

TELENIUM^{IP} Sales FAQ



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Here are answers to some frequently-asked questions about Vodavi's Telenium^{IP} Generation 3 system. Answers to questions not in this list should be addressed to your Vodavi Sales Manager or Account Manager.

General

Q. What new features does Generation 3 offer?

A. See the *TeleniumIP Product Awareness Kit Appendix B: What's New in Generation Three*

Q. Are there DESI telephone label templates available for this product?

A. Yes. You can find them in DESI's online catalog at www.desi.com.

Q. What types of ACD systems can be sold with Telenium^{IP}?

A. TELENIUM^{IP} includes a built-in ACD with many advanced call center features. Discovery Manager™ for call center reporting may be added to the Telenium^{IP} system.

Q. Can another manufacturer's VoIP gateway be used to connect to Telenium^{IP} over a wide-area network?

A. Yes, as long as the other gateway supports the industry-standard H.323 v3 communication protocols.

Q. Can Vodavi's Triad or infinite digital keysets be used with Telenium^{IP}?

A. No. Vodavi's IP display keysets provide full digital features. Existing Vodavi digital keysets will not work with Telenium^{IP}.

Q. What types of Vodavi handsets can be used with Telenium^{IP}?

A. Vodavi has two models of IP phones, a single-port and a two-port. Single line telephones can also be used. These require the Telenium^{IP} SLT gateway modules.

Q. Are other manufacturers' IP phone handsets compatible with Telenium^{IP}?

A. IP phones which comply with the H.323 protocol standards can communicate with Telenium^{IP}, but only Vodavi's Telenium^{IP} phones can function as a fully-integrated digital extension on the system. Other phones can only send and receive calls to and from the Telenium^{IP}.

Q. Does Telenium^{IP} support fax lines?

A. Faxing can be achieved with Telenium^{IP}'s Single Line Telephone gateway.



TELENIUM^{IP} Sales FAQ



TELENIUM^{IP}

Q. Which vocoders / codecs are supported?

A. Telenium^{IP} phones support the G.711 and G.723.1 codecs. Note: calls to G.729 IP devices can be made, through the VOIME networking module only, for external connections to non-Telenium^{IP} systems.

Q. What types of voice messaging options can be sold with the Telenium^{IP}?

A. Telenium^{IP} includes a basic voice messaging option called the Voice Store and Forward (VSF) system. This is included at no extra charge. Customers needing Unified Messaging or higher capacity can use the PathFinder^{IP}. Telenium^{IP} can also use an analog voice messaging solution via its SLT gateways.

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Q. Are other manufacturers' IP phone handsets compatible with Telenium^{IP}?

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Q. Does Telenium^{IP} come with or support any PC-only software phones?

A. Yes, Vodavi has released the NomadSP, NomadVP, and NomadPDAPhone line of software endpoints for Telenium^{IP}.





Site and Installation

What type of building wiring is required to install Telenium^{IP}?

Category Five (CAT5) communications cable is the minimum requirement for wiring. This is the same standard required for Fast Ethernet computer networks.

My customer already has a computer network in the office. Can the Telenium^{IP} phones be plugged into this network and provide good voice quality?

Yes, but only under the right conditions. The network must be capable of supporting Quality of Service standards to provide priority to voice and video packets.

Can I get assistance evaluating a customer's site to decide whether the Telenium^{IP} is a suitable solution?

Your Vodavi Regional Sales Manager and Sales Engineer can provide specific guidelines and limitations, and can discuss the options with you.

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A. Your Vodavi Sales Manager or Sales Engineer can provide specific guidelines and imitations, and can discuss the options with you. One available option is to contract with Vodavi's LAN/WAN assessment partner, ALANysis (www.alanysis.com).



Nomad Endpoints

Q. Is the earbud that comes with Nomad^{IP} phone the only one that can be used?

A. No, but the included earbud allows you to pick up/ hang up a call, and use the Push-to-Talk feature using the button next to the microphone. Third-party headsets will not provide this level of support.

Q. How can I tell if I have voice mail on my Nomad^{IP} phone?

A. There is an envelope icon which shows at the top of the color screen, as well as a flashing message wait lamp on the front of the Nomad^{IP} phone.

Q. Can I have an audio conference with two video and one non-video endpoints?

A. Yes, a call can be set up with both video and non-video users, the one without a video phone simply has an audio call conference with the other participants.

Q. Is the Nomad^{IP} phone Wi-Fi certified?

A. No. A WiFi® certification by the Wi-Fi Alliance (formerly WECA) means that a product has gone through interoperability testing for compatibility with other vendors' wireless Ethernet products. This type of industry consortium certification is very important for consumer-oriented products, as it helps the customer choose which products will work well with others in the relative absence of detailed technical expertise. In business communications systems, accurate and complete technical information is usually seen as more useful than a label from a trade group. To that end, Vodavi is pleased to publish our test results in helping to determine which Access Point products you should select. For access points not on our list, we recommend verifying compatibility before installing the equipment on site. Typically, a product using the 802.11b standard will work with most other 802.11b products but there could be exceptions.

Q. Can I dock the PDA, connected to my PC and use the LAN to get the Nomad^{PDA} Phone connected to the Telenium^{IP} system?

A. That depends on how your PDA functions. Some PDAs access the LAN through the PC that they are docked with, while others do not.

Q. Which USB headsets work well with Nomad^{SP} and Nomad^{VP}?

A. Vodavi has found the following products to work well with Nomad software phones: Logitech A0205A, Logitech A0205C, Plantronics DSP400.

Built-in Voice Mail

Q. How many mailboxes can I have on the built-in voice mail system?

A. The built-in voice mail can accommodate one mailbox per station, so there can be up to 70 (MFIM) or 250 (MFIME) mailboxes.

Q. Can I add storage to the built-in voice mail flash memory?

A. No, the system is not expandable.

Q. How much storage is there?

A. MFIM has 180 minutes or 20 hours of storage, depending on which system codec is chosen. MFIME has 240 minutes or 30 hours, depending on codec.

Q. Can I get off-net notification on the built-in voice mail?

A. No, but that feature is supported in PathFinder^{IP}.

Q. Is Unified Messaging included?

A. No, Unified Messaging is available with PathFinder^{IP}.

Q. Can I centralize voice mail on the main system's built-in voice mail?

A. No. Centralized voice mail is supported with either PathFinder^{IP} or an external analog voice mail system.

Q. Can I migrate messages and prompts to the PathFinder^{IP}?

A. No, there is no way to export messages from the built-in voice mail to PathFinder^{IP}.

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TELENIUM^{IP}

Dealer Qualification and Certification

Q. Which dealers are authorized to sell Telenium^{IP} systems?

A. Telenium^{IP} Certified dealers can sell Vodavi Communications' Telenium^{IP} solutions. Contact your Vodavi Sales Manager, or your Inside Sales representative for specifics on training and certification requirements.

Q. How does a dealer become Telenium^{IP} Certified?

A. The Telenium^{IP} Product Certification program involves both a network certification credential and Telenium^{IP} product-specific training. Dealers are expected to obtain a demo kit of Telenium^{IP} equipment. Specific requirements can be found on the Vodavi dealer Web site.

Q. How does a dealer get technical support for Telenium^{IP} products?

A. Support for Telenium^{IP} systems is handled by specially trained network certified members of our Field Engineering staff. Call Vodavi Technical Support and ask for a Telenium^{IP} -Certified engineer.

