



# InTouch Digital Voice Servers

## Full Featured Voicemail



### Manage Your Callers More Professionally

InTouch Digital provides flexible voice and call processing capabilities allowing you to customize your telephone answering capabilities to meet your business's unique needs.

With a single phone call, your callers can retrieve information from 24-hour audio libraries, quickly reach a specific extension, or leave a detailed voice message. This flexibility and menu capability ensures that your customers are directed to the information or person they want—the first time.

InTouch Digital Voice Servers offer you the ability to determine and change at any time, the voice and language your callers will hear as well as the message system options presented to both your callers and users. Tailor your system to meet your needs and escape the limits imposed by other voice systems.

### VoiceMail

InTouch Digital's advanced voice mail features can save your organization time and money and help improve your customer service by eliminating telephone tag, incomplete handwritten messages, missed calls, and excessive toll charges, as well as the dreaded "voicemail jail".

Callers can leave detailed messages at any time of the day or night—even after business hours. And all messages are personal and confidential. InTouch Digital's powerful subscriber-to-subscriber features also allow you to leave messages for fellow employees, send out a single message to a group of employees, or redirect messages to others on the system.

### Audio Text

Organizations in every type of market can use InTouch Digital's audiotext capabilities to set up 24-hour customer information lines. Retailers, banks, and other companies can use it to deliver timely information about their products and services, while nonprofit organizations such as libraries, schools, and government agencies can use it to help fulfill public needs while reducing costs.

InTouch Digital lets you record information remotely, so that it is constantly up-to-date. Callers can select to be transferred to other telephones, information lines, make reservations or obtain further information, all without the need for human operators.

### Message Notification Anytime-Anywhere

Whether you are in or out of the office, the InTouch Digital Voice Servers keep you up-to-date on your messages at anytime and at any location.

Allow your users to choose how to be notified of urgent, or all messages, as they arrive into their personal mailboxes, using call placement to regular or cellular telephones, alphanumeric or numeric pagers, and cellular SMS text, or even have their voice message delivered to their personal email system as an audio file.

Your users determine the days and hours during which they want to be notified, and we do the rest.

When the caller's telephone number is available, InTouch Digital will pass that telephone number as part of the message, and let your user place a return call with a single keystroke. You'll never miss an important message again.

### Multilingual Capabilities

The multilingual capabilities offered by InTouch Digital will make your company more competitive and productive in our global economy.

All InTouch Digital systems support an unlimited number of foreign languages, allowing a single system to serve multilingual communities and foreign callers, based either on the phone number they called or once they select a mailbox on the system.

### The flexibility to offer the services your customers need.

InTouch Digital Voice Servers unique User-Flex feature allows you to customize what the system can do for each individual user you serve. You can build different tiers of service, so that as your user's needs change you can add to the services you offer them.

For instance, additional message capacity, paging, and longer message retention times, you can provide custom services for specific applications as the need arises. For example, auto-play messages, confidential message or special function mailboxes for audio-text services like "talking yellow pages".

You have the flexibility to provide different applications on the same system. Whatever the mix or demands of your particular customer base, now or in the future, with InTouch Digital you will be ready and able to accommodate them, without ever having to replace your system.



## Scalability and Ease of Integration

Starting as small as 2 telephone lines and readily expandable all the way up to 96 ports in a single PC chassis. InTouch Digital supports the vast majority of worldwide telephone systems and PBX systems, via Analog and Digital connectivity.

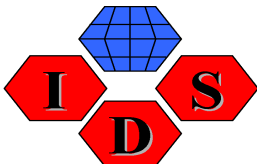
InTouch Digital's innovative PBX "Learn" feature, allows new PBX integrations to be programmed with a single phone call to break the connectivity barrier. Systems are now commissioned in hours and not days.

Based on a standard Intel PC chassis, and utilizing industry standard Dialogic® telephone interface cards, the InTouch Digital systems are designed for the OEM and Distributor to customize to meet the needs of even the most demanding end-user.

Running under the Microsoft® Windows 2000 operating systems, we make full use of the worlds most accepted small computing environment.

### STANDARD FEATURE SET

<b>Voice Lines</b>	From 2 to 96 lines per system.
<b>Flexible Integration</b>	Inband signaling (DTMF & MF) Bellcore CallerID Data Link (RS232) Digital PBX Sets Digital (T1 & E1)
<b>Mailboxes</b>	Unlimited
<b>Service Classes</b>	Unlimited
<b>Message Types</b>	Normal Delivery Urgent Delivery Confidential Messages Registered with return receipt Saved Messages
<b>Mailbox Types</b>	Normal/Dedicated Family/Shared Broadcast Greet Only Menu/Tree Time Hotel guest room Audio text with transfer Remote Office/Virtual Office
<b>Call Return Service</b>	Provides users the ability to return a call with a single key press, then following the conversation return to the message in their voicemail
<b>User Phone Menus</b>	Fully user customizable
<b>Call Detail Recorder</b>	Fully Detailed for incoming calls, outgoing calls and message deposits.



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