Nortel and IP Office Techs   414.431.4777

NORTEL

IP Office Techs Speaks Nortel

Your Nortel System is still working, but now you need to change some names, reset a voicemail or add phones or lines to your system. IP Office Techs is ready to help with all this and more.

The Nortel Norstar and BCM line of products have been serving customers for over 10 years with a reliable communication platform that simply keeps on ticking. While certain features are coming out that may lean you towards a new system, your current system can be refreshed with current programming for the buttons, auto attendants and even new features you did not think were possible. Call IP Office Techs for a free survey and to discuss how to take your current Nortel system to the next level.

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- We service the Nortel Norstar Compact ICS, Modular ICS, Call Pilot, Flash, and BCM series digital PBX systems.
- We have most parts in stock for emergency service or fast additions to phones or lines.
- Training and instructions can be developed to empower you to make common and regular changes to your phone system, saving you money.
- We can walk you through programming the system remotely which saves you from paying for a trip charge.

We can provide you with estimates for a new system and when you feel the time is right, you will have a good idea what that system will cost and what features will be gained. This can be used in budgeting for for future years. By working with you on your Nortel system, we learn what your business needs are in a communication system, and can offer suggestions or features that are custom tailored for your unique business environment.

Available Features on most Nortel Phone Systems

Call Handling

- Hold
- Transfer
- Blind Transfer
- Announced Transfer
- Transfer Direct to Voicemail
- Call Park to multiple slots
- Park Pickup from any Phone
- Do not Disturb
- Ring Groups
- Hunt Groups
- Call Pickup of other Phone Ringing

Call Recording

- On Demand Call Recording
- Playback Phone's Speaker

Directory

- Speed Dials
- Directory on Phone
- Corporate Directory for Callers
- External Phone Numbers

Operator Features

- Status of Users on Buttons
- Transfer Direct to Voicemail
- Page Customized Groups of Phones
- Handsfree Operation

Conferencing

- Conference Calls On Demand
- Conference Bridges with Dialin
- Meet Me Conferencing

Interfaces With

- Digital Phones
- Analog Phones
- PA (Public Address) Systems
- Standard POTS Phone Lines
- Digital PRI/T1 Phone Lines (on BCM)

Page & Announce

- Page Phone Speakers
- Page Overhead Speakers
- Multiple Paging Groups
- Whisper Page

Voicemail

- Individual Mailboxes
- Voicemail to Email
- Forward Voicemail
- Transfer to Voicemail
- Remote retrieval from any phone
- Multiple Greetings

Auto Attendant

- Picks up Immediately or Delayed
- Unlimited Auto Attendants
- Multiple Layers if Desired
- Programmable for Multiple Businesses
- Easily Change Announcements
- Can Transfer Callers Off Premise
- Dial by Name Directory
- Transfer to Departments
- Transfer to Extensions
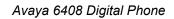- Provide Information on Demand

Digital Phone Features

- Variety of models for any applications
- Connects with only two wires
- Paperless Labels
- Adjustable Stands
- Handsfree Operation with Headset
- Expandable Button Modules
- Forward to another extension
- Do Not Disturb
- One Button Dialing / Status to Extensions

Music on Hold

- Port is available for connecting an external music on hold system that is loaded with music and custom announcements in MP3 format.

Avaya 6408 Digital Phone   *Avaya 6416 Digital Phone*   *Avaya 5410 Digital Phone*

Avaya IP406 V2 Master Control Unit (PBX)

Why IP Office Techs?

1. We are locally owned and staffed
2. Our service department is highly available, ask an existing customer
3. We offer more than one phone system to compare with
4. We also offer open source phone system - saving you money
5. We can do on-site demos, proving we can install a system
6. We listen to your needs, we do not sell hardware first
7. We keep you in tune with new network enabled technologies for phone systems
8. Our background is not only in telephony, but network engineering also
9. We provide custom documentation and training on the systems we sell
10. Our phones can be voice over IP (VoIP), digital, analog, or remote
11. We use our proven Project Methodology and set up a time table
12. We really do provide the same attentive level of service, after the sale
13. If there are of your vendors involved in our telecom project we will communicate with them to help create a cohesive and integrated project
14. We have been in business for over 8 years in the Milwaukee Metro area

A sampling of companies who TRUST us for their phone service…

- Yellow Cab Company - Fox Sports Milwaukee - Midwest Airlines - Smith Barney - MetLife Insurance - Pain Management Assoc. - Cardinal Stritch University - US Marshals Milwaukee - Exam One - Freeman Manufacturing	- ALS of Wisconsin - Rockwell Automation - Safelite - Milwaukee Tool - Brady Labels - Bryant Stratton College - Dept of Homeland Security - Grede Foundry - Engel Tool and Forge - Gateway Plastics	- Holy Rosary Parish - Fehr-Graham & Assoc. - Fresenius Medical Dialysis - BMO Harris Bank - A & W Iron & Metal - US Federal Court Milw. - US Navy - Enhanced Medical Imaging - Eye Care Optical - Great Lakes Dental

Services	Partners	Onsite Service Areas
● Sales ● Design + Engineering ● Installation ● Service + Repair ● System Moves ● Maintenance ● Provider Selection ● Network Readiness ● Remote Suppot (NOC) ● Subcontract Service	● Avaya ● Nortel ● Aastra ● FreePBX ● Asterisk ● IPitomy ● Time Warner ● Windstream ● Asus ● Samsung	● MIlwaukee ● Kenosha ● Racine ● Madison ● Green Bay ● Chicago Metro ● Northern Illinois ● Northwest Illinois ● Northwest Indiana ● Central Florida

Call us today for a free quote or to learn more about our products and services at 414.431.4777