

Product Announcement

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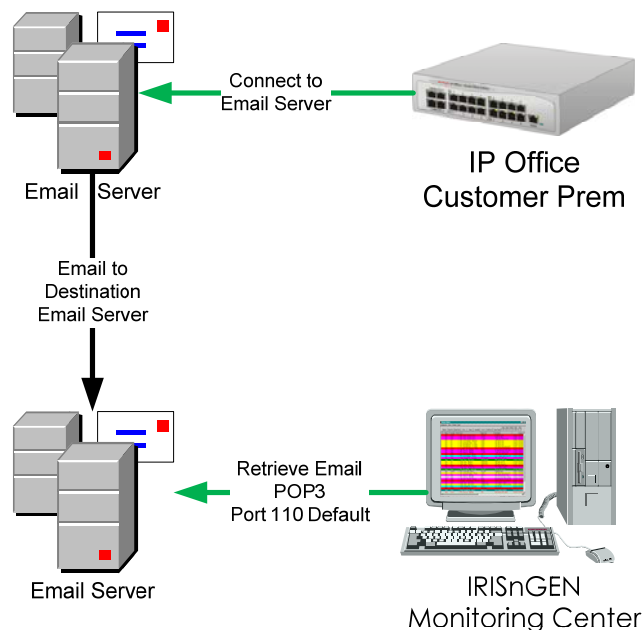
As part of Teltronics' commitment to offering our customers the latest and most advanced products to meet their alarms management needs, we are pleased to offer the following announcement from our Alarms Management division. We are eager to continue growing parallel to the industry and to offer you the very best in alarms management products and services.

Product Information

Teltronics is pleased to announce the release of IRISnGEN v8.4. As mentioned in Marketing Note MN017ISM earlier this year, we have an exciting new monitoring offering. Check out the IRISnGEN v8.4 Release Notes beginning on page 90 for a look at the new Email Gateway feature. This newest feature will open new monitoring avenues for both Managed Service Providers and those requiring an enterprise monitoring solution.

We are committed to helping you execute monitoring and managed services solutions for your Avaya base, ensuring that you are in control of your resources and equipment.

Teltronics continues to support Nortel equipment as well as many other manufacturers such as Mitel, Siemens and Cisco, to name a few.



IRISnGEN 8.4 Email Gateway



Frequently Asked Questions (FAQs)

- Q. Where can I find the release notes?
A. **The release notes and marketing notes referred to in this announcement are located on the Teltronics website at the following URL:
http://www.teltronics.com/community/_UC_ISM_prod_notes.asp**
- Q. What do I need to do to get the new release?
A. **Customers with a current IRISnGEN support agreement can schedule with Customer Support for an upgrade. Customers with no agreement or an expired agreement must contact their Regional Sales Manager or Inside Sales at 1.800.434.8358.**
- Q. Is there a cost for the new release?
A. **There is a cost associated with the new Email Gateway feature package. Customers with a current IRISnGEN support agreement who wish to purchase this feature receive an additional 20% discount above their standard discount. Other new functionality is no charge to those customers.**
- Q. Who do I contact if I have more questions?
A. **Customers with a current IRISnGEN support agreement who would like additional technical information can contact Customer Support by calling 1.800.444.7434 and entering a valid PIN. General questions can be directed to your Regional Sales Manager or Inside Sales by calling 1.800. 434.8358.**
- Q. What are or where is the entire list of “other manufacturers” that are supported?
A. **The referenced Marketing Note, MN017ISM, has a detailed listing and can be found on the Teltronics website at the following URL:
http://www.teltronics.com/community/_UC_ISM_marketing_notes.asp**

END OF FAQs

We thank you in advance for your continued support of Teltronics and Teltronics products. For more information regarding this announcement or its contents please contact your Teltronics Regional Sales Manager or Inside Sales at 800.434.8358 or refer to www.teltronics.com.