COMDIAL®

Comdial's FX II™
Powerful Unified Communications Solutions
To Help Your Business Grow

Networked

scalable

e-mail

UNIFIED
COMMUNICATIONS

messaging

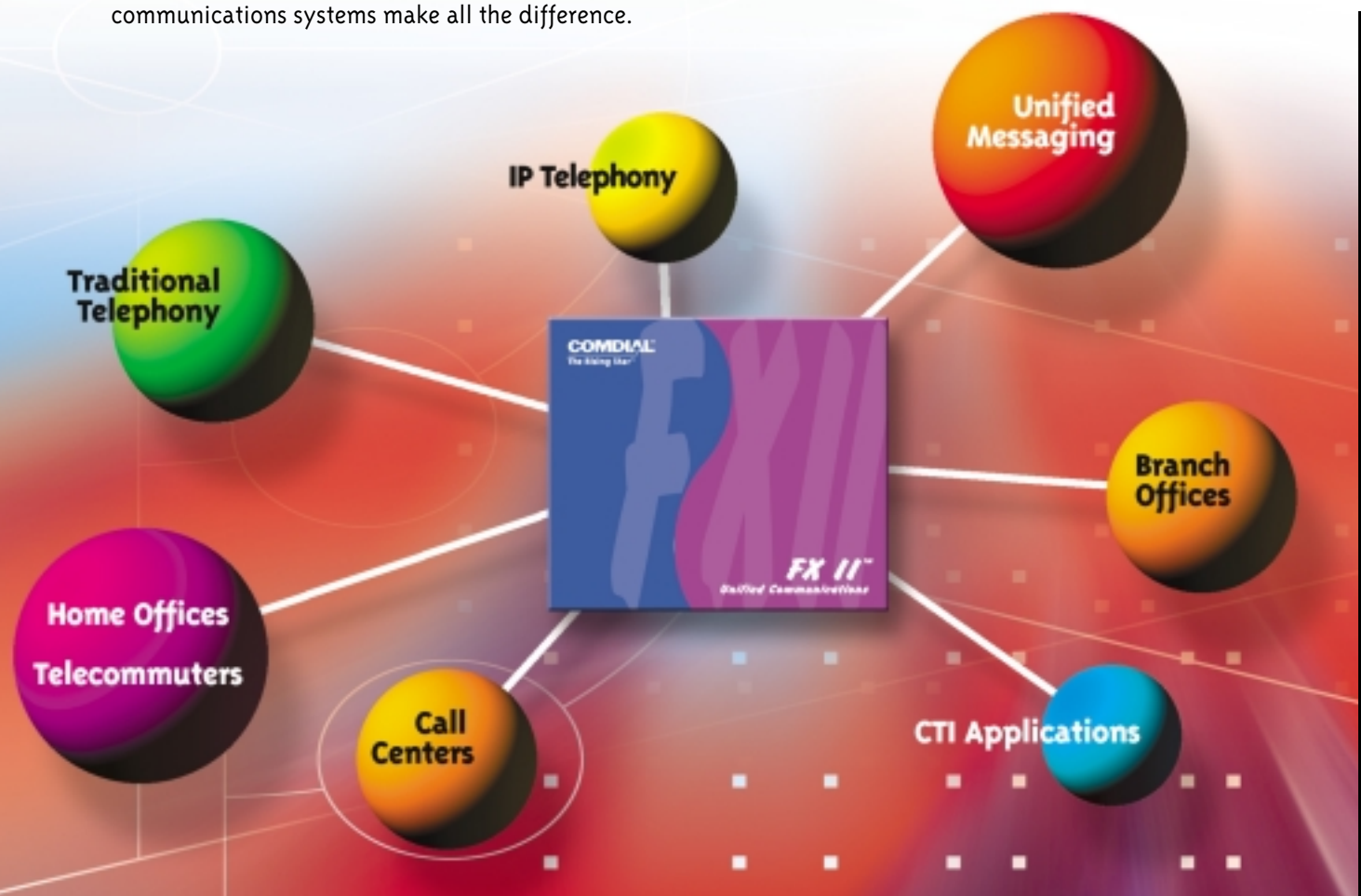# Putting it All Together to Benefit Your Company Big Time!

Unified Communications ... the Key to Building Competitive Advantage and Profitability

Some companies still think that "bigger is better." But you know that success in today's business environment doesn't depend on size. Success depends on real competitive advantages, and quick response to changes in your markets and the changing needs of your customers.

At Comdial, we know that small and medium sized companies can easily compete with, and outrun, the large dinosaurs of the business world. The key to gaining this success is communications ... unified communications that help your company achieve top performance in efficiency, productivity and responsiveness. No, bigger isn't better ... "smarter is better." That's where Comdial's advanced unified communications systems make all the difference.

Great Things Come in Small Packages ...

The FX II is a powerful, unified communications system packed with over 200 robust features. Among the advanced business functions available with the FX II are flexible administration tools, an array of integrated user tools to manage voice, fax, and e-mail messages, and state-of-the-art IP telephony. The FX II provides all the power and enhanced capability you need to support a full, global communications network.

Main Office

Traditional Telephony

IP Networking

Voice Processing

Impact Family of Digital Phones

Impact Family of Digital Phones

PSTN

ISDN, T1, DID, LOOP, GROUND

WAN

Telecommuting

CTI Applications

Voice Processing

*i*Primo

LAN

ISP

*i*Primo

*i*Primo
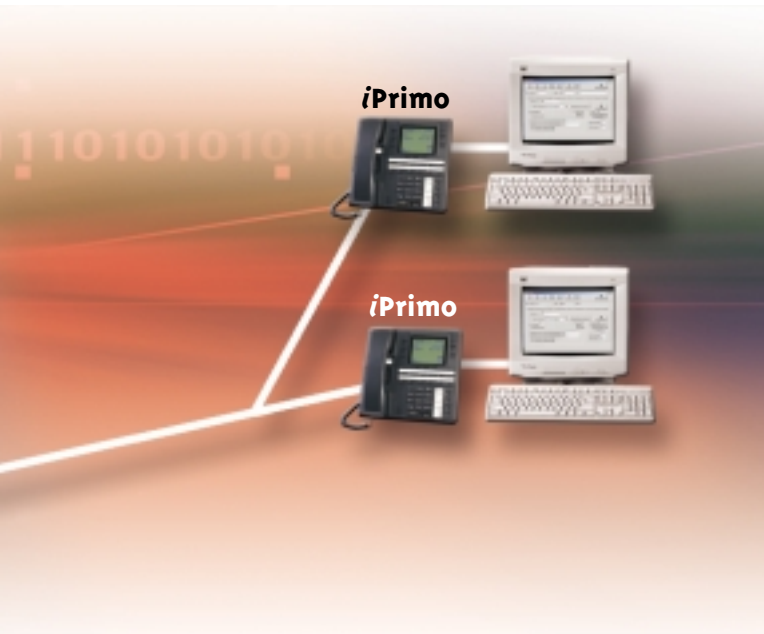
Unified Messaging
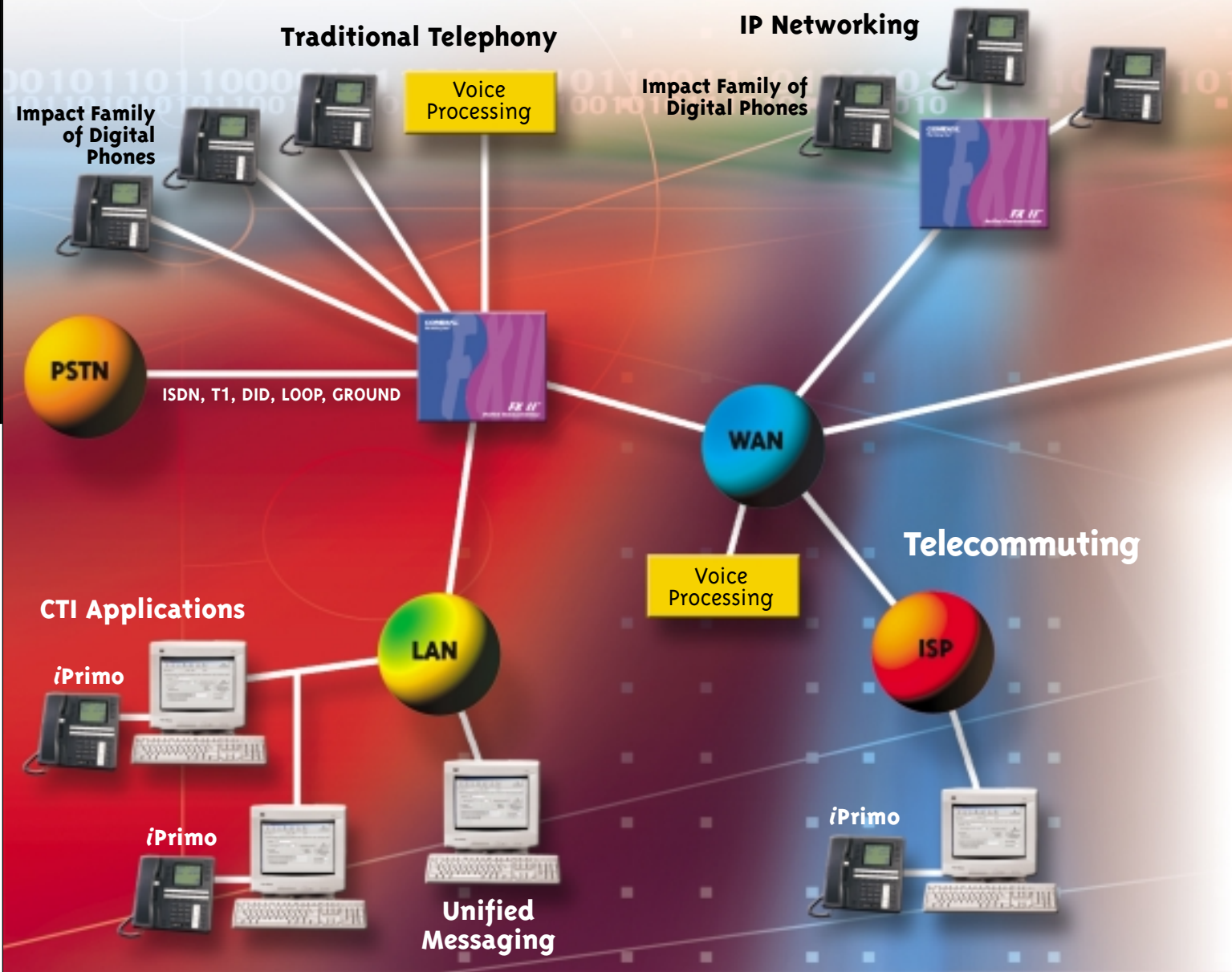
Powerful, Affordable and Expandable

Comdial has achieved the breakthrough smaller companies have been waiting for … big capabilities at a small price tag.

The FX II is extremely affordable for companies with as few as twelve employees. Plus, at any time, you can cost-effectively expand the FX II to support hundreds of users. As new technologies evolve, the FX II is engineered to handle them with its standards-based architecture.

Big savings and big company features …

We've integrated sophisticated messaging and call control applications into the FX II as standard options. These big company features enable you to maximize employee productivity while minimizing your costs. And, since you know that this system is ready to expand with your growing business, you can be assured that your initial investment in communications equipment is protected. Your FX II from Comdial is ready to meet your needs today and tomorrow.

Branch Offices

*i*Primo

*i*Primo

Comprehensive Communications ...

Everything you need in one user-friendly package.

- PBX functionality and reliability

- Unified messaging (voice, e-mail, fax all-in-one)

- Advanced unified communications

- Standards-based architecture to handle future developments

- Multi-site/branch office networking

- Support for telecommuters and remote offices

- IP Telephony when you need it

- Investment protection

- Easy to install and easy to use

- **Best of all ...** confidence in knowing you're working with Comdial, an established communications leader with a history of excellence and proven customer support.

The FX II Effortlessly Handles Your Most Demanding Communications Needs

Just watch your productivity increase ...

The FX II enhances the productivity of all your employees, whether they are in management, finance, marketing, customer service, inside or outside sales, or on the go as mobile professionals. With the FX II on the job, your entire staff will have unified communications at their fingertips — that means they can respond quickly, effectively, and easily to all their business communications, whether by telephone, cell phone, e-mail, or PC.

As your needs grow, your system grows too ...

As your business expands, the FX II continues to meet your evolving needs. The FX II offers a wide variety of expansion options, including support for fiber optics, multiple options for networking as well as supporting traditional T-1/PRI circuits and advanced IP telephony.

The FX II can function as a stand-alone system, or as part of a network of FX II cabinets installed in multiple locations by connecting the FX II to your existing corporate network (either a LAN or WAN). All your employees gain instant access, no matter whether they are at branch locations, telecommuting, or on the road (requires Comdial's advanced *i*Primo SCS IP telephone). With a global IP network in place, remote users can use the very same features available to local users via their Comdial Impact telephone.

Take Control with Voice Processing

Voice processing gives you total control over the flow of message information

Effective and flexible voice processing enhances all areas of your business. The FX II supports an exciting portfolio of full-featured voice processing software. Our products offer the same communication tools employed by the most successful large businesses: real-time call routing and screening, automatic attendant, voice messaging, message filtering, unified messaging, text-to-speech message retrieval, fax mail, plus much more. Choose among our sophisticated voice processing solutions.

Small Office 2000™, Corporate Office 2000™

Callers will be impressed with the seamless performance of these voice processing solutions. Small Office (for up to 100 mailboxes) and Corporate Office (for up to 10,000 mailboxes) combine state-of-the-art voice processing features with the reliability and convenience of Microsoft® Windows® 2000. Both programs feature advanced auto attendant and sophisticated feature sets, as well as call forwarding, call queuing, custom greetings, and message notification.

Interchange™ unified messaging

What could be easier than a single mailbox for your telephone, pager, faxes, and e-mail? When you combine Comdial's FX II with Interchange unified messaging, you do just that. Voice mail, e-mail, and faxes merge into a single mailbox, allowing total control over the flow of message information that is so vital to the success of a business. Messages move between communication devices without regard to message type. This gives your staff the freedom to access all their voice, fax, and e-mail messages from a PC or a telephone. When accessing messages by phone, our sophisticated text-to-speech software lets you hear all your messages, without the need of a digital display.

with Comdial's FX II.

Unified communications from your PC

Mismanaging calls can mean customer and employee frustration and can lead to lost business. With the FX II this won't happen to you!

It's a snap to route calls from a PC using intuitive Windows-based graphical interfaces. Comdial offers two packages for your unified communications needs. Each package is based on the Microsoft Outlook® platform. Learn how Comdial's Impact Attendant™ and Corporate Call™ can benefit your company.

Impact Attendant

Don't overwork your attendant! You depend on the person who answers your phones to respond to all callers professionally and efficiently. Your attendant gives the first impression of your company, and it's important to make the first impression a positive one! Your operator and Impact Attendant make a powerful team to properly direct incoming calls, track down staff members, and initiate conference calls — all while conveying warmth and a smile, along with an air of professional confidence. Give your attendant the control, flexibility, and tools to best represent your company to the world.

With Impact Attendant, it's easy to use real-time displays to handle every call promptly and professionally. At a glance, the attendant can determine who is currently on the phone, the length of calls in progress, and more! Your attendant can answer the telephone and transfer conference calls with the simple click of a mouse using intuitive hot keys.

Corporate Call

With the addition of Corporate Call, your entire staff can take advantage of the same unified communications features available to your attendant. Corporate Call works with Microsoft Outlook so that users can manage calls from their personal computers. Plus, making a call with Corporate Call is easy. Just click on an entry in your Microsoft contacts or personal address book, and the system dials the number for you. What could be simpler?

You'll improve your call center's productivity and customer satisfaction immediately with Comdial's sophisticated call center solutions.

Optimize Your Call Center

With the FX II, you can optimize call center productivity and help satisfy your customers. With the built-in flexibility offered by the FX II, you'll be surprised how easy it is to tailor your call center to your unique needs. You'll benefit from the many features of the FX II, such as real-time status updates, caller ID, and DID. You can automatically route inbound calls to the right customer service agent based on

unique guidelines that you set up. Want more flexibility? You can establish a unique wrap-up time to finish transaction processing after each call is completed, as well as incorporate more advanced functions. You decide what you need to make your call center run smoothly and efficiently.

to Meet Your Exact Requirements.

Call center activity at a glance …

Call center managers can monitor all call center activities using their desktop computer screen. This gives them the vital information to shift calls as needed, based on call volume or other factors that you decide to monitor. With the addition of an optional electronic wallboard display, everyone in your call center can know the status of all calls.

Comdial's comprehensive call management reports provide the tools call center managers need to anticipate and react immediately to changes in call flow, identify and measure lost calls, and monitor staff performance. You can easily determine staffing requirements, identify peak call times, review historical data or obtain an immediate snapshot view of real-time call activity. You can also set up reports in a variety of formats utilizing Microsoft Access® and Excel®.

Stylish, reliable, feature-rich telephones for every business need …

The FX II supports the popular Comdial Impact™ family of digital telephones, including the elite line of Impact SCS™ phones. Impact telephones provide a wide selection of models to choose from, including Comdial's new *i*Primo™ IP telephone. With *i*Primo, you can easily plug into your Wide Area Network or Local Area Network data port for instant access to the network. The large screen display provides you with important information at a glance. With future *i*Primo releases, you can even stay in touch with sports, stock quotes, news, the weather, plus much more, all from the LCD on your IP telephone. Other industry-standard devices can also be connected to your FX II, including single line phones and cordless telephones, as well as fax and data modems.

When you invest in Comdial's sophisticated, easy-to-use telephones, you invest in a communication solution that supports the technology we provide both today and in the future.

The FX II ... Simply the Best Communications System for Small to Medium Sized Companies!

The FX II is the heart of an advanced unified communications solution that can help power your company to much higher levels of productivity and profits.

Commitment to Service

At Comdial, we're dedicated to providing unsurpassed service and support to help protect your investment in communications equipment. With a worldwide network of authorized dealers, we are well equipped to respond to your unique hardware and software needs.

Our dealers have been specially trained and certified to sell, install, maintain and provide knowledgeable support for our products. Plus, Comdial backs its dealer network with exceptional technical support services available 24 hours a day, 7 days a week.

Build a competitive advantage for your business with Comdial's FX II advanced unified communications solution.

Comdial's powerful FX II ... unrivaled connectivity that facilitates fast and reliable unified communications.

Call today to find out how Comdial can combine all your communications requirements into one easy-to-use system.

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EXPANDABLE

Networked

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