

ARTISOFT INCREASES USER CAPACITY AND LOWERS IMPLEMENTATION COSTS WITH TELEVANTAGE 5.0

CAMBRIDGE, Mass. - December 9, 2002 - Artisoft®, Inc. (NASDAQ: ASFT), developer of the first software-based telephone system, today announced the next generation of its award-winning TeleVantage®; product line. TeleVantage 5.0 dramatically increases the system's scalability to almost double its current capacity and enables voice-over-IP (VoIP) connectivity to popular digital handsets. This release also greatly lowers the cost of deploying a VoIP solution and provides a multitude of new features that improve the productivity and customer service of small- to medium-size businesses, branch offices and call centers. TeleVantage 5.0 will be available later this month through Artisoft's extensive channel of authorized Solution Providers.

This new release marks the culmination of two collaboration projects between Artisoft and Intel® Corp. First, by supporting the new family of industry-standard Intel Dialogic® telecom hardware, TeleVantage 5.0 meets the needs of much larger organizations, while also lowering the costs associated with system implementation. TeleVantage will now scale up to 192 incoming trunks and 480 phones per server, as well as support conference calls of up to 60 parties. Customers will be able to more affordably deploy TeleVantage since fewer server slots are required and the cost of Intel's new VoIP components have been reduced by up to 50%.

The second collaboration with Intel provides TeleVantage 5.0 customers with an unprecedented choice of digital, analog, or IP telephone handsets. By integrating with the Intel NetStructure™; PBX-IP Media Gateway, TeleVantage can now work with popular digital handsets manufactured by Avaya, NEC, Nortel and Siemens. This allows organizations to take advantage of the rich feature set of TeleVantage without throwing away the investments they have made in proprietary phones. TeleVantage also directly supports Toshiba digital handsets as well as industry standard ADSI analog and IP handsets.

"TeleVantage 5.0 represents an innovative use of two Intel Dialogic product families," said Tim Moynihan, Director of Product Marketing at Intel. "Higher-density, IP-based telecommunications components give Artisoft the flexibility it needs to deliver a robust, yet highly cost-effective solution to meet its customers' needs. These products also allow Artisoft to help protect customers' existing equipment investments."

With this release, TeleVantage is also able to meet the needs of more sophisticated call centers while still delivering the flexibility and ease of management that informal call centers require. Enhancements to TeleVantage 5.0 enable call center customers to redirect calls to voice mail, or other queues and extensions based on the number of calls in a queue, the number of agents available or the expected wait time. Other call center improvements include a new suite of real-time statistics and reports; support for agents who roam from desk to desk; and outbound call center enhancements.

TeleVantage 5.0 also improves the productivity and customer service of any business with many other powerful new features, including:

- System-wide call recording - enables the automatic recording of all calls at no additional cost, including the ability to offload all recordings to an e-mail server for further review
- Tenant Support - allows multiple organizations to share a single TeleVantage server by segregating their auto attendants, call accounting, and calling privileges, supporting tenanting scenarios such as a landlord who rents office space to several companies
- ADSI feature phone support - provides advanced handset functions such as intercom, paging and voice-first answering over low cost analog phones
- Built-in IVR toolkit - allows application developers to easily create voice processing applications without the need for additional telephony toolkits or runtime charges

- Voice Mail Call Notification - calls remote users to announce when a new or urgent voice message is received, so they can optionally listen to the message and press a key to return the call
- SMDR (Station Message Detail Reporting) - integrates TeleVantage with a wide-variety of third party call accounting, reporting and billing packages

"With TeleVantage 5.0, Artisoft can now meet the needs of larger organizations who are looking for a flexible, affordable approach to voice-data convergence," said Steve Manson, president and CEO of Artisoft. "By eliminating dependencies on proprietary hardware, TeleVantage offers a refreshing alternative to legacy PBXs and proprietary IP-PBXs."

A fully configured TeleVantage 5.0 phone system is available starting at \$500 per end user including software licenses, telephony boards and server. End users can choose from a variety of phones and service options. TeleVantage Call Center licenses are available for an additional \$250 per agent MSRP.

About TeleVantage

TeleVantage is a feature-rich, software-based phone system that combines rock-solid stability with the most advanced communications technology available today. TeleVantage delivers greater functionality, flexibility, and value than proprietary PBXs to a variety of customers, from small offices to large enterprise organizations with sophisticated call centers. Its robust feature set includes intelligent call management, powerful call center, advanced IP telephony, comprehensive messaging, and graphical desktop call control.

About Artisoft

Artisoft, Inc. is a leading developer of open, standards-based telephone systems that bring together voice and data for more powerful and productive communications. Artisoft's innovative software products have received more than 30 industry awards including "Product of the Year," "Best of Show," and "Editors' Choice" by Network Magazine, Communications Solutions Expo and Customer Inter@ction Solutions Magazine. The company distributes its products and services worldwide through a dedicated and growing channel of authorized resellers. For more information, please call 800-914-9985 or visit our website, <http://www.artisoft.com>.