

InTouch Digital Voice Servers

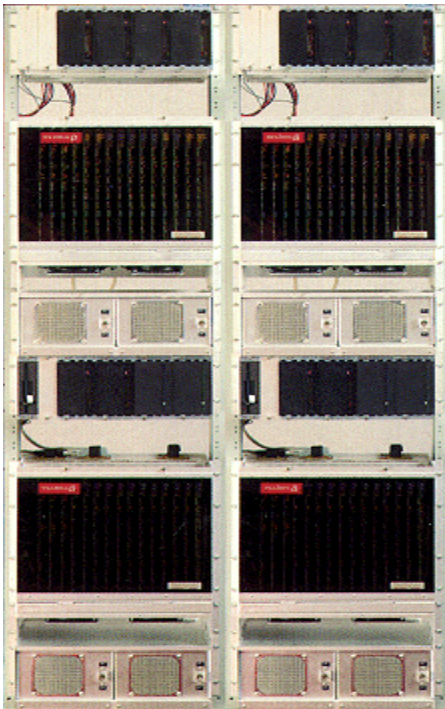
Centigram AIP VoiceMail Upgrades

Are you considering an upgrade or replacement of an existing Centigram System?

Looking to upgrade to a complete Unified Communications platform?

Would your organization operate more effectively providing staff with messages in whatever format they choose, from any location?

Need a platform that gives your customers access to real-time data that already resides within your company?



In their day the Centigram AIP & VoiceMemo II voicemail systems were a highly reliable, flexible, simple-to-use voice processing system that were designed to grow with your needs.

However like many business that go through changes, Centigram, which was comprised of two divisions - Customer Premise Equipment and Service Provider Products has faded into history.

CPE became NuPoint Messenger Innovations, which is now Mitel Networks. Service Provider Products became part of ADC, and then later became incorporated into SS8.

While there are a number of suppliers of cannibalized spares and reconditioned replacements for the Centigram systems, the loss of direct manufacturer support guarantees that the operational time of these systems is severely limited.

Future development is non-existent and as the last release of software came out in November 1999 no further features or technology will ever be delivered.

One Centigram Customer's Dilemma

Though they were well equipped with an advanced wireless data network and a convergence-ready data infrastructure, the PBX and Centigram voice messaging system were not keeping pace. In fact, they were rapidly falling into obsolescence.

The Centigram messaging system was so old that, the customer's telecommunications engineer avoided powering the system down, fearing it might never come back to life. For the PBX, at least, the prognosis was not terminal. "We knew we were going to have to spend a noticeable amount of money buying additional proprietary hardware "

Now we offer a unique opportunity to save your investment and move up into today's technology, while retaining all the features and the familiar user interface your users have become accustomed to. Call 888-205-7845.

InTouch Digital Systems are in a position to offer an upgrade path for your existing system with a new software load that provides:

- The same simple-to-use Centigram "P to Play, A to Answer" user interface.
- Fully automated mailbox, message, name and greetings conversion.
- All the functions and features that you currently use.
- All the Optional Feature Sets that were available on the VoiceMemo.
- A replacement for the QNX operating system with the widely accepted and supported Microsoft Windows OS. (Win2000 or Win2003, Server or Workstation).
- No licensing charges for voice storage hours, and with newer technology we store many more messages on the same disc drives.
- Fully integrated digital support (T1 / E1 / ISDN), as well as full support for all the PBX's and Switch's supported on the VoiceMemo.
- Full support for all the Global telephony protocols (R1, R2, SS7 and variants).
- Unlimited class of service configurations with many more feature controls.
- Elimination of the antiquated MESA-Net with full TCP/IP communication.
- Unlimited Message Waiting Notification capabilities, with support for all the newer communication devices.
- Improved voice quality and support for unlimited foreign languages.
- Removes the complex administration functions with an easy-to-use graphical interface.

In addition we have a hardware update program, that:

- Retains your Centigram hardware investment. (Cabinets & racks, power supplies, disks, cables etc:). No de-commissioning and installation problems.
- Modernizes the telephone interface with new state-of-the-art Intel Dialogic hardware.
- Integrates the voicemail system into your existing TCP/IP network, allowing full remote administration and support.
- Restructures your disk drives for maximum efficiency with current technology while retaining and improving data fault tolerancy.
- Removes the limitation of the small number of telephone lines per chassis.
- Allows immediate unlimited growth and in all likelihood a reduction in the physical size of your existing hardware.
- System conversions occur in parallel with your current service eliminating any of the frustrating and costly cutover problems, and requiring zero system downtime.

Plus – You will have the ability to move seamlessly into a full Unified Communications service, with:

- Built-In IVR (Interactive Voice Response) capabilities, with multiple Text-To-Speech voices.
- Full integration with all eMail systems, pagers, PDAs, cellular text messages etc:
- Integration with a multitude of back-office systems to access and update data automatically.

Most importantly we will re-establish you on a new-breed voice server, delivered by a company committed to customer support and future development.

**We have programs for all the Series 5 and 6 systems
AIP70, AIP120 & AIP640 and the VoiceGateway**

InTouch Digital's staff have an in-depth knowledge of the full Centigram product line and are extremely experienced with the Centigram systems installed all over the World.

Contact our specialized sales personnel at (888) 205-7845 for a customized audit of your system and a roadmap for your upgrade.



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