

Your Voice to Business

AASTRA Telephone Systems installed by
Avalon Telecom & Technologies Ltd



AVALON
TELECOM &
TECHNOLOGIES



The Basics



Office 5370 Optimum Handset

12 Fully Programmable Function keys
Full Hands-Free speech with electronic switch hook for cordless headset¹
Multi-line LCD display for easy access to system features



Office 5361 Entry Level Handset

10 Programmable Buttons (limited functionality compared to 5370)
On-Hook dialling only
Single Line LCD display for access to system features



Office 5380 / M535 Operator

45 Fully Programmable Function keys via optional M535 extended key-pad²
Full Hands-Free speech with electronic switch hook for cordless headset¹
Large multi-line backlit LCD display for easy access to system features



M530 Extended Key Module (5370)

20 Fully Programmable Function keys
Option on Office 5370 (max 2 per handset) and 5380 (max 3 per handset)



Office 600d DECT

Integrated digital cordless handsets
All have colour TFT screens for easy access to system features
Optimum Handset 622d, Entry Level 620d, and ruggedised 630d



Standard Voice Mail (SVM)

Providing 2 channels of voice mail with 20 minutes recording time
Individual Mail Boxes and Group / Department Mail Boxes

¹ Electronic hook switch allows for the connection of cordless headsets without the need for a separate handset 'lifter'.

² 45 keys are accessed via toggling between 3 groups of 15 keys, each individually electronically labelled via backlit LCD. PSU required.

Supplementary Features



Auto Attendant (AA)

Enables the caller to route their call to the required department
e.g. Press 1 for Sales, 2 for Service or 3 for Accounts etc.
Separate licence based on number of concurrent calls to be processed



Enterprise Voice Mail (EVM)

Providing 3 or more channels of voice mail with 400 minutes recording time
Individual Mail Boxes and Group Mail Boxes all with remote access
Required for Email Notification, Call recording and Call Queuing



Voice Mail to Email Notification¹

Enables the user to be sent notification of new Voice Mail
This can either be just the notification or notification with message (WAV)



Call Recording¹

Enables the user to record their current conversation² via the press of a button
Recorded calls are sent as an email (long calls are split into 5 min segments)



Call Queuing

Will inform the caller of their position in the queue in real time
Courtesy announcements can be recorded and played whilst queuing
e.g. "Thank you for calling, please hold", "You are number 2 in the Queue"



Hospitality/Care

Provides basic room / resident billing with no PC Software required³
e.g. Check-in and Checkout with basic printed bill from reception phone³
Enhanced software version available

¹ LAN (local area network) connection required for telephone system. Email sent via SMTP.

² Ad Hoc call recording is NOT secure and cannot be used in a court of law.

³ Networked PC required to run print spooler software to enable bill printing

Enhanced PC Options via OIP¹



Open Interface Platform (OIP)

A Centrally based PC/Server running AASTRA OIP software platform enabling the integration of IT and telephony solutions as shown below



Office Suite Software²

Providing an integrated software application for your desk-phone
e.g. Configuration and 'Busy Lamp' indication of who's on the phone
Dial via screen based icon interface and seamlessly connect to desk-phone



CTI Software²

Dial contacts directly from TAPI compatible software e.g. MS Outlook™
Highlight and dial compatible screen based telephone numbers
e.g. from web browser or word document

¹Separate high specification PC required for running OIP.

²Good quality PC required to run software.

^{1,2}NOT XP compatible. ™ Microsoft Corporation

Enhanced Mobile Options



AASTRA Mobile Client

Providing an integrated one number solution
Use one DDI number for both mobile device and office phone
Customers need not see or know users mobile telephone number
Ideal for centralised call recordings



BluStar Application

Providing an integrated APP for compatible iPhone and iPad devices
Enables video conferencing over Wi-Fi

The Business System Tailored to Suit Your Needs

AASTRA 400 is the ideal digital communications platform for Micro, Small and Medium sized businesses. It fulfils the majority of telephony requirements needed for the business of today and will carry on doing so for the foreseeable future.



AASTRA 400
Digital Communications
with options for VoIP

AASTRA
A Mitel Company

Connections



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Digital ISDN Lines

Providing reliable and clear communication
Direct Dial In (DDI) numbering for individuals or departments
External Call Transferring | Multi party conferencing¹
Customer Controlled Call Forwarding e.g. to mobile phone¹



Voice over IP via SIP Trunks

Connectivity of AASTRA IP handsets | Softphones
Out of area numbers delivered via SIP numbering



Remote Workers

Connectivity of AASTRA IP handsets | Softphones
Connectivity of compatible mobile devices via AASTRA APPS



Multi-site Telephony

AASTRA PISN Numbering providing each site with individual extension range
Call and transfer directly between sites by dialling extension number only¹
PISN calls are treated as internal calls as if in the same office



Easy System Administration via Web Browser

System Abbreviated Dialling Management
Desk-phone configuration including telephone label printing
Ring groups and username changes

¹ External calls are chargeable at the normal rate (as per your provider)

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