

Hosted Services



Communications For Greater Operating Profit...

INET HOSTED - THE NEXT GENERATION?

Digitel's Intelligent Network (INET) Hosted Services is delivered via a high capacity Next Generation network providing a complete communications service for business that includes an extensive range of fixed line and mobile telephony capabilities via an easy-to-use web portal. The service allows your administrator to easily manage your fixed and mobile telephony environment, whilst enabling your employees to maximise their productivity.

INET Hosted Service provides an outstanding range of communications solutions delivered via a host of innovative features, designed to improve employee productivity and enhance customer service levels. With an emphasis on ease-of-use, flexibility and collaboration via the web administration portal you can modify the system from anywhere with web access.

Alternatively Digitel can provide a complete managed service so any modifications you may need are just a phone call away. We will quickly reconfigure the system according to your company's changing requirements, while your employees manage calls easily and effectively.

With INET Hosted there is little or no capital outlay required, a reliable and proven service, and a jargon free approach in delivering innovative communications solutions, Inet Hosted services are suitable for any sized business looking to reduce communications costs and improve operating efficiency.





1 Premium handsets



2 Mobile Extensions



3 Web portal

INET HOSTED

THE WINNING FORMULA

1. Premium handsets

We provide high standards of phone interoperability with a choice of handsets from a range of top manufacturers.

2. Mobile Extensions

With Inet your mobile phone can be an extension of your Inet service so wherever you have a WiFi connection you can make and receive via Inet.

3. Easy-to-use web portal interface

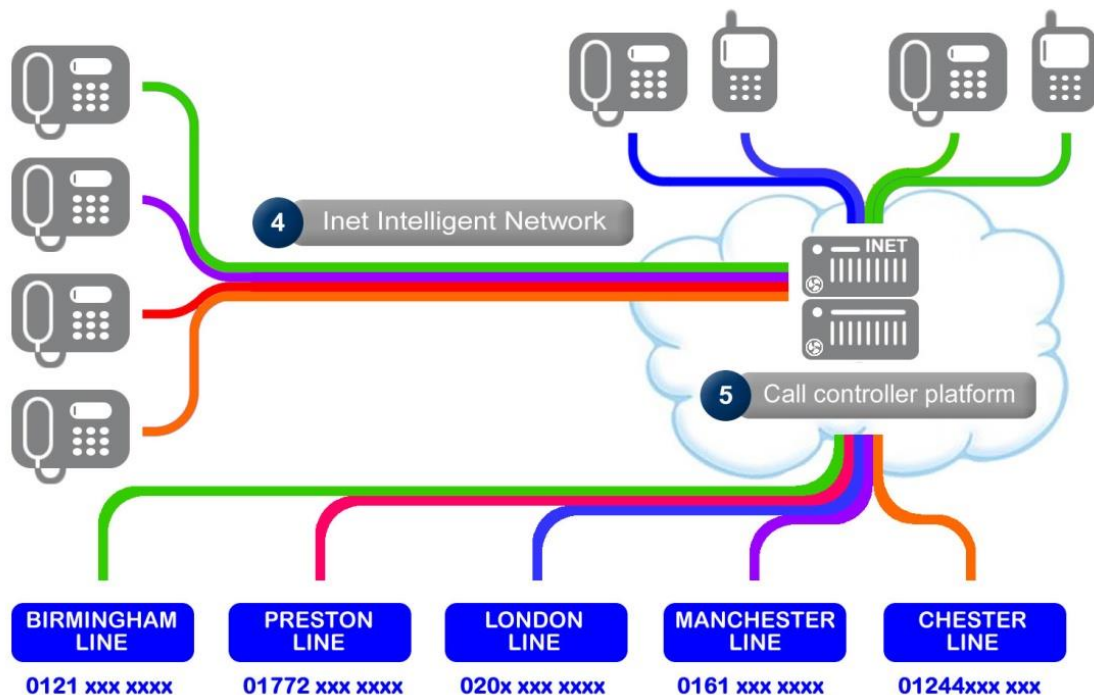
Our interface provides valuable user information and feature control. With an experienced in-house software development team, Inet is able to provide a positive user experience for both using the service and monitoring performance.

4. Inet Intelligent Network, reliable and secure

Inet leads on quality of service and scale and reliability. In addition to the network, we can easily and quickly transfer your existing phone numbers onto the Inet platform, and with Inet if you move you can retain your telephone number wherever you go..

5. Inet call controller platform

Supporting millions of business users worldwide, this world leading call controller platform sits at the heart of Inet providing the broadest feature set and a sole focus on delivering the richest user experience in Unified Communications.



INET Hosted Service Puts You in Control



EASY TO USE INTERFACE

Inet Hosted Services give a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring your calls are handled effectively.



CALL RECORDING

Record inbound or outbound calls for compliance, customer service or audit purposes. This optional feature allows secure online access to file storage and retrieval of call details. You can set Inet to record some calls, all calls or record calls on demand.



ADMINISTRATOR INTERFACE

Inet provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.



AUTO ATTENDANT

You can use Auto Attendant to provide callers with call routing options for different business areas or create announcements to inform callers of details such as opening hours and alternate contact methods such as a website address when the office is closed.



THE BENEFITS OF INET HOSTED SERVICES

Features you can easily control - INet puts you in complete control of your phone system and is provided with an extensive range of call handling and management features, all operated through the **easy-to-use web interface**.

Empower your staff with our intelligent number (IN) 'one number anywhere' - INet conveniently **integrates your fixed line and mobile communications** so that you never miss a call, Callers dial one number to reach your desk phone and mobile phone simultaneously; you can move ongoing calls seamlessly from one phone to another without hanging up and both phones share a single voicemail box.

An on-demand service with no hidden costs - As Inet is hosted on your behalf, you only pay for what you need on a simple per seat basis, and as you are not buying a PBX, there is no major hardware or capital investment.

Lower call costs – INet gives all the cost benefits of IP Telephony including free site-to-site calls (even across international boundaries) and cheaper call rates. If you use Inet together with our mobile services you **benefit from incredibly competitive rates** for calls between your fixed and mobile devices.

Enables flexible working - INet helps businesses become more efficient by enabling flexible work environments through **hot-desking, home working**, and extending the service to mobile devices.

Number choice - You have **total flexibility** with the numbers you want to use. You can keep your existing numbers or get new numbers, Extend your business reach and use any local area number no matter where you are located. Have a London number in Leeds!

A business continuity solution - Unexpected events such as snow, floods or strikes won't disrupt your business, Because INet **sits in the "cloud"**, the service provides business continuity features that allow your organisation to carry on making and taking calls.



KEY FEATURES AND OPTIONS

iNet is available as a premium service with their features described below. In addition, a range of optional features can be bolted onto either service.

Working as part of a team	Premium
Conference Bridge Facility - Powerful multi-party conferencing	✓
Hunt Groups - For distributing and allocating calls across your team	✓
Call Transfer - To any internal or external number	✓
Common/customisable settings - For Sites, Groups and Departments	✓
Call Park - Hold a call and pick it up on another phone	✓
Call Pick Up - Answer a group member's phone	✓
Instant Group Call - Enables efficient collaboration	✓
Call Queuing - Place callers in a Queue while they wait for the next available agent or representative	✓
Working efficiently	
Last Number Redial - For convenient repeat dialling	✓
Click To Dial - Easily make a call directly through the user interface	✓
Call Whisper - Play a short user defined audio message through handset receiver to the person answering call	✓
Dynamic Call Routing - Provides fast call distribution	✓
Time of Day Routing - Route calls based on time of day	✓
Selective Call Rejection - No more unwanted calls	✓
System Speed Dial - Large capacity system speed dial facility	✓
Three Way Call - For convenient collaboration with colleagues	✓
Do Not Disturb - Activate all calls to voicemail	✓
1 or 2 digit Dialling & Programmable Keys - For your favourite numbers	✓
Outlook Integration - Click to dial from your Outlook contacts via via TAPI software	✓
Pattern Menus - Calls can be routed based on digits the caller enters when prompted	✓
Call Waiting Caller-ID - Helps determine if this is a call that can wait or not.	✓
Caller Routes - Allows calls to be directed in a specified way by area code they call from	✓
Improving your company image	
Call Waiting - Ensures you're ready to take your next call	✓
Music On Hold - Get your messages across	✓
IVR Menus - Graphical interface to generate Interactive Voice Responses	✓
Auto Attendant - Provide callers with menu options and for call routing	Optional
Mobile & flexible working	
Call Forwarding - Route calls to your colleagues	✓
Home worker - Lets you take your profiles and settings to your home office	✓
Voicemail - Play a message from your desktop, save it or forward a copy to your entire team	✓
One Number Anywhere & Sequential Ringing - Never miss a call	✓
Voicemail to Email - Keep track of important messages	✓
Hot-Desking - Use your number and preferences, on any enabled phone in your company	✓
Dial by Name - Use a name rather than number to call someone	✓
Fax to Email - Have faxes sent directly to your email inbox, use a new or existing fax number	✓
Ensuring security / preventing fraud	
Authentication - Allow only authorised phones	✓
Call History - View all calls made, recieved and missed	✓
Unapproved Phone Use Check by Calling Line Identification/Number	✓
System Activity Reports - Show activity on calls and audit activity	✓
Classes of Service - Allow you to control which numbers telephones may call.	✓
Call Recording - Use for audit trails, compliance or training purposes	Optional

YOUR CHOICE OF HANDSETS

iNet can be used with a range of recommended SIP phones from Aastra and Ericsson LG.



Aastra 6730i

- 3 Line LCD display
- 8 Programmable keys with LEDs
- 10 Pre-defined hard keys
- Up to 6 lines with call appearances
- Distinctive ringing, priority alerting
- Personal directory/Call Log
- Caller and calling line information
- Local 3-way Conference
- Intercom with auto-answer
- Missed Call Notification/Redial list
- Do Not Disturb
- Number pad speed dial
- Call/Message Waiting Indicator
- Aastra Hi-Q(TM) Audio Technology
- Single 10/100 Mbps Ethernet port



Aastra 6731i

- 3 Line LCD display
- 8 Programmable keys with LEDs
- 10 Pre-defined hard keys
- Up to 6 lines with call appearances
- Distinctive ringing, priority alerting
- Personal directory/Call Log
- Caller and calling line information
- Local 3-way Conference
- Intercom with auto-answer
- Missed Call Notification/Redial list
- Do Not Disturb
- Number pad speed dial
- Call/Message Waiting Indicator
- Aastra Hi-Q(TM) Audio Technology
- 2 port Ethernet Switch (LAN/PC)
- Integrated PoE support



Aastra 6751i

- 3 Line LCD display
- 9 Pre-defined hard keys
- Intercom and group paging reception with auto-answer
- Shared call/bridged line appearance
- Distinctive ringing, priority alerting
- Personal directory/Callers log
- Caller and calling line information
- Local 3-way Conference
- Do Not Disturb
- Programmable pad speed dial
- Missed Call Notification/Redial list
- Supports Busy Lamp Field (BLF)
- 2 port Ethernet Switch
- Integrated PoE support



Aastra 6753i

All the features of the 6751i plus:

- Up to 9 lines with call appearances
- 3 Call appearance lines with LEDs
- 6 Navigational keys
- 10 Pre-defined hard keys
- Supports up to 3x M670i DSS units (36 programmable LED station keys)



Aastra 6755i

All the features of the 6753i plus:

- 144x75 px graphical LCD display (replaces 3 Line LCD display)
- 4 Call appearance lines with LEDs
- 6 Custom soft keys with LEDs (26 programmable functions)
- 6 programmable keys with LEDs
- 8 Pre-defined hard keys
- Supports up to 3x M670i DSS units or 3x M675i DSS units (144x128 pixel graphical display with backlight & 60 soft keys: 3 screens x 20 keys)



Aastra 6757i

All the features of the 6755i plus:

- 144x128 pixel graphical LCD display (replaces other display)
- 12 Custom soft keys with LEDs (programmable up to 30 functions)



Ericsson LG LIP-8002E

- 128 x 32 LCD 2 lines
- Navigation key
- 4 flexible buttons
- LLDP-MED/802.1x
- 10/100 Base-T connection
- Power over Ethernet or PSU
- Call Waiting/Forwarding/Transfer /Hold
- Message Waiting Capability
- Caller and calling line information
- Voicemail
- Conferencing
- Speakerphone



Ericsson LG LIP-8008E

- 148 x 48 LCD 4 lines
- 8 flexible buttons
- Triple colour LED
- LLDP-MED/802.1x
- 10/100 Base-T connection
- Power over Ethernet or PSU
- Call Waiting/Forwarding/Transfer /Hold
- Message Waiting Capability
- Caller and calling line information
- Voicemail
- Conferencing
- Speakerphone



Ericsson LG LIP-8012E

- 240 x 42 LCD 3 lines
- 12 flexible buttons
- 10 fixed buttons
- Wideband Codec
- Optional DSS
- LLDP-MED/802.1x
- Power over Ethernet or PSU Call Waiting/Forwarding/Transfer /Hold
- Message Waiting Capability
- Caller and calling line information
- Voicemail
- Conferencing
- Speakerphone



Ericsson LG LIP-8024E

- 240 x 56 LCD 4 lines
- 24 flexible buttons
- 10 fixed buttons
- Wideband Codec
- Optional DSS
- LLDP-MED/802.1x
- Open VPN/Gigabit Support
- Power over Ethernet or PSU
- Call Waiting/Forwarding/Transfer /Hold
- Message Waiting Capability
- Caller and calling line information
- Voicemail
- Conferencing
- Speakerphone



Ericsson LG LIP-8040E

- 240 x 144 LCD 9 lines
- 10 flexible buttons (LCD)
- Headset jack
- 10 fixed buttons
- Wideband Codec
- Optional DSS
- LLDP-MED/802.1x
- Open VPN/Gigabit Support
- Power over Ethernet or PSU
- Call Waiting/Forwarding/Transfer /Hold
- Message Waiting Capability
- Caller and calling line information
- Voicemail
- Conferencing
- Speakerphone



Ericsson LG LIP-8050V

- 480 x 272 WQVGA color LCD
- 3 soft keys
- 5 flexible buttons
- Wideband Codec
- CMOS type video camera (QCIF, CIF)
- Max. 15 FPS
- USB host 1.1
- Power over Ethernet or PSU
- Multimedia Applications
- Unified Messaging
- Unified Communications
- Call Centre
- PC Attendant
- Conferencing

WHO IS INET HOSTED SERVICES AIMED AT?

Inet is ideal for any sized business and is highly effective in organisations that have more than one site that work together, The system is capable of serving hundreds of employees. Here are some examples of how INet is often used:



Dynamic businesses wanting flexibility - businesses with employees who are regularly on the move or out of the office will **never lose calls** as each user can simply tell the system, at the click of a mouse, where their calls should be sent: their desk, their mobile (or both), or their colleague. And if they miss a call they can pick up their voicemail no matter where they are.



Ideal for multiple sites - the service is provided centrally so you don't need an expensive system on each site. INet connects branch offices together; **calls are free between locations** and everyone shares the same dial plans and directories.



Organisations that prefer outsourcing - hosted on your behalf, there are **no expensive maintenance** or running costs and you pay for what you use on a simple per-user basis.



Organisations who need a business continuity solution - in the event of a disaster the services can be instantly moved across to a backup plan that can include, for example, **diverting calls to different locations** without loss of functionality and without expensive call forwarding costs.



Improving customer contact - put **calls on hold, play marketing messages, move calls** seamlessly between users and offices, and your customers will get the best experience when calling your business.



Training and monitoring - INet provides a cost-effective way to **record calls**. This centralised feature means calls can be recorded from any location, in any direction and configured instantly at the click of a mouse.

digitel

Business Communications

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