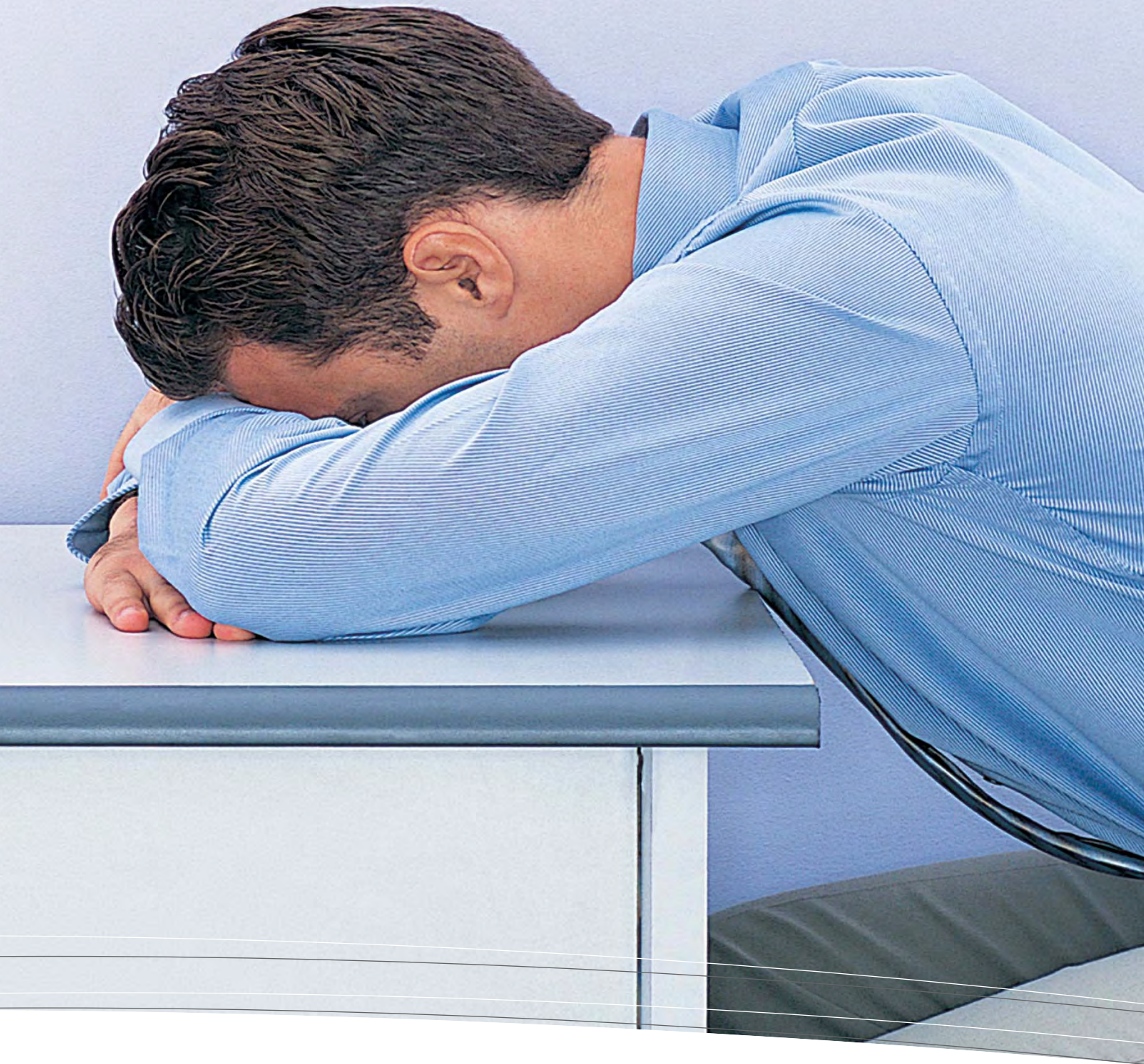


# ARE YOU LOSING BUSINESS?



everycallcounts

Are you losing business because your customers can't reach you? In small business, every call counts.



**5 Star Networks**

Your network partner

# ARE YOU LOSING BUSINESS?

IMPROVE YOUR IMAGE

APPEAR BIGGER THAN YOU ARE

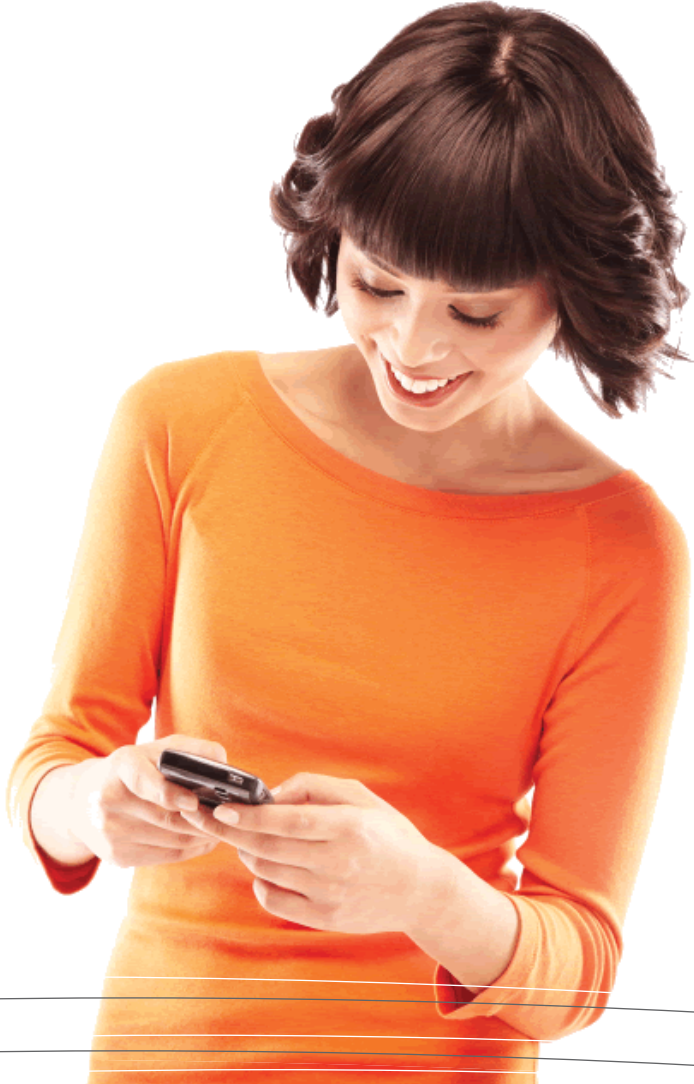
SAVE MONEY ON CALL COSTS

STAY CONNECTED WITH CUSTOMERS

## TAKE OUR TEST...

If you answer YES to any of these questions, you may be missing that all important sale, lead or key customer. First impressions count - especially by phone. In our experience, 8 out of 10 customers will go elsewhere if they can't speak to someone the first time they call, or if they receive poor phone service. If you want to improve your business image, save money and stay connected with your customers, then our [small business phone system pack](#) is ideal for you.

1. Do you have regular missed calls?
2. Do your customers have trouble contacting you when you're out of the office?
3. Do you have multiple office locations or occasionally work from home?
4. Do you have a mobile sales workforce?
5. Do you want to save money on call costs?
6. Are you currently paying for 2 or more phone lines?
7. Do you want your business to have a more professional image and a competitive edge?
8. Do you want to have flexibility in how your business calls are received and handled?
9. Do you want to personalise your phone system to meet your business needs?
10. Do you want to have a set-and-forget phone system that caters for all hours and holidays etc?



*“ I set my phone system to call my home and office phones at the same time so I hardly miss a call. If I go out, I forward my calls to my mobile ”*

*“ If I do miss a call, I can check my voicemail from anywhere by remote dial-in or have it sent to my email ”*

*“ I love the auto-receptionist feature. It makes us sound bigger than we are and I’m not chained to my desk anymore ”*

*“ I can personalise my hold music with my own advertising messages, promoting my business and services ”*



# TAKE A LOOK AT THE FEATURES!

SMALL AND COMPACT - FITS ANYWHERE  
ALL-IN-ONE SYSTEM  
REDUCES OPERATING COSTS  
VERSITILE AND PROVEN RELIABILITY

## A BIG BUSINESS IMAGE AT A SMALL BUSINESS COST

Talkswitch is an award winning phone system for small business. At 5 Star Networks, we like the Talkswitch system so much, we use it ourselves! Packed with extensive and easy-to-use features, this system rivals advanced corporate systems, is a fraction of the price of other small business phone systems, and is exceptional value, significantly reducing call costs and increasing your customer responsiveness - after all, for small business, every call counts.

### System Features

- Auto attendant (receptionist) greetings
- Dial by name directory
- Voicemail and voicemail notification
- Voicemail to email
- Message waiting indication
- Remote extensions (Have an extension at your home or an office in another state or even overseas)
- Caller display
- Hybrid telephony (works on either analogue or Internet Protocol systems)
- Telephone set flexibility
- Internet Protocol phones
- VoIP - service provider and multi branch

### Calling Features

- Call forward, call back, cascade, screening and transfer
- Call hold, pickup, park/unpark and do not disturb
- Conference calls
- Ring groups and call queues
- Uniform call distribution
- Intercom function
- Direct line, distinctive ring tone selections, and auto fax detection



## Operational Features

- All-in-one system. There are no license fees, additional hardware costs or recurring monthly fees - it's all included as standard.
- Easy to install and administrate
- Automatic route selection
- Toll restriction
- Extension passwords and account codes capability
- Line hunt groups
- Scheduled modes (holidays, business hours, after hours etc)
- Automatic daylight savings
- Call detail record logging and reports
- IP remote management
- Music on hold - free download from web or use your own
- Public address (PA) function
- Free software, firmware and voicemail upgrades
- Desk or wall mountable - fits anywhere





## System Benefits

- Allows you to tailor your system to meet your own business needs and budget.
- Can be used between any location with broadband internet access, including international locations, or as a traditional analogue phone system, or a mixture of both.
- Fully programable auto-attendant (receptionist) feature projects a professional business image and allows for controlled routing of calls. Eg, "Press 1 for... Press 2 for...". Calls are answered automatically out of hours, or when lines are busy etc, improving productivity.
- High degree of flexibility allows the system to be tailored to business needs. Eg, separate greetings for different businesses, departments or times of day. Use the system greetings or record your own.
- Allows callers to access people by dialling their name when their extension is unknown.
- Caller display identifies callers before answering a call.
- Ensure calls are answered by forwarding to alternative options. Eg, queue calls to extensions or ring groups to avoid losing calls when busy; forward calls to mobiles or other external numbers.
- Ring groups allow calls to be answered by any member of a group or team.
- Call records provide detailed data for analysis of system traffic and calling patterns, and keeping track of calls for individual accounts.
- IP (internet protocol) phones can share your existing office local area network wiring/cabling.
- Multi-unit expansion capabilities. Expand the system up to 64+ extensions, to grow as you do.
- Provides you with a future-proof solution as you migrate to or adopt VoIP (voice over internet protocol) technology, at your own pace. Make calls over the internet to eliminate call charges.
- Voicemail is standard with every phone and is remotely accessible away from the office. Voice messages can be sent to your email client and more...

DESIGNED FOR SMALL BUSINESS  
EXCEPTIONAL VALUE  
PROJECTS A PROFESSIONAL IMAGE  
EASY TO INSTALL, MAINTAIN & GROW

## JUST A FEW OF THE BENEFITS

### SAVE MONEY - ELIMINATE CALL COSTS

By using VoIP (voice over internet protocol) technology, you can eliminate call charges altogether by placing calls over the internet and yet still maintain call quality. At 5 Star Networks, we use this technology ourselves - call us today to test the quality and hear for yourself how much we have saved. If you currently have multiple phone lines, you can reduce these lines and save monthly line rental fees. Got multiple offices? Use the one phone system to cover all locations!

caller display

intercom function

in-built voicemail

message waiting

use in any location

hold music

remote offices

auto-receptionist

speaker phone

mute function

conference call function

programable quick dial keys

1-button any call pickup

call forwarding

and much more



# SMALL BUSINESS PHONE SYSTEM



PHONE, DATA & OPTIC FIBRE CABLING  
VOIP, PHONE & WIRELESS SYSTEMS  
NETWORK EQUIPMENT & SUPPLIES  
NETWORK DESIGN & AUDITS



Packed with features that help you stay connected, anywhere and anytime. Every call counts.  
Brand new! Fully installed and configured for only

**\$3,000** (incl GST) **save \$600!**

- ★ 1 x Talkswitch phone system unit
- ★ Varied selection of hold music \*\* free! \*\*
- ★ Administration and user training \*\* free! \*\*
- ★ System consumables and software \*\* free! \*\*
- ★ User guides and quick reference cards \*\* free! \*\*
- ★ 1 x 'receptionist' phone
- ★ 3 x handsets
- ★ 2 year factory warranty
- ★ 12 month support pack
- ★ Configuration, installation and testing

## 5 STAR NETWORKS - SMALL BUSINESS SOLUTIONS

At 5 Star Networks, we specialise in; phone and data cabling - optic fibre cabling - VoIP, phone and wireless systems - network design and audits - network equipment and supplies. Learn more about us at: [www.5starnetworks.com.au](http://www.5starnetworks.com.au)

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