

SpectraLink

Wireless Telephone Systems for the Workplace

SpectraLink offers the most feature-rich and cost-effective workplace wireless solution, dramatically improving the way organizations communicate and function. Our application focus and innovative technologies have made SpectraLink the undisputed market leader. SpectraLink has helped thousands of businesses improve productivity, increase efficiency, and raise customer service levels.



The **Workplace** Solution

SpectraLink Wireless Telephone Systems give mobile employees the freedom to perform their jobs effectively from anywhere in the workplace. The advanced microcellular design goes beyond the technology of cordless telephones, two-way radios, and cellular telephones while providing high-quality yet cost effective wireless communications.

Benefits

- Seamless integration with the best-selling digital telephone systems
- Integrated text messaging with email, paging, and equipment monitoring systems
- Unified, scalable architecture grows with your business
- Advanced digital radio technology provides consistent, high-quality communication
- Lightweight, durable Wireless Telephones designed specifically for the workplace
- Unlicensed operation eliminates airtime and usage charges

The **Mobility** Solution

The microcellular architecture of the SpectraLink Wireless Telephone Systems allows users to keep in touch while moving throughout the workplace, even in buildings and campuses covering millions of square feet. No longer tied to their desks waiting for calls, employees are free to do their jobs more effectively by always being available. With a Wireless Telephone, you're just a telephone call away.

The **Productivity** Solution

SpectraLink Wireless Telephones keep users in constant telephone contact, eliminating the delays and hassles of overhead and radio paging systems. Unlike two-way radios, Wireless Telephones are integrated with your company's existing telephone system, so users are always accessible — even to callers outside the facility. And when a the user can't take a call, the caller is forwarded to voicemail or an attendant.

SpectraLink Wireless Telephone Systems For Productivity and Mobility

SpectraLink Wireless Telephone Systems brings mobility and real-time communication together for workers in a broad range of industries.

"The impact that this system has had on our company and more specifically, on our employees' productivity and responsiveness, is hard to ignore."

- Corporate Facilities Director, Steelcase



Corporate Offices

Increased efficiency and productivity

Customers reach the right person directly rather than being transferred into voicemail. Managers are contacted quickly when a decision must be made, eliminating costly delays. Sales people close business more efficiently.

Distribution & Warehouse

Faster, more accurate order processing

Warehouse and distribution center personnel respond to order changes and inquiries in real time, without delays caused by paging and telephone tag. Managers track shipments and make direct calls to suppliers quickly. Traffic managers remain tightly coordinated and avoid costly errors due to communication delays.

Education

Better learning environment

Educators, administrators, and resource officers have communication access anywhere on campus enabling them to stay in touch with each other and the outside community — critical in crisis situations. Through direct communication educators can manage their classrooms more effectively with more time spent teaching.

Healthcare

Improved patient care

Hospital workers have immediate access to each other and, most importantly, to patients. With a Wireless Telephone System, healthcare providers offer better patient care resulting in higher patient satisfaction ratings.

Hospitality

Higher level of service

Guests and meeting planners reach concierge, catering, maintenance, and other support staff directly, improving responsiveness and service to give hotels and convention centers the competitive edge.

Manufacturing

Fewer production delays

Supervisors roam the entire factory floor while keeping in touch. Production downtime is reduced because maintenance personnel are always in contact to address equipment problems and to directly consult with outside specialists.

Retail

Boost the bottom line

Customers, managers, and staff all benefit with improved customer service and increased productivity, directly impacting the store's bottom line. Retailers are able to reduce cashier lines, managers spend more time on the sales floor, and customer service staff answer more calls.

Service & Support

Faster response to customers

Support personnel never have to place customers on hold to track down answers to their questions. There's no need to "get back" to a customer after they find a manager to obtain an approval. Delays are minimized and more customers get their problems solved on the first call.

SpectraLink Wireless Telephone Systems

Features and Benefits

"The system has exceeded our expectations by covering larger areas of the buildings than promised; it is a reliable and effective communications system which meets our users' needs."

- Corporate Telecommunications Manager, Ball Aerospace

Digital Interfaces

Seamless integration with the best-selling digital telephone systems

SpectraLink Wireless Telephone Systems digitally integrate with more telephone systems than any other wireless communication product. Digital station emulation gives users access to critical features such as multiple line appearances, calling party name display, and message waiting indication.

Durable Design

Rugged enough for your work environments

The SpectraLink Wireless Telephones are the industry's most durable and feature rich handsets for the workplace. Only SpectraLink combines innovative design with advanced manufacturing and test processes to assure handset durability.

SpectraLink also offers handset accessories, such as carrying cases and headsets, designed specifically for the workplace.

Voice Quality

Crystal clear throughout the workplace

SpectraLink's technology delivers outstanding voice quality throughout your facility without clicks, fading, or dead spots — even in outside areas. No other wireless telephone system can consistently match SpectraLink's voice quality.

Text Messaging

Integration with information systems

SpectraLink's Open Application Interface (OAI) allows third-party systems, such as email servers, equipment monitors, and security systems to send text messages to the Wireless Telephone's display. Messaging systems take advantage of the Wireless Telephone's two-way communication, allowing users to query databases, and monitor critical systems in real time.

High Reliability, Low Maintenance

Easy to manage and maintain

SpectraLink Wireless Telephone Systems are designed for easy installation, administration, and maintenance. All system components are highly reliable, ensuring maximum functionality with minimal administrative overhead. Using Wireless Telephones requires little training, allowing users to quickly take advantage of wireless communication.

Cost Effective

The industries best wireless telephone system

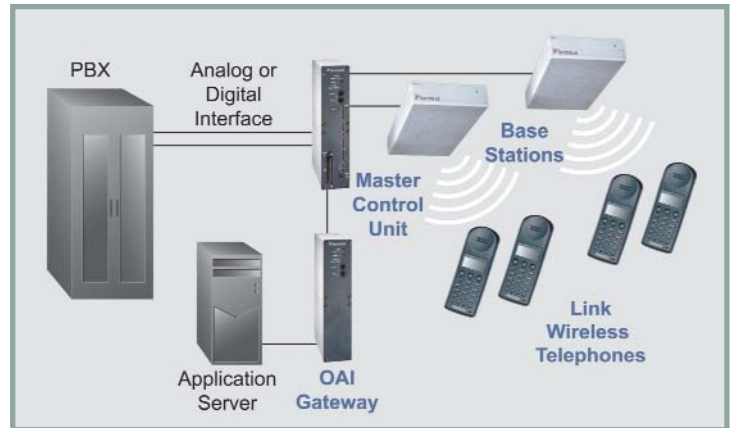
SpectraLink Wireless Telephone Systems are the most feature-rich, yet cost-effective wireless telephone system for the workplace. Our superior technology and application focus provides you with the most functionality, highest quality, and lowest cost of ownership.



SpectraLink Wireless Telephone Systems

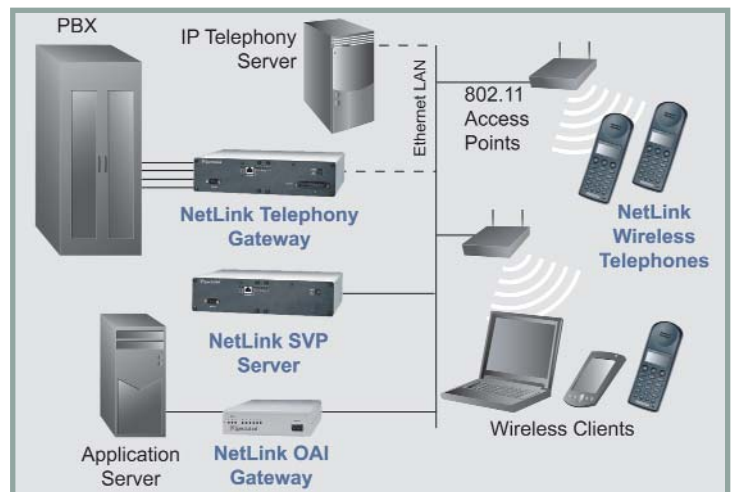
Link Wireless Telephone System

The Link Wireless Telephone System™ (Link WTS) is the most advanced workplace wireless telephone system available. No other wireless telephone system offers the scalability, digital integration capabilities, and durability of the Link WTS. The system uses proprietary Base Stations operating at 902-928 MHz to provide superior radio performance for dedicated voice applications.



NetLink Wireless Telephones

NetLink Wireless Telephones are the most advanced wireless voice over IP (VoIP) handsets. NetLink Wireless Telephones operate over a standards-based wireless LAN, using the IEEE 802.11 global standard, allowing mobile voice and data applications to share a wireless infrastructure. To ensure voice quality, SpectraLink has developed a voice prioritization mechanism. SpectraLink Voice Priority (SVP) is standards-compatible with easy implementation, and reduces packet queuing delays for voice traffic.



Comprehensive Service and Support

SpectraLink offers comprehensive installation, user-training, maintenance, and support programs specifically created for Wireless Telephone System implementation. Our systems are designed for high reliability and require minimal on-going maintenance. We provide a full one-year warranty for all system components, including handsets, and offer various extended warranty programs to meet your unique requirements.

Fast and direct communication is critical to maintain a competitive advantage. To learn how a Wireless Telephone System can improve communication in your stores please contact SpectraLink.

SpectraLink Corporation
5755 Central Avenue
Boulder, Colorado USA 80301
Toll free: 800.676.5465
Internet: www.spectralink.com
Email: info@spectralink.com

 **SpectraLink**
Wireless@work

Innovative Wireless Telephone Systems for the Workplace™

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