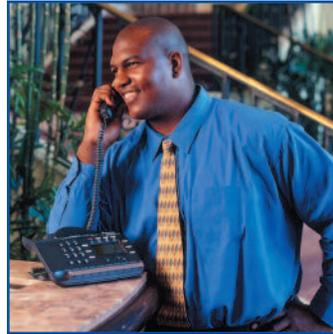# INTER-TEL®

Inter-Tel® 3000

Inter-Tel 3000 Feature Phones

The Inter-Tel 3000 system offers standard digital telephones that allow easy access to powerful system features such as conference, transfer, personal speed dial and voice messaging. Inter-Tel 3000 digital telephones offer large display screens and dynamic prompts, as well as automatic headset detection, programmable keys with dual color red and green LED indicators, speaker phone operations, and a parallel modem port. In addition, users may also connect any single line analog device such as cordless phones, credit card terminal, etc. to the Inter-Tel 3000 system to optimize communication needs.

8-button System Phone
Digital telephone with eight programmable keys, data port, headset port and speaker.

16-button System Phone
Digital telephone with 16 programmable keys, backlit LCD display, and Direct Station Select (DSS) expansion connection for optional DSS console.

DSS
32-key DSS console (supported on the 16-button system phone only; limit 8 per system).

4-button Cordless System Phone
900 MHz digital interface cordless phone. Features include 4-line access, Caller ID, voice message indication, dedicated transfer, hold, redial and special buttons, 3 ring tones and vibrate.

VoIP Capabilities

The Inter-Tel 3000 IP is what the remote-worker has been waiting for! If you work from home or if you have a small branch office, the Inter-Tel 3000 IP can offer the flexibility you need without compromising functionality or professional image. In fact, the IP-based phone can plug and play from anywhere in the office, home or branch office and all you need is a broadband connection.

IP-based System Phone
Full-duplex hands-free feature phone with 6 x 16 menu driven display, Message Waiting / Ringing LED, 16 programmable keys, 2-port Switch (for PC connection) and Headset port.

Inter-Tel 3000 System Specifications

System
Scalable, voice-centric communications platform expandable with modular upgrades for a maximum capacity is 20 lines and 52 extensions (40 hybrid analog/digital extensions and up to 12 VoIP extensions)

Configuration
From 2 CO lines and 8 extensions, up to 20 CO lines and 52 extensions

Ports Module
8 extensions per module with capacity for 4 additional lines per module

CO Line Module
2 lines per module

Voice Mail Module
Provides 2-, 4- or 8-port options, ranging from 5, 10 and 20 hours storage respectively

T-1 Interface Module
Supports T-1, Fractional T-1, and PRI, up to 24 lines/channels, plus 4 CO lines can be added for a maximum 28 lines

Broadband Module
Optional module provides multi-user high-speed Internet access as well as VoIP (Voice over IP) connectivity. Also provides a LAN (Local Area Network) allowing users to network PCs and share printers and resources within the office.

The Broadband Module also incorporates:
• Integrated ADSL Modem
• Ethernet WAN Port for Cable Modem connection
• Integrated WLAN Access Point for wireless connectivity
• Stateful Packet Inspection Firewall with IDS and DoS protection
• VoIP for up to 12 Remote IP Endpoints with full system integration

The Scalable, Voice-centric Communications Platform for Business

Today's diverse environments require advanced communications technology to address new and dynamic ways of facilitating a wide range of voice and data needs. The ability to communicate effectively in your busy office demands a reliable and integrated system designed to improve communication over the telephone and the Internet.

Introducing Inter-Tel® 3000: The scalable, voice-centric platform for businesses.

Inter-Tel 3000 delivers a host of leading-edge standards that makes communication more manageable for today's small commercial and large residential settings. Whether you operate a retail business, a multi-branch business, Inter-Tel 3000 offers you a scalable, affordable route to breakthrough technology convergence.

Opportunities

- Manage multiple devices including VoIP, digital, wireless and analog, within the same system
- Leverage the powerful telephone system features including voice mail and auto attendant, to better serve clients
- Reduce expenses and streamline business

Innovative Expansion—Rewarding Solutions

Inter-Tel 3000 is packed with the technologies you need today, and when your communications requirements change, Inter-Tel 3000 makes it easy to expand the capabilities of your communications platform without replacing the entire telephone system. Pay for what you need now and protect your future communications investment with the system designed to let you connect existing equipment, add functionality now or later, and grow at your business's pace.

Revolutionary Design—Effortless Installation

An industry-leading telephone system demands a unique design. Inter-Tel 3000 features a modern enclosure for both the Central Control Unit (CCU) and the expansion modules, unlike any other. The Inter-Tel 3000 CCU and add-on modules offer easy access to slots and connectors. Installation is easy. Expansion is simple.

Sophisticated System Administration

And, Inter-Tel 3000 can be programmed via your telephones or through an advanced PC-based management application, meaning you don't need an on-site technician every time you require a system programming change.

Complete System Dimensions

24"

15"

6"

The Scalable Platform for Business Applications

- Expansion made easy with add-on modules for additional lines and extensions

- Voice Mail Module for professional messaging services

- Broadband Module to support IP based extensions

Applications

Whether you operate your business from an office, retail mall, or from multiple locations in your community, this converged communications offering is ideal for restaurants, retail, and convenience stores; and professional business services such as law firms, insurance agencies, small health care facilities and more.
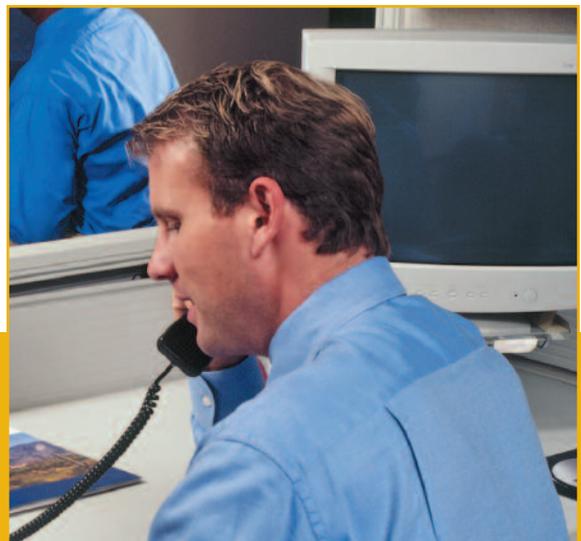
Offices

Inter-Tel 3000 is first and foremost a traditional PBX system offering all the features, functionality and reliability expected from the business telephone system you need today. Rich system features such as voice mail, account codes, auto attendant, courtesy service, day/night service, Caller ID, conference, and speed dial, make it possible to project a professional image to your clients.

Retail Stores

Retail communications require multi-device options, from analog devices such as credit card terminals and fax machines, to voice/data mobility options — allowing your staff to be more productive. Customize your Inter-Tel 3000 system to meet your specific business requirements with flexible, cost-effective, modular solutions.

Remote Office/Telecommuter Extensions

One of the major features of the Inter-Tel 3000 Broadband Module is the ability to provide off-site extensions. This feature is ideal for companies with a small, remote office or home office with a few extensions. Instead of having to install a complicated telephone system, simply connect the IP extensions to the Inter-Tel 3000 through the Internet.

Inter-Tel® 3000 Features

System Features
- Account Codes (Forced/Optional)
- Alternative Routing
- Analog Device Support
- Background Music (External MOH)
- Call Barge
- Caller ID Store
- Call Routing
- Central Bell
- Class of Service
- Courtesy Service
- Day/Night Service
- Emergency (911) Service
- Executive/Secretary Service
- Flexible Numbering
- General Call/Ring All
- Hot Line
- Internal Music-On-Hold
- Language (Prompts can be changed to French or Spanish)
- Least-Cost Routing (LCR)
- Paging (Digital Telephones; Internal/External and Meet Me Page)
- Port Swapping
- Station Message Detail Recording
- System Hold
- System Programming: Station or PC (local), PC (remote)
- System Speed Dial
- Toll Restriction

Telephone Features
- Auto Answer
- Backlit LCD (on 16-button system phone)
- Call Back
- Call Duration Display
- Call Forwarding
- Call Park
- Call Pick Up (incoming)
- Call Redirect
- Call Transfer
- Call Waiting (Internal/External)
- Caller ID Store (Name ID/Number ID)
- Camp on Busy
- CO Line Green/Red LED
- Conference (3 party)
- Display Messaging
- Do-Not-Disturb (DND)
- Extension Lock
- External Call Hold
- External Forwarding
- Forward All
- Forward on Busy
- Forward on No Answer
- Follow Me
- Headset Capability
- Hold
- Hookflash
- Intercom Call
- Internal Call Waiting

- Line Access
- Microphone Mute
- Page
- PA Announcement
- Page All
- Park
- Parked Call Pick Up
- Personal Speed Dial
- Programmable Soft Keys
- Redial
- Reminder Call
- Ringing/Message Waiting Light
- Room Monitor
- Speaker Phone
- Tone Protection
- User-Programmable Ring Tones
- Volume Controls

Voice Mail Module:
The optional Voice Module provides:
- Call monitor/call screening
- 52 extension voice boxes
- 10 phantom boxes
- 20 group boxes
- 1 general voice mailbox
- Primary/Secondary Greetings
- Auto Attendant (day/night/weekend/temporary)
- Customizable courtesy service
- Record-A-Call
- Remote Message Notification

Broadband Module
The Broadband Module offers an upgrade to existing or new Inter-Tel 3000 installations providing a host of Data Applications and allowing the Inter-Tel 3000 to host IP based extensions both on the LAN and the WAN. Using the Broadband Module with the Inter-Tel 3000 allows system connectivity for up to 12 IP extensions from anywhere in the world*.

The Broadband Module also incorporates
- An integrated ADSL Modem with: G. 992.1, G. 992.1, G994.1 and ANSI T1.413 PPP, PPPoA, PPPoE and RFC 1483 support PAP, CHAP and IPCP
- An integrated Router and LAN Switch
  - 1 x 10 Base T WAN Ethernet Port
  - 4 x 100 Base T Full-duplex Auto sensing LAN Switch Ports

Additional Router Services Supported
- DHCP Server
- DHCP Client
- DNS Relay
- Static Routing
- Dynamic Routing
- Virtual Server
- DMZ Host Port
- NAT
- Reverse NAT

Firewall
- Stateful Inspection Firewall
- Pre Configured Rule sets
- Intrusion Detection Service (IDS)
- Denial of Service protection (DOS)
- Alarm event logging and generation

Diagnostics
A wide suite of diagnostic tools are provided to enable Remote diagnostics of routing issues.

The VoIP gateway supports the following protocols:
- TCP (RFC 793)
- UDP (RFC 768)
- RTP (RFC 1889)
- SIP (RFC 3261)
- SDP (RFC 2327)

The following codecs are available to each channel:
- G.711 (64 kb/s) A-Law
- G.711 (64 kb/s) U-Law.
- G.729 A/B (8 kb/s)

Wireless LAN 802.11g Access Point
- Supporting 100 devices
- Supporting WEP and WPA Authentication
- Supporting MAC Address control
- Upgrade path for WME and 802.11e WLAN QoS

QoS on WAN Interfaces
- Voice packets are always prioritized over data on the WAN interfaces. This is provided by Diff-Serv (RFC 2474)
- LLQ (Low Latency Queuing)
- LFI (Link Fragmentation Interleaving)

QoS on LAN Interfaces
- Two priority levels can be classified on each LAN port for incoming traffic by:
- 802.1p classification
- Diff-Serv classification
- 802.1p and Diff-Serv classification
- The two priority levels are
  - High
  - Low
- Voice packets are classified as High priority

NOTE: To connect IP Endpoints from remote locations, the Inter-Tel 3000 Broadband Module must have a Static Public IP Address.

Additional Options
- Battery Backup (requires only internal battery)
- Door Phone
- Doorstrike
- External Music-On-Hold
- Hearing Aid Compatible Headset

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