to be separate and distinct forms of communication. Convergence has become the unifying force in communications, and it's transforming the way business gets done. It can make you more efficient. It can reduce your overhead. Convergence can open new doors of opportunity for building your future.

Telenium<sup>IP</sup> takes full advantage of convergence by offering several forward-thinking capabilities.

#### E-MAILS ON YOUR PHONE, FAXES IN YOUR IN-BOX

**PathFinder<sup>IP</sup>** is a robust system that blends Voice, Electronic, and Fax communications to enhance productivity. Access your e-mails without a computer or have your Faxes delivered to your e-mail In-box. The possibilities are virtually endless.

#### RELIABILITY AND FLEXIBILITY

Not too many phone system manufacturers can tout fast startup times, but we can. Since the Telenium<sup>IP</sup> system has no hard drive, the system keeps you as profitable as possible by minimizing down times and the chance of equipment failures.

#### COMMON TECHNOLOGY ECONOMIES

Since Telenium<sup>IP</sup> is a LAN-based product, phones and PCs can reside on the same data network. Power over Ethernet (PoE) is supported, but not required, making Telenium<sup>IP</sup> compatible with all modern networks. Its distributed architecture makes it easy to converge remote offices, home offices and telecommuters.



ARE YOU READY TO REALIZE THE BENEFITS OF TELENIUM<sup>IP</sup>?

Could your business revenues grow or could customer loyalty increase through greater presence?

Do you have sales associates that spend a majority of their time in the field?

Would it be beneficial for some or all of your employees to have access to phone system features while away from headquarters?

Would you like to reduce or eliminate long distance charges between offices?

Are you moving into a new building?

Do you have a data network?

If your answer to any of these questions is yes, you should consider Telenium<sup>IP</sup> as your next generation communications system.

For more information about Telenium<sup>IP</sup>, visit the Vodavi website at [www.vodavi.com](http://www.vodavi.com) and find a certified dealer near you.

A Vodavi Telenium<sup>IP</sup> Certified dealer can help design a communications system that will take your business to the next level.



8 BUTTON DISPLAY



24 BUTTON DISPLAY



24 BUTTON LARGE DISPLAY



NOMAD<sup>IP</sup>



NOMAD<sup>SP</sup>



TELENIUM<sup>IP</sup>