Aastra BusinessPhone

» Your guide to the professional telephony
  of tomorrow

AASTRA

Who is Aastra?

Aastra is one of the world's leading suppliers of end-to-end telecommunications solutions. We provide solutions to increase efficiency and create a strong platform for your business's internal and external communications.

Aastra´s BusinessPhone is a flexible and financially attractive solution for small to medium-sized businesses. Designed to support business growth, BusinessPhone links the different elements of your business together with the help of IP telephony, advanced mobile technology and an exceptionally user-friendly application platform.

When it comes to fulfilling the demands of your business, you cannot be better equipped – today and in the future.

BusinessPhone

A family with many members – and many opportunities

BusinessPhone has solutions for businesses with 10 to 300 users. Here is a short introduction to the special strengths of the different members of the BusinessPhone family:

BusinessPhone Compact

The easy solution for enterprises with 10 to 30 users, BusinessPhone Compact is a stylish and handy plug-and-play version housed in a small stylish cabinet with five digital telephones.

BusinessPhone 50

This is the ideal solution for enterprises with up to 64 users. BusinessPhone 50 comes in the same cabinet as the stylish compact version but includes two extra slots for additional boards.

BusinessPhone 250

Perfect for enterprises with up to 300 users, BusinessPhone 250 even enables an advanced Call Center, with the capacity for up to 40 Call Center agents.

BusinessPhone 128i

BusinessPhone 128i is built to match your IP infrastructure. Supplied as a 19-inch system with the option of accommodating up to 128 users, it can be used for IP telephony as well as classic telephony.

Upgrading

If you currently own a BusinessPhone, it is easy and inexpensive to upgrade your solution to benefit from the latest technological developments. If you have an older BusinessPhone model, we also have a financially attractive solution. We build flexibility into all our systems so you can continue to use older phones and build on the system expertise you've already developed. It pays to stay with Aastra.

When you buy a BusinessPhone, you get access to all the applications on the system for 60 days. Try it out before you decide!

- Same type of boards and telephones in all systems. The modular approach makes it easy to expand your system as you expand your business.

- Large system capacity and attractive prices. Small to medium-sized businesses get the right amount of telephony power at the right cost.

- Excellent investment protection. If your business grows, you don't have to start all over again with your telephone systems. BusinessPhone grows with you.

- Advanced IP telephony. Even very small businesses can utilize the bandwidth in their LAN/WAN.

BusinessPhone provides solutions for everyone.

Because no two enterprises are the same.

Small and medium-sized enterprises need the same advanced communication options as larger enterprises – and at a price that makes good business sense. A combination of our views on employee mobility, our IP telephony capability and our attractive application platform, has led to the installation of more than 100,000 BusinessPhone systems with 7 million lines around the world today.

With BusinessPhone from Aastra, you get a wide range of communication options from digital telephony to IP telephony and SMS. With an uptime of 99.999%, you and the rest of your IP or telephony staff can sleep well at night. It's an investment that pays off!

Here is a selection of the system functions that BusinessPhone offers.

Mobile Extension

With Mobile Extension, the office telephone and mobile telephone behave as one, with the same options and services on the mobile phone as on the office phone. This way, your company's employees may bring the office with them in their briefcases without worrying about forwarding or transferring their calls. If they are busy, their calls will be forwarded to the receptionist – or wherever they want it to be forwarded to. They can mark themselves as absent just as they could if they were in the office. They can remain an active part of the team, even when they are on the move.

IP Telephony

Data and telephony services converge via BusinessPhone IP telephony. This is done using a plug-in board, which opens up new possibilities for systems integration and Voice over IP (VoIP). BusinessPhone IP makes VoIP a sensible investment for small and medium-sized enterprises.

Apart from the obvious financial savings, you benefit from better utilization of the data infrastructure of your enterprise and the option of getting applications via the network. Communication solutions with fully integrated speech and data result in improved efficiency, reduced system administration time and costs and far smoother and faster customer service response.

Enterprises with multiple locations will reap additional benefits from introducing IP telephony and tapping the full functionality of BusinessPhone and our large-scale communication solution MX-ONE™. A complete voice network can be created this way, using a company's IP network infrastructure.

Mobile Extension

Even when employees are on the road, they are still part of the team

Telecommuting

BusinessPhone is an ideal solution for businesses with telecommuters. Working from home is becoming more and more widespread, and it is important to have a communication solution that supports the workplace at home.

With BusinessPhone, your employees can have the same functionality as their office telephones via either a fixed or mobile telephone. This gives them the freedom and flexibility to work from home and still be part of the team at the office even though they are not physically present.

Networks among several regional offices

BusinessPhone is also the perfect solution for regional offices in a large network. If, for instance, you have a large headquarters office and several smaller regional offices, BusinessPhone can form part of this network. Just as connectivity between Aastra´s MX-ONE™ and the communication systems of other brands is possible, BusinessPhone plays a critical part of a network solution via IP.

Bring your existing BusinessPhone into the SIP world

Aastra SIP-ISDN gateway is a cost-effective, VoIP mediagateway offering ISDN-to-SIP interconnection that enablesexisting BusinessPhone systems to take advantage of new SIPtrunking services, as a complement or alternative to traditionalPSTN services. It permits enterprises to connect to SIP serviceprovider networks via their existing BusinessPhone ISDN interfaces.

Mobile Extension

A perfect solution for
telecommuting employees

BusinessPhone

Tailor-made for small and medium-sized enterprises

Applications to ensure an optimal set-up

BusinessPhone applications enable set-up optimization at a sensible price. While applications are perceived by many as an expensive investment that needs a lot of maintenance, with BusinessPhone, Aastra has developed a concept perfectly suited to small and medium-sized enterprises without a big price tag.

* All new BusinessPhone systems include two user licenses on all applications.

With BusinessPhone, applications run on the Integrated Application Server board that operates as part of the BusinessPhone infrastructure.

IAS Integrated Application Server (IAS)

The IAS board is a flexible and inexpensive way of introducing applications. With the help of embedded Microsoft® Windows® Server 2003 software, the board runs BusinessPhone applications. This means that once you have installed the board, it is incredibly easy to add and update applications. There is no maintenance of components other than those that form part of the BusinessPhone system. The IAS board can, of course, be maintained and updated easily via remote upgrading.

Computer Telephony (CT)

The BusinessPhone Computer Telephony platform offers small to medium-sized enterprises a wide range of opportunities normally reserved for large systems. By combining the strength of telephony and data, and consequently PC applications, it is easier for employees to work more effectively in a structured environment.
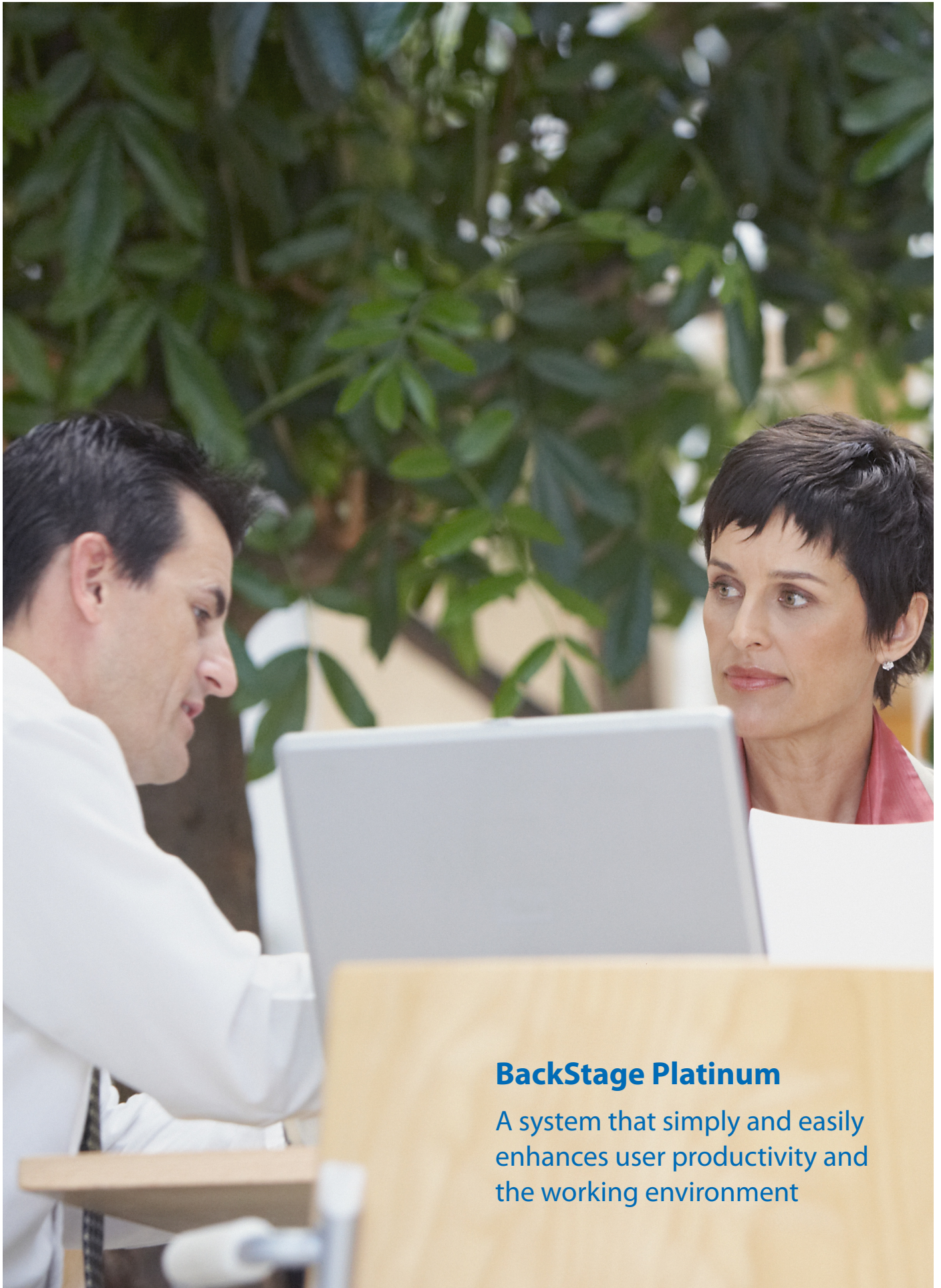
Think, for instance, about the many small enterprises that lose important calls because they are short staffed. The use of BusinessPhone CT applications offers solutions to that problem and more, which can give your business a competitive edge.

BackStage Platinum

Imagine that you have a tool that improves both communication and customer service in a straightforward and effective way, benefiting all in your enterprise. That is exactly what you get with BackStage Platinum. BackStage Platinum, which is a 32-bit application compliant with Windows™ XP and Vista, provides integration with applications such as Microsoft® Outlook®, Excel®, Word and Access. These can now be "telephony activated."

BackStage Platinum is a software-based communication tool (CT and VoIP) that enhances the CT platform on BusinessPhone. BackStage Platinum comprises call handling and business telephony support, SMS messaging, communication profiles, details about employee presence or absence, improvements in personal work efficiency and corporate group collaboration as well as data integration. One of the crucial elements is the integration with a customer's infrastructure.

BackStage Platinum supports IP, digital, wireless and analog communication devices as well as mobile telephones. Access can, of course, also be achieved via PCs, web browsers and Pocket PCs.

BackStage Platinum

A system that simply and easily enhances user productivity and the working environment

PC Switchboard Operator Suite

NOW 2007 for BusinessPhone is a solution that offers switchboard operators a powerful and efficient tool for superior internal and external service. The solution ensures more effective dial-up handling, catalog control, messaging, information on absence and administration functions – all on a single PC.

NOW 2007 for BusinessPhone works together with the BusinessPhone communication system via the CT link. Switchboard operators can use their time more efficiently thereby providing better service to customers calling the business or to colleagues on extension numbers.

Call Center

BusinessPhone Call Center provides all the functions needed at a Call Center, making it simple for you to give customers a positive impression of your business. With the modular structure of BusinessPhone Call Center, it is a breeze to expand to meet demand. You also get the management and statistical tools you need to plan work procedures and manage Call Center agents in an effective way.

Voice Mail, E-mail and Fax

With Unified Messaging, company employees can access their voice mails, e-mails and even faxes in one inbox. This means that they have access to voice mail wherever they have access to e-mail, whether they're in the office, on the move or at home. They can display, listen to, play or forward voice mails easily, just like e-mails.

Aastra´s flexible and economical Unified Messaging solutions can be easily and effortlessly integrated into existing BusinessPhone installations. Full integration via BackStage Platinum with Microsoft® Outlook® or Lotus Notes means that employees have access to messages in the same intuitive way. When they are on the road, SMS messages ensure that they don't miss out on important information.

Unified Messaging

Unified Messaging is perfect for enterprises with mobile workers that need to be able to contact the business or customers no matter where they are. On BusinessPhone, Unified Messaging makes the daily handling of messages simple.

Call Center

Optimizing customer service – and giving customers that all important positive impression is critical for all enterprises

Terminals for BusinessPhone

With the Aastra Dialog telephone series, you get a prize-winning design, extraordinary sound quality, unique functions and superior ergonomics.

Dialog telephones epitomizes user-friendliness. You and your colleagues can use the telephones' many built-in functions easily and effortlessly.

One of the cornerstones in our design process is our focus on an environmentally sound design. The advanced telephones in the Dialog series ensure the least possible effect on the environment when they are in use – and when they are returned for recycling. The Dialog series includes digital, analog and IP telephones. The telephones come in light or dark grey.

Analog Telephones

If you have a BusinessPhone solution, we can offer you a selection of analog telephones, including several office models and a model especially created for hotels. Most of our analog telephones come with functions such as re-dial and "message waiting" indication as well as programmable keys and the ability to connect directly to a PC and headset. Find the model that suits you and your business best.

IP Telephones

The IP telephone series has three versions. In addition, you may use the BackStage application as an IP soft client, which allows you to make calls via your PC using a headset.

Dialog 4422 – IP Office

Dialog IP Office is an advanced IP telephone that offers all the functions needed in an office environment. Via the built-in speaker, company employees can listen to telephone services such as voice mail and news. With the built-in headset port, they can connect a headset directly to the telephone, which can then be operated with 10 function keys. The call list, for instance, can be opened with a particular key. The call list contains a log file with call data for all incoming and outgoing calls and is operated by a user-friendly scroll-and-call function.

Dialog 4425 – IP Vision

Dialog 4425 IP Vision is a versatile IP telephone that supports advanced system functions. It is suitable for demanding professional use. With the table stand and the six-lined graphical display, which allows for modification of the viewing angle and contrast, the user can adjust the telephone so that it fits into all working environments and lighting conditions.

It is easy to use the telephone and system functions by using the soft keys and the intuitive menu. The menu provides access to a telephone book, which enables name-based dial-up. The telephone book can be saved locally in the telephone or centrally on a server, making it accessible from any IP telephone.

The menu also gives employees access to a call list, which contains a log file with call data for all incoming and outgoing calls and scroll-and-call functionality.

A first-class hands-free function makes Dialog 4425 suitable for conversations at meetings and conferences. Dialog 4425 is equipped with 20 function keys. All programmable function keys are equipped with LEDs and can be labeled by the user.

Dialog 5446 IP Premium

The new Dialog 5446 IP Premium represents yet another step forward for application-oriented IP terminals, offering a modern and user-friendly interface. The large, color, touch-screen display offers features such as web browsing and self-labeling keys to present contacts and buddy lists. The menus are icon-based, making navigation both easy and intuitive. With navigation via icons instead of text commands, the Dialog 5446 IP Premium is a revolution in user-friendliness. The user interface is much more intuitive and easy to use, and with the model's similarity to smart-phones, the learning process goes quickly.

Ease-of-use means that the phone and all of its features will be used to their full potential, leading to considerable increases in efficiency. In addition, synchronization with contacts in MS Office Outlook® is also provided. A Gigabit Ethernet switch allows for unrestricted bandwidth access when a Dialog 5446 IP Premium is linked to a PC.

Digital telephones

There is a wide variety of digital telephones for BusinessPhone, from the Lite model suitable for meeting rooms to the Professional model aimed at managers and assistants.

Dialog 4220 Lite

This is a compact and inexpensive model suitable for many business needs. Place it in a meeting room or in the reception area, where the four programmable keys easily enable the most popular tasks.

Dialog 4222 Office

Dialog 4222 is an office telephone providing all of the functions necessary to satisfy the demands of a busy office environment. Features such as a flexible graphical two-lined display and time and date information, as well as an integrated headset port, make this telephone our bestseller in the series. This model also offers the possibility of connecting a "key panel," which enables the telephone to have 17 additional programmable keys.

Dialog 4223 Professional

This is the telephone for the members of your staff who demand the most from their phones. With its many functions and monitoring options, this telephone is aimed at assistants, Call Centers with ACD functions and service groups. The large three-lined graphical display can be rotated to suit the user. Thanks to the special soft keys, users can navigate the functions on the telephone and get access to voice mail, conference calls, menu search and much more. The Dialog 4223 has the option of connecting four key panels, making it possible to add 68 more programmable keys.
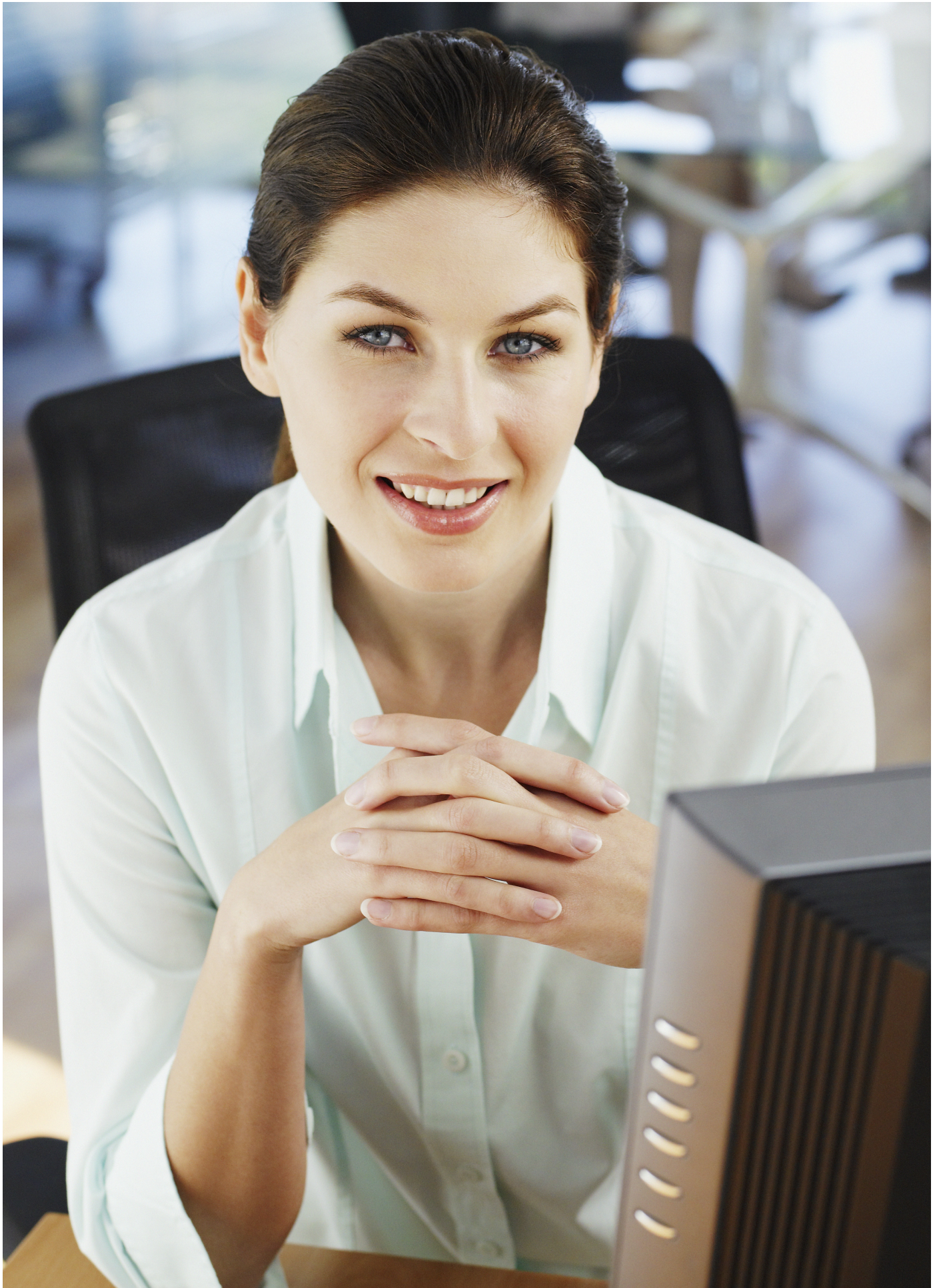
Dialog 4224 Operator

This telephone is aimed primarily at switchboard operators. It gives a complete view of the switchboard and features an integrated headset port, hands-free function and superb sound quality.

Key Panel

The key panel is an extra unit for the Dialog 4222/4223/4224 series, offering the possibility of 17 extra programmable keys per key panel.

It is also available with the IP telephones Dialog 4422 and Dialog 4425.

DECT telephones

Aastra is a pioneer in DECT technology and is marketing a range of products that can be customized to the different working environments where DECT is the preferred technology. All DECT telephones are designed to withstand knocks, water, wear and dirt. This makes them far more durable than normal telephones.

DT292

This is a cordless telephone for any office. The price is just as attractive as the design is unique and user-friendly. Here you will get full mobility within the framework of the DECT system and superb sound quality.DT292 offers a hands-free function, vibrator ring, telephone book with storage for up to 100 names and numbers, re-dialing function, fast dialing function, mute, telephone lock and much more.

DT590

This is the more robust version of the DT292. Using the same platform, the DT590 gives you more advanced functions such as a telephone book with the option of up to 1,000 stored entries, hands-free speaking and SMS functionality. Users also have easy access to functions in BusinessPhone such as absence marking, call forwarding and advanced call handling.

DT400 Series

This series of DECT telephones is tailored to all types of working environments. The DT400 series gives you a durable, full-featured telephone of high quality that can withstand anything and everything. It includes the same functions as the DT292 and DT590. Some of the models also have options for alarm calls and monitoring.

DT690

The DT690 is the clear choice for demanding office users, but is also developed for use in other types of environments such as hospitals, as the phone is cleanable with a damp cloth. The DT690 has a modern design and the color display with its intuitive menu structure is recognizable by the mobile phone user. The keys are handy to use and the phonebook can be accessed simply by pressing a key. The multifunction key, in a convenient position on top of the phone, allows for customized functionality, which can be set by the user. Besides offering excellent telephony, the DT690 supports the sending and receiving of SMS messages. The DT690 comes in two versions, a standard version and a version with Bluetooth connectivity enabled. The user can choose from different brands of Bluetooth headsets that are available on the market.

DT390

The DT390 is the essence of simplicity. With its modern design and easy-to-use display, this is the choice for the pure office environment. The DT390 has an illuminated black/white and gray scale display. The menus are logical and some functions such as the central phonebook are pre-defined, enabling easy access to commonly used features (such as corporate directory). The DT390 offers a vibrating function and a standard headset connector as well as support for a loudspeaker function. With the virtual SIM, the user settings are saved on the server, which simplifies the management of the phone.

Aastra Technologies Limited, is a global company at the forefront of the Enterprise Communication market. Headquarter in Concord, Ontario, Canada, Aastra develops and delivers innovative and integrated solutions that address the communication needs of businesses, small and large, around the world. Aastra enables enterprises to communicate and collaborate more efficiently and effectively by offering customers a full range of open standard IP-based and traditional communications networking products, including terminals, systems, and applications. For additional information on Aastra, visit our website at http://www.aastra.com. "Aastra" is a registered trademark of Aastra Technologies Limited.

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