

DV4 -PTR

Messaging for **AVAYA PARTNER**



Be Efficient

Save Money

Solve Problems

Collaborate

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

Over the years, PARTNER from Avaya has become the standard solution for smaller businesses seeking a cost-effective, reliable telephone system for up to 57 stations.

DuVoice developed DV4-PTR messaging for PARTNER, to add Unified Messaging and FAX capabilities while saving space in the Key Service Unit, allowing for a larger ultimate capacity on the system.

Whether you are building a new telephone system or want to upgrade your existing one, let DuVoice help you get the most out of your Avaya PARTNER.

Five Reasons to use DV4-PTR

- 1) Does not occupy KSU card slot
- 2) Easy migration to other Avaya platforms
- 3) World Class Technical Support
- 4) Easy to deploy Unified Messaging
- 5) Inbound / outbound desktop faxing

Save Room in your PARTNER

Because the DV4-PTR is connected to extensions on the PARTNER, and does not occupy an entire card slot (as PARTNER Messaging does), you can grow your PARTNER telephone system to its full capacity with DuVoice.



In fact, some customers elect to replace existing PARTNER Messaging systems with DuVoice specifically to enable expansion of a nearly full PARTNER telephone system.

Preserve Your Messaging Investment

Unlike other available messaging solutions, DV4-PTR can be configured to migrate to Avaya IP Office and Communication Manager systems. The investment you make today will serve you as your business changes and grows.

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 files attached to E-mail messages.

Be Efficient

Save Money

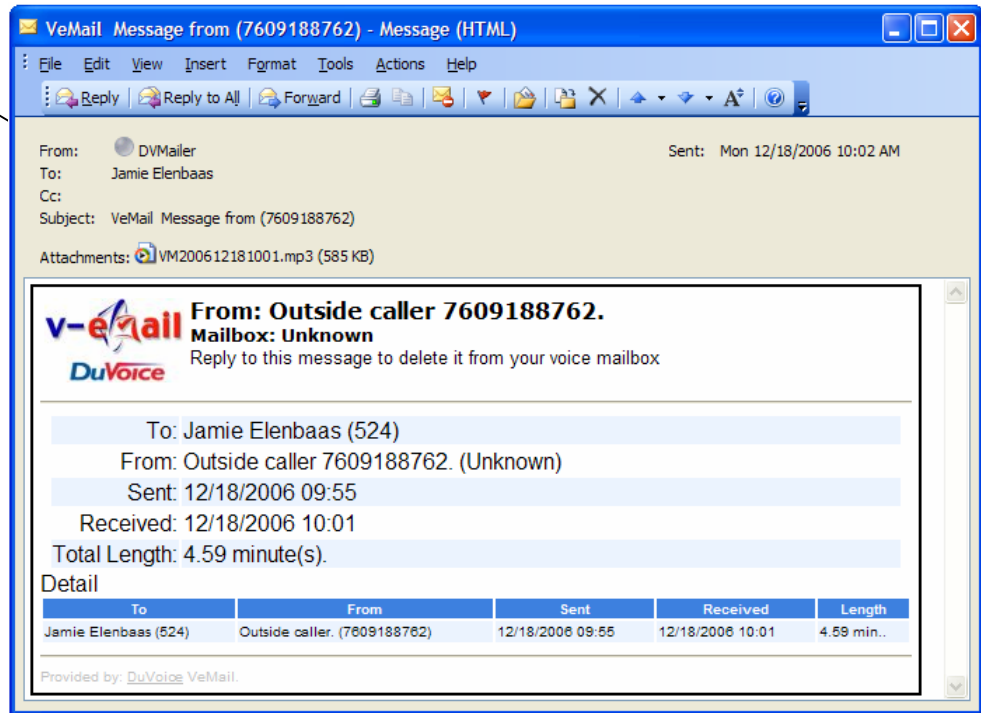
Solve Problems

Find Opportunity

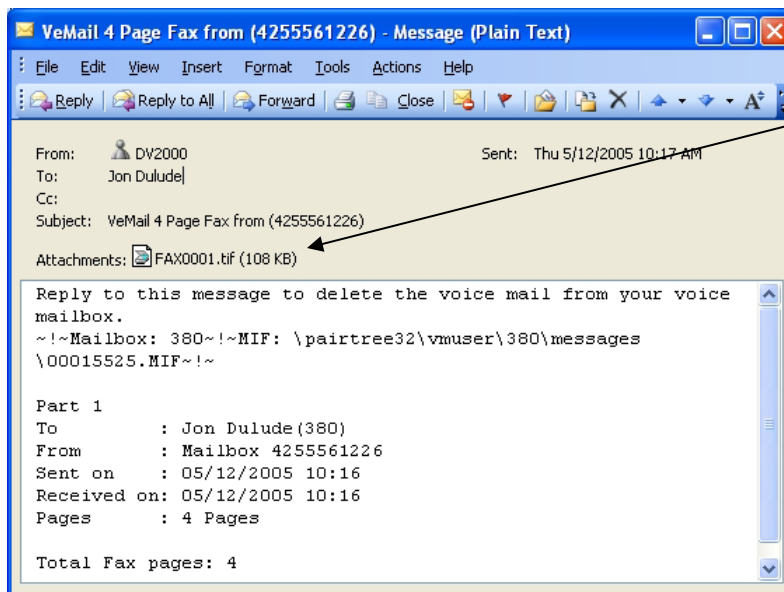
- Save VeMail as you would any other Email message.
- Forward as you would any Email message.
- Calling party's name is displayed on all internal calls.
- With the optional digital integration, capture calling number in the subject line.*

.wav file copy of voicemail message

Voice Mail



FAX



.tif file copy of fax message

- Click on the attachment to view a fax.
- Print the attachment to keep a hard copy.
- Faxes are delivered automatically to the inbox (or boxes) you specify.
- Forward faxes as you would any Email message.
- Keep faxes indefinitely as you would any other Email message.

Sample VeMail FAX Message

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** The PARTNER system provides a powerful record-a-call feature. VeMail makes it easy to store and retrieve recorded conversations by date & time, or file name.



Unified Messaging Outside the Office

Distance Workers

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

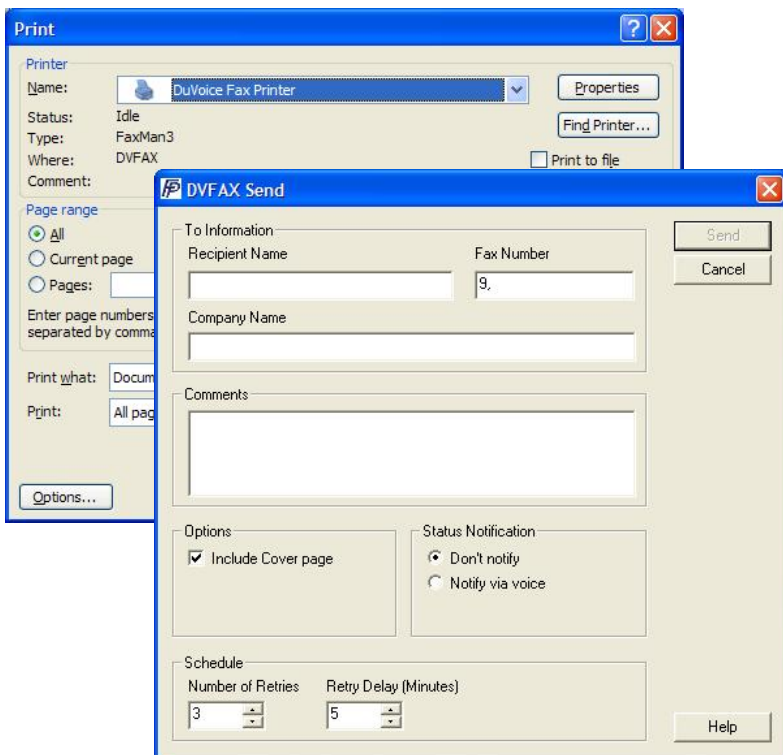
- **Reduce Overhead** by limiting the use of the telecommuter's home telephone line, office trunks and office voice mail ports for message retrieval. With VeMail, messages are delivered for 'free' over the internet.

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.



FAX

There are two components to DuVoice faxing.

Outbound - To send a document as a fax, just 'print', selecting the DuVoice Fax Printer. Fill in the DVFAX send screen and click 'send'.

Inbound - Faxes are delivered as .tif attachments to Email messages sent to the inbox (or boxes) that you specify.

Instant, private inbound faxing 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'.





DV4-PTR

DuVoice products are available as
•Turn key systems
•Software only,
•Software / voice card bundles.

Talk to your telecommunication reseller about the package that best fits your needs.

Mailbox Features

- 2000 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

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 configurations to meet your needs.

Min / Max voice ports	4 / 8
Min / Max fax ports	1 / 2
Max Mailboxes	100 MB
Voice Storage	2000 hours
Operating System	Windows XP Professional
Processor	1.2 Gigabytes Intel
Weight	20 lb.
Dimensions	17" x 16" x 6"
Power	300 Watts 110 VAC
Rack Case	Optional
Mirrored IDE drives	Optional
Digital Integrations	Optional
48 Volt DC Power	Optional

For larger applications, consider DV2000, a family of messaging systems that support up to 48 ports and thousands of users on a wide variety of telephone systems.

Contact your DuVoice reseller for details.

DuVoice Support

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



DuVoice Tech Connect allows the on site technician to instantly log DuVoice support personnel into the system for diagnostics and other assistance.

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.

XP Professional

Extensive Integrations

Support

Professional Svc.