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Inside This Issue

- > Star Telephone Contacts 20,000 with Wake Up PLUS
- > eLation Document Scanning
- > Conference Webinar Scheduled
- > 2008 User Meeting Dates & Location Announced
- > Nortel CS 1500 & APMAX Update
- > Technical Support Tips

Upcoming Events

All events are held at the Innovative Systems office unless otherwise noted.

January 2008

January 29

Conference Calling Webinar for AP Customers

February 2008

February 12

NTCA Breakfast Presentation
7:30 am - 8:15 am
NTCA Annual Convention
New Orleans, LA

February 19-21

Advanced AP Training

April 2008

April 22-24

Advanced AP Training

August 2008

August 25

Innovative Systems Golf Outing
Lakeview Municipal Golf Course
Mitchell, SD

August 26-27

Innovative System User Meeting
Highland Conference Center
Mitchell, SD

Star Telephone Contacts 20,000+ Subscribers Using Automated Notification (Wake Up PLUS) Service

When Star Telephone's capital credit checks were mailed in November 2007 with discrepancies, company management was left scratching their heads. Visions of calling and/or direct mailing over 20,000 customers is stuff you could bottle and sell as an energy drink guaranteed to keep you awake all night long. Star Telephone felt accountable to deal with the issue quickly and efficiently.



Innovative Systems automated notification service, Wake-Up Plus, was mentioned as an option. Star was already using it on a monthly basis to notify 500-600 late paying customers. But, could it call over 20,000 customers without creating problems with other Innovative Systems services that Star Telephone customers rely on?

The decision was made to use Wake-Up Plus Notification. Star Telephone's Kyle Randleman reports over 20,000 numbers were called in three specific time periods over the course of three days. Randleman reports that between 9,000 and 10,000 of the numbers called responded to the 45 second message about the capital credit check issue.

Randleman said, "We were pleased to see the AP perform this huge task without a glitch. We also appreciated the reporting component of Wake Up Plus that allowed us to use other methods to reach customers whose calls went unanswered."

Randleman further stated, "Considering the time and labor saved on a project of this size, the cost of the Wake Up Plus notification service price makes for a great business case."



Innovative
Systems



Document Scanning

The need to store documents electronically is growing for all companies. Each industry has specific paperwork and requirements for storing data. It's one thing to scan all of your paper documents and save them electronically. It's quite another to have easy, centralized, on-demand access to those documents.

eLation Document Scanning is helping Telcos organize, store, and efficiently retrieve documents. eLation allows companies to scan, store, and access documents right along with a customer's regular account information in Account Explorer. eLation's Document Scanning functionality greatly reduces the need for space to store paper files. Locating information is much more efficient when all documents are stored electronically and in such a way that all team members have on demand access to what they need.

Not only can companies go back in time to scan paper documents such as membership applications and contracts, but they can store different file formats such as Microsoft Word files or email messages that are important as well. This is a great way for companies to securely store required paperwork such as service applications, ACH forms and membership information.

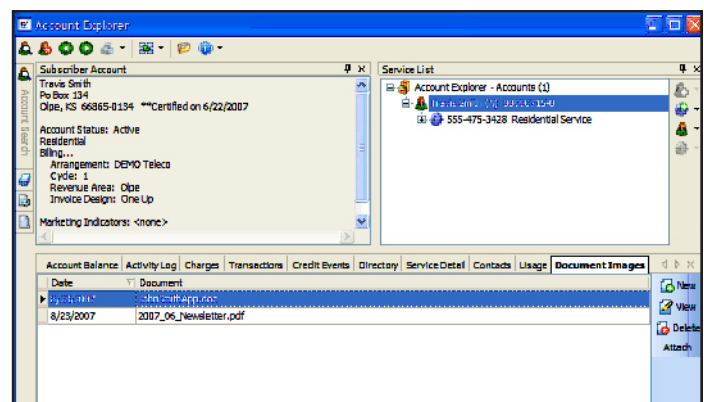
Companies such as Polar Communications in Park River, ND use Document Scanning to better organize their internal operations. "eLation Document Scanning has been so helpful for us," says Bobbi Brouillard, Customer Service Supervisor for Polar Communications. "We have been able to get rid of tons of paper files. We have documents that we need to keep on file that date back to 1952. Those documents have now been scanned and attached to the customer account in eLation."

Polar utilizes document scanning primarily to save service applications and DSL contracts directly with customer information. Originally, Polar's document

scanning process involved saving scanned documents organized into folders on a network drive. If you needed to retrieve something from those scanned documents, a customer's account information was in one place and the document was in another location. Now with eLation, important documents are stored right with the customer's account information and employees have easy access from one central location.

Brouillard says, "as our service representatives are speaking with a customer they can quickly say 'I'm looking at your application'. This makes us much more efficient in serving our customers."

Once you have attached a document to an account in eLation, you could remove it from the other storage on your network. For example, when I attach a subscriber's application for service to their account in eLation, I can delete it from my hard drive because it is now stored in the eLation document storage database. I can also shred the paper document because I have the original image saved electronically.



When documents are stored on a customers account, they can be found in the 'Document Images' tab. In this example, the Application is stored with the account.

FREE Webinar for Clients - January 29

“Effectively Demonstrate and Sell Innovative Systems AP Conferencing Service”

January 29, 2008

Noon to 1:00 pm (Central Time)

Hosted by Innovative Systems

Join Us For a FREE Webinar for Innovative Systems customers that will help you better market your Conferencing service. Innovative Systems Regional Sales Manager, Randy Kee, will cover important conference calling features and demonstrate an actual conferencing presentation your company could give to potential customers. Business types that commonly use conference calling will be identified. Alternative ways to promote your Conference service to the business community will also be addressed.



Who Should Attend: CSR Supervisors, CSR Front Line Staff, General Managers, Marketing Managers, Product Development Managers, Sales Managers, and Business Sales Representatives.

How to Register: Visit our website and follow the link to register.

2008 User Meeting Dates & New Location Announced

Mark your calendar! The 2008 Innovative Systems User Meeting will be held August 26-27, 2008 at the Highland Conference Center in Mitchell, SD. We are excited to host our meeting in the newly-constructed Highland Conference Center. Complete meeting information and registration will be made available online at www.innovsys.com in June 2008.

You'll find the Highland Conference Center located just off I-90 Exit 332. It's conveniently connected to the Hampton Inn with indoor access from the hotel. It is close to restaurants and the Cabela's store.

We have secured a sleeping room block with reduced rates at the Hampton Inn. You may begin making room reservations at any time.

For those of you interested in an afternoon of golf, we will again hold a best-ball tournament on Monday August 25. Details will be made available with registration beginning in June.

Area Hotel Information:

Hampton Inn

(next to Highland Conference Center)

1920 Highland Way Mitchell, SD 57301

Phone: 605.995.1575

Standard Room Rate: \$84 Single/Double

Suites Rate: \$104 Single/Double

Ask for the Innovative Systems room block.

These rates available until August 11, 2008.

Days Inn

(approx .75 miles North of Highland Conference Center)

1506 South Burr Mitchell, SD 57301

Phone: 605.996.6208

Standard Room Rate: \$84

Ask for the Innovative Systems room block.

This rate is available until August 11, 2008.

Other Hotel Options:

Comfort Inn & Suites

(next to Highland Conference Center)

2020 Highland Way Mitchell, SD 57301

Phone: 605.990.2400

Kelly Inn & Suites

(across the highway from Highland Conference Center)

1010 Cabela Drive Mitchell, SD 57301

Phone: 605.299.4179

Nortel CS-1500 & APMAX Gaining Momentum in the Independent Market

Nortel CS 1500 Update

The Nortel CS 1500 softswitch is gaining momentum in the independent market. In September 2007, Release 2 of the CS 1500 softswitch was introduced with integrated GR-303, VoIP line service with H.248 protocol, SIP distinctive ringing, and an integrated test head for line and loop testing. The CS 1500 completed the trial period for RUS acceptance and achieved RUS listing in November 2007. As of January 4, 2008 there are firm orders for 84 CS 1500 switches, 23 of which are in-service. Each CS 1500 ships with an Innovative Systems APMAX for media and application services.

APMAX Rel 2 Enters Beta Testing Stage

As the number of Nortel CS 1500 customers continues to grow, Innovative Systems APMAX Release 2 with additional enhancements has entered the beta testing stage. "It is imperative that we, as partners with Nortel, keep Nortel on the cutting edge by releasing additional features on APMAX," says Ryan Tupper, Innovative Systems Manager of Voice and Video Products. Tupper also states, "Having an established market share with our Application Peripheral (AP) product line has provided tremendous customer feedback for the development of new features for APMAX."

Standard APMAX services include Announcements, Calling Name, Screen Pop, Call Logging and Switch Service Control. Key services available for purchase in APMAX Release 2 include:

Single Number Service

Single Number Service allows subscribers to ring up to six numbers at the same time or in any order - making it possible to take calls anywhere. For added control of the service, it can be configured to operate based on the time of day. Single Number Service is provisioned to the CS 1500 station that a subscriber already has, ensuring that the service is easy to provision and administer. There is no need for the subscriber to change numbers.

A key feature of Single Number Service is the ability to transfer a call to another phone while a call is in

process. For example, if your landline is subscribed to the Single Number Service and you have answered a call on it just as you are about to leave the building, you can transfer the call to your wireless phone by pressing 2 buttons and you are free to go.

The person you are speaking to will have no idea that you transferred the call. Single Number Service can be administered using Phone Central, making it easy for the subscriber to control their own service.

Unified Messaging

Unified Messaging is a fully redundant and scalable system allowing you to have from 100 to 50,000+ mailboxes. APMAX Unified Messaging incorporates Automated Attendant service directly with Voice Mail so you to define an x-level menu system that will play a message, forward a call to a telephone number or dial by name.

Some of the features of APMAX Unified Messaging include the ability to schedule specific greetings, play special greetings for specific callers as well as the ability to send a broadcast voice message to all subscribers.

Because the APMAX has a built-in web server, no additional hardware is required for you to offer Internet-enabled features such as Voice Mail to e-mail. Further, no e-mail client setup is needed in order for your subscribers to receive voice messages via e-mail. The e-mail is customizable for you to brand with your own company information.

Conference Calling

On-Demand conference calling service is available with APMAX. You may license up to 188 ports. Subscribers can hold conference calls as needed without making reservations. There are billing



Start The Year Off Right With These Tips:

From the AP Technical Support Team:

Always make sure you have a backup of the APAC database.

Most companies are really good about having a backup. If you don't have a backup for the APAC database please give us a call and we will help you backup your database.

Rpush alarms are caused when the AP can't communicate with the ISIA server.

To clear these alarms, the first place to look is on the ISIA server. Check the application log to view any problems with the AP Monitor service. You can restart the AP Monitor service to clear the alarms. If that does not clear the alarms, contact AP Technical Support and we will assist you. If you see any com errors, also contact AP Technical Support.

Automatically convert your voicemail subscribers from your old voicemail system to the AP.

If you converting a large quantity of voicemail subscribers from an older voicemail system to the AP, we can help. We need to know just three things before we can import them into our system: the 10-digit mailbox number, the package assigned to that number, and the name of the AP. It is really simple to do and we've used this process on several systems.

If you have questions regarding these AP tips, please contact AP Technical Support at 605.995.6120.

From the eLation Mapping Support Team:

Drop on Staking Sheet

Suppose you want to create a new staking sheet for an area on your map. The fast way to do this is to use the 'Drop on Staking Sheet'. (If you want the cable lines and drops to be drawn, these must each be selected and set in Staking > Options, Staking Options tab. This is a one time setting for each machine).

To use this feature:

1. Open or create the staking sheet.
2. Set the North Arrow the direction desired on the staking sheet.
3. In AutoCAD or Map Viewer select the shapes, usually by creating a window around the area.
4. In AutoCAD from the ISMap menu select 'Tools' and then 'Drop on Staking Sheet'. In Map Viewer from the Tools menu choose 'Drop on Staking Sheet'. Smart shapes will appear on the staking sheet that is open. If a smart shape is already on a staking sheet, a gray reference shape will be created that will take you to that shape when you double click on it.

If you have questions regarding the 'Drop on Staking Sheet', please contact eLation Mapping Support at 605.995.6120.

Continued from Page 4... Nortel CS 1500 & APMAX Update

capabilities available to let you bill as you see fit using parameters such as conference charges, direct dial minute rates, and toll free minute rates. EMI or XML billing records can be created to help you with the billing process.

Conference Administrators (subscribers) give their conference attendees an access telephone number and attendee ID number to access the service. The conference is activated when the Administrator joins the call using the Administrator ID. With APMAX, the conference calling service can be administered through Phone Central. The Administrator can see who is talking, mute/unmute callers, adjust caller volume or remove callers from the conference.

At the present time, APMAX is available only to customers who purchase the CS 1500. It's important to note that companies who already have an AP deployed will have no problem using the AP and their associated services in conjunction with APMAX and the CS 1500.