

iVoice

Our technology speaks for itself!

iVoice Unified Messaging

In today's fast-paced business world, you are expected to manage many tasks efficiently. When you are in the office, you can check your e-mail, receive faxes, or listen to voice-mail messages. However, with traditional systems, you are required to check three or more places to get all of your messages, making it harder for you to complete your work in a timely fashion and adding more tasks to manage. In addition, you have to be in your office to receive your messages, making it difficult to reply to your clients quickly when you're traveling.

To help you manage tasks in a more efficient manner, the Unified Messaging system from iVoice organizes all of your messages—voice, e-mail, and fax*—into one universal mailbox that can be accessed anytime, anywhere. iVoice Unified Messaging stores all of your messages in one universal mailbox that can be accessed via telephone or e-mail. You will no longer have to check the fax machine*, your e-mail, and your voice-mail to retrieve all of your important messages: they will be available if you call the system while on the road or from home. Furthermore, administration of the Unified Messaging system simple—there is only one mailbox to configure, support and maintain.

Unified Messaging from iVoice opens up a completely new world of instant communications and enhanced productivity. The broad range of message retrieval options allow you to be alerted of important events and problems on the spot—regardless of where you are. *You can enhance customer service with quicker response times and improve your corporate image with the most advanced telecommunications system available—the iVoice Unified Messaging System.*

Voice, Fax*, and E-mail Access – Management of voice and e-mail via the telephone interface or your e-mail inbox. Rerouting of e-mail to the nearest fax machine*. Reply to e-mail messages with a voice message and vice versa.

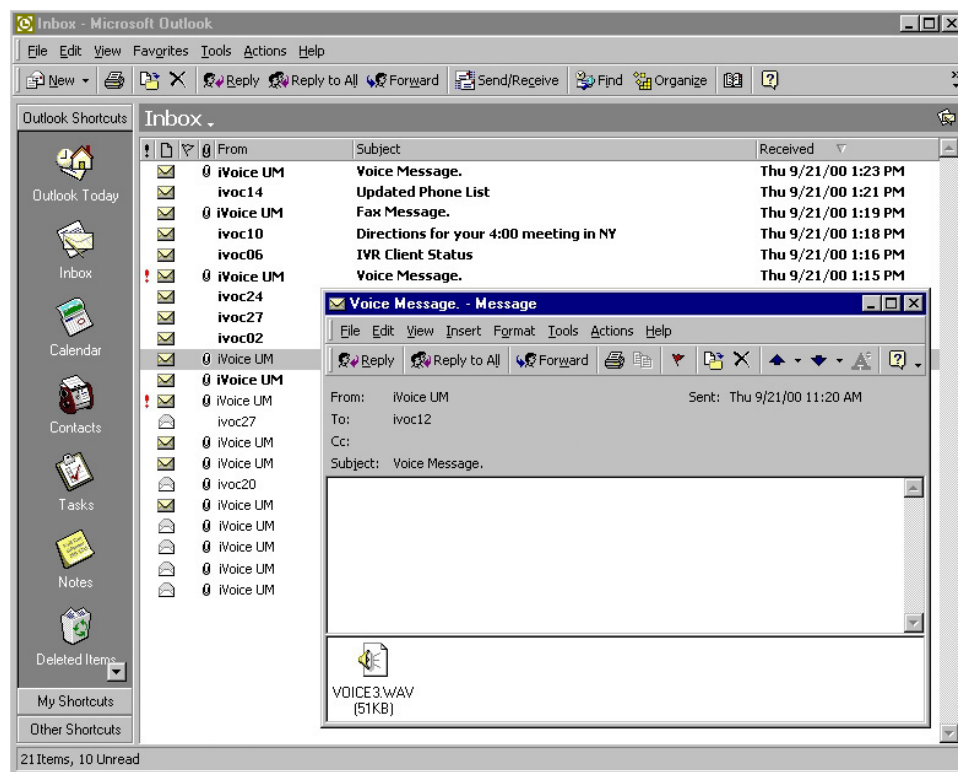
Text-To-Speech – Unified Messaging allows your employees to hear their e-mail messages by calling the voice-mail system.

True Unified System – Unlike “Integrated Messaging” systems, Unified Messaging stores all communications in one universal mailbox that can be accessed anytime from the telephone or PC. A single mailbox located on a client/server system makes administration simple and cost effective.

Single Point of Administration – A single server to maintain for voice, e-mail, and fax* means only one server to backup and only one mailbox per user to maintain.

Unified Messaging Features

The iVoice Unified Messaging system from iVoice is a powerful package designed to meet the needs of the largest corporations as well as small offices. Each feature of the iVoice Unified Messaging system incorporates iVoice's extensive application and voice-recognition experience and testing—reducing the need for specialized experts to perform tasks that instead can be done by the average user. The iVoice Unified Messaging system offers many unique features including:



Ease of Configuration – The graphical interface lets you quickly configure your system to meet the needs of your company.

Single Point of Administration – A single mailbox for all voice, fax*, and e-mail messages means there is only one mailbox to maintain.

Multifunctional – Unified Messaging supports voice recognition, text-to-speech, digital voice recording, auto attendant, text-to-fax routing, voice mail and more.

Scalable Architecture – Unified Messaging can support over 200 ports on one system. Start with a small system and as your company grows into a corporate giant, the iVoice Unified Messaging system can grow with you.

Internet Messaging – voice messages can be sent through e-mail, over the Internet

Voice, Fax* and E-mail – all available in your Inbox

Voice Access

Receive and hear voice messages on your PC, repeat messages, fast forward or skip over them. Reply to your voice, fax*, and e-mail messages, save them for future reference, route them to others and attach your own voice annotations and comments. When you are on the road, you can have your messages forwarded to your cell phone.

Fax Access*

Forget about having to stand around the fax machine waiting for other workers to send and receive their faxes. With the optional fax integration feature, all of your faxes come to your mailbox where you can view them on your PC. You can store them, forward them to other users or reply with voice comments. When you are on the road, your faxes can be automatically transferred to your e-mail so that you can download them, wherever you may be, or forward faxes to the nearest fax machine for printing.

E-mail Access

Retrieve e-mail on your PC, laptop or PDA anywhere, anytime. If no computer is available to you, you can call your mailbox and the iVoice text-to-speech technology will read your e-mail to you over the phone. You can then send an e-mail reply by e-mail, voice or fax*. In addition, your voice messages can be forwarded to your e-mail so that you can hear your voice messages when you check your e-mail. The choice is yours and iVoice Unified Messaging makes it possible.

Easy to Configure

The user-friendly, menu driven interface lets you quickly configure the software to meet your system requirements. In addition, Unified Messaging works in conjunction with familiar programs such as Microsoft Exchange, Microsoft Outlook and Lotus Notes—seamlessly integrating with your system and reducing costs for training time.

Single Point of Administration

iVoice Unified Messaging makes administration a task virtually anyone can handle. There is only a single server to watch and only one mailbox per user to configure, support, and maintain. Assigning new mailboxes, removing old mailboxes, backing up messages, and checking the system status can all be performed on-screen in the GUI.

Auto Attendant

In addition to being a complete messaging system, iVoice Unified Messaging system acts as an auto attendant to your callers. When callers access the system, they can simply say the name of the person or department they wish to contact and will then be transferred to the appropriate party using their spoken voice.

Single Mailbox Solution

If you are on the road and need to access your voice, e-mail, and fax messages*, the iVoice Unified Messaging system allows you to retrieve, store, log, reply and send messages, from a single mailbox. The iVoice Unified Messaging system even alerts you when a message arrives. That's convenience. That's efficiency.

Text To Speech

With the incorporation of Text-to-Speech technologies, users can call the system and listen to e-mail messages over the phone. The Unified Messaging system from iVoice uses superior technology to play back your messages in a natural human voice.

Speech Recognition

The iVoice Voice Recognition Engine is currently being used in various applications in hundreds of sites, processing thousands of words every day. The Voice Recognition engine is utilized for callers, who can say the name of the person or department they want to reach, as well as your employees, who can navigate through the system via voice commands.

True Unified Messaging

All voice, fax* and e-mail communications are stored in a single mailbox located on an e-mail server along with directories and subscriber information. To let you access voice and fax messages* from your computer, the e-mail system uses PC client software such as Microsoft Exchange.

Unified Messaging also includes a voice server (with telephone switch integration and voice cards) that is connected to the e-mail system via a LAN.

System administrators will appreciate the simplicity of the iVoice Unified Messaging system.

Additional Features

- Simplified mailbox activation
- Message retrieve, save, copy and delete
- Send and receive voice messages to an Intranet and the Internet
- Reroute E-mail & Fax* mail to your location
- Capable of playing e-mails using text-to-speech technologies
- Certified, priority and private messages
- Distribution, broadcast list
- Message waiting lamp notification
- Fast forward, rewind, skip/pause of all messages
- Date and time stamp (auto/manual)
- On or Off-site programming and recording
- Password protection
- Notification to pager, cellular, and outside numbers
- Paging priority level: always, priority, or none
- Extended mailbox greeting
- Mailbox forwarding
- E-mail, Fax* and Voice mail notification to pager
- Enhanced "follow-me" features

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