

# DV4 & DV2000 Messaging from DuVoice



Be Efficient

Let Unified Messaging from DuVoice change the way you do business.

Save Money

Solve Problems

Collaborate

The once separate worlds of voicemail, E-mail, and FAX have merged into one. DuVoice makes a family of products that help to combine these media into a single Unified Messaging solution. DV4 provides a cost-effective solution for even the smallest organizations while DV2000 serves the needs of very large enterprise users.

Since 1990 DuVoice has provided voice messaging and automated attendant systems for a wide variety of applications, integrated with a number of telephone systems. DuVoice has solutions for nearly all switch manufacturers to provide specific solutions to customer needs.

Unified Messaging has been used for years, by the largest businesses in the United States. Now, DuVoice makes Unified Messaging available and cost effective for even the smallest business.

Today, *any* organization can become more efficient, improve internal and external communication, foster collaboration and save money thanks to Unified Messaging from DuVoice Corporation.

Flexible voice mail and automated attendant features mean that you can tailor your DuVoice system to meet your precise needs.

DuVoice systems integrate with nearly any telephone switch available today. This means that the investment you make today can be used in the future—even if you replace your existing telephone system.

DuVoice Solutions scale from small office applications up to thousands of users.



The technical support and professional services provided by DuVoice are among the best in the industry.

DuVoice provides comprehensive installation support for resellers, helping insure that every system is installed correctly and functions as advertised. All DuVoice products include extensive remote access capabilities to facilitate factory support.

DuVoice professional services can be deployed to assist with system design, programming, or even on site installation and training.

## Unified Messaging

With DuVoice VeMail, voice mail and fax messages are delivered as attachments to E-mail messages. There are no special E-mail server or network requirements, nor do you need a special player to receive, listen to, or view messages. If you can send and receive E-mail, you can use DuVoice VeMail.

- **To hear a message**, simply click on the attachment and listen to it over your computer speaker or head phones.
- **To delete a message** from your voice mail box, just click reply and send. Fax messages are delivered as .tif or PDF files attached to E-mail messages.

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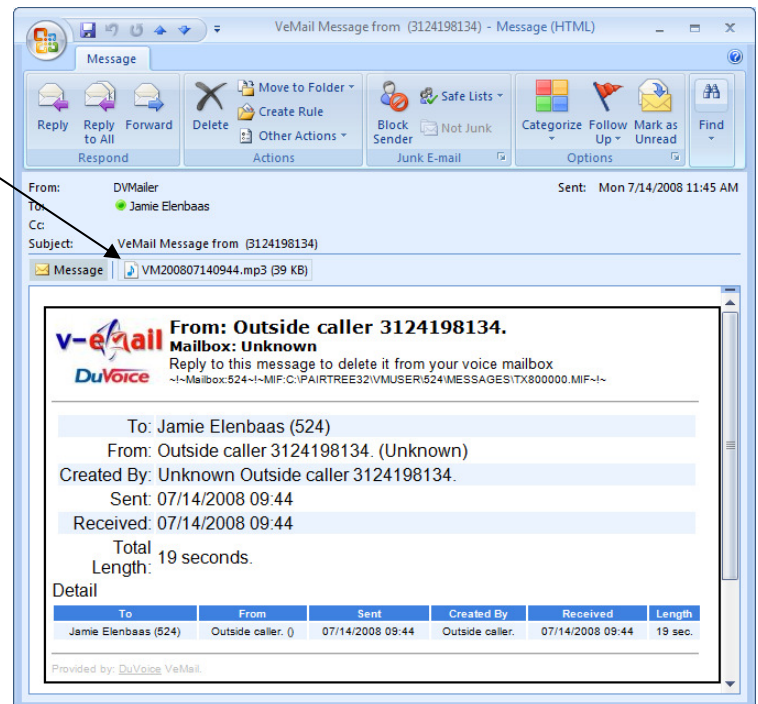
Solve Problems

Find Opportunity

*.wav or MP3  
file copy  
of voicemail*

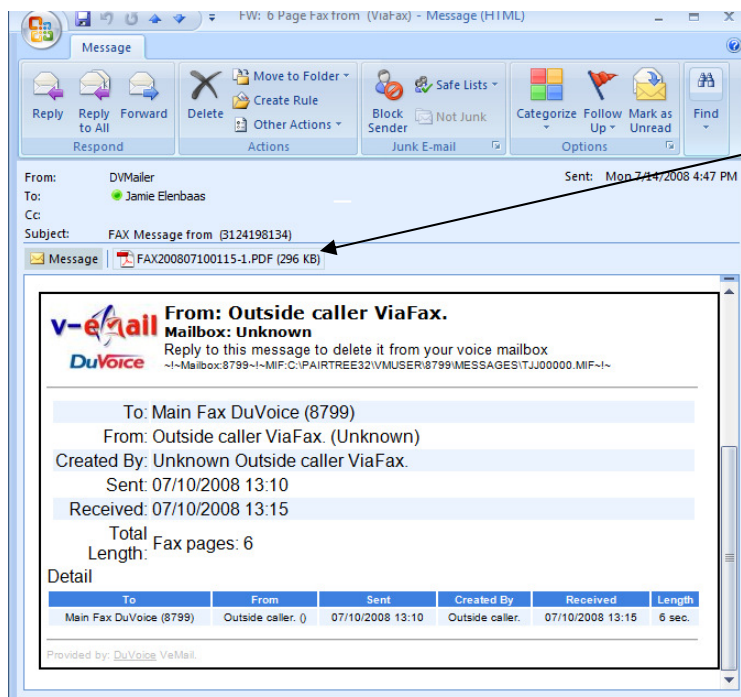
- Save VeMail as you would any other Email message.
- Forward as you would any Email message.
- Calling party's name is displayed on all internal calls.
- With the optional digital integration, capture calling number in the subject line.\*

## Voice Mail



Sample VeMail Voicemail Message

## FAX



Sample VeMail FAX Message

*.tif or PDF  
file copy  
of fax message*

- Click on the .tif or PDF attachment to view a fax.
- Print the attachment to keep a hard copy.
- Faxes are delivered automatically to your inbox.\*
- Forward faxes as you would any Email message.
- Keep faxes indefinitely as you would any other Email message.

\* Certain features are telephone system dependant. Please contact your reseller or DuVoice for details.

## Unified Messaging In the Office

There are a number of advantages to using Unified Messaging in the office.

**- All messages in one place** You need only look in your Email client to receive all voice mail, fax, and Email messages.

**- Forward messages outside**

You can forward VeMail messages to anyone who can receive Email. Share messages with colleagues, suppliers, and customers.

**- Save high value messages** One can manage only a limited number of voice mail messages in a traditional voice mailbox. Since VeMail messages can be labeled, kept in specific folders, sorted and searched for, they are ideal for long term storage.

**- Optimize record-a-call** If your telephone system supports record-a-call features, VeMail makes it easy to store and retrieve recorded conversations by date & time, or file name. Even if your telephone system does not have a built-in record-a-call feature, DuVoice can enable a useful facsimile of this feature on many switches.



## Unified Messaging Outside the Office

### Distance Workers

**- Telecommuters** enhance productivity with instant delivery of messages to Email.

**- Reduce Overhead** by limiting the use of the telecommuter's home telephone line, office trunks and office voice mail ports for message retrieval. With VeMail, messages are delivered for 'free' over the internet.

### Travelers

**- Save on cell phone / long distance** Travelers get voice mail automatically when they get their Email.

**- Painless Fax Delivery** Now travelers receive their faxes automatically without troubling staff back at the office or dealing with Hotel fax machines.

**- Review Email even when airborne** If the traveler keeps copies of Email on his or her PC, saved messages can be reviewed even when away from phones or the Internet.



## Mobility Features

When you are on the road, you don't need extra key-strokes to distract or slow you down. That's why DuVoice has developed mobility features to make live easier for mobile telephone users.

A Mobile users can her office and listen to all messages without pressing a key:

**- Auto log in\*** When you call in on your cell phone, DuVoice will recognize your cellular telephone number, automatically log you into your mailbox, and bypass your password.

**- Auto playback**

- Upon log in, DuVoice can be programmed to immediately play new messages.
- Once the message plays, it automatically skips to the next one (unless you elect to save or delete)

**- LIFO playback** DuVoice can be configured to play the latest message first. That way, if you've previously skipped a message, you will hear new messages first.

**- Transfer to cellular telephone** In your DuVoice voice mailbox, you can give callers the option to press a key and be immediately transferred to your mobile telephone.

## FAX

**Inbound**— Faxes are delivered at .tif or PDF attachments to Email messages.

**Instant, private inbound faxing** in is available in a DID trunk environment on most phone systems. Faxes to subscribers' private personal fax numbers are delivered instantly and automatically to the subscriber's Email inbox.

**General Delivery Inbound Fax** is available with or without DID trunks.

**Save Paper** on both inbound and outbound faxing.

- Since outbound fax is sent directly from the desktop, you don't need to print a 'proof' to go through the traditional fax machine.
- Print only those inbound faxes you really need as a hard copy. Otherwise you can save or delete without printing—the perfect solution to wasteful 'junk-faxes'.



\* Certain features are telephone system dependant. Please contact your reseller or DuVoice for details.





DuVoice products are available as

- Turn key systems
- Software only,
- Software / voice card

### Mailbox Features

- 5000 hours voice storage
- Scheduled notification to multiple pager or telephone numbers on urgent or all messages
- Multiple personal greetings by schedule
- Archived message folders (10)
- Undelete messages (for 24 hours after initial deletion)
- Pause, rewind, fast forward, adjustable speed and volume during playback
- Forward / Reply to messages with comment
- Forward messages to distribution groups
- Append to messages
- Time, date, and message source stamp
- Auto copy messages to other mailboxes
- Interview / Q&A mailbox
- FIFO or LIFO stored message

### Automated Attendant Features

- Single digit dialing system menus
- Powerful unlimited menu trees
- Audiotext (informational) mailboxes
- Day and Night greeting by schedule (or night button on Avaya Partner and Magix)
- System holiday greeting by schedule
- Routing by date and time
- First and last name directory
- Powerful multiple tenant and partitioning
- Interruptible voice prompts
- Caller queuing
- Call screening
- Call blocking
- Multiple tenant with separate greetings, schedules and dial by name directories for each tenant.

### Administrative Features

DuVoice is an easy to learn, easy to use system. The intuitive GUI is available through a variety of interfaces.

#### Access

- You can access the DV4 or DV2000
- At the system itself,
- Through your Local Area Network (LAN) using Remote Desktop, VNC, or nearly any other remote access software,
- Through the Internet and your dedicated Internet access.

**Back-up and recovery** You can back up critical files to other drives on your network without interruption of service. Disaster recovery involves little more than copying the backed-up folders onto the new system.

## DuVoice Configurations

DuVoice Messaging systems are available in two basic configurations.

	DV4	DV2000
Min / Max voice ports	4 / 8	4 / 48
Min / Max fax ports	1 / 8	1 / 8
Max Mailboxes	225 MB	5000 MB
Voice Storage	2000 hours	2000 hours
Operating Sys.	Windows XP Pro	Windows XP Pro
Power	120 Watts 110 VAC	120 Watts 110 VAC
Rack Case		Optional
Mirrored IDE drives		Optional
Mirrored SATA drives		Optional
Digital Integrations		Optional

### Popular Phone System Integrations:

- Avaya
- Comdial
- Fujitsu
- Hitachi
- Macrotel
- Mitel
- NEC
- Nortel
- Panasonic
- Rolm
- Samsung
- Siemens
- Toshiba
- Vodavi
- Win (and more)



### DuVoice Support

DuVoice provides comprehensive installation support for resellers. All DuVoice products include extensive remote access capabilities to facilitate factory support.

Use DuVoice **Professional Services** to assist with system design, programming, or even on site installation and training.

The optional **Software Support Agreement** insures that your DuVoice system is always at the latest software version. All DuVoice systems are covered by a **one year warranty. Extended Warranty** keeps your hardware covered beyond the initial warranty period.



*Tech Connect provides one touch, on line access to DuVoice*

XP Professional

Extensive Integrations

Support

Professional Svc.