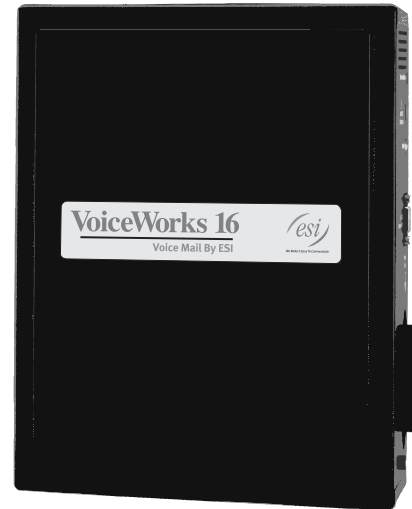


VoiceWorks 16 product overview



General description

VoiceWorks 16 from ESI is a standalone digital voice mail system designed for businesses small to large.

It has: 70–140 hours of voice mail storage; a built-in, award-winning automated attendant; a message-on-hold source; and advanced 64 kilobit/second audio sampling for the highest quality a phone line can carry.

The system's call-handling capacity starts at two ports — with all features — and protects the buyer's investment by growing with any business to an incredible 16 ports.

VoiceWorks 16 combines a multitasking digital signal processor (DSP) and a proprietary operating system to provide businesses with a feature-rich, high-quality, low-cost voice mail system.

Voice mail features

Off-premises message delivery*

VoiceWorks 16 can deliver messages to any other phone: internal extension, cellular or home. When you answer its call, VoiceWorks 16 announces the number of new messages and requests the mailbox password. Users can set quiet times to avoid being called, for example, late at night. Off-premises message delivery can work in conjunction with pager notification (see next item) to make sure the message gets through.

Digital pager notification

When new messages arrive, VoiceWorks 16 can dial users' digital pagers, keeping them in touch with the office when they're away. There is no confusion if the user has multiple mailboxes: the paging indicates the mailbox in which the message was left.

Urgent messages*

Mailbox users can let callers choose to mark messages as urgent. Then, for off-premises delivery or pager notification, such users then can choose to get all messages or only urgent messages. The system presents urgent messages first when one retrieves messages, saving time.

Message recycle bin (undelete)*

VoiceWorks 16 always remembers the last 10 deleted messages for each mailbox. Unlike other systems, VoiceWorks 16 will allow users to restore any of the last 10 messages, regardless of how long it's been since they were deleted.

* Denotes newly added features to VoiceWorks 16 as compared to previous version of VoiceWorks.

Multiple personal greetings*

Users can record and store up to three different personal greetings. Each user can easily activate a different personal greeting, from any touchtone telephone. Users may also re-record the personal greeting remotely, if desired, as well as from an extension within the system.

“Message waiting” light notification

If the telephone system is equipped with “Message waiting” lights, VoiceWorks 16 will turn on this light with the arrival of one or more new messages, and turn off the light after retrieval.

1,000 mailboxes

Individual user mailboxes

VoiceWorks 16 can support offices of all sizes, very small through very large. **All** mailboxes have the features users need and incredible ease-of-use.

Guest mailboxes

These make it possible for users, such as traveling sales staffers, who work mainly outside the office (or, for some other reason, aren't assigned an extension) — to have voice mail. Guest mailboxes have exactly the same capabilities as individual user mailboxes.

Informational mailboxes

Informational mailboxes improve efficiency by giving callers details employees might otherwise have to provide several times a day. Businesses can find many applications for informational mailboxes such as providing operating hours or driving directions, or even promoting goods or services after hours. After playing the recorded information, the mailbox can route a caller to an extension, department, mailbox or automated attendant branch — or disconnect the call.

Q&A mailboxes*

Up to 10 question-and-answer (Q&A) mailboxes can be created with up to 10 question/answer segments in each. Answers are retrieved as one message.

Group mailboxes

Office personnel or outside callers may leave one message in a group mailbox, and the VoiceWorks 16 will automatically copy that message to each group member's individual mailbox. Perfect for getting messages to entire departments such as scheduling a meeting.

Broadcast mailbox

This useful mailbox lets a user leave one message for all users within the system. It may never again be necessary to type a memo, copy it and circulate it to all employees. This can be a real time and money saver.

Cascade paging mailboxes

These are ideal for emergency or time sensitive messages. VoiceWorks 16 will start by paging the first user listed when a message is left. If the user fails to retrieve the message in a programmed period of time, it will begin paging another user. Up to 3 pager numbers can be listed. Mailboxes like these guarantee messages are acted upon.

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Automated attendant

Six menu levels, 100 audio-text branches

Callers answered by the Automated Attendant can be routed through up to six menus. Each audio-text branch asks callers to enter a digit, 1–8, to advance to the next menu level or transferred to their selection. Recording time for each Audio-text branch is nearly unlimited.

Customized answering of incoming lines*

VoiceWorks 16 can independently answer incoming lines with any of up to eight different main greetings. This is ideal for companies with separate phone numbers for each department, or catalog request lines. Multiple companies operating in the same office will find this capability tremendously beneficial.

Automatic fax detection

If it detects a fax tone on any line it answers, the VoiceWorks 16 automated attendant automatically transfers the call to the extension designated as a fax. This saves the reoccurring cost of a dedicated fax line, potentially a substantial cost saving over the course of a year.

Directories by name

A caller may select a directory of names if he or she doesn't know the extension number of the called party. Callers are prompted to enter the first few letters of the party's first or last name. If VoiceWorks 16 finds a match, it automatically transfers the caller to that extension — and, for the caller's future reference, can optionally announce the extension number before transferring. As an alternative, the caller can hear a listing of all names in the directory.

Automatic night greeting

VoiceWorks 16 will automatically play a recordable night greeting, if desired. The night greeting follows a programmable timetable based on day-of-week and time-of-day.

Remote recording and activation of holiday (or other special closing) greeting*

System administrators may remotely call VoiceWorks 16 and with a few simple keystrokes, activate the automated attendant's holiday greeting. The administrator can easily re-record the holiday greeting to specify the occasion. This allows for unexpected closings, such as due to inclement weather — or the administrator realizes he or she forgot to activate the greeting before leaving for the holiday.

Uniform call distribution groups (“hunt groups”)

VoiceWorks 16 can enhance certain telephone systems that lack the so-called “hunt group” feature, hunting for an available telephone from a list of extensions. It will rotate the order of first extension attempted, creating a uniform distribution.

Automated attendant block

The system administrator can list certain extensions, such as lobby or “break room” telephones, as “private.” Callers will be unable to reach such extensions from the automated attendant, and will be forwarded to the operator or a mailbox, if appropriate.

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System features

Voice storage*

VoiceWorks 16 uses advanced digital signal processing to store over 70 hours of messages. For more demanding applications, an optional memory module increases storage to nearly 140 hours. The record and playback quality — using 64 kilobit/second sampling — is the highest level available over a standard telephone line. Each of the 1,000 mailboxes stores over 125 messages.

Port cards

VoiceWorks 16 can be configured for applications small and large. For smaller applications, the standard system can accommodate 2-port cards. For larger or high-growth applications, use up to four 4-port cards. Any system can be upgraded very simply. VoiceWorks 16 allows quick and easy access to port cards **without** a need to remove the cabinet from the wall; cards connect to the main board with a ribbon cable. Users will appreciate the added value they realize because VoiceWorks 16 is economical at the start and when the time comes to expand.

System cabinet*

Just one compact, wall-mounted cabinet houses VoiceWorks 16 — processor, modem, memory and port cards; it's all there. A single screw releases the cabinet lid, giving quick access to all components. A small wall-mount transformer powers the system.

Single amphenol cable connection*

VoiceWorks 16 interfaces to the telephone system with a single, 25-pair RJ-21X amphenol connection. Most standalone voice mail uses multiple RJ-11 or RJ-14 connectors; but, with VoiceWorks 16, there's no need to modify and label a snake's nest of line cords.

Music-on-hold Interface*

A dedicated 8-ohm mini-connector port on the main board provides a continuous 64 kilobit/second music source to the telephone or paging system. VoiceWorks 16 has eight available recordings that the user can easily switch between using any telephone. Three of the eight are pre-recorded and the remaining five are reserved for recordings provided by the end-user.

Extensive analog connectivity

VoiceWorks 16 can interface with most popular telephone systems. This protects the user's voice mail investment, even if he or she later installs a different telephone system. Otherwise, when the inevitable telephone system purchase comes, voice mail designed only for a specific telephone system would prevent users from using the same voice mail on a different phone system. It might also force users to reluctantly buy another telephone system from the same manufacturer, when upgrading, in an attempt to protect the voice mail investment. This tremendous built-in growth capability and flexible analog connectivity could make VoiceWorks 16 the last voice mail system a company ever purchases.

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14.4 Kbps maintenance modem*

Built into the VoiceWorks 16 motherboard, the maintenance modem requires no additional analog ports or dedicated lines for remote access. This allows the dealer to make remote maintenance and updating of system software and programming. VoiceWorks 16 also supports backing up and restoring of system programming. Most voice mail manufacturers offer these conveniences — *as an option*. At ESI, however, we don't believe you should have to pay extra to get superior service.

Enhanced reports*

System reports available on demand include automated attendant/CO line usage, extension/department, voice mail statistics and program configuration. Select parameters such as clearing report totals, type of call and time period. Reports are output through the RS-232 port of the KSU and may be routed to a serial printer or computer in ASCII format.

Year 2000 compliant

VoiceWorks 16 software, like that for all ESI products, was developed with an eight-digit (not six-digit) date code, making ESI systems completely Year 2000 compatible. Extensive testing shows VoiceWorks 16 experiences no date or software problems when switching over to the year 2000 and the internal calendar continues to handle leap years accurately.

Installation/maintenance features

PC-based Installer programming*

Installers may program the system off or on-line on their PC, using ESI's Installer application, and upload the configuration to VoiceWorks 16. The application runs under Windows® 95/98, providing an easy-to-use graphical user interface as opposed to a DOS-like command line interface.

Remote support*

The new YMODEM-protocol interface provides remote capability for the following operations:

- Remote software uploads,
- Configuration backup and restore
- Remote real-time programming
- Remote reports

Department-level programming*

VoiceWorks 16 can increase call-processing efficiency by using department hunt groups programmed within the telephone system to transfer calls. If the department is busy or the call otherwise goes unanswered, the telephone system can transfer calls back to VoiceWorks 16 for re-routing to another extension, department, mailbox or automated attendant branch.

Menu-driven installer and administrator programming*

VoiceWorks 16 uses menu-level programming for both the installer and the system site administrator. The system presents a spoken list of functions and asks for a single-digit selection. VoiceWorks 16 then presents the next menu level of options until the desired function is reached.

* Denotes newly added features to VoiceWorks 16 as compared to previous version of VoiceWorks.

Enhanced port disconnect recognition*

VoiceWorks 16 can be set to recognize open loop interval and DTMF signal disconnect, if supported by the phone system's analog ports. This is another feature that maximizes the call processing efficiencies of VoiceWorks 16.

Comdial® DSU integration

The VoiceWorks 16 DSU Integration Card (DSUic) enables direct connection to the digital ports of Comdial's DigiTech and Impact telephone systems with Execumail® compatible software. This substantially reduces equipment cost, because the DSUic eliminates the need for costly ATI-D analog adapters. Dealers also benefit by simplified programming, wiring and support. End-users experience faster call processing and enjoy the highest quality sound available. Most of all, they will appreciate the value of initial and expansion cost offered by VoiceWorks 16.



We Make It Easy To Communicate

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