

Creating a new world
of IPportunities



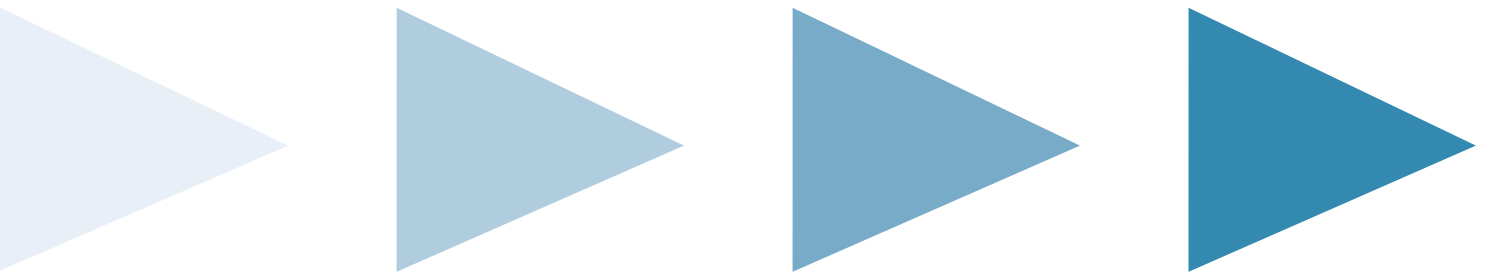
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Solutions Portfolio

Solutions Covering the Full Spectrum
of Communication Needs



Tadiran Telecom



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The Tadiran Telecom Vision

Tadiran Telecom strives to connect people in all fields by developing advanced, effective, easy-to-use communication solutions that meet the challenging needs of today's world while looking ahead to future requirements and technological developments

For over 40 years, Tadiran Telecom has been among the world's leading developers of communication solutions. With the rapid growth in IP, Tadiran Telecom has maintained its position at the forefront of the field with a comprehensive range of converged systems, developing both software and hardware for businesses and organizations of all sizes.

Tadiran Telecom's award-winning products and best-in-class solutions cover the full spectrum of communication requirements, from comprehensive communication platforms and contact centers to applications, terminals and management tools. Tadiran Telecom aims to ensure smooth integration with third-party systems and endpoints as well as legacy systems and multimedia, while emphasizing flexibility, reliability and high security.

Staying abreast of changing needs

Research and development is at the core of Tadiran Telecom operations. By ensuring rapid product development, Tadiran Telecom meets changing market demands as they arise, while partnering with leading telecom companies for reduced time to market and broad market access.

Tadiran Telecom insists on the highest quality in all aspects of operations, from the finished products to customer service. This translates into dependable communication solutions that meet the most exacting standards, and a broad client base that appreciates the courtesy, rapid response and high level of expertise it receives from Tadiran Telecom.

Tadiran Telecom is a private company with regional head offices in the USA, Russia, China and Israel, and liaison offices in India and the Ukraine. The company's global presence includes six major support centers distributed around the world, as well as 35 local support centers, and over 200 Business Partners and affiliates in more than 40 countries.

Upwards of 100,000 end users benefit from Tadiran Telecom quality today, including leading companies in a broad range of fields – from healthcare and education to finance and industry.

Creating a new world
of IP opportunities

Tadiran Telecom's IP Telephony Solutions

Meeting Today's Needs, with
an Eye to the Future



Coral IPx 500

The compact Coral for
small to medium-sized
offices (50-400 users)



Coral IPx 800

For medium-sized
enterprises (150-650 users)

Tadiran Telecom's range of telephony solutions is based on many years' experience in the field, during which Tadiran Telecom has led the way with innovative developments for tomorrow's communication requirements.

With the coming of IP, Tadiran Telecom has concentrated on facilitating a seamless move to VoIP with no loss of investment in legacy systems and without the need for extensive retraining, integrating IP and traditional telephony. And as always, Tadiran Telecom has kept one eye on the future: modular units or

units that can be networked for branch offices ensure that your communication system can migrate as your business expands.

In addition to convenient access to the IP network, Tadiran Telecom offers a range of features and capabilities such as integrated voicemail, conference bridge and cell-phone integration that allows cell-phones to act as extensions to the system. The result is optimal customer service, effective management and streamlined operations, leading to maximum efficiency at minimal cost.

Coral IPx Communication Platforms

The Coral IPx offers the ultimate flexibility of modular units that can be rack, floor or wall mounted. Each model can be used as a VoIP telephony server, a traditional switch, or both.



Coral IPx 3000

For large enterprises (500-4,000 users), with an optional duplicated common control section



Coral IPx 4000

The complete communication solution for those requiring outstanding traffic capacities with optional full resiliency and fault tolerance capabilities

Coral FlexiCom

In addition to the Coral IPx servers, Tadiran Telecom offers the Coral FlexiCom range. These servers are housed in cabinets and have a higher capacity than the Coral IPx servers (up to 6,000 users), yet the same capabilities.

Coral IPx Office

The Coral IPx Office is a complete IP office communication solution in one small box, for simple, flexible converged communication with sophisticated call handling and optional unified messaging.



The Coral IPx Office has an extensive range of IP functionalities and a comprehensive list of user features along with details such as a built-in data switch, optional internal router, print server and wireless access point, plus a large selection of gateways to legacy systems. The Coral IPx Office is conveniently administered via the web, and offers various advanced options such as WiFi.

Completely scalable, with firewall protection, it is ideal for new businesses seeking an IP communication solution that can grow as the business grows, as well as for small to medium-sized businesses looking for an all-in-one IP and telephony solution. The Coral IPx Office can also be networked, thereby offering branch offices the same communication services enjoyed by the head office, a perfect solution for large organizations with many branches.

Wave Gateway

The Wave Gateway provides interface options for the software-based Sea Softswitch. It provides telephony connectivity or access points to integrate the IP-based softswitch with popular telephone digital circuits such as PRI, E1, and T1 as well as analog trunks and single-line analog stations. The Wave Gateway line circuits have been certified in over 40 countries world wide. The Wave Gateway can also support Tadiran digital telephones. This is a practical alternative for existing Coral sites migrating to the Sea Softswitch or new sites where infrastructure might favor digital telephones. The Wave Gateway is a scalable solution that can utilize certain existing Coral cabinets and cards. It is also offered in a new 2U chassis.



Sea Softswitch Multimedia Communications System

Sea Softswitch offers the benefits of converged IP communications to all organizations, regardless of their size. With minimal implementation costs and maximum scalability with an extendable platform, the Sea Softswitch can be expanded or upgraded according to the enterprise's changing needs.

Whether as an independent system or integrated with existing systems and endpoints, the Sea Softswitch connects between endpoints, protocols and media gateways. This provides full feature functionality for heterogeneous media environments of voice, video, messaging, fax, chat, text messages, URL, and HTML pages.

The Sea Softswitch's user-centric approach simplifies communications with individual call routing options and customizable individual user preferences. The Sea Softswitch also offers user-friendly web administration with a range of supervision features.

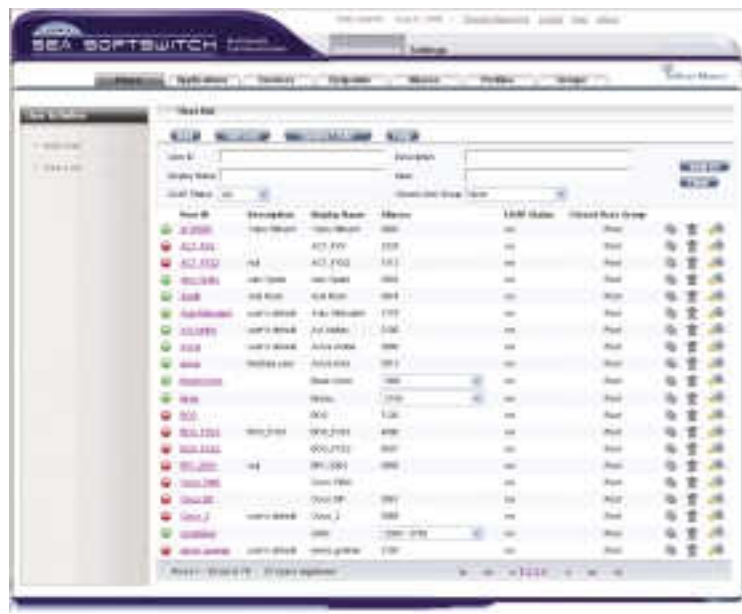
The Sea Softswitch has built-in distributed ACD capabilities and integrated IVR, and is integrated with Tadiran Telecom's Composit applications for more sophisticated call center functionalities. Distinct groups such as departments or companies can be managed as

completely separate entities through the same Sea Softswitch application.

Existing Coral customers can take advantage of their investment and enjoy the benefits of the Sea Softswitch system. By converting every Coral to a telephony gateway, existing line cards and telephones (analogue and digital sets) can become part of the Sea Softswitch. The Sea Softswitch can also benefit existing Coral users with its ability to serve as a survivable remote system when connected as a node on a Coral QNET network.

The Sea Softswitch for Hosting Solutions

An enhanced Sea Softswitch version is available for ASPs and ISPs, offering hosted and co-hosted solutions. Customers can enjoy unique numbering plans, separated administration and billing, and personal routing rules.



Tadiran Telecom's Terminals

Comfortable & Convenient – A Pleasure to Use

Flexibility, so you can do business your way. A range of user-friendly features. And of course the most exacting standards. All Tadiran Telecom terminals are designed to enable you to make the most of your communication system, with advanced capabilities and adjustable settings to suit your organization today, tomorrow and into the future.



T200 Series ▶

The latest in Tadiran Telecom's range of advanced telephones, the T200 Series offers reliable standalone IP telephones with full functionality and excellent voice quality. Basic features include multiple call and multiple line appearance, caller ID, speed dial and call blocking, while clear LCD display and programmable keys ensure optimal ease of use. The T200 phones also include an RTP encryption feature and support Power over Ethernet (PoE) and the expansion key module.

The T200 phones can be converted from SIP to MGCP and vice versa by downloading firmware. As SIP phones, they offer all basic SIP functions such as hold, transfer and 3-way calling, plus BLF status and speed-dial keys, and provide further features via access codes. As MGCP, they support virtually all PABX features.

FlexSet ▲

Whatever your requirements, you'll find the right endpoint in the FlexSet family of advanced digital telephones. With a wide range of models, the FlexSet telephones provide the ultimate flexibility and versatility, offering various sophisticated features and options.



FlexSet-IP

In addition to supporting full duplex speakerphone, the FlexSet-IP supports virtually all FlexSet capabilities such as soft keys, directory access and call log. It also offers new features and capabilities such as a two-way headset port and more.

The ideal solution for Home Office/Branch Office applications, it includes an internal switch (with VLAN support) allowing the connection of the phone and a data device (such as computer) to a single RJ-45 receptacle, while giving priority to real-time audio streams.



FlexIP SoftPhone

The FlexIP SoftPhone is an advanced software application that transforms any PC or laptop into a full-featured IP communications device for voice and data.

The FlexIP SoftPhone can be used with a USB handset or headset, avoiding the need for additional IP phones and making it the ideal application for call center PCs, turning each PC into a multimedia communications center with access to call center databases, automated dialing and call log.

By integrating with the Microsoft Outlook contact list, it enables users to place a call by simply typing in a name, while a broadband link to the IP network allows access to features such as voicemail, call forwarding and speed dial. Settings can be personalized for call routing.



Tadiran Telecom's Messaging

Because a Missed Call is Missed Business

Nobody can afford to miss a call in today's fast-paced business environment. The right messaging system is vital to streamlining operations, improving customer service and response time, as well as improving productivity by freeing up employees for other tasks.

Tadiran Telecom offers a range of in-skin messaging application options to suit any business, with advanced features, including remote access from PCs and phones – ideal for those on the road.



Simplicity

Simplicity is Tadiran Telecom's basic yet powerful messaging application, ideal for organizations of any size that are reluctant to connect the server to their data network for unified messaging functionality.

Power and ease of use – this is the essence of Simplicity, designed to greatly enhance communications and your response to clients. Simplicity includes a comprehensive range of voice features with over 400 hours of voice storage and up to 24 simultaneous voice sessions. Connecting to the Coral, Simplicity is the ideal server for medium to large organizations requiring sophisticated voice mail services.

iVMF

iVMF is an ideal entry-level server for small, cost-conscious businesses, offering a range of easy-to-use and customizable features.

Tadiran Telecom's integrated Voice Mail Flash includes automated attendant, custom call routing, password-protected mailboxes, remote access, dial-by-name directory and many other state-of-the-art features. In addition, settings and menu options can be personalized, ensuring the most user-friendly operation.

uCMC

uCMC includes an enhanced range of features for larger organizations looking for sophisticated unified messaging, and directs voice, fax and email messages to a single inbox that can be managed from the user's computer.

Tadiran Telecom's unified Coral Message Center offers a virtually unlimited number of mailboxes and consolidates voicemail, email and faxes onto one secure platform with a full range of functionality.

Fully integrated into the Coral family of products, the uCMC offers nine CCR (custom call routing) menus per mailbox, one button function to add ANI to phone number list, customizable recorded messages and greetings, and the option of text message alerts upon reception of new mail. uCMC's extensive range of features makes it the ideal server for medium and large organizations that require advanced unified messaging services.



WiCMC

WiCMC takes the art of messaging to its ultimate level, with an unrivalled scope of messaging features, instant access to voice and email messages from any location, and the freedom of a single PC-based mailbox, while working with everyday applications such as Outlook contact lists and Access databases.

The WiCMC, the Windows integrated Coral Message Center, is Tadiran Telecom's most sophisticated integrated messaging application. A single integrated card brings the flexibility of unified messaging to your IP exchange,

facilitating fully integrated messaging via the telephone and complete control of calls and messages from your desktop computer.

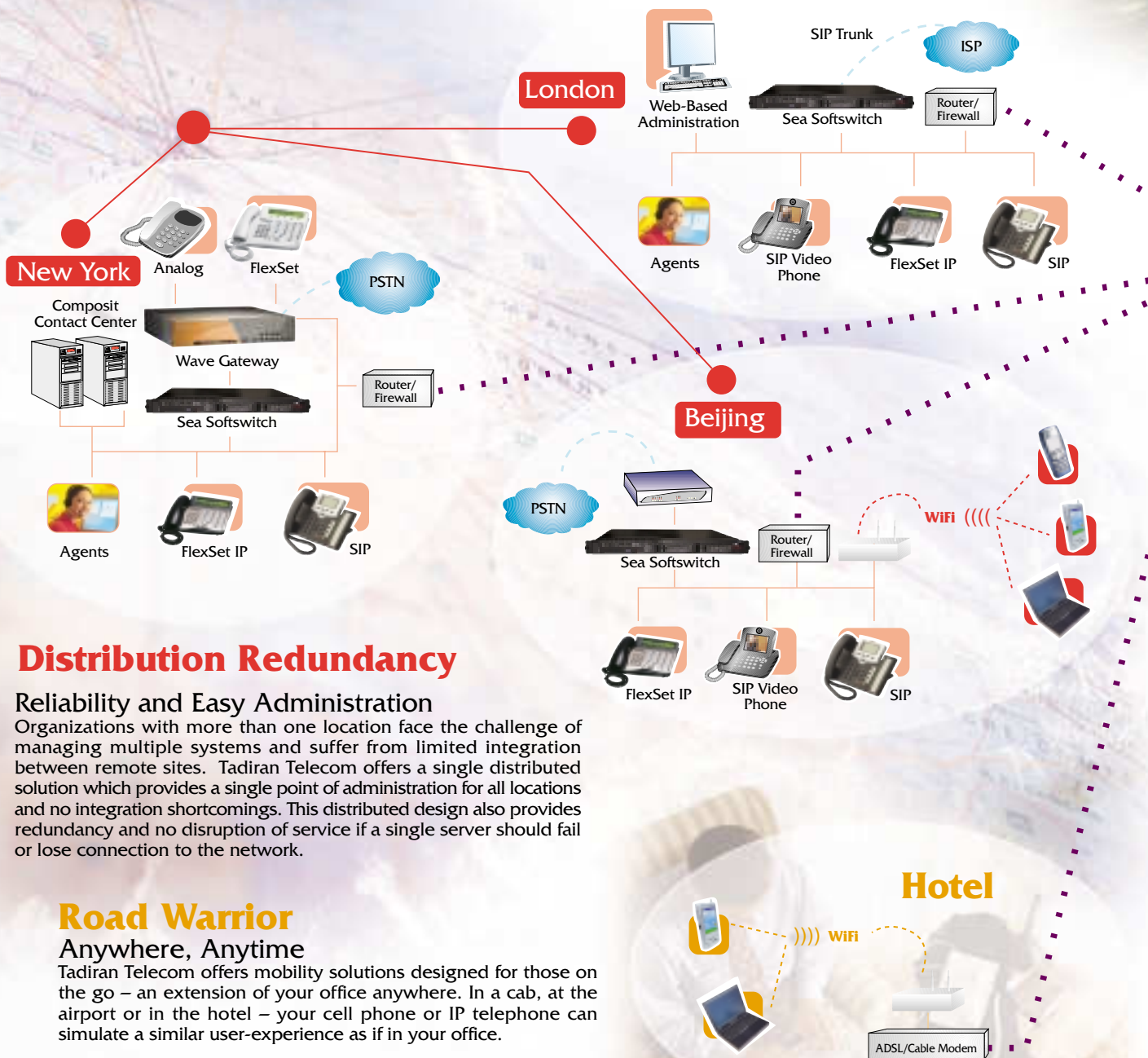
The TeLANophy package includes ViewMail, for streamlining the messaging process using visual lists, and ViewCall Plus, for managing incoming and outgoing calls on the PC with visual display of callers and contacts.

The WiCMC includes a call log feature, access to databases about callers and customizable settings, and interfaces with spreadsheets. It also offers the option of prompts in various languages.

Tadiran Telecom's IP Solutions

- Solutions for the Global Village

Tadiran Telecom designs solutions that allow organizations to communicate in the ways that suit them best. Each application is designed to be flexible enough to adapt to your business without forcing unwanted changes. Tadiran Telecom solution's also embrace industry standards (like SIP) which allow the use of third-party telephones and devices providing more choices for your future communication needs.



Distribution Redundancy

Reliability and Easy Administration

Organizations with more than one location face the challenge of managing multiple systems and suffer from limited integration between remote sites. Tadiran Telecom offers a single distributed solution which provides a single point of administration for all locations and no integration shortcomings. This distributed design also provides redundancy and no disruption of service if a single server should fail or lose connection to the network.

Road Warrior

Anywhere, Anytime

Tadiran Telecom offers mobility solutions designed for those on the go – an extension of your office anywhere. In a cab, at the airport or in the hotel – your cell phone or IP telephone can simulate a similar user-experience as if in your office.

Headquarters



Enterprise Networking - Secure, Dependable, Flexible

The central location of an organization may take advantage of applications like those provided by the Coral IPx and Composit Contact Center. Use of the Sentinel prevents headquarters from sacrificing LAN security when providing remote IP telephones.

The branch office takes advantage of headquarters' system features such as centralized voicemail and contact center services via IP.

Branch



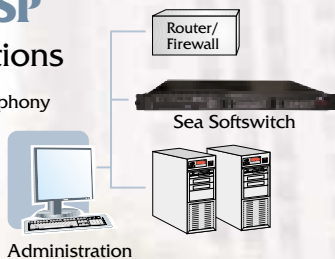
Small Office / Home Office Full Functionality at Home

Create a complete office at home! Tadiran Telecom's solutions enable small offices to take advantage of main system benefits via IP. This allows agents to work from home with full communication capabilities and access.

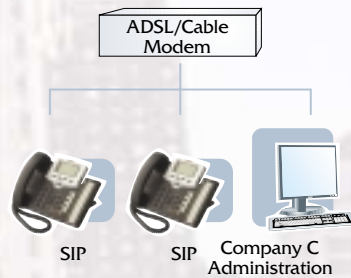
WAN/
INTERNET

ISP/ASP Applications

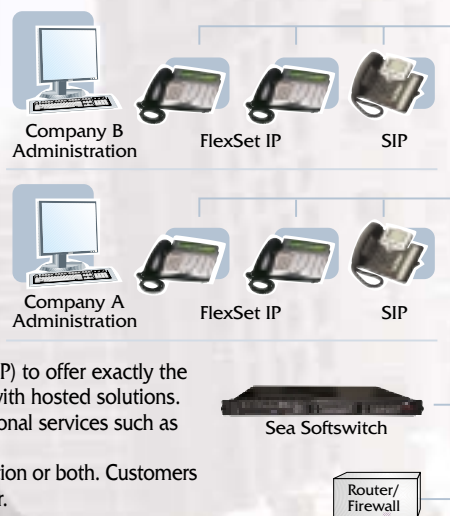
Enterprise Telephony
Billing
Messaging
Contact Center
CRM



Office Building



Office Building



Hosted/Co-Hosted New Hosting Solutions - ASP

Tadiran Telecom's hosted and co-hosted solutions allow Application Service Providers (ASP) to offer exactly the service that suits each customer while avoiding many of the limitations traditionally associated with hosted solutions. In addition to reducing the up-front costs, a hosted arrangement allows customers to add additional services such as Contact Center, messaging and disaster recovery as needed.

An application server might be installed at the customer site or at a service provider's central location or both. Customers can administrate the system themselves or choose a full-service option from the service provider.

Tadiran Telecom's System Management Tools

Keeping a Finger on the Pulse of Communications

Any sophisticated communication system requires careful monitoring and management to ensure that it is always available and that you are making the most of its extensive capabilities.

Tadiran Telecom's suite of management applications is designed for precisely these two objectives, while emphasizing ease of use so that technology works for you and not the other way around.

Coral Web Designer

The latest in Tadiran Telecom's advanced suite of management applications, this sophisticated tool allows simple, direct, user-friendly configuration of the Coral using a web browser. The CWD includes programming wizards for optimal ease of use, a report generator and a powerful search engine. In addition, CWD's multi-site capability enables efficient concurrent access to multiple Corals.



Coral View Designer

The Coral View Designer (CVD) is an advanced configuration tool for almost all the parameters within the Coral IPx and Coral FlexiCom databases. The CVD is designed for use by field engineers trained in Tadiran Telecom systems, and offers a clear GUI as well as various wizards for frequently carried out procedures.

Coral View Administrator

The Coral View Administrator (CVA) offers basic configuration management for Coral IPx and Coral FlexiCom as well as easy configuration of Coral FlexSet phones. Requiring no technical expertise and only minimal training, the CVA guards against potential harm caused by unskilled operation of Coral IPx and Coral FlexiCom.



Coral Fault Manager

The ultimate system-wide watchdog, the CFM watches over every element of the Coral communication network, offering real-time fault detection with assessment of fault severity.

Alarm alerts may be sent via email or SMS messaging. Alarm status change is sent to any standard SNMP NMS application such as Castle Rock or HP Openview. Virtually infinitely scalable and incorporating an alarm database, the CFM is extremely user-friendly, includes web browser administration, and can be accessed via any network location.

Coral Traffic Report – CTR

Tadiran Telecom's Traffic application provides a basic record of user activity on the Coral IPx and the Coral FlexiCom, as well as generating a wide variety of reports on system usage.

Data is collected in real-time and provides a peg count of various events and time accumulators for statuses for every trunk and station in the system. The processed data is stored in the database and used for generating reports as needed.

Tadiran Telecom's Contact Center

Making Contact with your Enterprise
a Positive Experience



A contact center reflects the public image of your company and forms the basis of your relationship with customers and potential customers. Whether your customers are calling a small business directly for basic information or a large call center for an extensive enterprise, they need consistently smooth and friendly service with minimal waiting time.

This results in a positive experience for those contacting you and improved bottom line performance for your business, increasing efficiency and cost-effectiveness with optimal agent productivity.

Tadiran Telecom's Coral has built-in Automatic Call Distribution with powerful capabilities and a wide range of features (see additional Tadiran Telecom applications on pages 19-23). And, for definitive call center capabilities, Tadiran Telecom offers the Composit Contact Center applications - the ultimate enabling technology that allows you to focus on your business knowing that your valued customers are in the most capable hands.

Composit Express

A user-friendly, out-of-box contact center solution, Composit Express offers a comprehensive range of features including IVR, CTI, intelligent call routing, while-in-queue management, call proxy and call back, screen pop for customer details, remote monitoring, remote control, report generation and centralized management.

Highly flexible to meet your organization's changing needs and changing market requirements, and offering extensive customization capabilities, Composit Express ensures total control of your incoming calls. In addition, the Express seamlessly scales to Composit Pro, so that your investment is secure when your growing business requires an upgraded contact center.



Composit Pro

Tadiran Telecom's Composit Pro Contact Center offers all the flexibility and customizability of the Express, with the added convenience of multimedia queue management for fax, email, text chat, VoIP and web call back as well as agent reroute so that calls can be routed to the last agent to speak to a specific caller. Composit Pro's open architecture enables the support of distributed applications. The Composit Pro also enables seamless interface with



advanced voice technologies such as speech recognition, text-to-speech and voice authentication systems. With extended customization capabilities and report generation, sophisticated administration tools, and the ability to access data from CRM systems or other databases, Composit Pro is the ideal tool for even the most extensive call centers.

Tadiran Telecom's Networking Easier Access, More Flexibility, Improved Efficiency

Coral QNET (QSIG/IPNET)

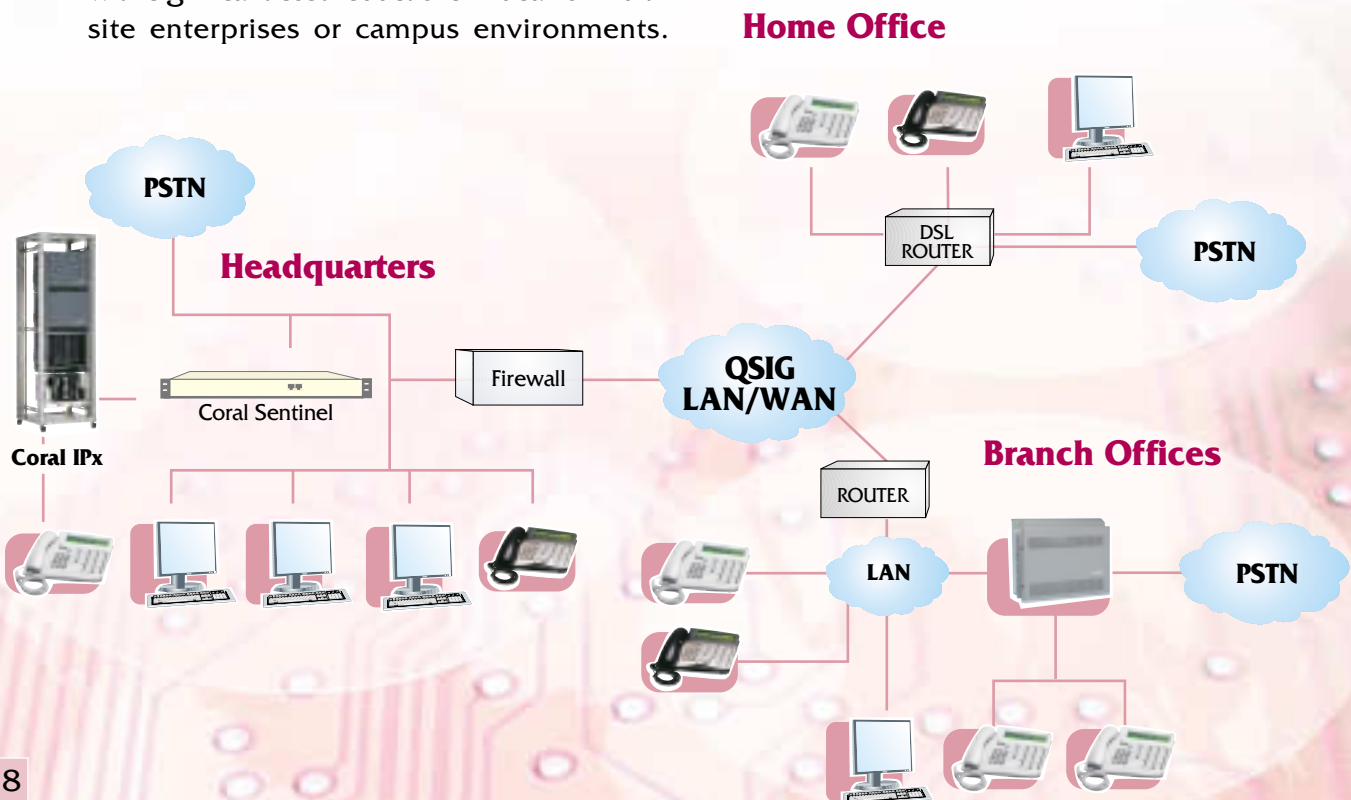
IP has enabled the creation of versatile, easy-to-use and cost-effective networking. Building on the QSIG networking of the Coral system, Coral's IP networking (IPNET) adds the benefit of point to multipoint capability while maintaining high security, offering full functionality and maximum efficiency in all internal and external communications for the whole company.

The QNET package provides network-wide features while maximizing transmission capacity by using one channel for voice, data and fax. Basic networking can also be formed with other PBXs, enabling users from one system to dial users on other systems using ISDN (or via QSIG over IP between Corals).

The result is reliable, flexible communications with significant cost reductions – ideal for multi-site enterprises or campus environments.

Sentinel

Ensuring rapid and effective communications without compromising on security is vital to any business. New voice or video services over the LAN or WAN offer unrivalled convenience but protocols often conflict with two of the main network security features – firewall and NAT. Sentinel enables organizations to install a Coral IP-based system in a firewall or NAT environment, allowing seamless telephony over IP communication while maintaining network security.



Tadiran Telecom's Applications

Optimize your Performance

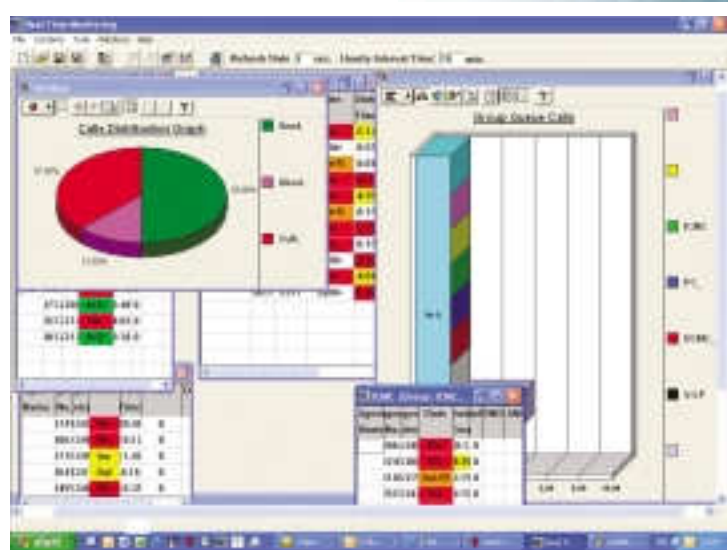
Tadiran Telecom has developed a range of applications to allow you to make the most of the tools at your service, thereby upgrading your performance and improving your service to customers, resulting in more efficient operations and higher levels of customer satisfaction. The Coral also has an open API for external application developments using TAPI and CSTA protocols.

Automatic Call Distribution

Tadiran Telecom's Coral has a built-in ACD with powerful capabilities supporting up to 250 different agent groups. An agent can be a member of any number of groups, while the agent group name is displayed on the phone. Call distribution capabilities include circular (distribution in turn), statistical (call goes to agent with longest free time), and terminal (priority to first in list) algorithms. Supervisors can silently monitor calls, penetrate a call, redirect queues and more.

Coral Call Master ►

The Coral Call Master (CCM) is designed to optimize call center performance as an advanced report package working on the Coral's built-in ACD. Providing real-time information for tracking the progress of each incoming call as well as data on each agent's performance, the CCM enables supervisors to monitor crucial parameters such as the percentage of calls answered, abandoned or in overflow, the amount of time taken to answer calls, and multiple queues and agent status, thus facilitating rapid response to changing conditions.

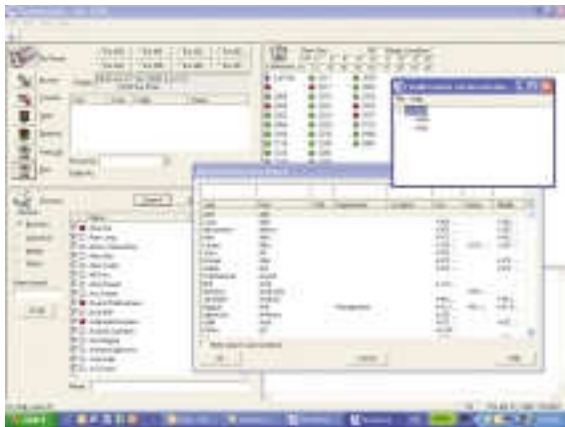


Features include report generation, while reader boards increase productivity by sending messages to specific agents or groups of agents. CCM is completely scalable, ideal for all enterprises, and its networking capabilities allow call centers to be networked to maximize resources, directing traffic to balance workload and enabling the entire system to be managed as a whole.

Computerized Attendant Position

Building on the Coral platform, this advanced operator console enables computer-telephony integration, providing a link between telephone systems and computers and facilitating incoming and outgoing call handling and control.

Incoming calls launch a window that displays relevant information about the caller, allowing, at the click of a mouse, access to databases such as customer information. This user-friendly tool promotes efficient and effective call prioritizing, as well as more personalized and efficient service. As such, it is an ideal solution for many hotel requirements and can be easily integrated with a wide variety of hotel computer systems.



Dial-by-Name

Tadiran Telecom's Dial-by-Name application enables simple retrieval of telephone numbers by keying in the name of the contact. When the name is found, the number can be dialed at the touch of a single button.

Dial-by-Name offers Coral users uniform access to both public (shared) and personal directory records, which are combined into a single list organized alphabetically, while the shared directory is automatically generated from the various sections of the Coral database. Listings can be edited by authorized persons utilizing access codes. Entries are easily added, and the directory is easily scrolled through or searched. Various keypad shortcuts enable rapid operation and navigation through the listings.

◀ FlexAttendant

Tadiran Telecom's FlexAttendant is a fully-featured yet extremely user-friendly computerized attendant position with comprehensive functionality promoted by speed dial buttons and fast search features. FlexAttendant also offers a snapshot of status of all phone lines in the organization.

▼ Navigator Personal Desktop Communications

The Coral Navigator productivity tool provides a single portal combining all types of multimedia communications. Users benefit from a Windows-based application that ties the Contacts in Outlook with those users and endpoints within the Sea Softswitch and Coral systems. Navigator is a presence application allowing users to see the status of other users as well as to set buddy lists and personal profiles. It provides a visual interface for managing voice conferences, making and receiving voice and video calls and Instant Messaging sessions. It also provides Outlook-like rules for routing and redirecting inbound calls based on personal preferences.

■ Conferencing Application

Efficient and effective conferencing is the key to fast decision making in a dynamic “face-to-face” environment without the need for costly and time-consuming meetings with the related expenses of travel and accommodation.

There are three kinds of conferencing. These are usually referred to as:

Meet-Me Conference

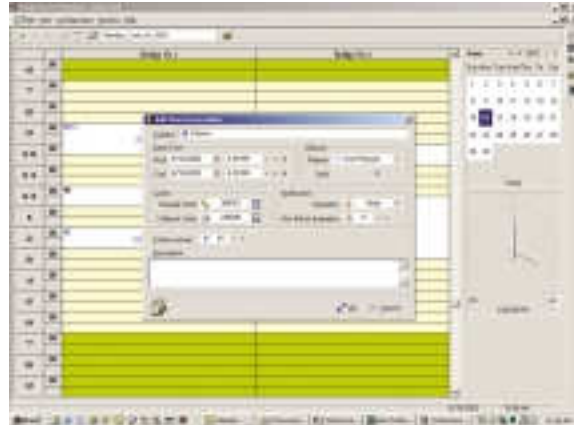
A dial-in teleconference. All participants dial a single number at the appointed time in order to “meet,” and the conference begins.

Add-On Conference

Allows the conference initiator to call another person and add him as a participant. The initiator begins the conference by calling participants and transferring them to a designated conference bridge.

Group Call

Enhanced features for full conference management. The initiator dials the “Enhanced Conference” feature, which generates a call to all preset conference members and automatically adds them to the conference bridge.



Conference Bridge Manager ▲

Tadiran Telecom’s Conference Bridge Manager (CBM) enables scheduling of secure meet-me conferences with notification to participants and password protection.

By allowing simple and convenient conference scheduling, the CBM streamlines operations, saving time and leading to maximum efficiency while using familiar office tools such as email and telephone. Conference parameters are easily determined and changed, and relevant personnel notified.

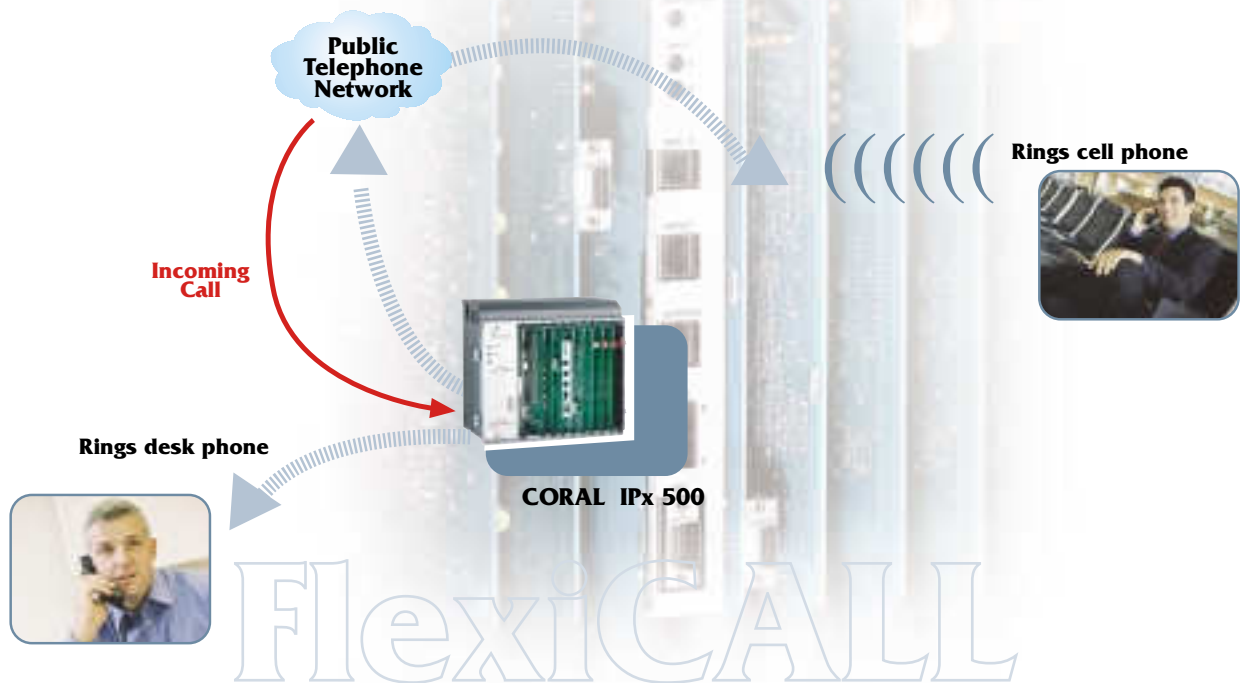
The CBM offers a range of advanced features such as repeat scheduling for conference calls held regularly, and takes into account participants’ previous conference commitments when scheduling. It is highly secure, easily expanded as the organization grows, and fully compatible with legacy systems.



FlexiCall

FlexiCall enables users to set their cell phone to ring whenever their office phone rings. Calls may be answered from either phone, while transfer and conference features can be used even when answered from the cell phone. FlexiCall allows those on the road to be accessible anywhere through their regular office number and also benefit from and gain access to many of the Coral services.

You Can Always Be Reached at the Office



Freedom

Freedom, or IRSS (Individual Remote System Services), is an added functionality to Coral, providing internal system services to distant and cellular phones. Users dial into their own phone number and access all system capabilities defined in the user's Class of Services such as outgoing trunk access (enabling them to take advantage of lower corporate GSM gateway tariffs), voicemail, conferencing and internal calls.





Israel

Tadiran Telecom Ltd.
18 Hasivim Street, PO Box 7607
Petach Tikva, 49170 Israel
Tel +972-3-9262000
Fax +972-3-9262310

USA

Tadiran Telecom Inc.
4 Tri Harbor Court
Port Washington, NY 11050 USA
Tel +516-632-7200
Fax +516-632-7210

Russia

Tadiran Telecom Ltd.
Bolshoy Cherkasskiy per., 15
Office 602, Moscow, Russia
Tel/Fax +7-095-7750855

Ukraine

Tadiran Telecom Ltd.
4 Vinogradnyi per., Office 41
Kiev, Ukraine
Tel/Fax + 38-044-2532830

China

Tadiran Telecom Ltd.
Room 2101, Building 10, Jianwai SOHO
39 East 3rd-Ring Road
Chaoyang District, Beijing 100022, China
Tel +86-10-58696418
Fax +86-10-58696421

India

Tadiran Telecom Ltd.
Shanti Chambers, 11/6 B, Pusa Road
New Delhi 110 005 India
Tel +91-11-25850446/25854212
Fax +91-11-25789399

Visit us at our website: www.tadirantele.com

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