LG-Nortel Aria 24

Product Overview

Grow your business with the LG-Nortel's Aria 24 – a complete business communications solution, designed to help satisfy the needs of dynamic businesses with up to 16 phone users.

Today's convergent world of communications has brought about an evolution in business communication systems. The Aria 24 is part of a new class of communication systems, an IP-Enabled PBX. Built to support Voice Over Internet Protocol (VoIP) while continuing to provide all the services, features and the reliability of a traditional business telephone system.

Key Features

Ease of Use - The Aria 24 incorporates all the latest features and with operational functionality designed from the user-perspective. Features are logical, simple to use and easy to remember.

Affordable Technology - So whether it's simple features such as one-touch transfer or paging, or more advanced features such as call centre operation or computer telephony integration (CTI), the Aria delivers – at an affordable price.

Future-Friendly - Not only do the Aria IP enabled PBX's provide you with a solution to your communication needs today, inherent in their design is the ability to migrate to new technologies as they are introduced.

Modular, scalable design – Aria systems offers solutions for a business' needs today, as well as a migration path to meet the needs as a business grows.

Features and Benefits

Tailor your Aria 24 to help meet your business needs with some of the features below.

Integrated Voice Messaging Helps to catch every business opportunity the first time they call, every time. Aria's integrated voice messaging provides the features to meet the needs of most organisations such as time and date stamping, forwarding of messages, password protection and multi-level auto attendants. The Aria 24 integrated voice messaging system has 3 ports and 72 minutes recording time and has been designed to cope with most demand-intensive applications.

Link your extension to your mobile or home phone - There are times when you are not able to be in the office, traveling interstate or perhaps working from home. Being able to receive calls and make outbound calls from your office extension would mean you could continue working wherever you may be, transparent to your clients and colleagues.

Move to VoIP at your own pace Aria 24 gives you the option to move to VoIP when the time is right for you. Because it has evolved from traditional PBX technology it can be installed and operated as a traditional telephone system and at any stage you can progressively integrate VoIP into your business.

The advantages of integrating VoIP in stages means you don't have to outlay large resources to upgrade your entire data network to enjoy benefits such as toll savings between networked office sites and IP extensions into remote sites or home offices.

Computer Telephony Integration (CTI) Dial customer numbers using details from your computer. Use Caller ID from incoming calls to display customer details before you answer the call (Not available for ID-blocked calls)

Call Recording USB Module The Aria's USB module provides simple to use call recording from your handset to your PC. Conversations are recorded as .wav files, which can be stored on your hard drive or archived for legal requirements.

Remote Office Solution The remote Service Gateway (RSG) can be viewed as an extention of the Aria system into a remote location. It offers two extensions, features such as alarm relay, paging from the main office system and in the case of power outages or ADSL disruptions, a PSTN back-up is available for emergency calls.
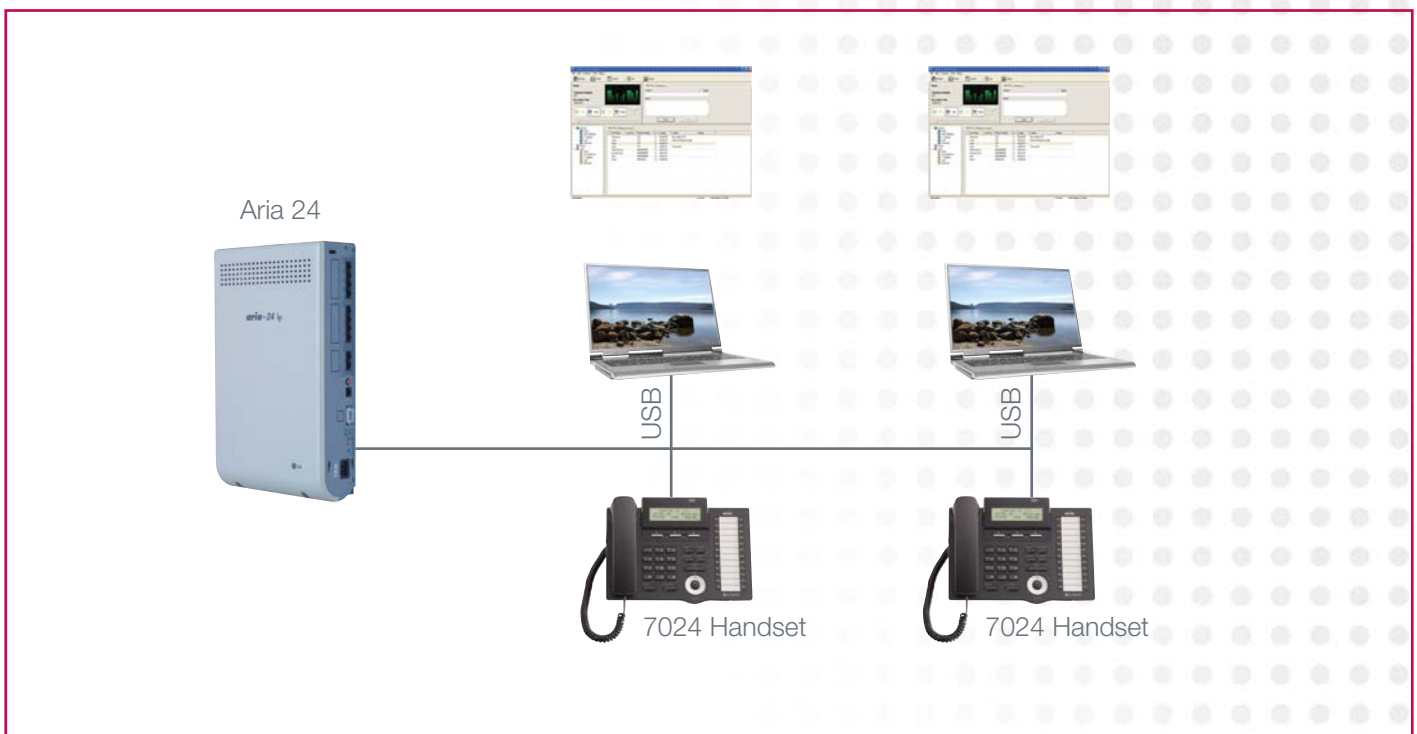
IP Phone or your Laptop Travelling, working from home or even just a different location in the office, Aria's IP soft phone allows you to remain an integral part of your office's phone system.

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Case Study

Customer   A small legal firm

Requirement   To comply with government regulations, all conversations pertaining to   company wind-ups need to be recorded

Solution   Aria 24 system with Call Recording USB Module

Aria 24

USB

USB

7024 Handset   7024 Handset
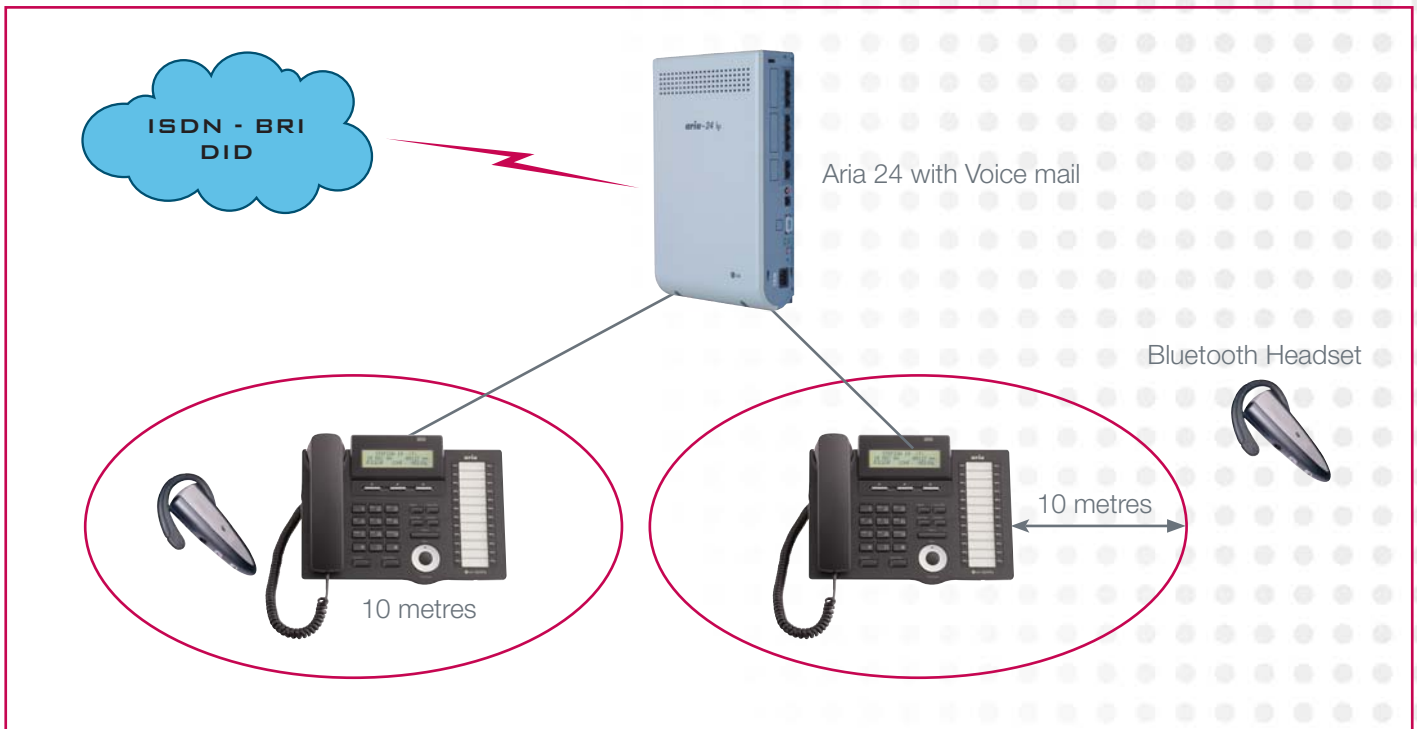
Benefits
USB recording module
- Simple cost effective recording of voice conversations
- Universal recording format – MS Windows .wav file
- Unlimited record time (hard disk capacity dependant)
- Easy feature operation– search, lists, email, back up…
- Multiple applications
- Order taking
- Service inquiries
- Malicious calls

Customer   Small Crisis centre

Requirements   - Staff handling calls required to retrieve files away from desk
- Agents often spend long periods on the phone
- Multi answering points, no dedicated receptionist
- 24 hours service operation, required office manned business hours only

Solution   LG-Nortel 24 system with Voicemail and Bluetooth module

ISDN - BRI DID

Aria 24 with Voice mail

Bluetooth Headset

10 metres

10 metres

Benefits

Blue Tooth Headset

• Not desk-bound - increase efficiency and professionalism
• Calls can be answered from phone or headset and transferred from headsets to handset or reversed
• Greater ergonomics – reduce neck strain
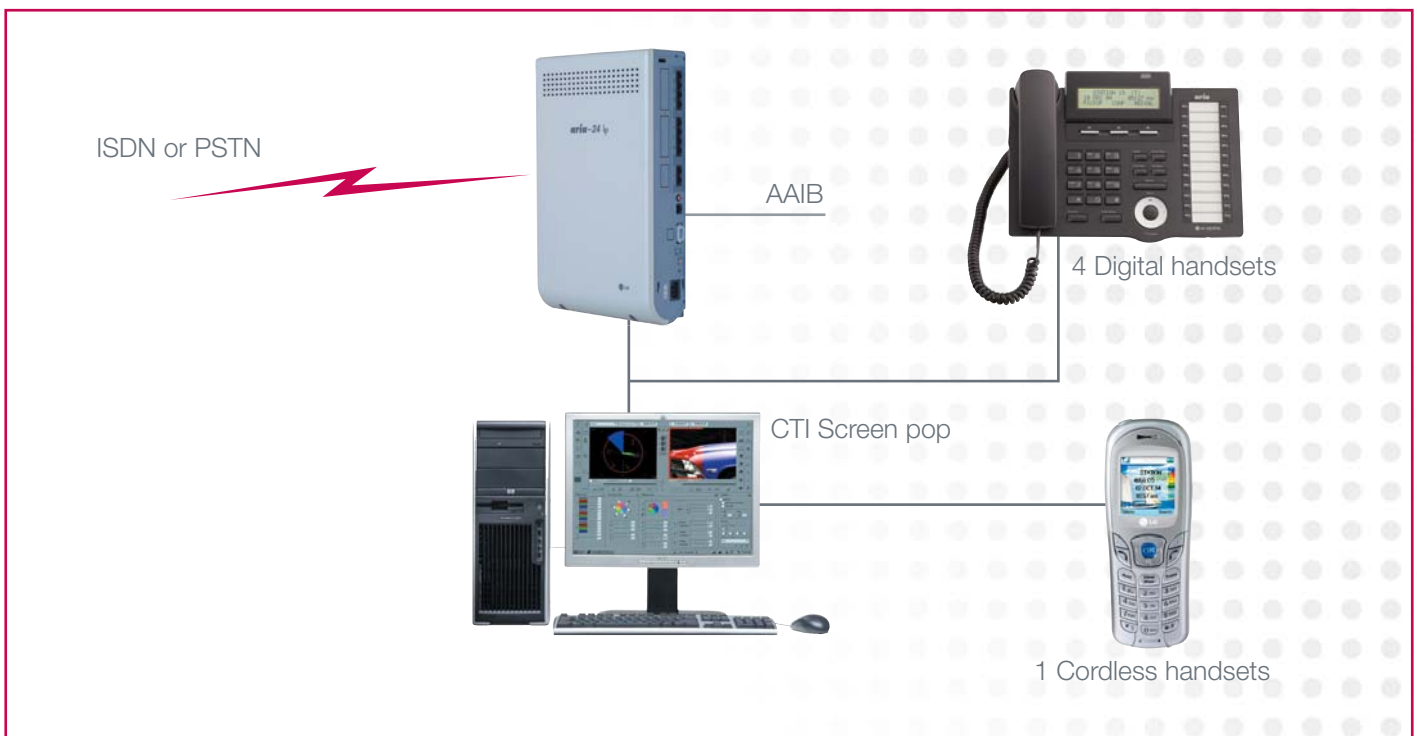• Cable-free: no need to disconnect or get tangled

Voicemail -VMIBE

• Full after-hours options and functionality
• Comprehensive customer contact options when all operators are busy
• Voice mail as Back up

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Customer   Small food retailer (pizza shop)

Requirements Received a large amount of telephone orders which are for delivery and pick up
                  Regular customers large part of customer base
                  Staff overload
                  Small system

Solution   LG-Nortel 24 system with CTI (Computer Telephony Integration)

ISDN or PSTN

AAIB

4 Digital handsets

CTI Screen pop

1 Cordless handsets

Benefits

Customer database interface

- Interfaces with customer ACT database using CLI from PSTN
- Instant recognition of customer details and preferences
- Increase staff efficiency
- Providing customer prompt service therefore reluctant to try one of the other 7 home deliver pizza options in the area
- Correct delivery and order details reducing wastages

CLI SLT cordless handsets

- Enables moving staff to answer call and still have customer primary contact detail for manual entry