



# InTouch Digital Voice Servers

## Feature Information

InTouch Digital is a unique PC based, multilingual voice mail and auto receptionist system designed specifically for small business/ home office needs. The system is available in 2 to 96 port configurations with no limitation on mailboxes or hours of voice storage. There are nine options for voice recording quality and a complete array of voice mail features such as user-friendly operation, normal, urgent and certified messages, personalized greetings, call record, flexible message notification and distribution lists. InTouch Digital includes a fully automated receptionist with powerful features such as time and day call routing, company directory, holiday schedules, multiple language capabilities, and fax detection. InTouch Digital delivers performance at a price that is attractive to even the most cost conscientious environment. Some of the features of the system are described here:

### **Adjustable Greeting & Message Length**

The administrator can determine the amount of time allotted for all recordings in the system, from one second to infinity per recording, on a per service class basis.

### **Audiotext**

Recordings may be created to play from one second to infinity per recording of outgoing information.

### **Automated Receptionist**

The Automated Receptionist can answer all incoming calls, or act as a backup/overflow operator through a series of recorded menu options to help callers reach their desired destination.

### **Automatic Holidays Schedule**

A schedule can be entered by the Administrator to reflect company holiday or vacation days, with unlimited entries. These dates can then be configured to play an after hours greeting automatically.

### **Automatic Task Management**

Tasks such as backups and the transmission of call report data, can be automated and occur during low traffic hours such as the small hours of the morning, without any operator intervention.

### **Auto-Play Menus**

As more users access their voicemail from cellular phones, providing the ability for those users to have to press as few keys as possible becomes important, and InTouch Digital allows many functions to occur without user input, making message retrieval easier and driving safer.

### **Broadcast Mailboxes**

These allow callers to leave a single message that will be automatically distributed to any number of users, and trigger multiple notification options, thus allowing the support of special groups such as volunteer fire departments or emergency service units.

### **Call Recording**

Call Recording allows a mailbox owner to record an ongoing conversation. After the user presses a key, recording begins. InTouch Digital will record the conversation with or without playing any prompts.

### **Calling Line Information**

All available Calling Line Information is captured from the incoming call, where available, and is passed to the user as a preamble to the message, thereby allowing the user to return the call with a single keystroke.

### **Call Screening**

Many users either remotely or in-house do not want to take every call to them, InTouch Digital now allows them to screen their calls and take only those calls they desire, while forwarding others directly to leave a message.

### **Certified Messages**

A mailbox user can request a delivery receipt when the recipient of a particular message plays the message. This allows the originator to have positive confirmation that their message was indeed received and at what time.

### **Complete System Backup & Restore**

All system configuration settings can be backed up at any time and saved on a PC hard disk, floppy disk, tape, CD etc. This includes both messages and configuration data.

### **Call Transfer**

The system administrator can program InTouch Digital to transfer the calls to extensions in one of the following modes:

**Blind Transfer:** In this mode, InTouch Digital transfers the call immediately without verifying the status of the extension.

**Full Supervision:** During a Full Supervision, InTouch Digital monitors the call's progress for busy or no answer conditions and only releases the call to the extension when the called extension answers.

### **Class Of Service**

InTouch Digital offers the ability to create an unlimited number of Class Of Service's, thus allowing mailboxes to be controlled from a unique Class, which provides limits and feature selection for groups of users.

### **Conference Calls**

Any user can initiate an Ad-Hoc conference call with an unlimited number of participants, while retaining full operational control over the conference. This function can be triggered from any phone at any time.

### **Company Directory (Dial by Name)**

A caller can use the company directory to find a user's extension. The listings are based on last name and first name.

### **Custom Prompt Recording**

Menu prompts can quickly and easily be created, recorded and replaced by the system administrator.

### **Daylight Savings Time Adjustment**

The system compensates for daylight savings time automatically.

### **Distribution Lists**

This feature allows a list of mailboxes or phone numbers to be created and assigned a distribution list number. Once set up, a message can easily be broadcast to this group. There are nine custom distribution lists available to every user, each containing an unlimited number of user programmable entries.

### **Distribution List Name Record**

A name can be recorded for each Distribution List. When a user selects a list, the recorded list name will be heard.

### **Do Not Disturb Mode**

Mailbox owners can set their mailboxes to Do Not Disturb (DND) mode. When a caller tries to reach a Do Not Disturb extension using the Automated Receptionist menus, the system does not attempt to transfer the call to that extension.

### **Email Message Delivery**

User having email accounts can have their voicemail messages delivered to any POP3 or SMTP email account, thereby allowing the user to review their messages over the Internet.

### **External Notification**

InTouch Digital can automatically notify the mailbox owner of new messages at an extension via light or stutter dial tone, at other telephone numbers, alpha & numeric pager, cellular text message, email. InTouch Digital can even call any telephone number and prompt the user to enter his/her password for message retrieval.

### **Fax Detection**

If an incoming fax is detected by the system, the call will be transferred to a designated fax machine. This eliminates the need for a separate fax telephone number and, as an example, allows for the use of toll-free numbers as fax numbers. InTouch Digital offers full FaxMail services as an option.

### **Flexible Extension and Mailbox Length**

InTouch Digital allows users to configure extensions and mailboxes with flexible digit sizes ranging from one to sixteen digits in length.

### **Greeting Only Mailboxes**

A Greeting Only mailbox plays a specific greeting; it does not record messages. DTMF digits are permitted in this mode. This can be useful for giving callers information such as location or hours of operation, or transferring them to other extensions.

### **Multiple Language Selection**

Languages can be chosen to greet callers to specific lines, numbers and mailboxes. When the mailbox owner or caller enters a mailbox or menu, InTouch Digital will automatically switch to the selected language. InTouch Digital has no limit on the amount of languages and dialects it can support languages.

### **Incoming Call Rejection**

Certain calls can be automatically rejected, prior to arriving into the system, based on a number of parameters, including such things as area code, anonymous calls, or selected numbers.

### **Installation and Configuration Manuals**

The InTouch Digital Installation and Configuration Manuals are available on the system CD in Adobe Acrobat® format or, as an optionally as hard copy for quick and easy reference.

### **Integration**

InTouch Digital integrates with most telephone systems through analog or digital ports, as well as over trunk line terminations.

***In-band integration:*** In-Band signaling assists in the routing of calls to the proper destination. It can provide called party, calling party and call condition information accomplished via the telephone system sending DTMF.

***Out-band integration:*** Out-Band signaling is the integration of choice of many of the more modern PBX's where call setup data is transmitted over an RS232 or TCP/IP connection.

***Digital integration:*** Digital integration to most digital PBX's is available at no extra cost.

***Trunk integration:*** Trunk digital integration to T1/E1 & ISDN PSTN terminations are fully supported.

***Full Call Progress:*** InTouch Digital will supervise call transfers using Call Progress Detection. InTouch Digital monitors for no answer, busy and answer conditions as well as disconnect and call setup failures.

### **Integration Learn Feature**

InTouch Digital provides a unique method of integrating to new switches, placing the system into Learn mode and placing a call to the system allows it to learn most of the integration data and communication automatically, allowing the technician to commission a system in a fraction of the time of other voicemail systems.

### **Mailbox Settings**

The mailbox owner has the ability to customize the settings of their own mailbox. Some of the available options are: mailbox greeting, mailbox name, password, determine notification type, external notification destinations, user language, Do Not Disturb mode, real or virtual mailbox, and time and date stamp.

### **Menus**

Each of the InTouch Digital menus can be configured by the Administrator to mimic any other voicemail system.

In so doing this makes transition from one system to InTouch Digital painless for the user.

### **Menu Options After Leaving a Message**

Callers can be given the opportunity to perform other operations after leaving a message by pressing a key. This feature allows callers to leave a message for a user and be connected to another after leaving a message.

### **Message Play Control**

All messages, while being played, can be manipulated by the user, to pause and resume play, increase or decrease volume and speed as well as rewind and fast forward controls.

### **Message Forward**

A mailbox owner can forward a message to another mailbox, group or distribution list. The mailbox owner can also record comments, which will precede the message. There is no limit to the amount of forwarding capability.

### **Message Date and Time Stamp**

Before listening to a message, the date and time the message was sent will be played to the user.

### **Message Delivery**

A user may configure the system to call them when new messages arrive, this is accomplished with Off-System messaging, that based on day of the week and time of day will contact the user via differing phone numbers.

### **Message Delete**

A mailbox owner can delete messages, or the administrator can program InTouch Digital to automatically delete messages after a specific number of days.

### **Message Reply**

Mailbox owners can reply directly to messages that have been received from other mailbox owners with a single key press.

### **Message Retrieve**

A user may retrieve messages in their mailbox locally or remotely. Mailbox owners can access their mailboxes from any touch-tone telephone in the World.

### **Message Save**

A mailbox owner can save a message to be replayed in anytime in the future.

### **Message Skip**

A mailbox owner can skip over a message during playback.

### **Message Waiting Lamp**

InTouch Digital can light the message waiting lamp indicator on the user's telephone when a message has been left in that user's mailbox. Once the message has been played, the message-waiting lamp is turned off. InTouch Digital can be configured to light the Message Waiting Lamp for every new message received or for the urgent messages only. Additionally, a message count can be sent to the PBX if supported.

### **Multiple Languages**

InTouch Digital can operate in any number of languages simultaneously. Callers greeted in a particular language in which the system messages are played. Additionally, the user can configure individual mailboxes to operate in one of the languages.

### **Number of New and Saved Messages**

Mailbox owners are able to hear how many urgent, unplayed and saved messages are stored in their mailbox.

For example, "You have 1 new message and 3 saved messages."

### **Online Help**

All data entry fields of InTouch Digital offer online assistance for topic and option queries, with an indexed Help menu. Users can also highlight a text field on any data entry fields or screen and press <F1> to see an explanation of the option.

### **Operating Modes - Day, Night, Holiday**

Depending on the time and system schedule, InTouch Digital will answer calls in one of four different greetings, depending on the time of day or day of year. Day and Night mode can be programmed to toggle automatically at preset times.

**Day Mode:** During normal business hours, InTouch

Digital answers calls with your recorded company greeting. The daytime greeting can inform callers how to reach an extension, mailbox, department, or operator.

**Night Mode:** During non-working hours, InTouch Digital answers calls with your recorded nighttime greeting that allows callers to leave a message in a requested mailbox, department, or with the operator. It can provide hours of operation etc

**Holiday Mode:** During holidays, InTouch Digital can be programmed to answer calls with a special greeting that could enable callers to leave a message in a specific mailbox or in the operator's mailbox.

**Break Mode:** InTouch Digital can be programmed to answer calls during office breaks. During these break times, InTouch Digital can play your recorded greeting that enables the caller to leave a message in a specific mailbox or in the operator's mailbox. This mode might be used as a backup to live answer for lunch or other breaks.

### **Option to Leave a Message at the End of Busy and No Answer Menus**

Busy, No Answer, and Do Not Disturb menus can be programmed to receive a message for the called extension without asking for an entry. This will allow accommodation of rotary / pulse callers.

### **Paging Mailboxes**

A special type of mailbox is available that supports all the functions of a paging center, allowing instructions and messages to be relayed to callers, prior to their entering the information to be passed to any pager. DTMF & TNPP pagers are fully supported.

### **Password Protection**

Mailbox access can be restricted by the use of a personalized four to ten digit password, and can be set to automatically lock down when a hacking attempt is detected.

### **Personal Greeting**

Each mailbox owner has the ability to record and change his or her personal greeting from any touch-tone telephone.

### **Personalized Mailboxes**

Each mailbox owner can personalize his or her mailbox by recording a name, personal greeting, and password. The user can also activate, deactivate, edit and configure message notification options and details.

### **Real/Virtual Mailboxes**

InTouch Digital supports any number of *real* or *virtual* mailboxes. A *real* mailbox is associated with a physical telephone extension. A *virtual* mailbox is *not* associated with a physical telephone extension. For example, a virtual mailbox could be assigned to an outside salesperson that does *not* have a telephone in the office but needs a voice mailbox.

### **Remote/Virtual Office**

In today's fast paced business, many users operate out of home offices with single POTS line telephone service. InTouch Digital provides those users with the ability to turn their single line service into a full blown messaging service, allowing calls to forward directly to one of a number of telephones or having the system direct their calls to voicemail.

### **Reports**

InTouch Digital can generate reports on numerous system functions and activities. Reports can be saved, viewed or printed. Reports can also be generated automatically from the Task Scheduler.

### **Security Passwords**

InTouch Digital supports user passwords, each between four and ten digits, with security to disallow simple password use.

### **Shared / Family Message**

As many users today share common extensions, especially sales representatives, InTouch Digital provides a unique method of supporting these users. Be it a family of people or a group of employees, all using the same phone, InTouch Digital allows a caller to select a unique individual for their message, and provides all users with the full security and protection of an individual mailbox.

### **Single Key Call Return**

User may return the call for any message where the incoming number was either captured or supplied by the caller, by pressing a single key. After they have completed the call, the user will automatically be returned to voicemail at the point where they left off, so reducing the amount of calls necessary for a busy user.

### **Simplified Mailbox Activation**

With the aid of tutorial prompts, users are taught how to set up their mailbox quickly and easily by recording a brief greeting, recording their name, and then entering a password.

### **Speaking Clock Advertisements**

The system provides the ability for callers to hear a speaking clock, provide the time of day, date and day of the week, either before or after hearing an optional advertising message.

### **System Configuration**

Standard system configuration allows any combination of ports, from 2 to 96 per PC, with the ability to link any number of PC's together. There are no limits on recording time. The system capacities can be upgraded at any time.

### **System Recovery**

All our systems are designed to automatically recover from interruptions in the power supply and telephone service failure. Optionally available are fully fault-tolerant systems that include mirrored data discs and backup features.

### **System Scheduling (Auto Mode)**

For organizations with operating hours that vary from day to day, the administrator can define the daily operating schedules on a weekly basis, including daytime, nighttime and break time hours. When the Auto Mode is activated, InTouch Digital automatically switches between the Day, Night and Break Modes according to a pre-defined schedule.

### **Toll Call restrictions**

While many mailbox users have the ability to make outside calls, InTouch Digital allows the administrator to place restrictions, such as no toll calls, no long distance or no international calls on these outbound calls.

### **Type Ahead While Listening to Messages**

Mailbox users can dial the desired action to be performed while listening to a message. This feature is intended for experienced voicemail users who are familiar with the user menus and do not want to listen to the entire prompt or message.

### **Urgent Messages**

Any users can after leaving a message, mark it as urgent, and as such the message will "jump the queue" and be presented to the mailbox user ahead of other messages. Urgent messages can also trigger different message notification options.

### **Voice Quality**

InTouch Digital allows for nine differing qualities of voice to be selected for main greetings and prompts as well as individual mailbox messages. This allows the system to be optimized to provide the highest qualities without sacrificing storage requirements. The available options meet and are compatible with all other voicemail systems.

### **Wakeup Calls**

InTouch Digital provides the user the ability to place an unlimited amount of wakeup calls, up to a year in advance, to any telephone number in the World, either to start the new day, or purely as reminders of important matters.

### **Windows Popup**

Users attached to a LAN or WAN can be notified of their messages via a small Windows resident Popup utility that will appear on the PC screen each time a message arrives into the voice mailbox.