



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
**VET06035**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**RON PRICE**  
**304-558-0492**

VENDOR

\*324105600      304-525-2651  
**BLACK BOX NETWORK SERVICES WV**  
**629 1ST ST**  
  
**HUNTINGTON WV 25701-1816**

SHIP TO

**DIVISION OF VETERANS AFFAIRS**  
**ATTENTION: C. PRATHER**  
**SUITE 101**  
**1321 PLAZA EAST**  
**CHARLESTON, WV**  
**25301-1400      558-3661**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
<b>05/07/2006</b>				

BID OPENING DATE: **06/14/2006**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		725-57		
<p><b>DIGITAL/IP HYBRID TELEPHONE SYSTEM</b></p> <p>FOR THE WV VETERANS NURSING HOME IN CLARKSBURG.            INSTALLATION TO BE COMPLETED NO LATER THAN 9/16/06</p> <p>A MANDATORY ON-SITE PRE-BID CONFERENCE WILL BE HELD            ON MAY 25, 2006 AT 10:30 AM AT THE NURSING HOME.            FAILURE TO ATTEND THE PRE-BID WILL RESULT IN            DISQUALIFICATION OF THE BID.</p> <p>SPECIFICATIONS ARE ATTACHED</p> <p>CONTRACTORS LICENSE</p> <p>WEST VIRGINIA STATE CODE 21-11-2 REQUIRES THAT ALL            PERSONS DESIRING TO PERFORM CONTRACTING WORK IN THIS            STATE MUST BE LICENSED. THE WEST VIRGINIA CONTRACTORS            LICENSING BOARD IS EMPOWERED TO ISSUE THE CONTRACTORS            LICENSE. APPLICATIONS FOR A CONTRACTORS LICENSE MAY BE            MADE BY CONTACTING THE WEST VIRGINIA DIVISION OF LABOR            CAPITOL COMPLEX, BUILDING 3, ROOM 319, CHARLESTON, WV            25305. TELEPHONE: (304) 558-7890.</p> <p>WEST VIRGINIA STATE CODE 21-11-11 REQUIRES ANY            PROSPECTIVE BIDDER TO INCLUDE THE CONTRACTORS LICENSE            NUMBER ON THEIR BID.</p> <p>BIDDER TO COMPLETE:            CONTRACTORS NAME - <b>Black Box Network Services</b></p> <p>CONTRACTORS LICENSE NO. <b>WY021953</b></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE <b>304-746-8886</b>	DATE <b>5/28/06</b>
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TITLE <b>Acct. Mgn.</b>	FEIN <b>550711968</b>	ADDRESS CHANGES TO BE NOTED ABOVE
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<p>THE SUCCESSFUL BIDDER WILL REQUIRED TO FURNISH A COPY OF THEIR CONTRACTORS LICENSE PRIOR TO ISSUANCE OF A PURCHASE ORDER/CONTRACT.</p> <p>WAGE RATES: THE CONTRACTOR OR SUBCONTRACTOR SHALL PAY THE HIGHER OF THE U.S. DEPARTMENT OF LABOR MINIMUM WAGE RATES AS ESTABLISHED FOR HARRISON COUNTY, PURSUANT TO WEST VIRGINIA CODE 21-5A, ET, SEQ. (PREVAILING WAGE RATES APPLY TO THIS PROJECT)</p> <p>WORKERS' COMPENSATION: VENDOR IS REQUIRED TO PROVIDE A CERTIFICATE FROM WORKERS' COMPENSATION IF SUCCESSFUL.</p> <p>EXHIBIT 10</p> <p>ADDENDUM ACKNOWLEDGEMENT</p> <p>I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.</p> <p>ADDENDUM NOS.:</p> <p>NO. 1      <i>[Signature]</i></p> <p>NO. 2      <i>[Signature]</i></p> <p>NO. 3      .....</p> <p>NO. 4      .....</p> <p>NO. 5      .....</p>						

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<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF THE BIDS.</p> <p>Black Box Network Services .....SIGNATURE  <i>Bill Hager</i>            .....COMPANY            5/30/06 .....DATE</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>( ) BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>( ) BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p>						

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<p>( ) BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p><del>XXX</del> BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;</p> <p>OR</p> <p>( ) BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX &amp; REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH</p>						

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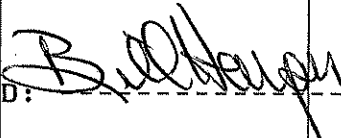
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<p>BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p> <p>BIDDER: <u>Black_Box_Network_Services</u></p> <p>DATE: <u>5/30/06</u></p> <p>SIGNED: </p> <p>TITLE: <u>Acct. Mgn.</u></p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S)</p>						

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LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p style="text-align: center;">NOTICE</p> <p>AN ORIGINAL, SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION          PURCHASING DIVISION          BUILDING 15          2019 WASHINGTON STREET, EAST          CHARLESTON, WV 25305-0130</p> <p>AN EXACT DUPLICATE MUST BE SUBMITTED TO:</p> <p style="text-align: center;">STATE AUDITOR'S OFFICE          BID OBSERVER          BUILDING 1, ROOM W114          1900 KANAWHA BOULEVARD, EAST          CHARLESTON, WV 25305-0230</p> <p>BOTH BIDS MUST CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPES OR THE BIDS MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 41</p> <p>RFQ. NO.: VET06035</p> <p>BID OPENING DATE AND TIME</p>						

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## WV BUREAU OF VETERANS AFFAIRS

The West Virginia Division of Veterans Affairs (WVDVA) is releasing this Request for Quotations (RFQ) for a new digital / IP hybrid telephone system for the WV Veterans Nursing Facility located adjacent to the **Louis A. Johnson VA Medical Center, One Medical Center Drive, Clarksburg, WV 26301**. This RFQ includes all the labor and materials for a complete install.

A mandatory pre-bid conference shall be conducted at the West Virginia Veterans Nursing Facility located adjacent to the **Louis A. Johnson VA Medical Center, One Medical Center Drive, Clarksburg, WV 26301, date, time and location to be determined**. All interested bidders are required to be present at this meeting. Failure to attend the mandatory pre-bid conference shall automatically result in disqualification. No one person can represent more than one vendor

The system must be a new digital / IP hybrid telephone system from a manufacturer that appears on the Gartner "Magic Quadrant for North American Corporate Telephony, 2005". The manufacturers that are listed are Alcatel, Avaya, Cisco Systems, Inter-Tel Mitel Networks, NEC, Nortel, ShoreTel, Siemens, 3Com, Toshiba, and Vertical Communications.

The system must be configured with two (2) ISDN PRI Centrex Circuits, eight (8) analog Centrex lines and two hundred (200) stations. It must be expandable to a minimum of three (3) ISDN PRI Centrex Circuits, sixteen (16) analog Centrex lines and two hundred fifty (250) stations with the use of cards, boards, etc. Two (2) of the stations must be PC consoles-that will provide the operator with call status and direct call transfer capability. The system must be installed with ninety five (95) stations that have a minimum of sixteen (16) programmable buttons a minimum 2 line by 16 characters LCD, a message waiting light and must be speakerphone capable for all internal and external calls. The system must be installed with one hundred (100) stations that are analog (2500 type) stations for resident and facilities use. The final three (3) stations must be full-duplex conference telephones.

This is a new building. Vendors must use installed wiring wherever possible. All wiring, new and re-used, becomes the responsibility of the successful vendor and must be covered by the system warranty and post-warranty maintenance agreement. All stations will be located in locations that are already wired. No new wire runs will need to be included in this procurement.

In addition to the previously mentioned requirements, all systems must meet the following requirements: Caller ID, minimum of 3 party conference calling, contain surge protection, volume control for the ringer, speaker phone and handset, hold button, last number redial, access to paging through the speakerphone, automatic line selection, headset adaptable, call pick-up group assignments, call forwarding of station within system, call ring-back on intra-office transfers which are unanswered, mute button, minimum of 10 speed dials per station, call park, remote



access to the Voice Processing system, and, button access to conference call feature. The features that require button access may be fixed feature buttons on the stations or may be programmed on programmable buttons.

The system must include an integrated voice processing system. The voice processing must include an Automated Attendant that will answer all incoming calls or be programmable answer calls after "x" number of rings (minimum 3 rings, maximum 6 rings). The Automated Attendant must allow the caller to enter a WVBVA employee's extension number and be transferred to that extension, or allow the caller to enter "zero" (0) and be transferred to a central answering position. The voice processing system must also include a voice mail system that will answer calls to extensions after "x" number of rings (minimum of 0 rings, maximum of 6 rings) and allow the caller to leave a message in a mailbox that is password protected to that extension user. The voice mail system must allow for outcall notification whenever a message has been left in a mailbox. The voice mail system must allow each mailbox to program two different greetings. The voice mail system must allow users to change their greetings and to forward messages to another mailbox on the system. The voice mail system must allow WVBVA staff to change greetings remotely from any touch tone telephone. The voice processing system must include a minimum of 6 ports and 120 hours of storage, and must be expandable to a minimum of 12 ports and 240 hours of storage. The voice processing system must be programmable by WVBVA staff for use on all incoming calls, as a back-up to live operators during business hours, or to work only after hours according to the circumstances of that particular time.

The system must include a Call Accounting System to provide, at a minimum, the following information: extension making the call; the number called; the duration of the call; the time and date of the call; and, the cost of the call. The Call Accounting System must store the information for a minimum of 7500 toll calls only. The vendors must include the cost of a computer and printer if one is necessary for the Call Accounting System. The Call Accounting System must be accessible by more than one computer within WVBVA or by any computer on WVBVA's internal network.

The proposed system must be adaptable to utilize IP Telephony station and/or Voice over IP trunk technology should the State of West Virginia decide to make use of such service at some point during the life of the proposed system. This technology must be fully integrated into the installed system. A third party add on unit is not acceptable.

The proposed system must include a UPS system that will power the complete telephone system, PC Consoles, voice processing system, and call accounting system for a minimum of four (4) hours in the event of a power outage. The system shall include lightning and surge protection. Any damage to the system caused by lightning and/or power surges must be covered by the system warranty and any post-warranty maintenance agreement.

Each vendor's proposed cost must include the complete training of all WVBVA staff on the use of the telephone system and voice processing system. The successful vendor must also include the training of four system administrators, which will include training on voice mail

administration and the administration of the telephone system including adding features to extensions. The System Administrator training must be manufacturer or "factory" based training at a vendor location.

The system must have the capability to extend system diagnostic abilities to a remote location. This permits the State's centralized technicians to interrogate the switching system, determine its status, and run tests to determine the causes of faults or failures. The proposed system must allow access via the Statewide Backbone Network or modem over the public telephone network.

### **Response Time**

Vendors must respond to a service call within the following guidelines:

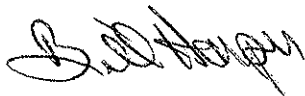
- Minor outage: 10% or less system outage
  - 4 business hour callback from Technician
  - 16 business hour system restored
- Major outage: 11% or more system outage
  - 2 business hour callback from Technician
  - 8 business hour system restored

### **Optional equipment (Not included as part of the award)**

As an option vendors are requested to include the cost of fifteen (15) Wireless telephones. These phones must meet or exceed the features and functionality of the SpectraLink i640 phones. Vendor's response must include all information required to meet these minimum requirements. Have proposed the Spectralink IP NetLink, i640 sets & related equip.

Vendors shall quote a straight purchase price, including installation, training and minimum of one year warranty. **Vendor must include a detailed equipment list that at a minimum lists per item pricing, item part number, and part description.** Vendors shall also quote post-warranty maintenance for a five year life of the system. The WVBVA will not accept more than a two-year warranty as part of the purchase price. The successful vendor shall be the one with the lowest straight purchase price plus post-warranty maintenance for a five year life of the system.

Black Box's proposed Avaya IP400 Office system meets and/or exceeds the stated requirements of this RFQ.



# WV BUREAU OF VETERANS AFFAIRS

## Pricing Sheet

a) Installed system price: \$ 84,954.00  
b) 5 Year post-warranty maintenance: \$ 24,800.00 *BSL*

a+b = total system price \$109,754.00 *BSL*

• Optional equipment pricing: \$40,565.00

Spectralink Wireless \$37,165.00  
8 IP sets, licenses, etc. \$3,400.00



629 1<sup>st</sup> Avenue  
Huntington WV 25701  
304-746-8886  
[bill.harper@wv.blackbox.com](mailto:bill.harper@wv.blackbox.com)

June 20, 2006

WV Div. of Purchasing  
Mr. Ron Price  
2019 Washington St. E.  
Charleston WV 25305

Dear Ron:

Black Box Network Services is proud to offer our proposal for the Veterans Nursing Home in Clarksburg WV. Based upon the specifications Black Box is recommending the implementation of the Avaya IP400 system with the integrated applications of voice mail, automated attendant, call accounting and system administration capabilities. As options we have provided pricing and information on the Spectralink Wireless and the initial 8 IP stations and licenses.

We are very confident our recommendation of the IP400 will meet your current needs and provide the ease of growth to meet your long term requirements in both system expansion and applications.

Black Box has successfully implemented the IP400 and we are confident you will find the system to be very reliable, flexible in its programming, easy to use and a system that provide you a high level of control to administer your own add, moves and changes.

If you have questions or if we can be of further service, please contact me on 746-8886.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Harper", written over a horizontal line.

Bill Harper  
Account Manager

**WV VETERANS ADMINISTRATION NURSING HOME**

**AVAYA IP OFFICE TELECOMMUNICATIONS SOLUTION**

<b>QTY</b>	<b>PART NUMBER</b>	<b>DESCRIPTION</b>	<b>TOTAL PRICE</b>
1	700350408	IP Office 412 with 4.1 Software	\$ 5,226.00
1	700343452	Internal Modem Expansion Kit	\$ 1,128.00
1	700185218	Dual T1 Module	\$ 3,266.00
1	700211360	16 Port CO Trunk Module	\$ 1,881.00
3	700359912	30 Port Analog Station Module	\$ 7,665.00
1	700359904	16 Port Analog Station Module	\$ 1,544.00
3	700359847	30 Port Digital Station Module	\$ 7,157.00
1	700359839	16 Port Digital Station Module	\$ 1,173.00
1	171991	Voice Mail Pro with 4 Ports	\$ 1,502.00
1	174459	2 Additional Voice Ports	\$ 1,250.00
2	177468	Phone Manager (for soft consoles)	\$ 220.00
1	171987	Soft Console	\$ 591.00
1	174456	Additional Soft Console License	\$ 322.00
1	700213424	V.35 WAN Cable	\$ 109.00
1	700213481	RJ45 Cable	\$ 38.00
6	700213390	Power Lead USA	\$ 30.00
4	700289770	Power Lead (Earthed) US	\$ 49.00
1	700261506	USB Port	\$ 45.00
1	700380405	IP Office Documentation CD Kit	\$ 8.00
10	700210800	Rack Mount Kit	\$ 288.00
1	700380389	R3.1 Admin 5 PK CD	\$ 14.00
2	MT131A	CSU Units for T1 Circuits	\$ 1,115.00
1	RM180	Rack-7'	\$ 201.00
2	37804	Wire Management	\$ 65.00
4	BBOX	PC's with Monitor, Mouse & Keyboard (2 for consoles, 1 for voice mail and 1 for Call Accounting)	\$ 3,716.00
1	BBOX	Printer and Cable (call accounting)	\$ 200.00
1	700372204	eCAS 250 Extension Single Sit Cal Accounting Software	\$ 919.00
1	SU2200RM XLNET	APC 4 HOUR UPS	\$ 1,693.00
1	SU48RMXLBP	Battery Units	\$ 838.00
95	700345291	5410 Digital Sets with Display & Speakerphone	\$22,895.00
100	ITT2500-VBA	2500 Desk Set with MW Light	\$ 4,736.00
3	POL-22001	Polycom Conference Phone	\$ 1,622.00
400	BBOX	Patch Cords-10'	\$ 535.00
1		One Year Warranty	\$ 0.00
1	BBOX	Database Collection, Installation, Programming, End User On Site Training & 2 Days of On-Site System Admin. Training	\$11,788.00
1	BBOX	eCAS Call Accounting Install & Training	\$ 411.00
1	BBOX	Misc. Install Materials & Shipping	\$ 714.00
<b>TOTAL PURCHASE PRICE</b>			<b>\$84,954.00</b>

**WIRELESS-Spectralink**

1	SVP100	NetLink SVP Server	\$1,717.00
2	MKR150	Rack Mount Kit	\$ 83.00
1	TGF116	NetLink Telephony Gateway 16 Port, 4 Wire Digital Interface	\$3,237.00
2	TPS100A	Power Supply for TGF116	\$ 80.00
15	PTX150	NetLink i640 Wireless Phone	\$7,504.00
30	BPX100	Battery Pack for i640	\$1,941.00
15	DCX200	Dual Charging Stand for i640	\$1,208.00
16	QPS200A	Power Supply for DCX200	\$ 276.00
15	PTO600	Carry Case for 640	\$ 500.00
1	NCC100	NetLink Configuration Cradle for i640	\$ 342.00
1	INS610	On-Site System Commissioning & Certification For up to 50 Sets (install)	\$3,330.00
1	700359870	VCM IP Licenses (16)	\$4,604.00
1	DR4007B73	2360 Security Switch	\$4,025.00
9	DR4001084E6	2330 IP LAN Access Points	\$4,724.00
9	BBOX	Cable Materials & Labor for Access Points & Installation	\$3,380.00
1		One Year Warranty	\$ 0.00
1		Documentation Kit	\$ 0.00
1	BBOX	Misc. Install Materials & Shipping	\$ 214.00
<b>SUBTOTAL PURCHASE PRICE</b>			<b>\$37,165.00</b>

**WIRELESS-Spectralink-Option 2**

15	2345000	4020 Wireless Handsets	\$3,928.00
15	84642450	Dingle Charger	\$ 303.00
15	84642432	Power Supply-Repeater/Charger	\$ 182.00
15	2319543	Belt Clip	\$ 544.00
1	INK200	On-Site Install & Programming	\$3,687.00
1	2312310	DECT Wireless Server 1500	\$2,446.00
1	13304601	DECT Expansion Board 1500	\$1430.00
2	13260080	DECT Integration Cards	\$1,225.00
1	700359904	Avaya Integrataion (16 ports)	\$1,544.00
9	2338000	DECT Base Station (3 have outside enclosures)	\$4,959.00
1	2422300	Cable Assembly	\$ 193.00
1	13305200	Base Station Cable	\$ 81.00
9	BBOX	Cable Materials & Labor for Base Stations	\$2,360.00
1		One Year Warranty	\$ 0.00
1		Documentation Kit	\$ 0.00
<b>SUBTOTAL PURCHASE PRICE</b>			<b>\$22,882.00</b>

**IP TELEPHONY**

1	700359862	VCM IP Telephony Licenses	\$ 572.00
8	700345333	5610 IP Sets with Display & Speakerphone	\$2,164.00
8	700227242	Power Supply for IP Sets	\$ 252.00
1	BBOX	Installation, Programming & Testing	\$ 412.00
1		One Year Warranty	\$ 0.00
<b>SUBTOTAL PURCHASE PRICE</b>			<b>\$3,400.00</b>

## **NOTES;**

- It will be assumed the proper LAN will be in place to support IP telephony including QoS for both the IP wireless and the IP set applications. This will be the responsibility of the customer.
- BBOX will run and terminate all cable for the recommended 9 access points.
- Any power that will be required near the location of the access points will be the responsibility of the customer to provide.
- Documentation and training documentation is included.
- System admin. training will begin once the entire installation is completed. We will provide system admin. training on your live system for a total of 2 days. Training is designed to show you how to make basic add, moves and changes to system, voice mail and call accounting. Should wish to become certified on the system, we can provide you with Avaya training documentation/schedules.
- BBOX agrees to the installation time frames provided receipt of a purchase order is received in a timely manner.
- BBOX has provided a rack to support the IP 400 Office system.
- Patch Cords are provided in our proposal.
- All required PC's are included in our proposal.
- All end user and system admin. documentation is included.

# Pump up your network with PowerDollar\$!

A BLACK BOX NETWORK SERVICES EXCLUSIVE!

**Try Black Box on-site services now and save up to 50% later with PowerDollar\$!**

Black Box is the world's largest on-site network infrastructure services provider.

Surprised? What's even more surprising is our PowerDollar\$ program!

Try our on-site services now and you may be eligible to earn PowerDollar\$ for up to 50% savings later on BLACK BOX® brand products.

Use your PowerDollar\$ to pump up your network with BLACK BOX® ServSwitch, networking, desktop telephony, and other top-quality solutions. To top it off, you'll enjoy Black Box's superior on-site services, FREE hotline technical support 24/7, and unbeatable guarantees.

*That's service you'll only find at Black Box!*

See the back of this flyer for more details. For the on-site service provider nearest you, visit our Web site at [www.blackbox.com](http://www.blackbox.com) or call 724-746-5500 today.



**Discover the POWER of Black Box Network Services on the phone, on-site, and on-line!**

Call Black Box for a new structured cabling or telephony installation project and you could be eligible for PowerDollar\$. Use your PowerDollar\$ towards a 50% discount on BLACK BOX® brand products!

 **BLACK BOX**  
NETWORK SERVICES

1000 Park Drive, Lawrence, PA 15055-1018  
Phone: 724-746-5500 • Fax: 800-321-0746 • Web: [www.blackbox.com](http://www.blackbox.com)



# Pump up your network with PowerDollar\$!

## What are PowerDollar\$?

PowerDollar\$ mean SAVINGS! You can use PowerDollar\$ to purchase BLACK BOX® brand products at **up to 50% off the retail price!**

## Who is eligible for PowerDollar\$?

Any customer who has awarded Black Box Network Services a new structured cabling or telephony system project originally priced at \$5,000 or more is eligible. Customers purchasing or renewing maintenance contracts of \$5,000 or more (projected) per year are also eligible.

## When can I earn PowerDollar\$?

PowerDollar\$ will be awarded for new structured cabling and/or telephony installation and maintenance projects. You must use your PowerDollar\$ within 60 days of the contract award.

## Show me how PowerDollar\$ work.

**Award:** \$100,000 in on-site network services to Black Box.  
**Receive:** \$5,000 in PowerDollar\$ (5% of original project price) for use towards 50% off the retail price of BLACK BOX® brand products.

## How do I use my PowerDollar\$?

You may apply your PowerDollar\$ towards the purchase of any BLACK BOX® brand product within 60 days of the contract award date.

- Your Black Box Network Services on-site representative will complete and submit the PowerDollar\$ forms for you.
- You will receive a quotation from Black Box Network Services showing the amount of PowerDollar\$ available to you with the expiration date.

## Are there any restrictions on PowerDollar\$?

PowerDollar\$ can be used for BLACK BOX® brand products and can't be applied to any alternate brands. PowerDollar\$ must be used within 60 days of the contract award date. PowerDollar\$ are awarded only for new cabling and telephony projects, and for maintenance contracts of \$5000 or more.

**Example:** Purchase a BLACK BOX® Brand ServSwitch™.

- ServSwitch retail = \$1000
- Use 500 PowerDollar\$ for a 50% discount.
- Pay only \$500—you save \$500 on the industry's leading ServSwitch!

## The bigger the project, the more you save!

You can save **BIG** money on BLACK BOX® brand products.

Use your PowerDollar\$ to simplify your network with the purchase of new ServSwitch KVM products. Or choose from our wide selection of BLACK BOX® brand cabinets and racks to organize your computer room and wiring closets. Need more ideas? Consider our routers, modems, print sharers, telephony products—or even power protection to keep your new equipment safe.

## Act now. PowerDollar\$ won't last forever.

Why wait to upgrade or install your new network? Contact Black Box today and start earning PowerDollar\$ while you pump up your network. For more details about Black Box Network Services and PowerDollar\$, visit our Web site at [www.blackbox.com](http://www.blackbox.com) to see the map of our growing list of on-site offices. Or call 724-746-5500 today and ask for the on-site office nearest you.



1000 Park Drive, Lawrence, PA 15055-1018  
Phone: 724-746-5500 • Fax: 800-321-0746 • Web: [www.blackbox.com](http://www.blackbox.com)

# A F F I D A V I T

## West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate.

## DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

## EXCEPTION:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

## LICENSING:

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia.

## CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit [www.state.wv.us/admin/purchase/privacy](http://www.state.wv.us/admin/purchase/privacy) for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: Black Box Network Services

Authorized Signature:  Date: 5/30/06



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
**VET06035**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
**RON PRICE**  
**304-558-0492**

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|||||  
**BILL HARPER**-Black Box Netw. Serv.  
**323 KAREN STREET**  
**SO CHARLESTON WV 25303**

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**DIVISION OF VETERANS AFFAIRS**  
**ATTENTION: C. PRATHER**  
**SUITE 101**  
**1321 PLAZA EAST**  
**CHARLESTON, WV**  
**25301-1400 558-3661**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/30/2006				

BID OPENING DATE: **06/14/2006** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 1		
				RESPONSES TO QUESTIONS AS PER THE ATTACHED PLUS THE REQUESTED FOOTPRINT OF THE BUILDING.		
				NOTE: IT IS NOT NECESSARY TO FURNISH A COPY OF THE BID TO THE BID OBSERVER AFTER JUNE 8, 2006.		
0001	1	LS		725-57		
				DIGITAL/IP HYBRID TELEPHONE SYSTEM		
				***** THIS IS THE END OF RFQ VET06035 ***** TOTAL: _____		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 304-746-8886	DATE 6-16-06
TITLE Acct. Mgn.	FEIN 550/11968	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

1-The analog 2500 type sets, do require a message waiting light for these phones for voice mail?

**All stations on the system must include a message waiting light**

2-Will the residents have voice mail?

**The system must be configured to allow all stations to have voice mail**

3-You are wanting the call accounting system to be accessible from more than one PC. Can you confirm the PC's will be connected to the LAN?

**The call accounting system must be a stand-alone vendor supplied PC and it, along with all the PC's that need access, will be connected to the LAN**

4-If voice mail requires a dedicated PC, do want us to include the price of the PC in our proposal?

**The vendor must include the price of the voice mail PC in their proposal**

5-For the UPS system, are you requesting we support PC's that are on your LAN such as the PC consoles, call accounting etc. Would you not already have a UPS supporting your network of PC's, data switches, etc?

**Any hardware that is a required part, for the operation of the phone system, must be connected to a vendor supplied UPS**

6-Please discuss more about the system administration training. Do you really want vendors to include administration training by a manufactures training representative at the vendors office. This will mean the 4 personnel travel the vendor's office. Or can we schedule on site training for the 4 personnel in a dedicated manner by our training personnel?

**The successful vendor shall provide factory or manufacturer system administration training for a minimum of two (2) Office of Technology employees at no cost to the State. The State will pay travel costs but no "tuition" costs for this training. The successful vendor shall provide on-site "customer service representative" training to a minimum of four (4) Veterans Affairs employees.**

7-For the optional pricing for the wireless telephone sets, if you proceed with the option, will the State implement a deployment tool or will they request the vendor conduct this site visit to ensure the location and actual number of required access points to support 15 wireless sets?

**The vendor will be responsible for all aspects of the wireless solution**

8-Who will be responsible for the wiring to support the access points?

**The vendor will be responsible for all aspects of the wireless solution**

9-How many access points are you considering supporting the 15 wireless phones?

**The vendor will be responsible for all aspects of the wireless solution**

10-Is Remote Desktop acceptable for the accessibility of the Call Accounting System from more than 1 PC? Does the vendor need to supply the software?

**Remote Desktop is the required method for accessing the system across more than 1 PC. The vendor shall supply all necessary software, including Remote Desktop, the Operating System , etc.**

11-Is the vendor responsible for certification of wiring for the wireless service?  
**All wiring, etc. must meet the requirements of your system. It will need to cover about 4 acres of ground, all 3 floors in the building and about 90,000 square feet.**

12-Who is responsible for the security of the wireless service?  
**The vendor is responsible for all security related to the wireless service.**

13-Will there be a dedicated A/C power circuit in the telephone room for the phone system?  
**Yes**

14-Where will the Demark be located?  
**It will be extended to the telephone room by the State.**

15-Who will be responsible for the condition of the cabling?  
**The building contractor installed the cabling and is responsible for the condition of it up until the time that the telephone system is accepted by the State. At that time, the condition of the cabling becomes the responsibility of the vendor.**

16-How is end-user training to be done?  
**Training will be done in a classroom setting with small groups of users. There should be a live telephone for every 3-4 users in the classroom.**

17-Will there be one telephone configuration for every set on the system?  
**At the time of initial installation there will be one configuration for each user type. Nurses stations shall be set up the same, room phones should all be the same, and Administrators phones will all be the same. The vendor must provide in their quote 8 hours of on-site (not travel) service /programming labor for system finalization, which will be used within the warranty period.**

18-Will the vendor provide any necessary racks needed for the installation of the system in the telephone room?  
**The vendor shall provide all equipment necessary to install the telephone system, including racks. There is plywood already installed by the State in that room.**

19-Are there floor-plans available for review by the vendors?  
**The floor-plans will be included with the Addendum. Vendors may also call the Architect, Pam Wean, at 304-366-1580 to obtain additional information.**

Other items:  
**Vendors no longer need to submit a copy of their bid to the State Auditor.**

**Travel time will not be paid for any work during the warranty or maintenance period.**

**Bid opening is scheduled for June 14, 2006 at 1:30 p.m.**

**Black Box has reviewed and our proosal complies with all the above stated comments.**



Pre-Bid Conference  
**SIGN IN SHEET**

[Please Print]

Request for Proposal No.: VEY06035 Date: 5/25/06

<u>Firm &amp; Representative Name</u>	<u>Mailing Address</u>	<u>Telephone &amp; FAX Numbers</u>
1. <u>Verizon</u> <u>Lance Host</u>	<u>827 Fairmont Road, suite 204</u> <u>Morgan town, WV 26501</u>	T: <u>304-284-0504</u> F: <u>304-284-0500</u>
2. <del>Bill</del> <u>Black Box</u> <u>Bill Harper</u>	<u>323 Karen St.</u> <u>50 Charleston WV 25303</u>	T: <u>304 746 8886</u> F: <u>304 525 -2779</u>
3. <u>Access Systems</u> <u>JASON KNAPP</u>	<u>4108 MacCorkle Ave SE</u> <u>Charleston WV 25304</u>	T: <u>304 340 4288</u> F: <u>304 340 4293</u>
4. <u>Bill Burns</u> <u>TATE COMMUNICATIONS</u>	<u>124E SUDS RUN ROAD</u> <u>MT. CLARE, WV 26554</u>	T: <u>304-622-8283</u> F: <u>304-624-8283</u>
5. <u>Jim McCullough</u> <u>TATE COMMUNICATIONS</u>	<u>124E SUDS RUN ROAD</u> <u>MT. CLARE, WV 26554</u>	T: <u>304-622-8283</u> F: <u>304-624-8283</u>
6. _____	_____	T: _____ F: _____
7. _____	_____	T: _____ F: _____
8. _____	_____	T: _____ F: _____
9. _____	_____	T: _____ F: _____
10. _____	_____	T: _____ F: _____

Please print or write legibly. The fax number is essential to contact the attendees in a timely manner.

**Pre-Bid Conference  
SIGN IN SHEET**

[Please Print]

Request for Proposal No.: VET 06035 Date: 5/25/06

<u>Firm &amp; Representative Name</u>	<u>Mailing Address</u>	<u>Telephone &amp; FAX Numbers</u>
1. <u>Michael Ferrari</u> <u>Pomeroy IT Solutions</u>	<u>4013 Washington St. W</u> <u>Charleston WV 25313</u>	T: <u>304-746-4434 X114</u> F: <u>304-746-4439</u>
2. <u>Rocco Savilla</u> <u>POMEROY IT SOLUTIONS</u>	<u>4013 Washington St. W</u> <u>Charleston, WV 25313</u>	T: <u>304-746-4434 X-108</u> F: <u>304-746-4439</u>
3. <u>Rich Crowder</u> <u>STI Networks</u>	<u>P.O. Box 810</u> <u>Proctorville, OH 45669</u>	T: <u>740-886-3315</u> F: <u>740-886-7391</u>
4. <u>Roy Hayhurst</u> <u>FT. HENRY REALTY DBA</u> <u>ADVANCED COMMUNICATIONS CO</u>	<u>P.O. Box 6650</u> <u>WHEELING, WV, 26003</u>	T: <u>304-233-3000</u> F: <u>304-233-9666</u>
5. _____	_____	T: _____ F: _____
6. _____	_____	T: _____ F: _____
7. _____	_____	T: _____ F: _____
8. _____	_____	T: _____ F: _____
9. _____	_____	T: _____ F: _____
10. _____	_____	T: _____ F: _____

Please print or write legibly. The fax number is essential to contact the attendees in a timely manner.



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER
VET06035

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
RON PRICE 304-558-0492

VENDOR

|||||  
 BILL HARPER - Black Box Net. Serv.  
 BLACKBOX  
 323 KAREN STREET  
 SOUTH CHARLESTON WV 25303

SHIP TO

DIVISION OF VETERANS AFFAIRS  
 ATTENTION: C. PRATHER  
 SUITE 101  
 1321 PLAZA EAST  
 CHARLESTON, WV  
 25301-1400 558-3661

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
06/07/2006				

BID OPENING DATE: 06/21/2006 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
CHANGES TO THE SPECIFICATIONS AS PER THE ATTACHED						
CHANGE THE BID OPENING DATE FROM 6/14/06 TO 6/21/06						
0001	1	LS		725-57		
DIGITAL/IP HYBRID TELEPHONE SYSTEM						
***** THIS IS THE END OF RFQ VET06035 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 304-746-8886	DATE 6/16/06
TITLE Acct. Mgn.	FEIN 550/11968	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



Addendum No. 2

The quoted system must have the ability to add Voice over IP trunking without a CPU, Cabinet or Backplane upgrade. The purchase of additional software and/or IP trunking cards, hardware, and licenses is acceptable.

Vendor should, as an option (Option 2 below), quote the cost of 8 IP Trunks and 8 IP Stations along with any required hardware, software, and licenses.

The quoted system must support Session Initiation Protocol (SIP) as developed by the Internet Engineering Task Force (IETF) standards as of 5/31/06. This support must be without CPU, Cabinet, or Backplane upgrade. The purchase of additional software and/or IP trunking cards, hardware, and licenses is acceptable.

Base Bid	\$ <u>84,954.00</u>
Option No. 1	\$ <u>37,165 or \$22,882.00 (Wireless)</u>
Option No. 2	\$ <u>3,400.00</u> <i>BA</i>

# AVAYA

IP Telephony

Contact Centers

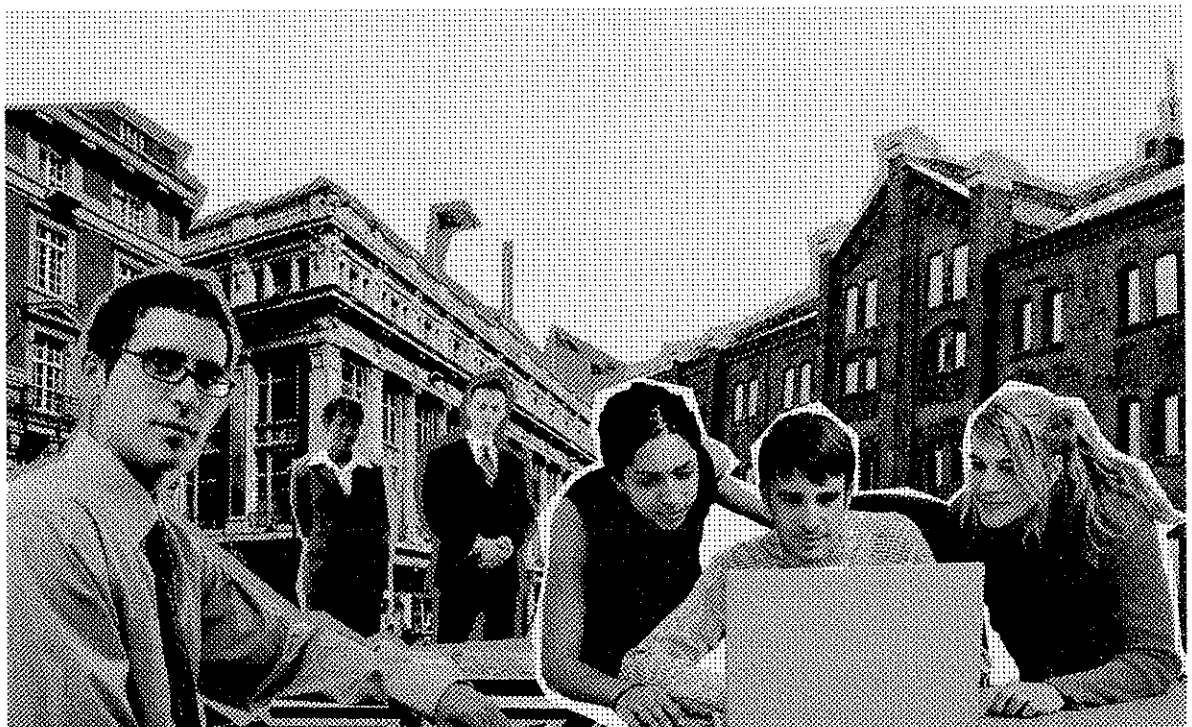
Mobility

Services

OVERVIEW

## Avaya IP Office

The "All-in-one" Communications Solution for Small and Medium-Size Companies



Enhancing Customer Service...  
Controlling Costs...Operating  
Your Business with Optimum  
Efficiency

## Over 1 million businesses rely on Avaya solutions

### Avaya helps you achieve your goals

Every small- and medium-size business needs ways to reduce costs and improve the way it operates. Like every business, you're looking to keep all your customers, add new ones and grow at the pace that's right for you.

Avaya understands this. With over one hundred years of experience as a leader in communications, we know that the right solution for your business is one that helps you increase profitability, improve productivity and gain competitive advantages.

### Get big business communications—at small business prices

Over one million businesses rely on Avaya solutions like Avaya IP Office—the award-winning business communications system that gives growing companies an “all-in-one” solution for telephony, messaging, networking, conferencing, customer management and much more.

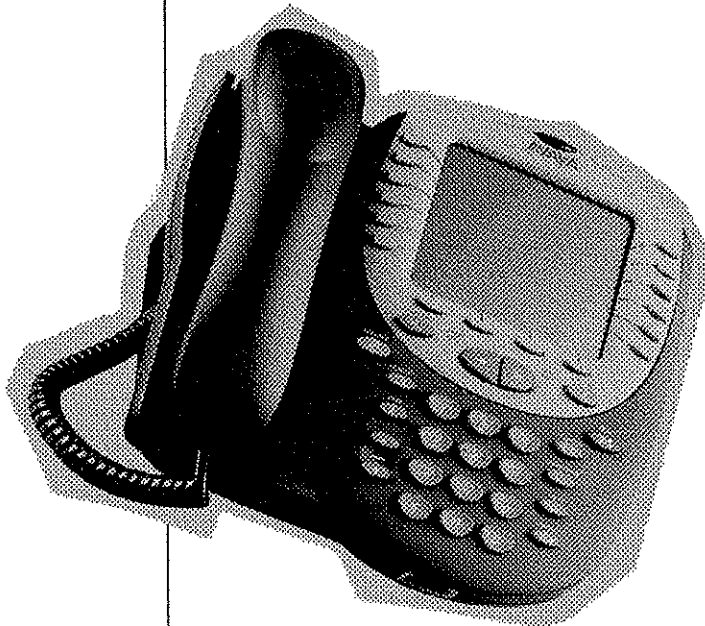
Growing businesses know they can rely on Avaya for big-business capabilities at small business prices—Avaya has an entire division focused on the needs of small- and medium-size businesses.

We support extensive research into new technologies and standards. And we make it easy for businesses like yours to acquire our solutions by offering an array of financing options.

### See what Avaya can do for you

You need a communications system—every business does. To find one that's right for your business, start with Avaya. With solutions like IP Office, we're revolutionizing how small and medium businesses communicate. Now is the time to see what an Avaya solution can do for your business.

## IP Office: Three key things to know



### What is it?

A solution for voice and data communications, messaging and customer management. Uses IP technology to deliver more functionality at a lower cost. Get all-in-one capabilities. Pay as you go.



### How can I use it in my business?

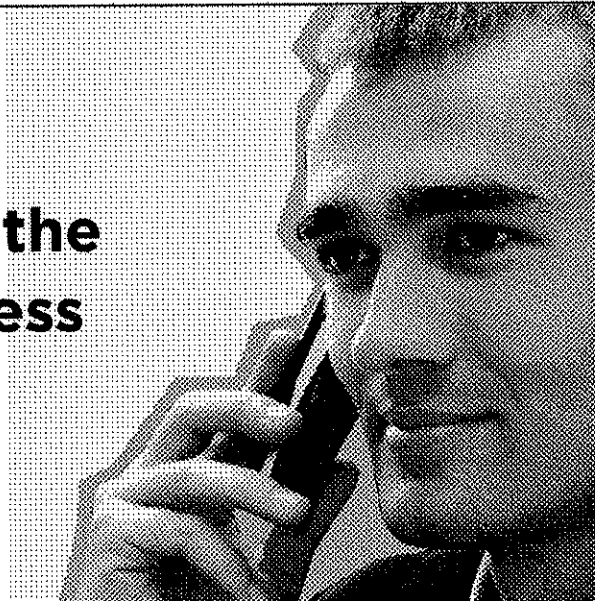
To connect with colleagues and customers... simplify access to information... keep remote workers in touch. To save money through conferencing, networking, time/ call management, Voice over IP and more.



### What are my choices?

Does your business have one location? Multiple locations? Are you a branch office of a larger organization? A home office? With IP Office you can choose from a range of models and add capacity, applications and phones, as you need them. Whether you have 2 employees, 200 or more, IP Office is the right choice.

# Avaya IP Office Puts Intelligent Communications at the Heart of Your Business



## Get results.

With IP Office you get a solution designed to deliver greater efficiency and productivity while also saving you money. Thousands of companies like yours are benefiting from IP Office today. See page 7 for examples and go to [www.avaya.com/smb](http://www.avaya.com/smb)

## Reduce monthly costs. Now.

IP Office will help you lower the cost of communications, with capabilities like conferencing, making calls over a managed Internet service (Voice over IP) and the "all-in-one" benefits of a converged communications system.

## Leave the office. Be accessible.

With easy, flexible options for call/message forwarding and one-number reachability, IP Office keeps everyone in touch. Get the freedom to go where you want and never miss important business calls.

## Serve better. Sell more.

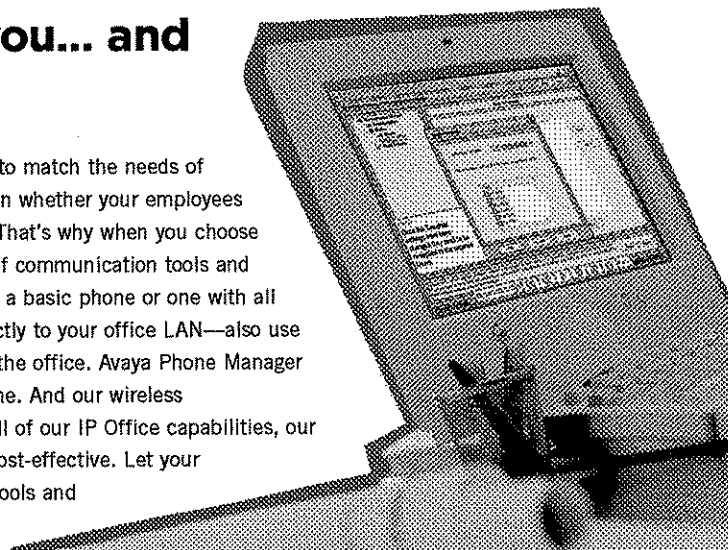
IP Office can give you a customer sales and service center designed for your needs and your budget—with all the routing and reporting capabilities you need. Deliver the personal service that builds sales and loyalty.

## Get connected.

Talk to your Avaya BusinessPartner. Discuss where you want communications to add value to your business. Learn about the different service and support options that are available. See why thousands of growing businesses rely on the innovative Avaya IP Office solution.

## The right choice for you... and your business

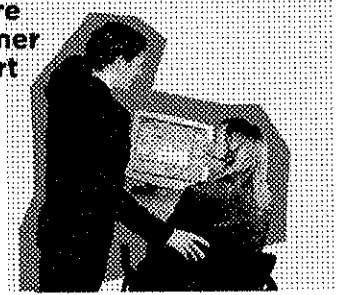
How we communicate is a personal choice—it has to match the needs of your business. And your needs change depending on whether your employees are working in the office, at home, or on the road. That's why when you choose IP Office you can also choose from a whole range of communication tools and applications designed to boost productivity. Choose a basic phone or one with all the bells and whistles. Connect our IP phones directly to your office LAN—also use them at home and get all the features you have at the office. Avaya Phone Manager software can turn the screen of your PC into a phone. And our wireless solutions make it easier to roam the office. With all of our IP Office capabilities, our goal is to make your communications simple and cost-effective. Let your Avaya BusinessPartner put together a selection of tools and applications that's right for you.



**Work from  
Anywhere**



**Measure  
Customer  
Support**



**Improve Customer  
Satisfaction**



**Manage  
Communications**

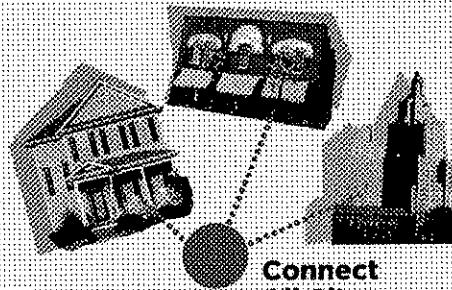


# What do you want Avaya IP Office to do for you?



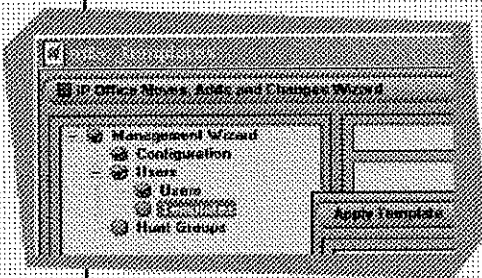
**Integrate  
Applications**

**Look More  
Professional**



**Connect  
All Sites**

**Host  
Conferences**



### **Fine-tuning performance**

How many calls are you handling an hour, a day? What are your peak calling periods? How many calls typically turn into sales? Avaya IP Office reporting capabilities can help you measure and manage your availability and response to customers.

### **Keeping ongoing management simple**

Concerned about needing extra resources to administer a system as powerful as IP Office? There's no need for worry. IP Office comes with a whole set of menu-driven tools to keep ongoing management simple.

### **Day-to-day administration**

Once your system is up and running you will benefit from the menu-driven administration tools that simplify day-to-day tasks, such as updating directories and moving phone extensions.

### **Getting started**

Is your communications network ready for IP Office? We'll make sure. Avaya has created a whole set of assessment and automated configuration tools to make sure that when your system is installed it's ready to meet your needs starting Day One.

# You have questions...

Do I need to understand the technology? How quickly can I get up and running? Do I need to spend a lot of money? Is IP technology reliable?



## ...Avaya has answers!

### Does my current phone system give my business what it needs?

If it is based on old technology, probably not. Your competitors will be faster and more professional with the latest in communications software. IP Office delivers the capabilities that allow you to keep up with or overtake the competition.

### Do I need to understand the technology to implement it?

No. IP Office is designed specifically to give you more functionality without making more demands on your resources. Rely on your certified Avaya BusinessPartner for support before, during and after your purchase. We'll take care of you so you don't have to worry.

### Do I need to spend a lot?

Not at all. You have choices based on your budget needs. Easy leasing or financing plans not only make this affordable; they help you quickly cut monthly expenses immediately. And you only have to buy/lease what you need, when you need it.

### Is IP technology so new that it's not reliable?

With over 50,000 systems deployed worldwide (Avaya is #1 in IP Telephony shipments\*), Avaya IP Office has the track record businesses like yours can rely on. Aside from receiving the **Product of the Year** award by *Internet Telephony* magazine and being named **Best in Test** by Miercom in 2004, customers like yourself are saving money and boosting productivity. Many are managing the system themselves via menu-driven tools.

### I have old systems but am adding an office. Should I consider the new technology?

Not only would this be a way for you to experience the rich functionality of the latest communications applications, but we may be able to network with your existing equipment, as well as provide a gradual migration plan for your other locations.

### How quickly can I get up and running?

Just say "when"—an authorized Avaya BusinessPartner can tailor a solution to your needs and your budget.

\*Source: Synergy Research Group.

## Calculate the savings IP Office can deliver to your business

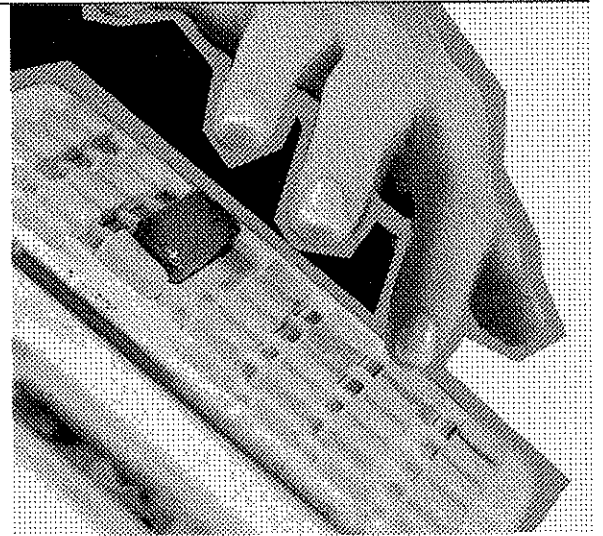
By saving you money and helping you grow, IP Office repays your investment and lets you reallocate resources to other business priorities.

### Lowering long distance costs

Routing phone calls over IP lines—Voice over IP—is growing in popularity. Particularly in the case of international calls, VoIP generates significant savings. If your company is already linking multiple offices using high-speed lines, the VoIP capabilities in IP Office make it possible to route voice calls over the existing infrastructure, providing another way to lower costs and leverage your investment. However you do it, the VoIP capabilities of IP Office are a way to put money back in your pocket.

### Eliminating conferencing fees

For connecting with partners, suppliers and dispersed employees, conference calls keep people working together and keep travel costs down. Many companies rely on third-party teleconferencing services and pay a price for the convenience. This is particularly true—and irritating—if a call that's scheduled doesn't happen: you still pay the fee. Now there's an alternative that will save you money. With Avaya IP Office, your organization can have its own private, secure conference bridge and entirely eliminate fees to third-party providers.



### Supporting multiple offices/remote workers

When employees can't get to the office (because of storms, medical issues or other reasons) but can still work productively at home, your business benefits. IP Office Phone Manager lets you turn any PC into a phone, making it easy and productive to work anywhere. And the ability to network phone systems and share messaging systems between offices reduces upfront investment and drives long-term productivity.

### And keep in mind...

IP Office delivers a whole range of capabilities. Only you can put a number on the value that many of these capabilities will have for your business.

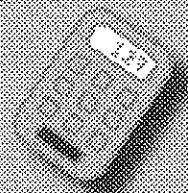
Examples:

- Having calls automatically routed to a cell phone or other location, so important customers can get through to the right person in real-time
- Being able to operate as a 24/7 business, without a 24/7 staff
- Using your communications to quickly identify when your top customers call

### It's easy to calculate your savings

Find out how much IP Office can save your company with the IP Office Quick Calc Tool. Go to [avaya.com/ipoffice01](http://avaya.com/ipoffice01)

The easy, fill-in-the-blanks calculator lets you enter the numbers for your business and see in an instant the savings that IP Office can provide to you





## How IP Office is benefiting businesses today

### More room for sales

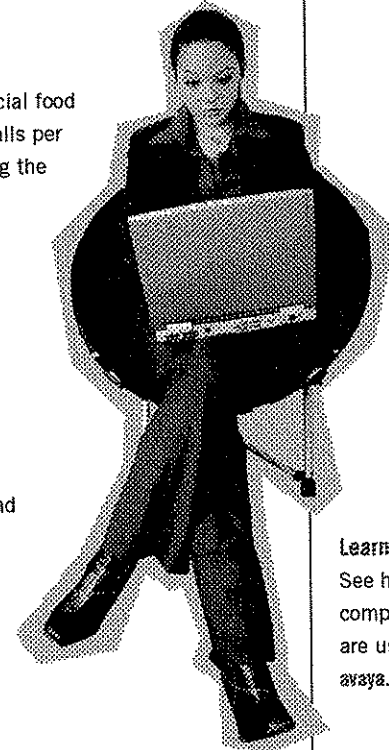
With IP Office, a leading provider of commercial food service equipment now handles 50% more calls per day, without extra staff and without sacrificing the personal service it knows is the key to sales.

### At the head of the class

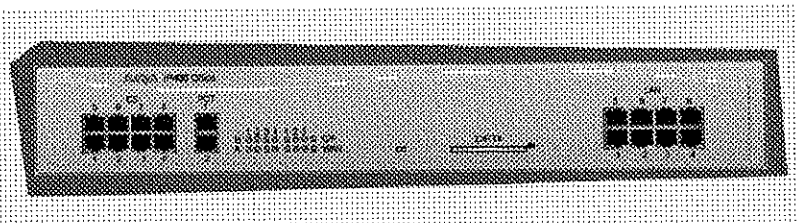
By relying on IP Office to connect nearly 50 buildings, a public school system saved thousands of dollars on inter-office calls and simplified communications.

### Lowering global costs

By using IP Office to hold teleconferences and make phone calls across the IP network, a strategic consulting firm is saving up to \$30,000 per year.



Learn more  
See how many  
companies like yours  
are using IP Office at  
[avaya.com/smb](http://avaya.com/smb)



## Avaya IP Office at a glance

The right model for your business	With several models to choose from, there's an IP Office to meet your needs.
Ready to grow	Capacities: 2-360 extensions; up to 192 lines; 96/120 T1/E1 lines.
Call handling and messaging	Get 24-hour support for callers/customers without a 24-hour staff. IP Office has a range of messaging, auto attendant and Interactive Voice Response (IVR) capabilities. Integrate messaging and advanced call handling into your customer service operations. Handle voice mail and e-mail in a single mailbox.
Communication with customers	Set up a formal or informal customer service center with voice, e-mail and Web chat. Integrate your customer data base into your call handling. Manage the quality of your customer interactions.
Work anywhere	Give your employees all the communications capabilities they have at the office whether they are working from home, a hotel or a remote office.
A complete conferencing solution	Don't pay any more fees to outside conferencing service providers. Get Web and audio-based conferencing that are easy to set up and use.
Secure, converged communications	Use IP Office as a secure router with a built-in firewall/VPN. Route voice calls over a managed Internet service (VoIP) and pocket the savings.
Simple administration	Windows-based, menu-driven tools cut the time and expense of administration.

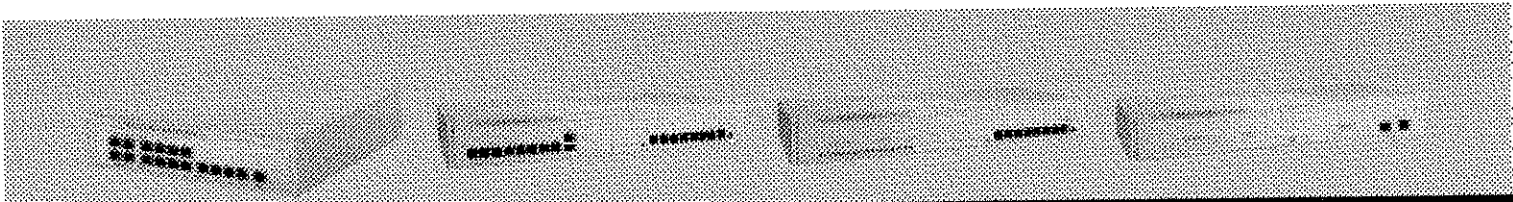




## Avaya IP Office at a Glance

A system that grows with your needs

The all-in-one Avaya IP Office solution gives small and medium businesses the integrated features and options they want—to meet today's communications needs, and to plan for the future. Every Avaya IP Office platform supports the same leading-edge software, telephones and applications. Your Avaya BusinessPartner will help you select the platform best suited for your technology and capacity needs.



### Avaya IP Office - Small Office Edition

An all-in-one converged communications solution for small office and branch office communications. Depending on the configuration, it supports from 2 to 28 users with feature-rich, business-quality voice communications, built-in voicemail/ auto attendant, firewall, flexible data connectivity (Cable, DSL, T1, ISDN, Frame Relay), secure VPN networking, support for WiFi (802.11 wireless networking) and more in a compact and easy-to-install desktop unit.

### Avaya IP403

For a small office with sophisticated communications needs. Built-in support for ten extensions (2 analog, 8 digital) and 2 digital trunk slots (T1/T1PRI/ISDN-PRI). By adding three expansion modules you can support up to 100 extensions. Connect devices such as point-of-sale terminals with the USB port, and take advantage of integrated voicemail.

### Avaya IP406

For a small or midsize office experiencing or expecting growth. Compared to IP403, the IP406 Office offers twice the capacity: with 6 expansion modules, you can support up to 180 extensions and 144 trunks. Supports 2 T1/PRI.

### Avaya IP412

For midsize offices with advanced needs. Offers a powerful call processor and greater internal data transfer capabilities—perfect for meeting the needs of a small contact center or a business with a CRM focus. IP412 Office allows businesses to expand to 4 T1/PRI and 12 expansion modules—a total capacity of 360 endpoints and 288 trunks. It provides two 10/100 Mbps switched Ethernet ports (compared to eight dual speed ports on IP403 and IP406).

Every Avaya IP Office platform offers you:

- **Full-featured PBX**  
Delivers hundreds of telephony features
- **Managing office devices**  
2 relay ports for door entry systems, heating systems, etc.
- **Expansion slots for**  
—T1/PRI (single or dual on IP412)  
—Quad Analog Loop Start Trunk
- **Local Area Networking**  
Built-in dual-speed LAN ports with integrated firewall.
- **Wide Area Networking**  
Use digital leased line services. Point-to-Point Protocol (PPP) or Frame Relay. Network VPIM-compliant messaging servers.
- **VPN Support**  
For secure site-to-site communications or remote access using L2TP or IPsec
- **RIP-2 Support**  
For dynamic data routing
- **Conferencing**  
Built-in conference bridge for 1 or 2 (IP412) 64-party conferences. (3-party on Small Office Edition)
- **Voice over IP**  
—Optional Voice Compression Module supports 5, 10, 20 or 30 simultaneous voice over IP sessions (or up to 60 with IP412).  
—Used for multi-site networking over a WAN or supporting IP telephones and softphones.
- **Proactive Monitoring**  
For remote systems via SNMP

IP Telephony

Contact Centers

Unified Communication

Services

## IP Office At a Glance

<b>Contact Center (Basic)</b> <ul style="list-style-type: none"> <li>• Automatic Call Distribution (ACD)</li> <li>• Call Queue management</li> <li>• Direct Group Calling (DGC)</li> <li>• Group Call/pick up</li> <li>• Hunt Groups</li> <li>• Music-on-hold</li> <li>• Record-a-call</li> <li>• Data Tagging</li> </ul>	<b>Unified Messaging</b> <ul style="list-style-type: none"> <li>• Integrated Messaging Lite - Presentation of Voicemail to E-mail</li> <li>• Integrated Messaging Pro - Synchronization with Microsoft® Exchange/Outlook</li> <li>• Message playback (text-to-speech) via handset, PC or mobile/cellphone</li> <li>• SMTP support</li> </ul>	<b>Security</b> <ul style="list-style-type: none"> <li>• E911</li> <li>• PIN restricted terminals</li> <li>• CLI call-back for Remote Access</li> <li>• Integral Firewall</li> <li>• Network Address Translation (NAT)</li> <li>• PAP/CHAP authentication protocols</li> <li>• Time profiles</li> <li>• VPN support</li> </ul>
<b>Contact Center (Advanced)</b> <ul style="list-style-type: none"> <li>• Advanced Queue management</li> <li>• Call-back request capability</li> <li>• Interactive Voice Response (IVR) with 3rd party databases</li> <li>• Management by exception (alarm on conditions)</li> <li>• Maximum number of supervisors: 20*</li> <li>• Maximum number of agents: 150*</li> <li>• Licensed report viewers: 20*</li> <li>• Multimedia: voice, e-mail, Web callback and Web chat</li> <li>• Proactive List Dialing</li> <li>• Recording Services</li> <li>• Service Observing (silent monitoring)</li> <li>• Standard &amp; custom historic reports</li> <li>• Softphone</li> <li>• Text-to-speech on IVR</li> <li>• Real-time screens</li> <li>• Wallboards</li> <li>• Crystal Reports format*</li> </ul>	<b>Call Handling</b> <ul style="list-style-type: none"> <li>• Account codes</li> <li>• Automated Attendant</li> <li>• Busy Lamp fields on DSS</li> <li>• Call appearances</li> <li>• Call back when free</li> <li>• Call forward / hold / pick up</li> <li>• Call interrupt / intrusion / barge-in</li> <li>• Call screening / waiting</li> <li>• Camp on</li> <li>• Coverage – stations or groups</li> <li>• Follow me</li> <li>• Group paging</li> <li>• Paging over IP phones</li> <li>• Hands-Free Answer on Intercom (HFAI)</li> <li>• Outcalling</li> <li>• Privacy (relating to intrusion)</li> <li>• Softconsole</li> <li>• Softphone</li> <li>• VoIP telephony</li> </ul>	<b>Networking</b> <ul style="list-style-type: none"> <li>• Centralized Voicemail (CVM)</li> <li>• Feature Transparency (Small Community Networking)</li> <li>• Frame Relay</li> <li>• Integral WAN port (X21/V35)</li> <li>• Proactive remote monitoring via SNMP</li> <li>• Q.Sig Networking over T1</li> <li>• Q.Sig Networking over IP to MultiVantage</li> <li>• Uniform Dial Plan</li> <li>• VPN support - IPSec or L2TP</li> <li>• VoiceMail Pro Networked Messaging</li> </ul> <b>Interactive Voice Response (IVR)</b> <ul style="list-style-type: none"> <li>• 3rd party databases</li> <li>• TAPI WAV and TAPI 3.0 Media Service Provider for IVR capability</li> <li>• Text-to-speech</li> <li>• Voice questionnaire forms for structured interview (Campaign Manager)</li> </ul>
<b>Mobility</b> <ul style="list-style-type: none"> <li>• Headset support</li> <li>• E-mail reading</li> <li>• Outcalling</li> <li>• Personal Numbering</li> <li>• Avaya 3810 Wireless Telephone support (North America only)</li> <li>• 802.11 (WiFi) IP Wireless handset support</li> <li>• IP Softphone support</li> </ul>	<b>Data Functionality</b> <ul style="list-style-type: none"> <li>• Bandwidth on demand</li> <li>• DHCP server</li> <li>• Built-in wireless capabilities (Small Office Edition)</li> <li>• Integral data router - RIP-2</li> <li>• Integral Firewall</li> <li>• Internet Access</li> <li>• LAN-to-LAN routing</li> <li>• Multi-Link PPP</li> <li>• Remote Access Server (RAS)</li> <li>• 802.11 (WiFi) on Small Office Edition</li> <li>• RIP-2</li> <li>• T-PAD for credit card authorization</li> </ul>	<b>Messaging</b> <ul style="list-style-type: none"> <li>• Automated Attendant</li> <li>• Languages for voice messaging system: 21</li> <li>• Message waiting light</li> <li>• Personal Numbering</li> <li>• Text-to-speech</li> <li>• Voice Recording – Automatic/On-demand</li> <li>• VoiceMail Pro Manager Graphical User Interface</li> <li>• VoiceMail Pro Networked Messaging</li> <li>• Fax over IP interworking with Avaya Communications Manager</li> </ul> <b>Wizards</b> <ul style="list-style-type: none"> <li>• Installation and Maintenance Wizard</li> <li>• Small Office Edition Wizard</li> <li>• Moves, Adds and Changes Wizard</li> <li>• Remote Upgrade Wizard</li> </ul>
<b>Conferencing</b> <ul style="list-style-type: none"> <li>• Conference call control via Phone Manager</li> <li>• Meet Me (Dial In) Conferencing</li> <li>• On-demand Conferencing</li> <li>• Web-based scheduling/management and presentations/documents (planned)</li> </ul>		

\* Please check availability details with your BusinessPartner.

<p><b>About Avaya</b></p> <p>Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.</p>	<p>Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.</p>	<p>reach</p> <p><b>AVAYA</b></p> <p>a higher plane of communication</p>	
IP Telephony	Contact Centers	Unified Communication	Services

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IP Telephony

Contact Centers

Mobility

Services

**FACT  
SHEET**

## 5400 Series Digital Telephones

### Overview

Avaya 5400 series digital telephones deliver advanced productivity-boosting features, including a large display, key labeling and a 100-entry call log. They are designed to be a cost-effective choice for any business or contact center using IP Office.



### Capabilities

The Avaya 5400 series digital telephones come standard with the following capabilities:

- The 5400 series Digital telephones simplify access to important features with:
  - Up to 10 fixed feature keys with global-ready icons: Hold, Conference, Transfer, Drop, Redial, Mute, Volume up/down, Speaker, Message and Feature (to access additional dial pad features)
  - Up to 24 programmable call appearance/feature keys that are electronically labeled
  - 4 menu/display navigation keys (5410 and 5420 only)
- Call log ( 48 entries on 5400; 100 entries on 5420)
- Local Speed Dials (48 with 5410, 104 with 5420)
- Two way speakerphone (listen-only on 5402)
- Message Waiting Indicator
- Built-in headset jack (5410 and 5420 only)
- 8 personalized ring patterns
- Hearing aid compatibility
- Investment protection with downloadable firmware (5410 and 5420 only)
- Wall mountable with included desk/wall mount stand
- Local language customization for phone menu (5410 and 5420 only)

### Benefits

The 5400 series telephones bring Avaya state-of-the-art technology directly to your desktop, delivering efficient service, superior voice quality, along with cutting-edge communications features. Label-less call appearance/feature keys simplify administration. Local call log and speed dial directory enhance productivity.

#### Avaya Advantage

Electronic key labels eliminate paper labels, simplifying phone administration and management.

## 5400 Series Sets Compatible with IP Office



	5402	5410	5420	E824
<b>Format</b>	Digital telephone	Digital telephone	Digital telephone	Expansion unit
<b>System Requirements</b>	Any IP Office Platform	Any IP Office Platform	Any IP Office Platform	Any IP Office Platform, connects directly to 5420 phone (2 max per DS module)
<b>User Requirements</b>	NA	NA	NA	5420 phone
<b>Programmable Feature Buttons:</b>	2	12 (on 2 screens)	24 (on 3 screens)	24
<b>Menu/Display Navigation Keys</b>	0	4	4	—
<b>Display Size (lines x characters)</b>	2 x 54	5 x 29	7 x 29	12 x 16
<b>Speakerphone</b>	Listen only	Two way	Two way	—
<b>Call log and speed dial</b>	Yes	48-entry call log 48 local speed dials	100-entry call log 104 local speed dial	—
<b>Expansion Unit Port:</b>	No	No	Yes	—
<b>Feature Detail</b>				
				<b>5402</b>
				<b>5410, 5420</b>
Absent Text/Account Codes/Auto-Answer/Automatic Call Distribution/BLF/Bridged Appearance/Call Appearance/Call Bearing/Call Coverage/Call Forwarding/Call History/Call Intrude/Call Park/Call Pickup/Call Queue/Call Steal/Call Timer/Call Transfer/Call Waiting/Callback/Caller Display/Clear Call Waiting/Conference Calls				Yes
Dial Ahead				No
Dial Emergency/Dial On Pickup (Hotline)				Yes
Directory Access				No
Distinctive Ringing/Do Not Disturb/Exceptions/E911				Yes
Extension Password Change				No
Follow Me Here/Follow Me To/Forward on Busy/Forward on No Answer/Forward to Specified Number/Forward on Unconditional				Yes
Group In-Out/Group Paging-Make-Receive				Yes
Handsfree Speech				No
Headset Capability/Hold/Hot-Desking/Hot Transfer/Least Cost Routes/Line Appearance				Yes
Login				Yes
Message Waiting Light/Monitor Calls/Multi Language/Mute/Night Service/On Hook Dialing/Park				Yes
Personalized Ring				No
Queuing Transferred Call to Busy Extension/Record Call/Redial/Relay On-Off-Pulse/Conference/Ring Back When Free				Yes
Self Administer/Soft Key Labeling				No
Speed Dialing/Suspend Call Waiting/Suspend-Resume/Time-Date/Toggle Calls/Voicemail Collect/Voicemail On-Off/Voicemail Ringback On-Off/Volume Adjustment				Yes
Volume Adjustment				Yes

Note: 5400 series phones are not supported with IP Office Release 3.0DT available in EMEA and APAC

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10/05 • EF-BP2574



## NETLINK SYSTEM OVERVIEW

### Wi-Fi TELEPHONY FOR THE ENTERPRISE

- Leverage Wi-Fi wireless LAN infrastructure for voice and data applications
- Dramatically improve mobility, responsiveness and productivity
- Deliver excellent voice quality and digital features throughout the workplace
- Integrate seamlessly with legacy and IP PBX systems
- Proven durability for use in all business environments

### THE WIRELESS CONVERGENCE SOLUTION

SpectraLink, the leader in workplace Wi-Fi telephony, offers the industry's most advanced solution for enterprise wireless networks. NetLink Wireless Telephones operate on a converged voice and data infrastructure to reduce costs and simplify management while significantly improving employee mobility, responsiveness and productivity. NetLink Wireless Telephones provide the richest functionality while integrating with the broadest range of enterprise applications and networks.

### INTEGRATED Wi-Fi TELEPHONY

NetLink Wireless Telephones enhance the enterprise networks of today and tomorrow. For traditional PBX systems, NetLink Telephony Gateways provide packetized voice over a wireless LAN without sacrificing digital telephone features and capabilities. For enterprises using IP telephony applications, NetLink Wireless Telephones support standard and proprietary IP protocols for an end-to-end IP telephony solution. NetLink Wireless Telephones are field-upgradeable through an integrated TFTP client, allowing new protocols, features and capabilities to be added as they become available.

SpectraLink ensures superior voice quality across wireless LAN access points and handsets through a prioritization mechanism called SpectraLink Voice Priority (SVP). This standards-compatible protocol is simple to implement and reduces packet queuing delays for voice traffic. SVP-enabled access points are available from the leading providers of enterprise wireless networks. NetLink Wireless Telephones are also designed to support emerging standards for wireless quality of service (QoS) and security, allowing enterprises to leverage improvements in wireless network performance and protection.

### DESIGNED FOR THE WORKPLACE

SpectraLink offers the industry's most versatile and complete Wi-Fi telephony solutions for the workplace. NetLink Wireless Telephones support a broad range of enterprise applications from general office to industrial. Only SpectraLink combines innovative design, advanced manufacturing and rigorous testing processes to ensure handset reliability. The lightweight handsets are extremely simple to use, require minimal training, and are durable enough to withstand the rigors of workplace use.

NetLink Wireless Telephones offer more than just voice communication. Utilizing SpectraLink's Open Application Interface (OAI), the handsets function as two-way messaging devices through integration with other enterprise systems, thus giving mobile workers access to critical information. Push-to-talk functionality is also available on industrial NetLink handsets for broadcast communication between employees, eliminating the need for two-way radios or walkie talkies.

### SPECTRALINK — PUTTING WIRELESS TO WORK

SpectraLink helps thousands of commercial enterprises improve productivity, responsiveness and customer service with NetLink Wireless Telephones. The combination of a standards-based architecture, enterprise telephony integration and exceptional voice quality makes SpectraLink the right choice for workplace Wi-Fi telephony.

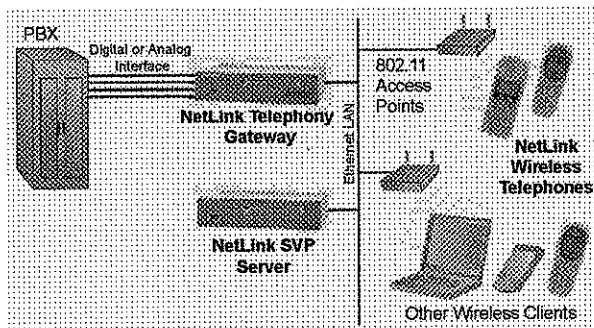
# NETLINK WIRELESS TELEPHONES

## FEATURES

- 802.11b (Wi-Fi) standard-compatible
- Excellent voice quality on converged wireless networks
- Seamless integration with IP and traditional enterprise telephone systems
- Standard and proprietary VoIP protocol support
- Text messaging support via Open Application Interface
- Single and dual charging options
- Soft-key feature access
- Audible and vibrating ringers
- Integrated TFTP client
- DHCP or static IP addressing
- Backlit keypad (h340)
- Liquid damage warranty (h340)
- High impact strength plastics (h340/i640)
- Push-to-talk mode (i640)
- Quad charging option (h340/i640)

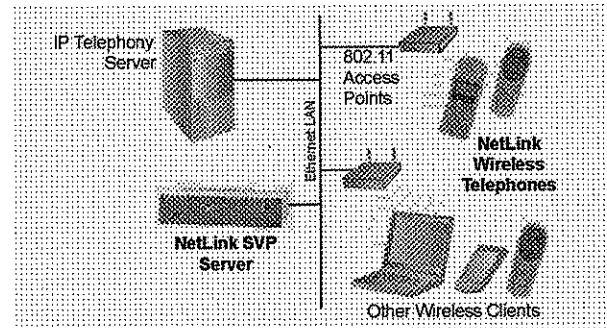
## NETLINK WIRELESS TELEPHONE SPECIFICATIONS

Radio frequency:	2.4000 - 2.4835 GHz
Transmission type:	Direct sequence spread spectrum
Transmit data rates:	11, 5.5, 2, 1 Mb/s, auto rate selection
Transmit power:	100 mW max (adjustable), < 10 mW average
Wireless QoS:	SpectraLink Voice Priority (SVP), Wi-Fi Multi Media (WMM)
Codecs:	G.711 (A- and $\mu$ -law), G.729 AB
Wireless security:	Standard WEP 40 bit and 128 bit Cisco Fast Secure Roaming (FSR) Wi-Fi Protected Access (WPA) and Wi-Fi Protected Access 2 (WPA2) Part 15.247
FCC certification:	Part 15.247
Capacity: circuit switched PBX:	Maximum 40 NetLink Telephony Gateways supporting up to 320 simultaneous calls (approximate 640 users)
Capacity: IP telephony server:	Maximum 16 SVP Servers supporting up to 850 simultaneous calls (approximate 8,000 users)



## INTEGRATION WITH CIRCUIT-SWITCHED PBX

NetLink Telephony Gateways connect to traditional PBX and key systems using standard analog or PBX-specific digital station interfaces. The NetLink SVP Server guarantees excellent voice quality on converged wireless networks.



## INTEGRATION WITH IP TELEPHONY SERVER

NetLink Wireless Telephones support standard and proprietary IP telephony protocols without the need for a separate gateway. The NetLink SVP Server guarantees excellent battery life, call capacity and voice quality on converged wireless networks.

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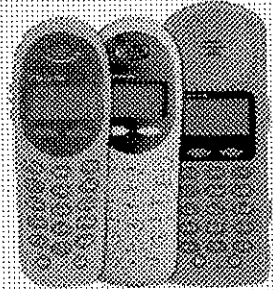
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## NETLINK WIRELESS TELEPHONE PORTFOLIO

### WI-FI TELEPHONY FOR THE ENTERPRISE

- Leverage Wi-Fi wireless LAN infrastructure for voice and data applications
- Dramatically improve mobility, responsiveness and productivity
- Deliver superior voice quality and digital features throughout the workplace
- Integrate seamlessly with legacy and IP PBX systems
- Proven durability for use in all business environments
- Operate easily without extensive training



### THE WIRELESS CONVERGENCE SOLUTION

SpectraLink, the leader in workplace Wi-Fi Telephony, offers the industry's most comprehensive portfolio of devices for enterprise wireless networks. NetLink Wireless Telephones operate on a converged voice and data infrastructure to reduce costs and simplify management while significantly improving employee mobility, responsiveness and productivity. NetLink Wireless Telephones provide the richest possible functionality while integrating with a broad range of enterprise applications and networks.

### NETLINK WIRELESS TELEPHONES

#### NETLINK e340 WIRELESS TELEPHONE

The NetLink e340 Wireless Telephone supports a broad range of enterprise applications and is ideally suited for the general office, financial or hospitality industries. This compact handset offers a rich set of features including a high-resolution graphic display, menu-driven functions and messaging capability — all within a lightweight, ergonomic design. The NetLink e340 Wireless Telephone provides exceptional voice quality and mobility at an affordable price. Carrying options and accessories are available to suit users in every work environment.

#### NETLINK h340 WIRELESS TELEPHONE

The NetLink h340 Wireless Telephone is uniquely designed to meet the challenging needs of the healthcare setting. The small and lightweight design is ideal for healthcare workers who are constantly on the move. SpectraLink's innovative design, advanced manufacturing and testing process ensures the NetLink h340 Wireless Telephone is durable enough to

withstand the rigors of the healthcare environment. Because healthcare institutions operate on a 24-hour basis, the NetLink h340 Wireless Telephone comes standard with a backlit display and keypad for dimly lit conditions. Supported charging options include single, dual and quad chargers to ensure that fresh Battery Packs are rapidly available for round-the clock operation.

#### NETLINK i640 WIRELESS TELEPHONE

The NetLink i640 Wireless Telephone is the industry's most durable handset for workplace applications. Only SpectraLink combines innovative design, advanced manufacturing and testing processes to ensure handset durability. The six-ounce NetLink i640 Wireless Telephone is extremely simple to use, requires minimal training and is durable enough to withstand the rigors of an industrial environment. Push-to-talk functionality is also available for broadcast communication between employees, eliminating the need for two-way radios or walkie talkies. The large earpiece seals out background noise and provides comfort for frequent or lengthy calls.

A complete set of accessories is available including headsets, chargers and carrying cases.

### SPECTRALINK — PUTTING WIRELESS TO WORK

SpectraLink helps thousands of commercial enterprises improve productivity, responsiveness and customer service. The comprehensive portfolio of workplace devices combined with a standards-based architecture, enterprise telephony integration and exceptional voice quality, makes SpectraLink the right choice for Wi-Fi telephony.

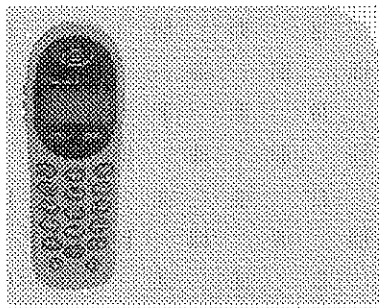
## NETLINK WIRELESS TELEPHONES

### FEATURES

- 802.11b (Wi-Fi) standard-compatible
- Excellent voice quality on converged wireless networks
- Seamless integration with IP and traditional enterprise telephone systems
- Standard and proprietary VoIP protocol support
- Text messaging support via Open Application Interface
- Four programmable softkeys supporting up to 16 programmable features
- Audible and vibrating ringers
- Integrated TFTP client
- DHCP or static IP addressing
- Extended talk time up to four hours
- Backlit keypad (h340)
- Liquid damage warranty (h340)
- High impact strength plastics (h340/i640)
- Push-to-talk mode (i640)
- Single and dual charging options (all models)
- Quad battery charging option (h340/i640)

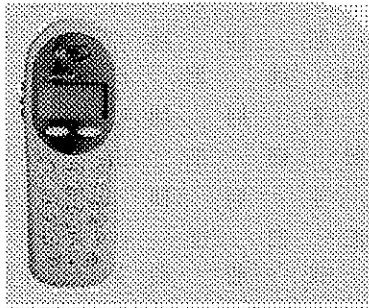
### NETLINK e340/h340/i640 WIRELESS TELEPHONE SPECIFICATIONS

Radio frequency:	2.4000 - 2.4835 GHz
Transmission type:	Direct sequence spread spectrum
Transmit data rates:	11, 5.5, 2, 1 Mb/s, auto rate selection
Transmit power:	100 mW max (adjustable), < 10 mW average
Wireless QoS:	SpectraLink Voice Priority (SVP), Wi-Fi Multi Media (WMM)
Codecs:	G.711 (A- and $\mu$ -law), G.729 AB
Wireless security:	Standard WEP 40 bit and 128 bit Cisco Fast Secure Roaming (FSR) Wi-Fi Protected Access (WPA) and Wi-Fi Protected Access 2 (WPA2) with Pre-Shared Key (PSK)
FCC certification part:	15.247
Display:	Backlit dot matrix display with icons and line-status indicators
Dimensions:	5.5" x 2.0" x 0.9" - NetLink e340/h340 Wireless Telephone 5.9" x 2.2" x 1.0" - NetLink i640 Wireless Telephone
Weight:	4.2 ounces - NetLink e340/h340 Wireless Telephone 6.0 ounces - NetLink i640 Wireless Telephone
Battery capacity:	Four hours talk time, max. 80 hours standby (maximums)



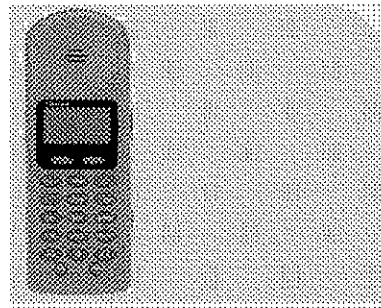
#### NETLINK e340 WIRELESS TELEPHONE

The NetLink e340 Wireless Telephone is the ideal wireless handset for busy office environments.



#### NETLINK h340 WIRELESS TELEPHONE

The NetLink h340 Wireless Telephone combines a lightweight form factor and enhanced durability for use in 24-hour shift-based environments.



#### NETLINK i640 WIRELESS TELEPHONE

The NetLink i640 Wireless Telephone offers a durable design with exclusive push-to-talk functionality.

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## DECT SYSTEM OVERVIEW

### DIGITAL ENHANCED CORDLESS TELECOMMUNICATIONS FOR THE WORKPLACE

- **Exceptional voice quality and handset durability**
- **Robust security based on the DECT standard**
- **Easy installation with Dect Base Stations and Repeaters**
- **High reliability and seamless handoff throughout the workplace**
- **Simple administration and maintenance**
- **Improved productivity through text messaging application support**

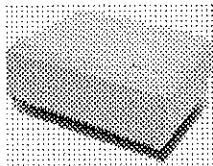
#### THE POWER OF CHOICE

Customer needs are ever-changing. As these needs evolve, SpectraLink offers the power of choice. SpectraLink's Dect System, the company's newest product portfolio, adds a powerful new dimension to workplace wireless telephony. With a focus on quality, security and reliability, the SpectraLink Dect System gives businesses a cost-effective wireless voice solution.

The SpectraLink Dect System makes it easy to expand and cover larger areas and more wireless users without having to replace existing infrastructure. With the SpectraLink Dect System, it is simple to maintain an optimized telephony solution that allows for unrivaled communication between employees.

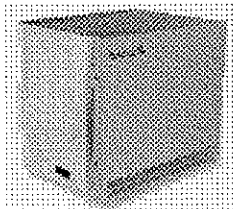
#### DECT WIRELESS SERVER 1500

The Dect Wireless Server 1500 is a good fit for small to medium-sized businesses with a need for up to 128 wireless users. The Dect Wireless Server 1500 offers cost-effective wireless access and integration with text messaging applications, which is ideal for customers in the retail, government, manufacturing or general office markets.



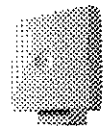
#### DECT WIRELESS SERVER 3000

The Dect Wireless Server 3000, with its choice of analog or ISDN PRI interfaces, offers reliable, cost-effective wireless telephony for up to 1,500 wireless users. The Dect Wireless Server 3000 can easily provide wireless access across a large coverage area and integration with text messaging applications, making it a good fit for customers in the education, hospitality, healthcare and industrial markets.



#### DECT BASE STATIONS

The Dect Base Station provides campus-wide coverage and works as a link between the Dect Wireless Telephone and the Dect Wireless Server. Dect Base Stations connect directly to the Dect Wireless Server through standard twisted pair cables.



#### DECT REPEATERS

The SpectraLink Dect Repeater expands the coverage area without increasing the number of speech channels. The wireless Dect Repeater is used in areas with limited voice traffic where cabling is difficult. Up to three Repeaters can be placed in cascade formation to direct coverage.



#### DECT WIRELESS TELEPHONES

Dect Wireless Telephones are designed to meet the needs of demanding work environments. With a focus on functionality, design and quality, SpectraLink consistently provides the most dependable Wireless Telephones available today.



SpectraLink offers Wireless Telephones for all work environments. From all-purpose handsets for the general enterprise to ruggedized, IP 54 (dust and water-resistant) handsets for retail and manufacturing environments, SpectraLink has the ideal handset.

## DECT SYSTEM FEATURES

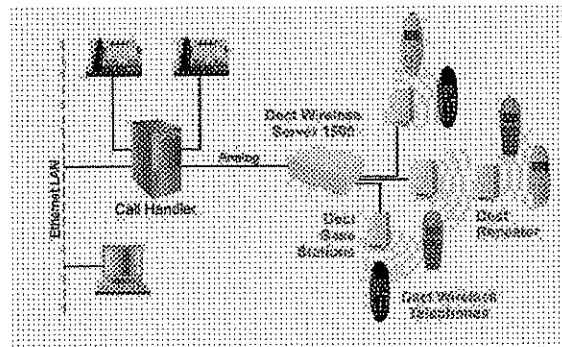
### DECT WIRELESS SERVER 1500

The basic version of the Dect Wireless Server 1500 registers 64 wireless users with an analog interface. The SpectraLink Dect System is easily expandable via the Dect Expansion Board, which makes it possible to double the solution capacity and reach a registration of up to 128 wireless users. The Dect Wireless Server 1500 supports up to 32 Base Stations and 96 Repeaters, making it an ideal choice for typical workplace environments.

### DECT WIRELESS SERVER 1500 FEATURES

#### ANALOG INTERFACE

- Up to 128 wireless users
- Signalling - DTMF or pulse
- Recall function - loop break/earth pulse
- Ringing frequency - 25 Hz - 50 Hz
- Public network - dial tone detect pause
- Transmission - parallel operation down to eight mA



SPECTRALINK DECT WIRELESS SERVER 1500

### DECT WIRELESS SERVER 3000

The Dect Wireless Server 3000 supports up to 192 wireless users with an analog interface and 1,500 wireless users with an ISDN interface. Up to 128 Dect Base Stations and 96 Repeaters are supported, making the Dect Wireless Server 3000 an ideal choice for large and challenging coverage areas.

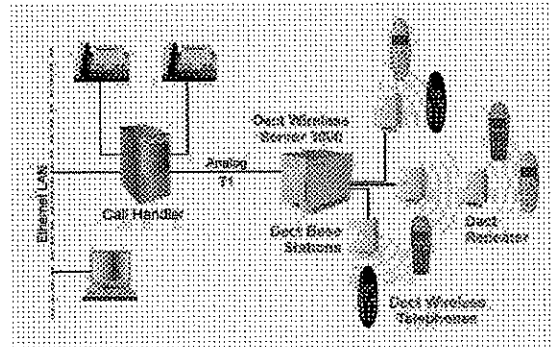
### DECT WIRELESS SERVER 3000 FEATURES

#### ANALOG INTERFACE

- Up to 192 wireless users
- Signalling - DTMF or pulse
- Recall function - loop break/earth pulse
- Ringing frequency - 25 Hz - 50 Hz
- Public network - dial tone detect pause
- Transmission - parallel operation down to eight mA

#### ISDN INTERFACE

- Up to 1,500 wireless users with an ISDN interface
- 144 digital channels
- Up to 144 simultaneous conversations
- RJ-45 connector for 2Mbit Ethernet connection
- External data/paging and setup via RS232 serial interface
- Local RS232 for configuration/maintenance and debugging



SPECTRALINK DECT WIRELESS SERVER 3000

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## DECT WIRELESS TELEPHONE PORTFOLIO

### DIGITAL ENHANCED CORDLESS TELECOMMUNICATIONS FOR THE WORKPLACE

- **Exceptional voice quality and handset durability**
- **High security based on the DECT standard**
- **Easy installation with Dect Base Stations and Repeaters**
- **High reliability and seamless handoff throughout the workplace**
- **Simple administration and maintenance**
- **Improve productivity through text messaging application support**

### SPECTRALINK'S DECT SOLUTION

SpectraLink, the leader in workplace wireless telephony, offers the industry's most comprehensive portfolio of voice devices for enterprise wireless networks. SpectraLink's Dect Wireless Telephones operate on a dedicated voice infrastructure to reduce costs and increase safety while significantly improving employee mobility, responsiveness and productivity. SpectraLink Dect Wireless Telephones provide the richest possible functionality while integrating with a broad range of enterprise applications and PBXs.

### DECT WIRELESS TELEPHONES

#### DECT 3040 WIRELESS TELEPHONE

The Dect 3040 Wireless Telephone combines superior voice quality with ease-of-use and elegant design. It is characterized as being small and lightweight and was awarded the IF Design (International Forum Design GmbH) award in 2001. The Dect 3040 Wireless Telephone provides a wide range of features and its user-friendly operation simplifies training and administration. This handset is ideally suited for the retail, general office and hospitality markets.

#### DECT 4020 WIRELESS TELEPHONE

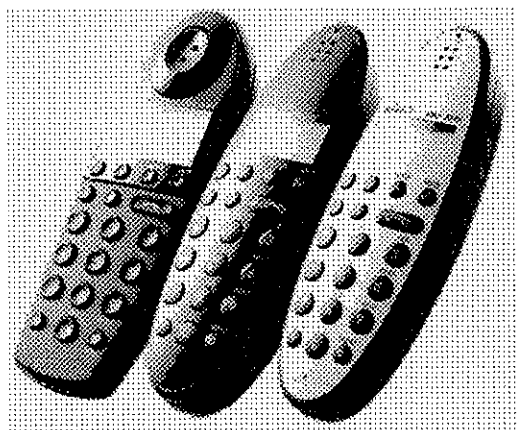
The Dect 4020 Wireless Telephone is a robust, well-designed and price-competitive handset. It meets demands for workplace mobility and is built for long-term dependability in harsh environments. The Dect 4020 Wireless Telephone is ideal for market segments with a strong need for reliable, robust and user-friendly devices such as the retail, warehouse and manufacturing markets.

#### DECT 4040 WIRELESS TELEPHONE

The Dect 4040 Wireless Telephone is a durable, well-designed and full-feature handset that meets demands for workplace mobility and is built for long-term dependability in harsh environments. In order to meet special requirements for durability and hygiene, the handset is IP 54 classified, meaning that it is dust-protected and protected against splashing water. With its rugged design and integrated alarm capabilities, the Dect 4040 Wireless Telephone is ideal for the manufacturing, industrial, and healthcare markets.

### SPECTRALINK — PUTTING WIRELESS TO WORK

SpectraLink helps thousands of commercial enterprises improve employee accessibility, productivity and responsiveness. The comprehensive portfolio of workplace wireless devices combined with a standards-based architecture, enterprise telephony integration and exceptional voice quality, makes SpectraLink the right choice for workplace wireless telephony.



DECT 3040

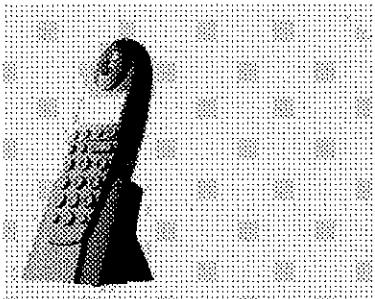
DECT 4020

DECT 4040

## DECT WIRELESS TELEPHONE PORTFOLIO

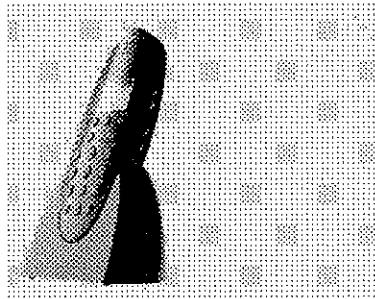
### DECT WIRELESS TELEPHONE FEATURES/SPECIFICATIONS

- Display
  - Large alphanumeric/backlit (Dect 3040)
  - Graphic display (Dect 4020, 4040)
- CLIP (10 caller-ID presentations)
- Internal/external ring pattern
- Volume control
- LED indication of incoming and unanswered calls
- Telephone book
  - 80 Name (Dect 3040)
  - 200 Name (Dect 4020, 4040)
- Auto login – roaming between 10 different systems
- Silent mode (mute all sounds)
- Redial function (the last 10 numbers)
- Programming pause
- Key lock
- Auto key lock
- Nine different ringer tones and adjustable ringer volume
- Microphone mute
- Loud speaker/hands-free
- Automatic off-hook (B-answer)
- Six menu languages (EN, DE, FR, IT, ES, NL)
- Possibility for one customer-specific language
- SMS function stores 14 messages of 72 characters each
- Editing possibilities for start-up text
- R-key for transfer and special services
- Temperature compensated charging
- Vibrator (Dect 3040, 4040)
- Headset jack (Dect 3040, 4040)
- Alarm key – ready for alarm application (Dect 4020, 4040)
- Any key answer (Dect 4020, 4040)
- Ringer tone in headset (Dect 4040)
- IP 54 classification: protecting against dust and splashing water (Dect 4040)
- Weight including battery
  - 3.89oz (Dect 3040)
  - 4.18oz (Dect 4020, 4040)
- Size
  - (LxWxH): 5.62" x 1.88" x 1.02" (Dect 3040)
  - (LxWxH): 5.82" x 1.96" x 1.10" (Dect 4020, 4040)
- Battery capacity:
  - 16 hours talk time, 150 hours standby (maximums)



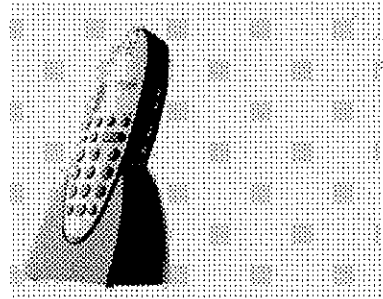
#### DECT 3040

General purpose handset supporting headset and vibrator for discrete communications in retail and hospitality markets



#### DECT 4020

Entry level handset for workplace mobility and accessibility in all markets.



#### DECT 4040

High-performance handset for rugged and noisy environments such as manufacturing, healthcare and industrial facilities

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