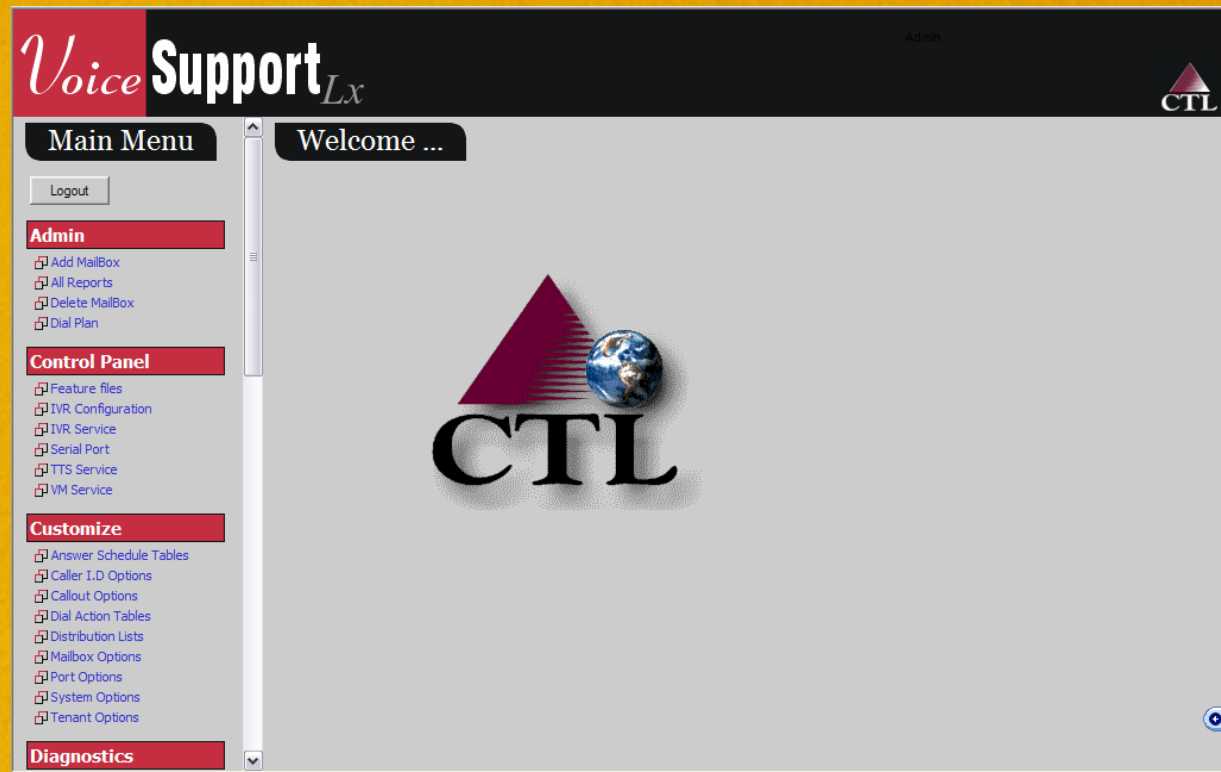




A Progressive Unified Communications Solution



Overview

- The VoiceSupport Lx is based upon the evolution of 16 years of innovative and proven software code incorporated in other CTL solutions.
- VoiceSupport Lx is specifically designed for small and medium businesses (SMBs) which enables them to facilitate their communications in the most efficient and effective manner, thereby maximizing employee productivity, anytime, anywhere.
- VoiceSupport Lx is very flexible and modular to be cost-effective at any phase.




VoiceSupport Lx At-A-Glance

- Voice Mail and Automated Attendant
- Unified Messaging
- Fax Server (Desktop Fax / Fax Mail / Fax-on-Demand)
- Desktop Call Control
- Text-to-Speech
- Web Administration
- Hospitality Package
- Interactive Voice Response (IVR) / Self-service Packages or Customized Solutions



VoiceSupport Lx Platform Specification

- Motherboard: Intel
- CPU: Intel Pentium P4
- Voice/Fax Card Intel
- RAM: 512 MB
- Hard Drive: 40 GB or Greater
- Operating System: Linux 
- CD R/W: 52x32x52 min.
- Enclosure: Desktop or 19" 3U Rackmount Option



FEATURE	BENEFIT(S)
<p data-bbox="411 354 706 405"><u>Fax Server</u></p> <ul data-bbox="510 432 915 611" style="list-style-type: none"><li data-bbox="510 432 820 475">-Desktop Fax<li data-bbox="510 501 725 544">-Fax Mail<li data-bbox="510 569 915 612">-Fax-on-Demand	<ul data-bbox="1001 361 1804 1382" style="list-style-type: none"><li data-bbox="1001 361 1772 582">• Maximize user productivity by enabling them to fax any document, from any application, right from their computer.<li data-bbox="1001 622 1791 896">• Privacy, archiving, central repository, to mention a few that Fax Mail will enable the user to manage their faxes from, for example, Microsoft Outlook Inbox.<li data-bbox="1001 936 1804 1382">• Enable your customer's, partners and/or vendors automated Self-service (24/7/365) to company documents. Fax-on-Demand will eliminate the manual need for someone, during business hour constraints, to fax these documents.



Fax Server (Desktop Fax)

- Print Driver for workstation on LAN

The screenshot shows the 'Print' dialog box for a printer named 'Voice Mail Fax Server'. The printer is currently 'Idle' and is a 'Voice Mail Fax Server Printer Driver' located at 'IcePortMR'. The 'Print range' section has 'All' selected. The 'Copies' section shows 'Number of copies' set to 1 and 'Collate' checked. The 'Print what' section has 'Slides' selected and 'Color/grayscale' set to 'Grayscale'. The 'Handouts' section shows 'Slides per page' set to 6, 'Order' set to 'Horizontal', and 'Scale to fit paper' checked. The 'Print hidden slides' checkbox is unchecked. The 'Print comments and ink markup' checkbox is also unchecked. The dialog box has 'Preview', 'OK', and 'Cancel' buttons at the bottom.

Print

Printer

Name: Voice Mail Fax Server

Status: Idle

Type: Voice Mail Fax Server Printer Driver

Where: IcePortMR: Print to file

Comment:

Print range

All Current slide Selection

Custom Show:

Slides:

Enter slide numbers and/or slide ranges. For example, 1,3,5-12

Copies

Number of copies: 1

Collate

Print what:

Slides

Color/grayscale: Grayscale

Handouts

Slides per page: 6

Order: Horizontal Vertical

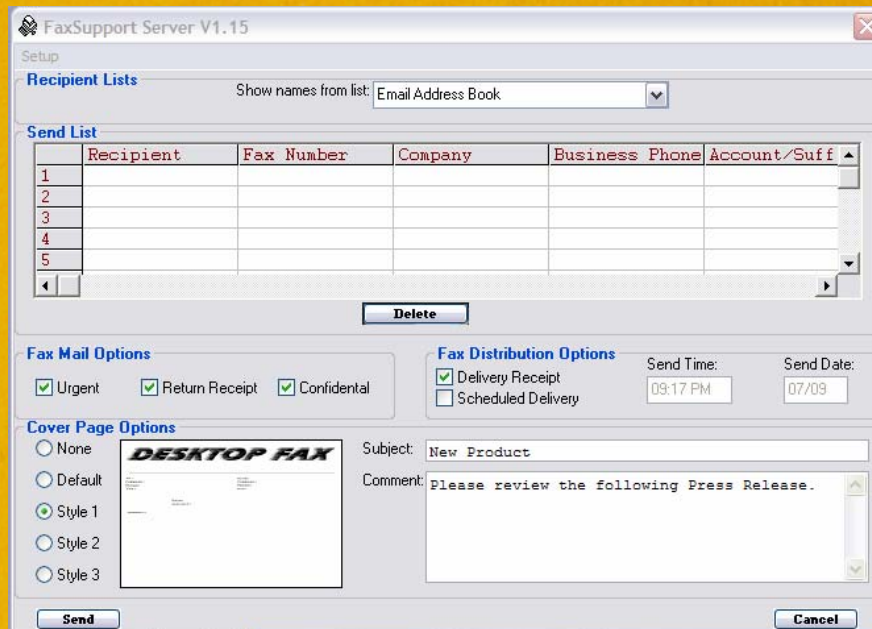
Scale to fit paper Print hidden slides

Frame slides

Print comments and ink markup

Fax Server (Desktop Fax)

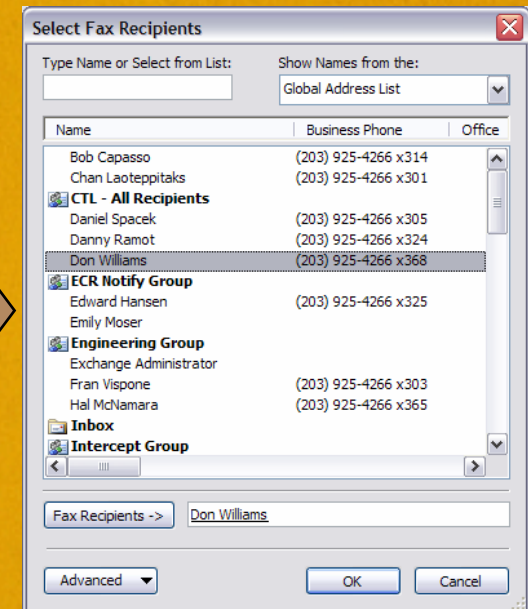
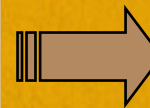
- Easy access to fax numbers from contact list(s).



The screenshot shows the 'FaxSupport Server V1.15' Setup window. It is divided into several sections:

- Recipient Lists:** A dropdown menu set to 'Email Address Book'.
- Send List:** A table with columns: Recipient, Fax Number, Company, Business Phone, Account/Suff. The table is currently empty.
- Fax Mail Options:** Includes checkboxes for 'Urgent', 'Return Receipt', and 'Confidential', all of which are checked.
- Fax Distribution Options:** Includes checkboxes for 'Delivery Receipt' (checked) and 'Scheduled Delivery' (unchecked). It also has fields for 'Send Time' (09:17 PM) and 'Send Date' (07/09).
- Cover Page Options:** Includes radio buttons for 'None', 'Default', 'Style 1' (selected), 'Style 2', and 'Style 3'. A preview window shows a 'DESKTOP FAX' cover page. There are also fields for 'Subject' (New Product) and 'Comment' (Please review the following Press Release.).

Buttons for 'Delete', 'Send', and 'Cancel' are visible at the bottom.



The screenshot shows the 'Select Fax Recipients' dialog box. It features a search field and a dropdown menu set to 'Global Address List'. Below is a list of recipients with columns for Name, Business Phone, and Office:

Name	Business Phone	Office
Bob Capasso	(203) 925-4266 x314	
Chan Laoteppitaks	(203) 925-4266 x301	
CTL - All Recipients		
Daniel Spacek	(203) 925-4266 x305	
Danny Ramot	(203) 925-4266 x324	
Don Williams	(203) 925-4266 x368	
ECR Notify Group		
Edward Hansen	(203) 925-4266 x325	
Emily Moser		
Engineering Group		
Exchange Administrator		
Fran Vispone	(203) 925-4266 x303	
Hal McNamara	(203) 925-4266 x365	
Inbox		
Intercept Group		

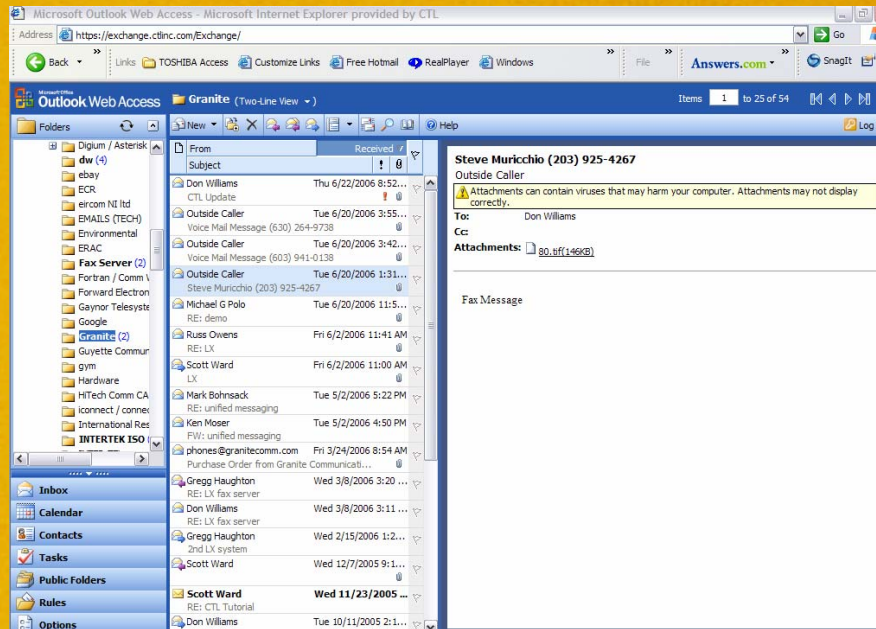
At the bottom, there is a 'Fax Recipients ->' button and a text field containing 'Don Williams'. There are also 'Advanced', 'OK', and 'Cancel' buttons.

- Flexibility such as, Broadcast List, Scheduled Delivery, Customized Personal Cover Page, Delivery Receipt, etc.



Fax Server (Fax Mail)

- DID into mailbox.



Sent By: CTL Inc.; 2039254267; Jun-20-06 1:29PM; Page 1

CTL launches VoiceSupport™ Lx, a Progressive Unified Communications Solution

CTL Offers Customers the Most Cost-Effective and Value-Driven Unified Communications Solution by Leveraging the Linux Operating System and 200+ years of Combined Telecom Development Experience.

Shelton, CT. — (June 16, 2006) — CTL Inc., a leading provider of traditional and next-generation telephony solutions that enable small and medium businesses(SMBs) better serve their customers, today announced the release of its VoiceSupport Lx Unified Communications Solution. This is CTL's newest VoiceSupport offering that leverages the Linux operating system for its strong performance and reliability, in addition to minimizing total cost of ownership(TCO).

VoiceSupport Lx is based upon the evolution of 16 years of proven software code incorporated in other CTL solutions. CTL's VoiceSupport family of products, having reached 75,000 installations, is known throughout the world. The VoiceSupport Lx using the Linux operating system, is a natural migration to open source. The VoiceSupport Lx will provide our customers the most affordable and economical unified communications solution, all while bringing progressive features that will satisfy the most demanding users.

"By offering the VoiceSupport Lx as a next-generation unified communications solution, we are bringing our customers the benefits they truly can value. They will communicate in the most efficient and effective manner, and at the most cost-effective price that will increase their bottom line. Isn't that what business is all about, creating value?" said Don Williams, chief operating officer of CTL.

In this hyper-competitive world, businesses are facing more challenges than ever before to maintain their competitiveness. The VoiceSupport Lx solution with the following key benefits will assist them in optimizing their communication needs.

Unified Messaging: Allows users to access their voice, fax, and email messages in their Microsoft Exchange/Outlook client or any IMAP4 compliant Email server, by managing all messages from one central location, thereby maximizing productivity.

Text-to-Speech: Allows users to conveniently manage their communications from remote locations. For example, using enhanced text-to-speech from Nuance's speech engine, you can listen to your Email messages while driving down the road. In addition, you have options such as, saving it, deleting it, or forwarding it to a co-worker. You can even record a voice message reply which will go back to the sender as a .WAV file Email attachment.

Desktop Call Control: Provides each LAN user with a screen-pop of options for every incoming call. The screen-pop shows the caller ID of the incoming call, and if it matches a telephone number in the user's Email Contact List, it will give the caller's name. The user has the option to take the call, transfer it, put the caller on hold while playing a personal or default text-to-speech message, or send the caller to voice mail. In addition, the find-me/follow-me feature is critical for users who never want to miss an important phone call which assures that the user is never out of reach, irrespective of his current location.

Fax Server: This feature encompasses three valuable, independent applications, Desktop Fax, Fax Mail and Fax-on-Demand. Desktop Fax enables any LAN users to send any document from any application, maximizing user productivity. Fax Mail enables a caller to send a fax directly into a subscriber's mailbox.

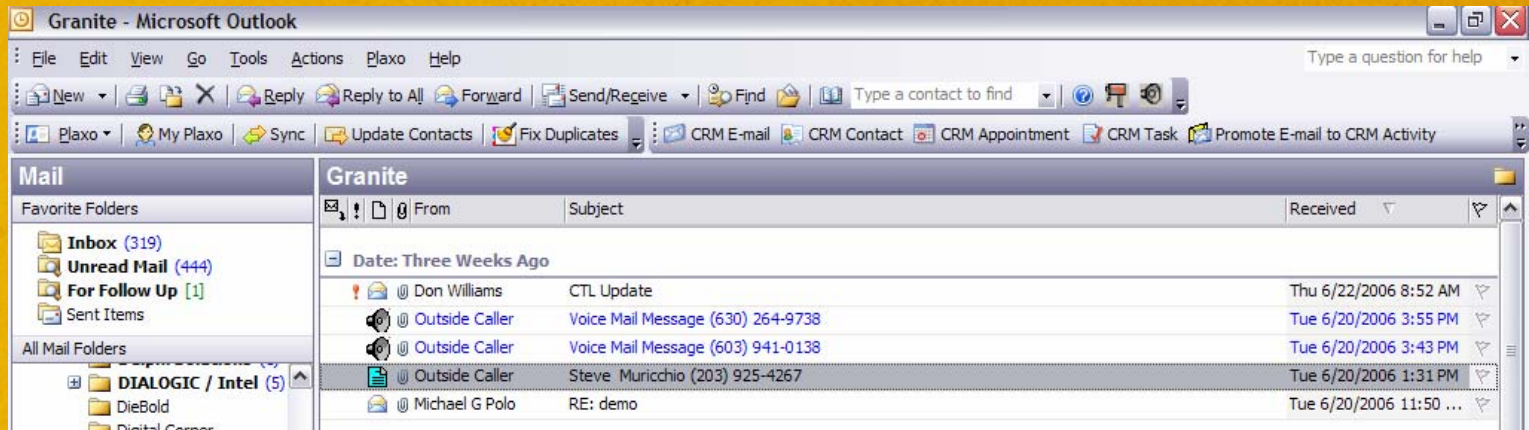


Fax Server (Fax-on-Demand)

- A simple example is as follows:
 - Call into company's main number;
 - Enter extension number for fax-on-demand system;
 - Enter number of document requested;
 - Enter fax number where document is to be faxed.
 - DONE!



FEATURE	BENEFIT(S)
<p><u>Unified Messaging</u></p> <ul style="list-style-type: none"> - Voice (WAVE File) - Fax (TIFF File) - Email 	<ul style="list-style-type: none"> • One inbox to check all your voice, fax, and Email messages. • Efficient for local and remote , anytime and anywhere access to messages.



FEATURE

BENEFIT(S)

Desktop Call Control

- Screen-pop
 - Accept Call
 - Transfer
 - Hold (text-to-speech message)
 - Send to Voice mail
- Call Log
- Call Management / Set-up Console
- Make Call
- Create Contact

- Maximize productivity by handling multiple calls simultaneously.
- Efficiently and effectively handle all calls based on priority.
- Flexible call handling options based on user preferences.
- One-click to 'Make Call' from call log or contact list(s).
- One-click to 'Create Contact' from call log.



Desktop Call Control

- Screen-pop
 - Accept Call
 - Transfer
 - Hold (text-to-speech message)
 - Send to Voice mail



Desktop Call Control

- Call Log
- Make Call (one-click)
- Create Contact (one-click)



Desktop Call Control

- Call Management / Set-up Console

CallSupport V1.38 Setup

Voice Mail Mailbox
Mailbox Number: 368
Security Code: **

Call Options
Default Action: Record Message
Timeout (sec): 30
 Audible Alarm
 DID mode
 Ask for C.I.D.

(Default) Transfer 1:
 Transfer 2:
 Transfer 3:

TTS Hold 1: Please hold, be right with you
 (Default) TTS Hold 2: Please stay on the line and I will be

Greeting to use while active:
 Greeting 1 Greeting 2 Greeting 3

Greeting to use when inactive:
 Greeting 1 Greeting 2 Greeting 3

Tcp/Ip
VM Server Service Number: 2000
VM Server IP Address: vs2003

Find Me Transfer
 Enabled
 Enable Find Me Match
Match:
Transfer 1:
Transfer 2:
Transfer 3:

Email Address Book
Profile Name:
Password:
 Search Contacts Search Address Book
 Search Public Contacts

Save Cancel



FEATURE

BENEFIT(S)

Text-to-Speech (TTS)

- Best-of-Breed TTS Engine



Press Space Bar to Stop and move to next slide.

- For the mobile or remote worker, the **Email reader** is priceless when you require real-time audio access to your Email messages. The message can be saved, deleted, or forwarded to a co-worker.

- The user can record a voice message reply which will go back to the sender as a WAVE File Email attachment.

- Your call control hold option enables the user to play a canned or on-the-fly text-to-speech informative message to the caller.

Strategic Partners

NEC

Empowered by Innovation

CISCO SYSTEMS



EMPOWERING THE
INTERNET GENERATION

 **Sprint.**

AVAYA

 **MITEL**


CTL

 **ShoreTel**
INTELLIGENT PHONE SYSTEMS



a customer intimate company

WHO (Customers)	WHAT (Products / Solutions)	WHERE (Focus)	WHY (Benefits)
<ul style="list-style-type: none"> ▪ Original Equipment Manufactures (OEMs) ▪ Value Added Resellers (VARs) ▪ Systems Integrators ▪ Distributors 	<ul style="list-style-type: none"> ▪ Unified Communications (UC) ▪ Self-service Automation / Interactive Voice Response (IVR) ▪ IP Telephony (IPT) ▪ Voice Processing / Messaging 	<ul style="list-style-type: none"> ▪ Small-Medium Businesses (Verticals) <ul style="list-style-type: none"> ○ Manufacturing ○ Retail ○ Health Care ○ Banking / Finance ○ Education ○ Local/State/Federal Government ○ Etc. 	<ul style="list-style-type: none"> ▪ Cost-effective ▪ Progressive ▪ Reliable ▪ Flexible / Customizable ▪ Intuitive ▪ Efficient ▪ Open Standards, Systems and Hardware ▪ Integrates and leverages a company's existing technology investment





CTL Direct Assistance

203-925-4266 and/or www.CTLinc.com

- PRE/POST SALES SUPPORT
- DEDICATED TECHNICAL SUPPORT / HELP DESK
- 200+ YEARS COMBINED TELECOM DEVELOPMENT EXPERIENCE
- CUSTOMER-CENTERIC INNOVATION
- OVER 16 YEARS IN BUSINESS
- OVER 75,000 SYSTEMS INSTALLED

