



Aastra IntelliGate

Mobile Communication Solutions for Businesses

About Aastra

Aastra Technologies Limited (TSX: "AAH"), is a leading company at the forefront of the enterprise communication market. Headquartered in Concord, Ontario, Canada, Aastra develops and delivers innovative communications products and applications for businesses. Aastra's operations are truly global with more than 50 million installed lines around the world and a direct and indirect presence in more than 100 countries. Aastra is entirely dedicated to enterprise communications and offers

one of the most complete portfolios of unified communications solutions individually tailored to satisfy its customers' requirements. These range from feature-rich call managers for small and medium businesses and highly scalable ones for large enterprises, integrated mobility, call centers solutions to a wide selection of terminals. With a strong focus on open standards, Aastra enables enterprises to communicate and collaborate more efficiently.

For additional information on Aastra, visit our website at: www.aastra.com



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You, too, deserve to benefit from mobile communication solutions from Aastra



In today's business world, companies and their people have to contend with a demanding working environment. It is a trend driven essentially by a greater emphasis on service, one which requires short response times, professional support and a high level of availability. Modern communication solutions geared specifically to the needs of employees on the move contribute greatly towards improving efficiency.

With communication systems from Aastra you benefit all along the line. Here we show you how, by featuring the main advantages.

Spatial autonomy

The range and availability of radio networks are such that it is now possible to communicate from all kinds of locations. Whether it is your office, a hotel, an airport or your home office – with Aastra you are always connected!

Time autonomy

Now you are no longer tied to official business hours when it comes to accessing the communication system and its functions. You can teleconference with colleagues overseas from the comfort of your own home, with all the usual Aastra IntelliGate features normally available to you at your office.

Improved quality of information

The data on your mobile terminals is continually updated, improving the quality of the information and ending those complicated synchronisation processes.

Increased productivity

Numerous studies have shown that employees who are mobile are simply more productive. Not only are they able to optimise their workflows, they can also bridge those idle periods that occur when you're travelling on business.

Lower costs

Another benefit besides improving staff productivity is the significant cost savings achieved through intelligent call routing (Least Cost Routing), with calls set up whenever the cheapest rate is available.

Professional customer service

When we make a call, we all appreciate being put through to the right contact person right away and receiving a professional welcome. With modern communication solutions from Aastra your staff are reachable even when they are away from their workplace, with all the key customer data fed through to the display of the mobile handset even before they answer the call.

Reliable radio standards

Different technologies have now established themselves in the mobile communication market, ranging from DECT to WLAN and GSM. Each standard has its own strengths, and our strength is adapting those standards to your particular working environment through a process of consultation with you.

Even more convenient

High levels of user friendliness have always been the focal point of Aastra's development work on its new terminals and applications. Whether it's the ergonomic design of the phones themselves or the simple and intuitive navigation menus. Not to mention the high speech quality, a major contributing factor when it comes to convenient telephoning.

Customised services

Aastra products are always adapted to personal preferences and individual requirements, from user-programmable func-

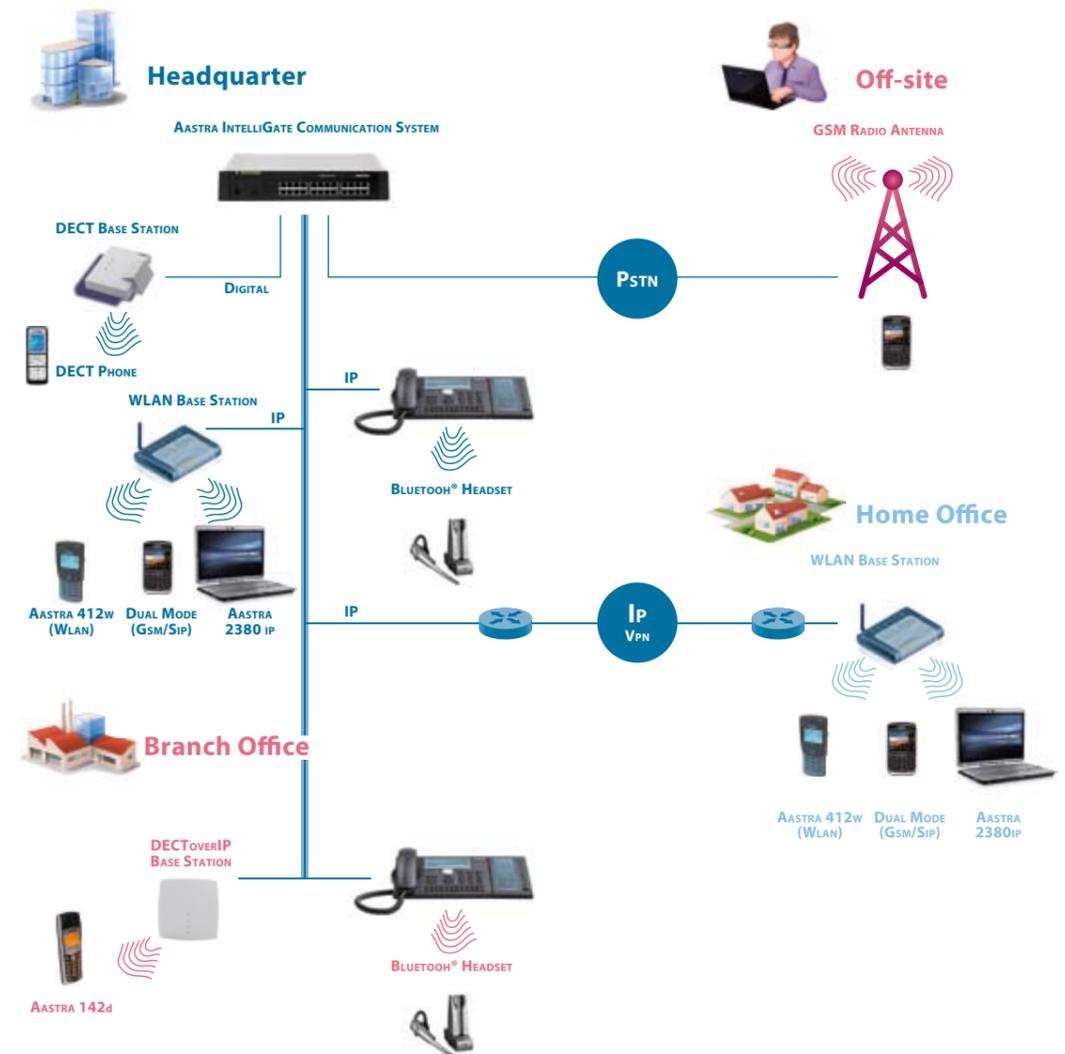
tion, line or team keys to the integration of GSM phones into the communication system.

Availability profiles

In today's business environment, being contactable anywhere and at any time is important – even if it's not always efficient. There are times when you, too, need to be able to switch off for a while. Well it couldn't be simpler – with just a single key-stroke all your incoming calls are automatically forwarded to your voice mailbox or to a different call number.

Safety at all times

In production environments personal safety is a top priority. Aastra IntelliGate DECT terminals have intelligent safety features such as alarm buttons or man-down and no-movement alarms which ensure that assistance is summoned quickly whenever an emergency occurs.





Mobile communication solutions from Aastra are tailored to the specific requirements of your business and your staff. Whether you are a customer adviser, a marketing manager or a service technician, Aastra and its distribution partners will analyse your needs and define solutions that apply only to you.

From our many thousands of satisfied customers we would like to introduce six people who benefit enormously from Aastra's mobility solutions in their working lives.



Christina Ruf
Corporate consultant

Aastra communication solution
Softphone: Aastra 2380ip
Mobile phone: GSM
Extra: GSM subscriber,
Aastra Mobile Client

The job of adviser demands a great deal of commitment and mobility. Christina Ruf usually spends four days a week on site with clients, optimising business workflows with the company management. Naturally, from time to time, she needs advice from head-

quarters or from one of her colleagues around the world. Christina uses the Aastra 2380ip softphone, which runs on her notebook. Once her mobile computer is connected to the internet, either via data cable or WLAN, all she has to do to set up a call with her colleagues in a matter of seconds is click the team key. One very useful feature consists of the display symbols that tell her whether a particular colleague is free or making an internal or an external call. She can also go about her work when she's on the move, for instance in the waiting area of an airport or a hotel lobby. In situations where the notebook is not available, Christina Ruf can use the GSM phone integrated in the Aastra communication solution, which means she has access to many system features even when out and about. Thanks to the installed Aastra Mobile Client, access to those functions is particularly user friendly.



Ron Clark
Marketing manager

Aastra communication solution
desktop telephone: Aastra 5370
mobile phone: Aastra 412w (WLAN)
Extra: Bluetooth® module

As a Marketing Manager Ron Clark regularly spends time away from his desk, either in one of the many meeting rooms scattered about the company premises or working from a colleague's desk. The Aastra 412w is his faithful companion, a mobile handset based on the SIP standard that makes use of the WLAN radio network already used for IT services, which in turn greatly reduces overall costs. Mr. Clark uses the Aastra 6739i SIP telephone at his workstation. This device can be seamlessly integrated into existing IT environments offering access to numerous XML-based applications. Mr. Clark can even access flight data with his phone. He particularly likes the large colour touchscreen display. Project specific call lists and other important information is immediately accessible. With the integrated Bluetooth® interface Mr. Clark can connect a mobile headset, giving him the flexibility to move around without being tied to his workstation.



Cathy Lang
Department assistant

Aastra communication solution
desktop telephone: Aastra 5380ip
Operator
mobile terminal: Aastra 620d (DECT)
Extra: Expansion keypad module M535

As department assistant, Cathy Lang is the department head's right hand and first contact person for personnel and customers alike. Whether receiv-

ing phone enquiries and forwarding them to the responsible staff, coordinating schedules or arranging events, Ms Lang's organisational and administrative responsibilities are diverse and wide ranging. Aastra's communication solution aids her tremendously in her work. Thanks to the Aastra 5380ip Operator and M535 expansion keypad module, she always knows at a glance which in-house contacts are in conversation and who is available. Ms Lang's DHSG headset not only lets her work hands free, but she can also receive and end calls with it. If Ms Lang leaves her workstation she can pick up her 620d DECT phone and always be reached within the company. Intuitive menu prompting and the clearly organised colour display provide Ms Lang with all of the important functions at all times – and of course with outstanding speech quality.



Martin Schuster
Production manager

Aastra communication solution

Mobile phone: Office 160ATEX (DECT)
Extra: DECT localisation

Martin Schuster is one of those people who, by the very nature of their work, are always on the "move": from dealing with matters in the admin department to clarifying technical issues at production facilities and checking on inventories in the production warehouse. "What's extremely important is having a handy, mobile "companion" I can rely on", says Martin. What's also important is having access at all times to all the internal and external phone books using a cordless handset. So with the Office 160ATEX, one of three DECT mobile handsets specially designed for industrial environments, Martin Schuster is

ideally equipped: not only has it been specified for industrial areas, it also has an integrated man-down and no-movement alarm as well as protection against environments subject to explosion hazards. It can also be connected to a DECT locating system that displays the precise location of an accident victim so he or she can be located immediately in an emergency.



Marcus Wolf
service technician

Aastra communication solution

desktop telephone: Aastra 5370
Mobile phone: GSM
Extra: GSM subscriber, Aastra Mobile Client, Aastra One Number

As a service technician Marcus Wolf usually spends 80% of his working hours on

site dealing with customer faults. Clearly, mobile solutions are crucial to helping him go about his work efficiently using a minimum of resources. With a commercially available GSM phone integrated in the Aastra IntelliGate communication network, Marcus is able to access all the usual telephony features such as conference circuits, brokering or call transfer at any time and from any location. On selected GSM phones the menu prompting is also particularly user friendly, thanks to the Aastra Mobile Client operating mask. An extremely practical feature for service technicians in a hurry: a call in progress can be transferred from the Aastra 5370 desktop telephone to the GSM handset without interruption. The GSM phone has also been integrated into the "One Number" concept, which means the mobile phone and the workplace phone both have an identical number. This in turn does away with the need to pass on different contact data to customers. Another advantage is that calls made outside office hours are not forwarded to the GSM phone; instead, they are routed directly to a central standby service.



Aastra – a competent partner

To you, quality is all-important – just as it is for us, too!

Communication is the lifeline of many organisations. And quality plays a crucial role.

All Aastra products are subject to the most stringent quality standards and checked by independent verification bodies to ensure they operate perfectly and reliably.

To you, professional assistance is all-important – just as it is for us, too!

Aastra chooses and trains its partners with the utmost care so they in turn guarantee smooth-running, efficient system implementation through their professional services. Our service partners are of course at your disposal with their extensive knowledge throughout the operation of those systems.

For more detailed information on Aastra products, please refer to our sales brochures or visit our website at: www.aastra.co.uk

