

1876 TO TODAY

150 Years of the Telephone

The man-machine interface that changed the world, and why AI is bringing voice back.



Leslie's Illustrated Weekly,
March 22, 1919



**"It's little, it's lovely, it
lights!"**

The Princess phone, 1959

1876

Bell patented the first talking man-machine interface.

For the first time, a person could speak in real time, through a machine, to someone who wasn't in the room.



Alexander Graham Bell
placing a call, 1892

1876

Swipe for more

Then we traded voice for text.

In the late 1980s and '90s, typing felt safer than talking. But writing was built for records, not live conversation.



Apple iPhone

Swipe for more

My first test set.

A rotary-dial lineman's test set like the one issued to me at Elmendorf Air Force Base in 1979. Mine finally crumbled from age two years ago.



Rotary-dial lineman's test set

Swipe for more

Mitel Supersets.

The Superset 4 debuted in 1983. What made it unique: digital signaling, audio, power and features all carried over a single pair of wires. The 400 series followed in 1991.

In 1983, we deployed the Superset 4.
Today, 43 years later, we deploy Mitel WX.



Mitel Superset 4 (1983)



Mitel Superset 430

Swipe for more

Then the phone got a screen.

Color-display IP phones. Mitel named the 6940 as the replacement for the 5360.



Mitel 5360



Mitel 6940

Swipe for more

THE PLATFORM

Mitel WX and Mitel Edge.

Mitel's 2026 portfolio. WX connects the entire workforce. Edge brings AI-enabled innovation and resilient control to mission-critical environments.



Image courtesy of Mitel

Swipe for more

TODAY

AI is bringing voice back.

Luiz Domingos, Mitel's CTO, gave me one piece of advice: just learn how to talk to it. I have used it that way ever since.



Luiz Domingos

CTO, Group VP Large Enterprise
and Vertical Solutions R&D, Mitel

Swipe for more

THE CATCH

Zero trust. Zero assumptions. Verify everything.™

AI sounds confident even when it's wrong. It takes someone who knows what right looks like to catch the mistake.

At Kruiser Services, we take this statement seriously.

kruiserservices.com



Background photo by Frank Lusko

Swipe for more

THE VIEW FROM HERE

Real Florida. Real photo.

NOW OPEN FOR BUSINESS



Florida-based. Anywhere in the world, or at sea.

kruiserservices.com | 561.542.4353

Photo by Frank Lusko

A real photograph of a beach on Florida's Treasure Coast.
Not AI-generated. Photo by Frank Lusko.

Swipe for more

What was the first phone you ever used?

Voice and data applications engineer. 48 years, and still building.

Zero trust.

Zero assumptions.

Verify everything.™

JustAskKruger.ai | [linkedin.com/in/markkruger](https://www.linkedin.com/in/markkruger)

“Just keep going.”

Virginia Kelly, a veteran in the telephone industry