

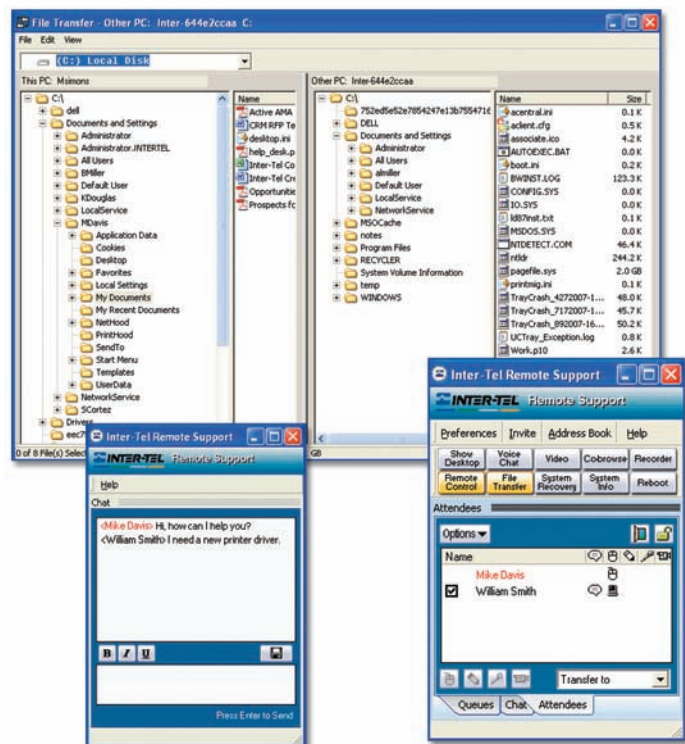
Inter-Tel[®] Remote Support

Deliver Technical and Sales Support Instantly – Online

Inter-Tel Remote Support provides your technical support personnel with all the tools needed to manage a queue of online requests, including monitoring and accessing remote PCs for highly efficient technical support, sales presentations, training and more. Remote support tools are seamlessly integrated with desktop and application sharing, co-browsing, keyboard and voice chat, and multi-point videoconferencing, enabling support staff to guide remote users step-by-step, and respond instantly to their questions and feedback.

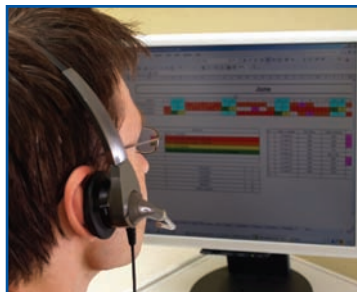
Product Key Features

- Effective Remote Support**
 Take control of remote desktops and applications to simplify training events, sales presentations, or technical issues.
- Rich Communications**
 Integrated audio, text messaging and videoconferencing simplify interactions and accelerate learning.
- Application and Desktop Sharing**
 Don't just tell them how to do it—show them! You can also highlight fields and annotate screens to draw attention to important items.



Minimum Server Requirements

Processor	Pentium [®] 4, 1.0 GHz or higher
Hard Drive	1 GB available disk space
RAM	256 MB for 3 users; 512 MB or higher for more than 10 users
OS	Windows [®] 2000 Server with SP3 or higher, Windows [®] 2003 Server
Web Server	Internet Information Services (IIS)
Controls	Internet Explorer [®] 5.5 or later, Mozilla [®] and Firefox [®]
Protocol	TCP/IP with static IP address or static DNS
Connection Bandwidth Requirement	Minimum 76kbps per concurrent user required (56kbps connection per user plus 10kbps network overhead per user). For example: a session, or set of sessions with a total of 10 connections to the server would require an available bandwidth connection of approximately 760kbps, or 1/2 of a T1 connection.



Remote Support Features

Remote Support

Empowers representatives to escalate a session by remotely viewing the customer's computer. Screen-sharing allows broadcasting of any visuals, applications, Web pages, documents, or software to remote users in real-time. Customers are able to view exactly what an agent is doing, including all mouse movements and keyboard inputs.

Desktop Application Sharing

Sales and support representatives can share any software application in a live, full-screen demonstration. Markup tools can be utilized to emphasize a point directly on the live application.

Keyboard and Voice Chat

Enables host and session participants to interact via keyboard chat (text messaging) and through a microphone and speaker-equipped PC (VoIP).

Security and Permission Tools

Remote Support offers tools for troubleshooting and controlling a remote PC. Once remote control has been granted, support and sales professionals can view a customer's PC as if they were sitting in front of it. The customer actively participates in the screen-sharing process and observes every step that is taken to resolve the technical issue through dynamic CAST 128-bit encrypted session with SSL support.

Queue Transfer and Escalation

All inbound customer requests are displayed in a window visible to all representatives in the queue. A simple mouse over for each request shows relevant information such as the customer's e-mail address and the initial question. Requests can be easily transferred among sales and support representatives to ensure the most relevant agent is helping a customer.

File Transfer Tool

Enables representatives to transfer files from their PC directly to the customer, and vice versa.

System Recovery Tool

If a customer's problem has resulted from the corruption of an application, file or the system registry, Remote Support offers a system recovery feature to resolve the issue. By using system recovery, representatives can access a previously saved snapshot of the customer's PC and restore the PC to the most recently functional configuration.

Internet Co-browsing

Co-browse capabilities make it easy for representatives to direct customers to specific online resources where they can find useful information or important sales and support tools.

Multi-point Videoconferencing

Use a standard PC webcam to broadcast a live image to customers in an online session. In addition, the representative can use webcams to conduct a group videoconference with customers or utilize the videoconferencing feature to broadcast a pre-recorded AVI file. This feature includes selectable frame rate speeds up to 30 frames per second.

Record and Playback

Record all session activity for future training and development.

Online Management Reports

Review real-time reports such as chat and session logs or access daily information to track session metrics.

User Interface Wizard

Change the colors of the representative's and customer's user controls as well as manage the banner graphic, home graphic and colors of the user interface.

Minimum Client Requirements

Connection	56kbps with 40kbps connectivity, Broadband, DSL, Cable, T1 or higher
OS (host)	Windows® 2000, XP, 2003, Vista™
OS (attendee)	Windows 2000, XP, 2003, Vista
Browsers	Internet Explore 5.5 or later, Mozilla and Firefox



www.inter-tel.com

Inter-Tel, A Mitel Company
7300 West Boston Street
Chandler, AZ 85226
480-961-9000