DIAVOX UNIFIED MESSAGING PLATFORM VPS5004 WIN2000 SERIES

The DiaVox™ Advantage

DiaVox is a recognized international voice processing solution company based in California with presence in Africa, Asia/Pacific, the Americas & the Middle East. The company had established International Application and Customer Support infrastructure since 1989 with approximately 9,500 installed systems worldwide. The company's valuable in-country business, cultural and technical knowledge-based makes up the *DiaVox Advantage.*

INTRODUCING WINDOWS PLATFORM

DiaVox VPS5004-W2K Unified Messaging Platform integrates voice, and e-mail messaging applications providing a common database of user and caller information.
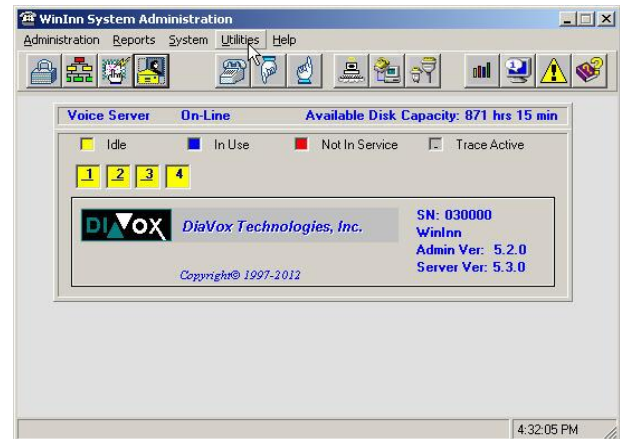
This integration of application and database information allows the VPS5004-W2K Series to provide Computer-Telephone (CTI) Integration with voice messaging and E-mail Services to the user's local PC workstation. Client desktop option module can be easily installed in the VRU Server and user's PC workstations.

It is simple to install, easy to use, and allows enhancements and scalability required for future expansion. The perfect integrated communication solution for small and large businesses as it is scalable to support large enterprises – as many as 25,000 users.

Other features include:

- Automatic Database access; file display
- True computer telephony integration
- Email Notification via POP3 account for new voice messages

VPS5004 W2K Voice Server supports from 4-96 Ports and hours of voice storage capacity. The system provide user selectable telephone system integration protocols.

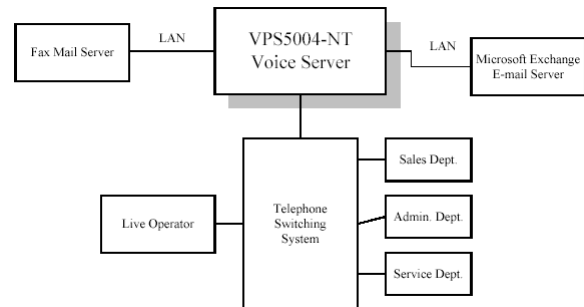*ADMINISTRATIVE WINDOW*

FUNCTIONAL DESCRIPTION

The VPS5004-W2K call processing system combines the capabilities of advanced voice messaging systems with state-of-the-art automated attendant. Voice messages are stored in digital form for delivery at a later, more convenient time.

Important calls are handled efficiently; broadcast calls to a number of individuals are expedited, and telephone tag (the inability to reach a called party) is eliminated. Now, you can receive messages from your callers and other users simply by having them delivered into the phone instead of written paper messages.

- Voice messaging is especially applicable to office communications and integrates with other forms of communications such as FAX and E-mail. The user-friendly VPS5004-W2K instructs callers and users with easy to understand voice prompts and single digit commands.

- Each user has one or more electronic mailboxes that store the voice messages. Anytime, and from any location in the world, users can access their mailbox and retrieve their messages.

- Interoffice communications are faster and more effective. After listening to an internal message from another user, you may reply to the message and the VPS5004-W2K will automatically deliver the response to the original person's mailbox.

- Users can indicate who will receive their messages by pressing the appropriate keys on any touch-tone phone. The same message can be sent to a number of mailboxes using only one phone call via distribution lists. Upcoming meetings can be broadcast with a single phone call; bulletin boards and interoffice memos are a thing of the past!

- The VPS5004-W2K connects to a PBX or EKS system and can function as an automated switchboard operator, thereby eliminating the need for a full-time operator. While users are on their phones, callers are given the option of holding, transferring to another extension, or leaving a message in the user's mailbox. The WIN will automatically handle each user's call in a way that best suits their individual business needs.

- Using the VPS5004-W2K in a corporate environment will reduce paper work and give management a valuable tool for monitoring day-to-day activities.

Internet connections via TCP/IP Networking Protocol

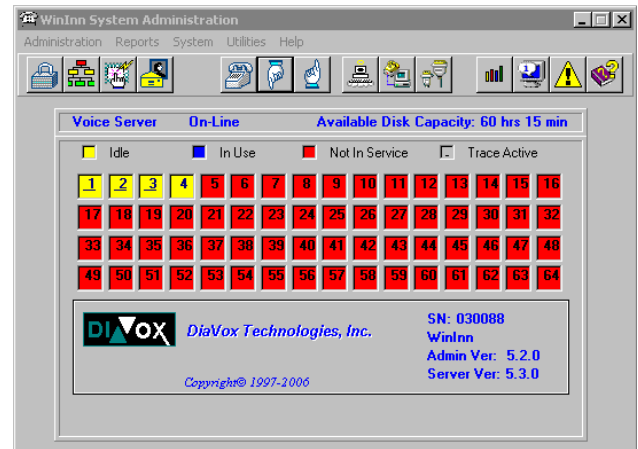## BENEFIT FROM THE OPERATING SYSTEM OF THE FUTURE... TODAY.

The DiaVox VPS5004-W2K VMS Server is a high-performance media processor, which runs on a Windows 2000, XP, 2003 Server, 2007 and 2008 Server Operating System environment.

BENEFIT FROM WIN NT AND CTI TECHNOLOGY

- 32-bit multitasking application for efficient voice processing and resource sharing applications
- Compatible with most Microsoft network and office products
- Pop-up windows that can give in-depth information about a caller
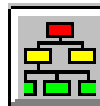- An easy implementation of future hardware & software enhancements.

VPS5004-W2K VOICE SERVER ADMINISTRATION module has two major

operational modes: *Monitoring mode* and *Administration mode*. The *Monitoring mode* shows the call activities of the Voice Server. If a line is in use, the background color of that line turns blue; if it is idle, the color is yellow; and, if it is out of service, it is red. The monitor will indicate if a Voice Server is on-line or off-line. If you need to configure the Voice Server, log into *Administrative mode* from the Monitoring mode.

The following bitmap shows a typical system in the Monitoring mode:

VPS5004-W2K Voice Server administration uses a Windows graphical user interface to configure and manage the voice processing operations. Some major functions include initial call routing, audio text call mapping, holiday programming, mailbox programming, statistical reports for line and mailbox usage, and system maintenance operations.

Graphical User Interface

AUDIO TEXT CALL MAPPING

The VPS5004-W2K Call Router/Audiotext Module serve as the "Information Center," permitting callers to receive important information about the company, products and services by pressing a touch-tone telephone key. It simplifies call routing, assisting callers to reach a company's specific departments or services. It is a very

efficient way to send & receive voice information.
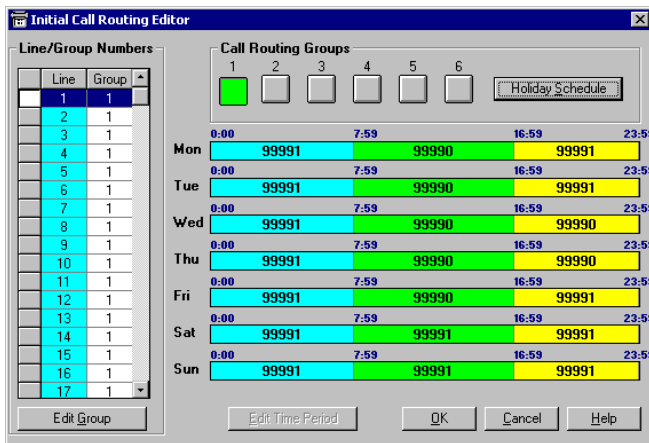
INITIAL CALL ROUTING

Initial call routing is a facility, which allows you to assign a routing group number (1 to 6) to each line of the system, assign a maximum of 56 greeting mailboxes for seven days a week, eight time periods for each day, and to access holiday programming. You can configure all six groups individually.

SYSTEM SETUP

Allows changes to the system size, the call progress control; integrates with your telephone system, and adjusts the system hardware parameters.
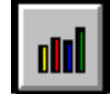
MAILBOX PROGRAMMING

Provides all the controls you need to configure a mailbox, rename, copy, enable or
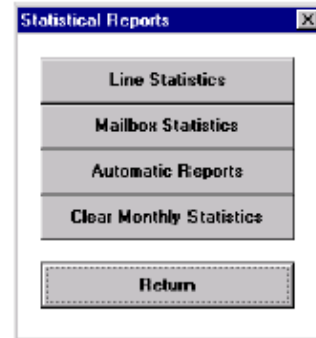
disable a group of mailboxes, and view and print mailbox assignments.
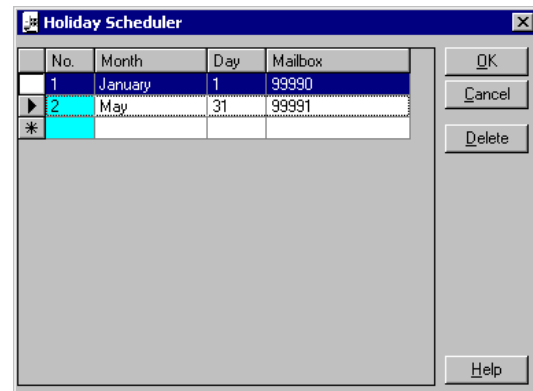
STATISTICAL REPORTS

Provides hourly, daily, and monthly line usage data and graphical charts, and daily and monthly mailbox usage data.

Additional Features

HOLIDAY PROGRAMMING

Allow you to associate special mailboxes and special greetings to special dates (i.e.: holidays). During those days the voice processing system will automatically pick the right greeting files to play. You can access the holiday programming editor from the Initial Call Routing editor.

DiaVox Technologies, Inc.
1379 n. Carolan Ave., Burlingame, CA 94010 USA
Tel: +1 650 685.6450 Fax: +1 650 685.6565

www.diavox.net

OUT DIAL NOTIFICATION

Allows a user to broadcast messages to a list of phone numbers and/or pagers. Prepare an outdial control file which specifies the parameters, the mailbox (number) from which you have messages to broadcast and a list of phone or pager numbers to broadcast to.
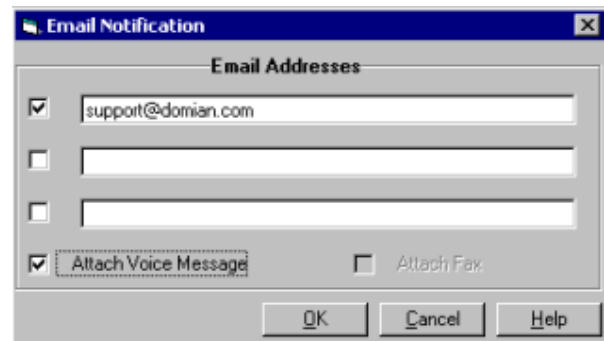

E-MAIL, ANYTIME, ANYWHERE.

Visual E-mail lets the VPS-5004-W2K mailbox users receive e-mail and scan it on their PC along with voice messages. Visual E-mail is integrated to the telephone switch and is capable to illuminate a message waiting light (MWI) on the user's telephone set indicating that new e-mail message(s) is received.

VPS5004-W2K seamless integration with Microsoft Windows Exchange, Fax, Internet Mail and Multi-Media functionality allows users to access various types of messages from their PC workstation and even remotely listen to their e-mail messages through the E-mail Player.

✓ EMAIL NOTIFICATON:

-Supports email integration with voice server for voice and fax message retrieval via the user's Internet Mail Inbox POP3 account

HARDWARE SPECIFICATIONS:

- Chassis Type:
  PC Desktop/Tower/Rackmount 4U
- Passive Backplane: PCI and PCIe Slots
- Power Source: 400W
- Processor(s): Xeon Processor
- Memory: 2GB (Min)
- Storage: 500GB scalable
- Voice Cards: Dialogic D/4 PCI
- High-Density Cards: D120JCT PCI 12-Port

Note: VPS5004W2K VMS Application Software can be purchased in SDK Kits

SOFTWARE REQUIREMENTS:

- Windows 2003, 2007, 2008 (Workstation/Server)
- VPS5004-W2K Application Software
- Dialogic Driver
- Remote Administration
- Telephone System Integration API

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