



# Alternate Access Quarterly Newsletter

Volume 9, Issue 2

April—June 2009

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## Holiday Closings

Alternate Access will be closed for the spring holidays as follows:

April 10, 2009

May 25, 2009

## Come Join Us!

Alternate Access will be exhibiting at the 2009 Business Expo on May 7 from 9:30 a.m. to 5 p.m. Visit us at booth 451 in the Jim Graham Building at the N.C. State Fairgrounds. We will demonstrate key products and answer any questions you may have. The 2009 Business Expo is sponsored by the Greater Raleigh Chamber of Commerce. For more information, visit [www.raleighchamber.org](http://www.raleighchamber.org).



## Wave IP 500 Offers a Path of Legacy Migration

Alternate Access now offers a migration path for users of Comdial, Vodavi and other traditional phone systems. These customers can move to the new Vertical Wave™ IP-PBX that boasts advanced "Applications Inside™."

For Comdial and Vodavi customers, the migration allows a low cost of entry because the system can reuse existing Comdial and Vodavi phones, phone lines and inside cabling. All Wave customers will gain the flexibility of IP telephony and productivity benefits from the state-of-the-art desktop ViewPoint, administration applications, and the ability to automatically record all calls – all standard with the Wave IP-PBX.



Wave IP-PBX has "applications inside" including an optional fax server, Interactive Voice Response (IVR) application interface, VoIP trunking, VoIP phones, and contact center capabilities that will give users all the tools they need to provide world class customer care.

We also offer digital station boards that provide a migration path for customers of existing Avaya, Nortel, Siemens, NEC and Toshiba systems to enjoy the benefits of converged communications.

Alternate Access offers professional services to help our customers plan their migrations to minimize business interruption and costs. We help organizations understand and implement advanced features and produce a sustainable competitive advantage.

## Server Maintenance Tips

A server is to your phone system as an engine is to your automobile. You wouldn't neglect your car's engine by never changing the oil. It needs periodic maintenance to provide optimum performance, and so does your server.

Spring has arrived, and now is the perfect time to establish a periodic server maintenance plan. Here are some easy checkpoints to implement:

- **Periodically dust and sweep the area surrounding the server.** Accumulated dust can clog air vents and coat internal cooling fans, causing servers to short out or overheat.
- **Check the temperature and humidity in the server area.** Servers should be located in a cool, dry place to help combat overheating and corrosion. Make sure the temperature is constant and there is no moisture.
- **Check your backup power supplies.** Summer will be here before you know it, bringing unexpected storms that can wreak havoc on electrical systems.

Like your automobile, your phone system is a substantial investment. Starting periodic maintenance now can help you protect and make the most of your investment.

**Financing Method Makes Upgrades Feasible During Tough Times**

Alternate Access understands the challenges facing small businesses during these uncertain economic times. Technology changes frequently, but you need to remain competitive – your phone system is vital to maintaining that competitive edge.

Considering a financing lease, but afraid you'll get stuck with the goods? Wanting to rid your business of an outdated server and protect your new investment? Thinking of migrating to one of our solutions, but nervous that rapidly changing technology will render your new solution obsolete? If any of these scenarios apply to you, then let us introduce you to the Shield program.

We have partnered with Vertical Flexible Finance Solutions (VFFS), powered by TAMCO, to provide you a unique and safe solution for acquiring technology...and save you cash. The Shield offers a total solution, including:

- A System Replacement Guarantee that gives you peace-of-mind. If your business needs change, you can migrate to a new system at any time during the contract term.
- Protection from unforeseen changes. The System Replacement Guarantee ensures that you are not bound to a contract that no longer meets your needs. The old agreement is forgiven and a new one issued – no rollover, no penalty, no hidden costs.
- Flexible end-of-term options include renewal at a reduced monthly rate, outright purchase, or equipment return.
- The Shield program is an operating agreement, structured to qualify as an "off balance sheet" item under the guidelines of FASB 13 – hence protecting your credit lines at the bank.

As a VFFS Shield partner, Alternate Access provides consultation to customize the best phone system solution for your business. When ready to purchase, the customer deals directly with VFFS, so customer credit information remains private between VFFS and the customer.

Once you have been informed of all terms and signed your contract, Alternate Access will provide stellar installation and support services.

Contact Alternate Access today to learn more about the Shield and how our partnership can help you maintain a necessary competitive edge while managing expenditures in today's uncertain business climate.

Call us at (919) 831-1860 or e-mail [products@AlternateAccess.com](mailto:products@AlternateAccess.com).



**5623 Duraleigh Road, Suite 111  
Raleigh, NC 27612**

**Phone: (866) 831-9270 | Fax: (919) 831-**

**[www.AlternateAccess.com](http://www.AlternateAccess.com)**