



## Coming in July's Newsletter: ShoreTel 12 Release!

Looking for what is new in the latest software release and how it can help improve your communication technology

### *A few highlights are:*

- ShoreTel Communicator compatibility with Outlook 2010
- ShoreTel Communicator for MAC
- ShoreTel Conferencing and Instant Messaging



## Be Everywhere. Live....or On Demand!

LifeSize Video Center is the worlds most powerful one button HD streaming, recording and auto-publishing solution. Share knowledge and communicate business-critical information via video, audio and data streaming. This single appliance solutions ensures that live and on-demand videos are easily accessible from any location and on more devices—including the iPhone, iPad and iPod.

### *Superior Broadcast Capabilities*

LifeSize Video Center supports an unrivaled number of concurrent recordings, on-demand streams, and simultaneous live streams, all in 720p30 HD video. Record and broadcast executive updates, business presentations, sales meetings, training sessions, data or dia-

grams to anywhere in the world. Integrated with LifeSize video conferencing systems, streaming HD quality video to hundreds of viewers is as simple as pushing a single button.

### *A Better View*

With automatic adaptive streaming, live and on-demand videos are optimized for every viewer—PC, laptop, tablet or phone. The viewing device automatically selects the best playback rate based on network conditions, thus ensuring a quality viewing experience without delays or buffering, even on the smallest devices.

### *Enterprise Solutions without Headaches*

LifeSize Video Center makes life easier for IT administrators, who can add users and create recording keys so that authors can auto-publish content independently. Integration with Active Directory simplifies user and group management, and a built-in reporting feature gives insight into user viewing patterns. LifeSize Video Center scales to enterprise needs through support for NAS (Network Attached Storage), greatly extending storage capacity within existing IT assets. LifeSize Video Center now offers API

(Application Programming Interface) support, which means that customers can integrate LifeSize Video Center with various enterprise applications and educational institutions can integrate Video Center within their learning management system (LMS).

### Key features:

- Push-button recording
- Auto-publish capability
- 1000 live HD streams, 20 simultaneous HD recordings
- Streaming to mobile iOS devices
- Automatic adaptive streaming
- Network storage
- API support
- Customizable UI
- User controlled layout
- Ability to embed videos into other web pages
- Intelligent management
- Active Directory/LDAP Administrative control

For more information on LifeSize please contact TJ at 509-252-1713 or [tj@access-tel.com](mailto:tj@access-tel.com).

## Who's Who

### Owners:

Kent (ext 302) and LaVerne Biel (ext 309)

### Administration:

Mike (ext 304) - Accounting/Personnel  
John (ext 308) - Project Coordinator

### Phone Technicians:

Carl (ext 303) - Lead Technician  
Charles (ext 307) Technician

### Computer Technicians:

Greg (ext 313) Manager  
David (ext 316) Network Engineer

### Sales Personnel:

T.J. (ext 323) Communications Analyst  
Brita (ext 306) Dispatch/Dial Tone Advocate  
Charlene (ext 305) Customer Advocate

## Introducing Zultys MXconference

MXconference private audio bridge service is a software feature for Zultys's IP PBX's that eliminates the need for costly pay-as-you-go subscription-based conference services.

The optional MXconference feature is activated by licensing, meaning you only pay for what you need, and can easily scale your license if you need more capacity. By simply adding MXconference to your company's existing MX system licenses you can make as many conference calls as you need and focus on meeting your customers need instead of worrying about compromising your company's bottom line.

MXconference is fully integrated with MXIE desktop Unified Communications client, and uses a simple management window to schedule, manage and launch audio conferences through basic point-and-click commands—whether they are “on demand” or planned weeks in advance.

The intuitive, PS independent, MXIE GUI integrates and manages all your phone calls,

Instant Messaging and visual voice mail. MXconference combines with all of these tools and functions to provide you with a powerful personal communications experience that boosts productivity, and saves time and money.

Available features include:

- Fully integrated multi-party conference bridge
- No additional hardware—activated by software only
- Enables conference capacity of up to 30 participants across 10 simultaneous conference calls on an MX250, and up to 10 participants across 3 simultaneous conference calls on an MX30
- Scheduled conferences through the MXIE Unified Communications desktop client GUI with one click
  - View list of scheduled conferences
  - Schedule, change and delete conferences
  - Send invitations, updates and reminders via email and Instant Message in 26 languages and Dialects
- Interface with the MXmeeting web conferencing system for complete end-to-

- end voice and web conferencing sessions
- Multi-language support for voice prompts
- Gives Conference Owner conference control within the MXIE user interface
  - Generate a unique on-going Conference ID
  - View list of participants
  - Drag ringing phones, active calls On hold into a conference
  - Convert active phone calls into A conference call on demand And even convert active phone Based conference call into multi-Party MXconference calls
  - Disconnect a participant from A conference
  - Host may leave the conference Without terminating the conference Session
- MX Conference is not dependant on owning a Zultys phone system. It is system agnostic.

For more information on Zultys's please contact TJ at 509-252-1713 or [tj@access-tel.com](mailto:tj@access-tel.com).

## What is SIP Trunking?

For enterprises wanting to make full use of their installed IP-PBXs and not only communicate over IP within the enterprise, but also outside the enterprise SIP trunk provided by an Internet Telephone Service Provider (ITSP) to connect to the traditional PSTN network is the solution.

Unlike in traditional telephony, where bundles of physical wires were once delivered from the service provider to a business, a SIP trunk allows a company to replace these traditional fixed PSTN lines with PSTN connectivity via a SIP trunking service provider on the Internet.

SIP trunks can offer significant cost-savings for enterprises, eliminating the need for local PSTN gateways, or PRI's (Primary Rate Interfaces).

There are three components necessary to successfully deploy SIP trunks: a PBX with a SIP-

enabled trunk side, an enterprise edge device understanding SIP and an Internet telephony or SIP trunking service provider.

### *The PBX*

In most cases the PBX is an IP-based PBX, communication with all endpoints over IP, but it may just as well be a traditional digital or analog PBX. The sole requirement is that an interface for Sip trunking connectivity is available.

### *The Enterprise Boarder Element*

The PBX on the LAN connects to the ITSP via the enterprise boarder element. The enterprise edge component can either be a firewall with complete support for SIP or an edge device connected to the firewall, handling the traversal of the SIP traffic.

### *The ITSP*

On the Internet, the ITSP (Internet Telephone

Service Provider) provides connectivity to the PSTN (Public Switched Telephone Network) for communication with mobile and fixed phones.

For more information on SIP trunking and VoIP solutions please contact TJ at 509-252-1713 or [tj@access-tel.com](mailto:tj@access-tel.com).

