



# The Telecom Times

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## Did You Know?

Despite the slowing economy, the \$1.3 billion call recording market is growing by a very strong 18%.



More than 40% of contact centers do not yet have call recording.

**AVAYA**



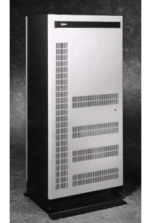
**POLYCOM**

**PLANTRONICS**  
SOUND INNOVATION

## Maintenance on Your Octel System?

Many Avaya customers have migrated to Modular Messaging and, with that, support on their messaging platform. However, recent statistics show about half still own Octel voice messaging systems. Large organizations nationwide have relied upon TRI-STAR Telecommunications to deliver value through continuous, comprehensive, and cost-effective product support that helps ensure maximum system performance, and availability for your communication systems and applications, which enables you to focus on your business. Businesses in today's economy need reliable communications and predictable expenses and a Maintenance Agreement from TRI-STAR Telecommunications, which:

- Enables priority service for both remote and on-site service calls
- Provides replacement parts as part of your maintenance contract
- Plus helpline, software updates, and priority for emergency service
- Remote alarm monitoring



The TRI-STAR Telecommunications comprehensive Maintenance Agreement protects your investment by simplifying and streamlining service delivery with a single point of accountability, allowing you to focus on revenue generation for your business.

Our highly trained and experienced remote and on-site technicians enable us to reduce the number of dispatches while delivering unsurpassed services across your enterprise for nearly any communications maintenance needs. Highly skilled technicians and engineers staff 7-day x 24-hour remote technical teams.

Take advantage of special discounts on your Maintenance Agreement covering Octel models 250/350 (Aria) and 200/300 (Serenade), now through June 30, 2009. Contact TRI-STAR Telecommunications for a review of your system maintenance plan.

## End of Sale Notification For Avaya 4600 Series IP Deskphones

As of May 4, 2009, Avaya will no longer offer for sale the following deskphones: 4601+, 4602SW+, and 4625SW (and custom variants of the 4625, including the 4626SW). As of May 3, 2012, Avaya will no longer provide manufacturer support on these materials.

As of November 2, 2009, Avaya will no longer offer for sale the following deskphones and accessories: 4610SW, 4621SW, 4622SW, EU24BL, custom 4621 variants (Tempest, positive disconnect, and fiber and radio interfaces), and 4622 headset adjunct. As of November 1, 2012, Avaya will no longer provide manufacturer support on these materials.

This is part of a multi-year transition from the 4600s, which were Avaya's original line of IP deskphones, to its next-generation one-X deskphone 9600s and 1600s. This consolidation of Avaya's IP phone product line will simplify portfolio planning and support for Avaya customers and partners, and deliver value to customers as Avaya focuses development efforts on its next-generation platforms. The 4600s have been an integral part of the Avaya IP phone lineup for many years. With millions of 4600s sold, Avaya is making all possible efforts to make this an easy and positive transition for their partners and customers.

For customers who do not wish to make the transition, TRI-STAR Telecommunications will continue to offer 4600 products, parts, and service. For more information, call us at **1-800-211-6200**.

## About Us

TRI-STAR is a national telecommunications company that has been serving small, medium, and enterprise customers since 1996. Specializing in Avaya and Octel solutions, TRI-STAR exemplifies its commitment by providing new and refurbished equipment, a knowledgeable and friendly staff, and unparalleled customer service.

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