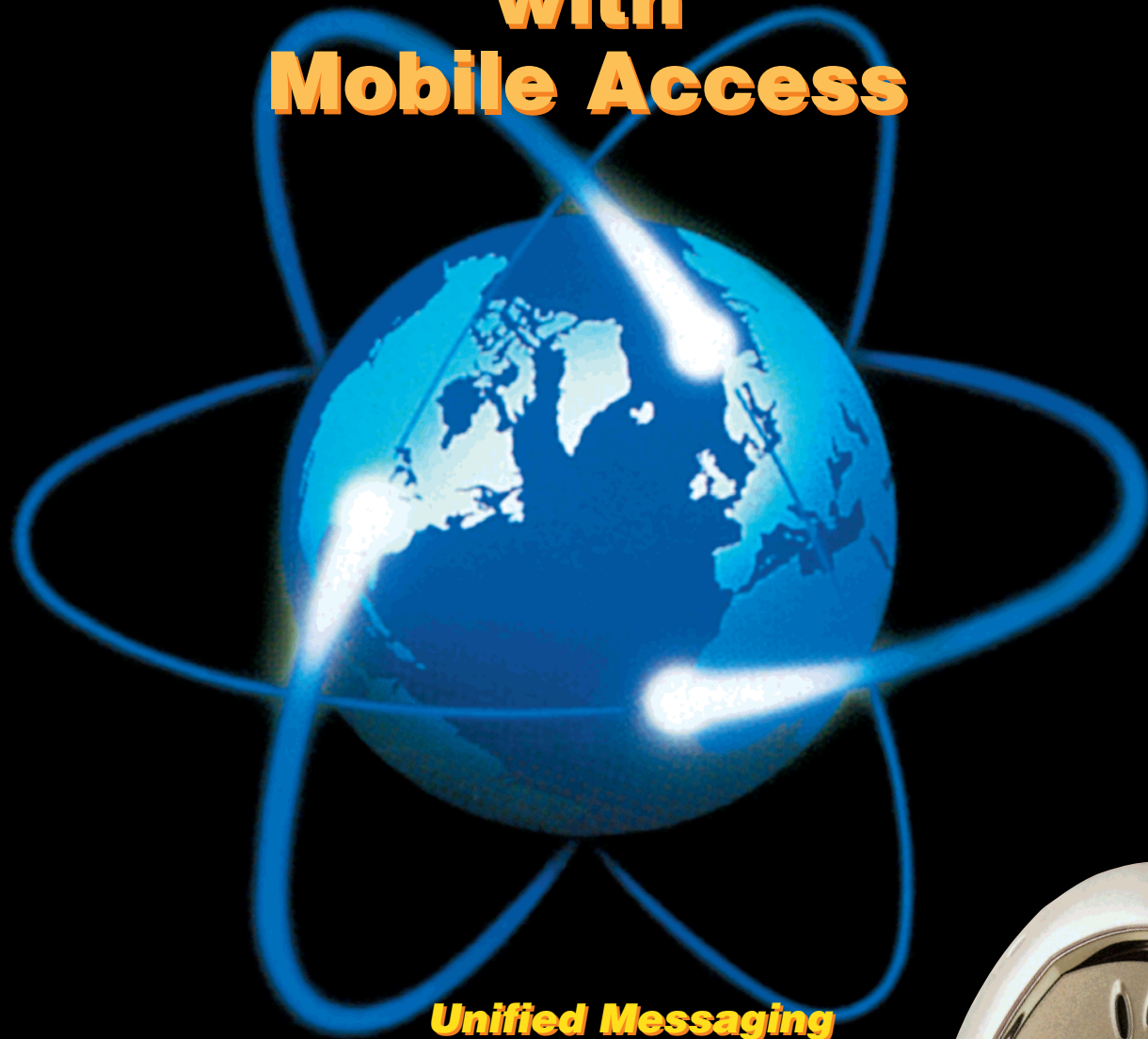


Unified Communication with Mobile Access



Unified Messaging
Fax Mail
Fax Server
Desktop Call Control
Wireless Call Control
Wireless Unified Inbox
Speech Recognition
Text-to-Speech



VoiceSupport Specifications

Model	Voice Mail Ports	Fax Ports	Voice Storage (HOURS)
VS-Professional	4-24	2-12	1500
VS-Win2k	4-24	2-24	1500
VS-Win2k Exp	12-72	2-16	1500

Environmental Requirements

Room Temperature: 50°F-104°F
(10°C-140°C)
Humidity: 20-58% non-condensing
Reliability: 50,000 hours MTBF

Approvals

UL, CSA, FCC part 15-class A,
SOR-88475-class A, FCC part 68,
DOC CS03, CE Approval

Operating System

Windows 2000 Professional
Windows 2000 Server

Direct Terminal Access

VGA Monitor and Keyboard
LAN Terminal

Remote Administration

Internal Modem



Corporate:
CTL Inc.
240 Long Hill Cross Road
Shelton, CT 06484 USA
Telephone: (203) 925-4266
Fax: (203) 926-2073
Email: ctlinc@ctlinc.com
www.ctlinc.com

West Coast Office:
CTL Inc.
1226 State Street, Suite #7
Santa Barbara, CA 93101
Telephone: (805) 962-5066
Fax: (805) 962-5044



**Unified Communication
with Mobile Access**





Automated Attendant

Ⓞ **Company Greetings** may be customized for morning, afternoon, after-hours, weekends, holidays, etc.

Ⓞ Each port can have its own company greetings.

Ⓞ **Answering Schedule Override** lets you override the company greetings from any touch-tone telephone.

Ⓞ **Flexible Call Routing** provides a calling options menu, which lets a caller access...

- A first or last name directory
- Information-Only Announcement
- Automatic Routing to operator
- Multi-level menu options

Ⓞ **Call Waiting.** A tone is sent to a busy extension. If the user does not answer, the caller can leave a message.

Ⓞ **Call Queuing.** Informs callers of their number in line, and allows callers to wait until the busy extension becomes available.

Ⓞ **Interactive Messaging.** The Automated Attendant asks questions and records the caller's responses. This is ideal for surveys or polls.

Ⓞ **Park/Page.** The Automated Attendant places a caller on hold, then pages the person the caller wishes to reach. The paged person can pick up the call from any extension. (Availability depends on phone system.)

Ⓞ **Automatic Fax Detection** will route faxes to your fax machine.

Ⓞ **Voice Recognition.** A caller speaks the name of the person they want to talk to.
-Barge In – Caller may speak name at any time.
-Nickname Support – supports over 75,000 names.

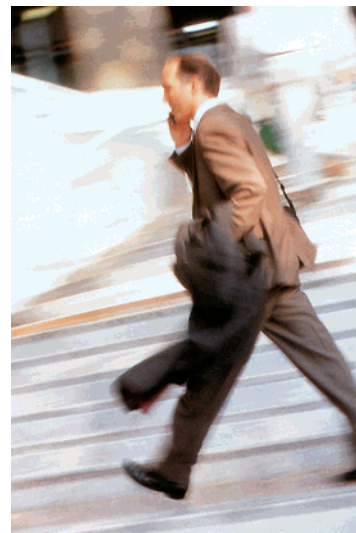
Voice Mail

Ⓞ Lets outside callers leave messages for employees.

Ⓞ Employees can record messages for each other. **VoiceSupport** can send the message immediately or at a future date and time.



Ⓞ **Multiple Personal Mailbox Greetings** let each mailbox user have a greeting for weekdays, another for vacations, weekends, etc.



Ⓞ Users can have their own menu of dialing options in their personal greeting.

Ⓞ **Controlled Message Retrieval** lets the user listen, pause, hear the date, time and sender of the message, record a reply, forward the message (with comments), fast-forward, rewind, turn volume up/down or skip to the previous or next message. And, the user can select the type of messages that play... *new, saved, held (partially listened to), or all.*

Ⓞ **VoiceSupport** automatically saves or erases a message after you've listened to it. *You decide!*

Ⓞ **Message Key** flashes at the user's extension when a new message arrives.

Ⓞ **Message Notification** calls user at three different numbers when a message arrives. **VoiceSupport** can call an extension, outside telephone, cellular phone, or digital/radio pager. And, users can schedule notification at different times of the day.

Ⓞ **Bilingual VoiceSupport** can accommodate voice prompts in two languages. An outside caller simply presses a key to select the desired language. Or, a language can be assigned to each incoming line. In addition, a language can be assigned to a mailbox. Mailbox users will hear that language when they log on to their mailbox.

Ⓞ **Return Receipt** allows users to know when a recipient has listened to their message.

Ⓞ **Auto Forward** sends a copy of a user's incoming message to another specific user (e.g., secretary, etc.)

Ⓞ **Urgent Message** allows callers to mark their message as "Urgent". These messages are put first in message queue. Also, users can choose to be notified of urgent messages.

Ⓞ **Confidential Message** allows callers to mark their message as "Confidential". This prevents the message from being forwarded.

Administration

Ⓞ **VoiceSupport** can be customized through a monitor/terminal and keyboard. **VoiceSupport** can also be customized via its internal modem.

Ⓞ **LAN Administration.** System administrators can make changes to **VoiceSupport** through the LAN.

Ⓞ All the system voice prompts can be re-recorded.

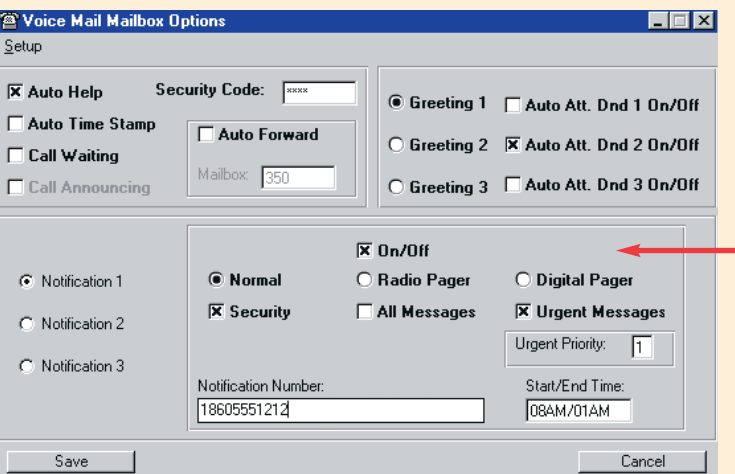
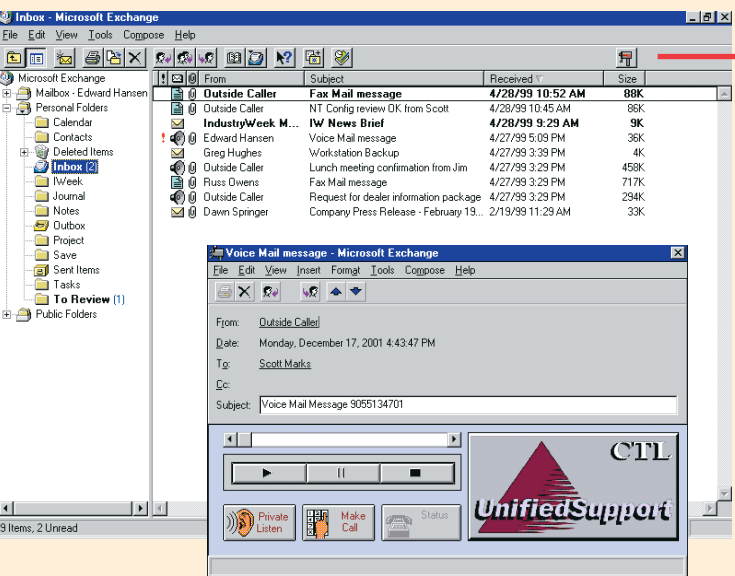
Options



UnifiedSupport

UnifiedSupport allows users access to their voice, fax and email messages in their Microsoft Exchange/Outlook or Lotus Notes Inbox on their personal workstation.

Microsoft Exchange/Outlook Integration

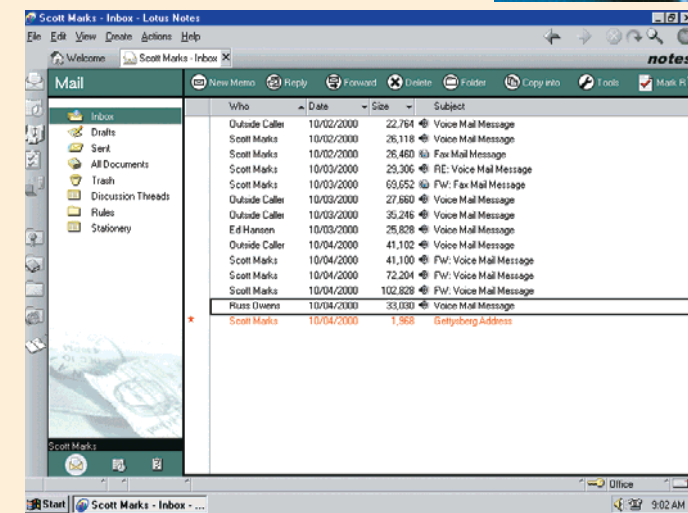


Ⓞ **Voice Mailbox Options.** **UnifiedSupport** users can change their mailbox options from their personal workstation.

Ⓞ **Text-to-Speech. UnifiedSupport** users can listen to their email over the telephone. The user can then decide to save it, delete it, or forward it to a co-worker. The user can even record a voice message reply. It goes back to the sender as a .WAV file email attachment.



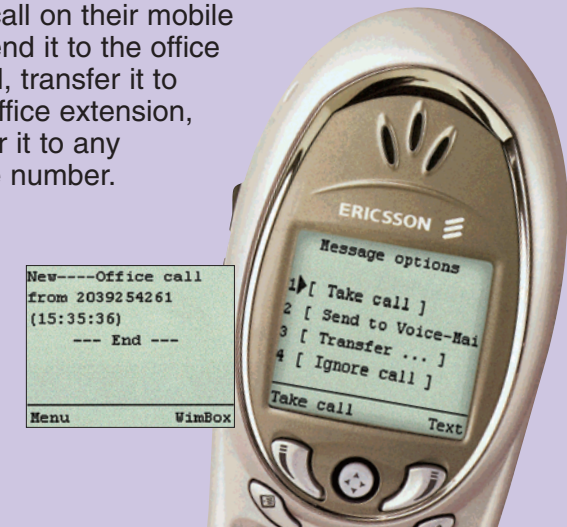
Lotus Notes Integration



Ⓞ **Voice Mail.** Users can play their messages over their computer speakers or privately over the telephone extension. They can type in a subject matter for the message to relate contents of the message.

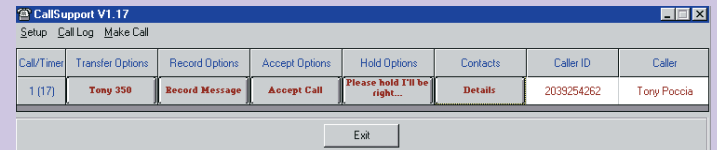
Ⓞ **Fax Viewer. UnifiedSupport** permits the user to view incoming private documents. Using the Fax Mail Option, callers can send faxes directly into a mailbox. From their personal computer, users can view, zoom in/out, rotate, invert and size the document. Users can then choose to print a fax directly to their local printer, and/or save it as a file.

Ⓞ **Wireless Unified Inbox.** **UnifiedSupport** users can access their inbox from their mobile telephone. Mobile employees can get their voice, fax and email messages any-time, anywhere. They can also access their inbox contact list, calendar and tasks.



Desktop Call Control

Desktop Call Control provides each LAN user with a screen-pop of options for every incoming call. The screen-pop shows the caller ID of the incoming call, if provided by the telephone system. If the caller ID matches a telephone number in the user's email Contact List, it will show the caller's name in the screen-pop window. The user can choose to take the call, transfer it to another extension, tell the caller to hold, or send it to voice mail. Each call has a timer, if there is no response from the user the call will default to some action, i.e., voice mail, park and page, operator, etc.



Ⓞ **Stack Calls.** Each user can handle multiple calls simultaneously.

Ⓞ **Retrieve Calls.** A user can retrieve a call that was previously sent to voice mail.

Ⓞ **Call Log.** A user can access the call log to see who and when someone tried to call them.

Ⓞ **Make Call.** A user can "make call" from the call log to call the person back. Or, a user can do a "make call" from their email inbox contact list.

Wireless Call Control. Wireless Call Control allows mobile employees the ability to control their incoming office extension calls from their mobile telephone. On their mobile handset, the user views the wireless alert with the caller's caller ID information (if provided). The user is given a menu of options to take the call on their mobile phone, send it to the office voice mail, transfer it to another office extension, or transfer it to any telephone number.

Fax Server

LAN users may send a fax from their local workstation. Any document that can be printed can be faxed out using the **VoiceSupport** fax ports. An email confirmation informs the user if their fax transmission was successfully sent.

Fax Mail

VoiceSupport Fax Mail allows a caller to send a fax into an individual subscriber's voice mailbox. The caller also has the option of recording a voice cover page with each fax. The fax stores as a voice message, confidential and private. When the subscriber accesses their voice mailbox, they have the option of sending the fax to any fax machine, forwarding it with a comment to another subscriber, or saving it for later retrieval.

IVR



VBOICE is the most comprehensive and flexible development environment for business critical interactive voice response solutions. An array of optional features gives you the power to create future-proof solutions for the world of communications convergence. Options include: web integration, fax capabilities, speech recognition, text-to-speech, conferencing and call center applications.

