

## Alternate Access Quarterly



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### Holiday Closings

Alternate Access will be closed:  
Monday January 1, 2007  
Monday January 15, 2007

### Did You Know

TeleVantage maintains its feature rich position compared to traditional phone systems. Over the last four years, 3 releases have brought **more than 40 new features** to TeleVantage customers.

### Upcoming Events

#### February 2007

Alternate Access sponsoring:  
2007 TBJ SPACE Awards  
Raleigh, NC

#### March 2007

Alternate Access exhibits at:  
Northeast Floral Expo  
Hartford, CT  
March 23—25, 2007

## Create A Contact List

If the “go to” person were not in the office, would everyone know who to contact when there was an interruption of phone service or network issue? The best way to provide this information to staff is by posting a contact list in a location that everyone can access. The list should contain important contact names, phone / fax and email information. Also remember to include back up personnel information, any special instructions, and/or account numbers that might be needed. Create yours today!



## Server Cleanliness

A server is the engine that drives your IP-PBX or network; like any car engine, the server needs periodic maintenance to ensure optimal performance. Be sure to periodically dust and sweep the area where the server is located. Accumulated dust can clog air vents and coat internal cooling fans causing servers to over-heat or short out. Also, servers should be located in a cool, dry place to help combat overheating and corrosion. Periodically check the temperature and humidity in the server area to ensure it is constant. “Spring Cleaning” the server will help it to continue providing reliable service.



## Industry Update

In their 2006 report on Converged Communication Solutions, CompTIA® [Computing Technology Industry Association] reports that the SMB market has three principal motivations driving their investments in intelligent business phone systems such as TeleVantage. They are: *streamlining business processes*, *cost cutting* and initiatives to launch *new services or capabilities*.

### Reminder

#### Spring Ahead...Early

Daylight Saving Time goes into effect on March 11 this year instead of April 1st. To ensure your computer and server clocks are correct you must run the applicable Windows updates