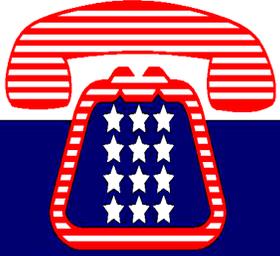


# American Business Telephone & Technologies, LLC



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## MFD 8th Utilities Headquarters

Counting on his phones, Manchester Fire Department 8th Utilities District Chief Don Moore chose the Avaya IP Office phone system from American Business Telephone and Technologies for his departments critical telecommunications needs.

The rugged design of the Avaya 1416 handset and phone first appealed to the chief as very sturdy for their demanding environment. He noted other brands considered were lightweight in design which would have been easily broken.

Aside from the cosmetics and build, the MFD 8th as its known had specific needs. The aging Lucent system lacked many key features. For starters the Avaya IP Office provides visitors to the MFD 8th a hotline phone in

the front entrance which rings all phones. The Fire Bell now rings for all incoming calls. During peak call volume the system answers, greets, and places caller on hold for dispatcher. Key personnel also have voice mail, and calls can be forwarded straight to cell phones. The brightly lighted displays on all the phones



### Avaya 1416 w/32 Bttn. Sidecar

makes it easy for first responders to see Caller ID and Call Log information.

Cost reduction was realized with IP Office's capability of *reusing* buildings cabling.

The apparatus room required two Avaya 1416 sets on the wall. The chief was impressed how firmly the wall bracket held the phones. 32 button sidecars were installed for phones needing frequent redials.

A Small Community Network

(SCN) was created with the Eighth Utilities Tax and Fire Marshalls office just down the street. This IP Office phone system was installed, and connected to the MFD 8th District Fire Department over the internet for easy call transfer, direct dial and integrated system paging.



**The Eighth Utilities District Tax and Fire Marshalls office** also uses voice mail to email, cell phone connect, auto attendants, private lines, intercom keys and much more.

ABT&T congratulates and thanks the 8th Utilities District on their decision to install this Avaya IP Office phone system!

### Summary

- Serves First Responders
- Durable Rugged System
- Advanced Call Handling
- User friendly phones
- Utilizes existing cabling
- Links Multiple locations
- Superior voice clarity