

- Affordable
- 1,000 hours Message Storage
- PC with Microsoft Windows 2000 included
- 10,000 Mailboxes
- Unified Messaging
 - on any network
 - with any E-mail service
 - No client software required
- Works with or without E-mail
- Dozens of PBX integrations
- IVR applications available
- Inbound Fax included
- Outbound Fax Server applications available
- Desktop or Rack mount PC
- Second IDE drive Available
- Mirrored SCSI Drives Available
- One year warranty

www.duvoice.com

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DV2000 4 - 48 Ports Voice Mail & Auto Attendant, 1- 4 Ports Fax, and Unified Messaging

DV2000 is the one voice mail, auto attendant, IVR system to address the needs of organizations with a dozen users or with thousands. Options like rack mounting, dual SCSI hard disk drives, IVR and fax server applications mean that DV2000 can be tailored to meet your exact needs.

Unified Messaging— Riding the .wav

DV2000 can automatically send voice and fax messages to E-Mail. We call this feature VeMail.

Voice Mail DV2000 makes a copy of each of your voice mail messages and delivers them directly to your E-mail inbox as a .wav file attachment. Play your voice messages on any PC or laptop with a sound card—no client software is required. When you're done with the message, just reply to the VeMail message and DV4 will automatically remove it from your voice mailbox!

Fax Mail VeMail also works for FAX. Just as DV2000 sends copies of voice mail messages as .wav files, DV2000 also sends faxes as .tif file attachments. All incoming faxes can be directed to a central E-mail in box to be distributed to their recipients, or in a DID environment, faxes to subscribers with personal fax telephone numbers can be sent automatically to the recipient's E-mail inbox.

Network Requirements

DV2000 is just another Windows workstation that sends and receives SMTP E-mail messages on your network. As such it will work in nearly any network and with any E-mail service. It will also work with no network at all if attached to your dedicated Internet Service.

Network Interface DV2000 includes a 10/100 network interface, so it will integrate with any network - or straight to your Internet Service Provider (ISP) if you have no network.

E-mail Integration Since these E-mail messages are sent as SMTP messages, DV2000 will fit in nearly any E-mail server environment -Microsoft Exchange, Lotus Notes, or even straight to a POP3 ISP. DV2000 appears to your network or ISP as just another workstation sending and receiving e-mail messages.

Installation couldn't be easier Simply enter the name of the E-mail server or service address, give the DV2000 a return E-mail address and test.

Automated Attendant As with all DuVoice products, DV2000 provides flexible automated attendant applications. Using the convenient GUI, an administrator can create or change call routing and applications at the click of a mouse.

Voice Mail DV2000 is designed to assure that subscribers get their messages. In addition to standard message waiting lights, pagers and cellular notification and delivery, DV2000 can be programmed to send an E-mail notification (typically to a cell-phone E-mail account) showing the source and urgency of each message in the mailbox. With VeMail, the message itself is sent as a compressed .wav file to the subscribers inbox.

Whether a subscriber is an experienced user or new to voice mail, DV2000 mailbox features can be tailored to meet his or her needs. A new user tutorial guides new users through the process of setting up the mailbox.

Why VeMail?

E-mail is now the number one communications tool in business. Receiving voice mail, fax and E-mail in the same place has a number of advantages.

Save messages like any other document. Imagine the difficulty of saving (and being able to retrieve) hundreds of voice mail messages the old fashioned way. Now you can now save your VeMail and / or attachments in folders the same way you do the rest of your electronic documents. Now voice messages and faxes are as durable and available as any electronic document.

Forward messages to anyone. Voice mail and fax messages can now be shared with anyone who has a multimedia PC. No client software is required to receive these messages, only the ability to play a .wav and to see a tif file.

Reduce voice mail port traffic and long distance expense. Instead of calling into the office throughout the day, people working within and outside of your office get their messages delivered to them via E-mail—without using your phone lines, long distance or voice mail ports.

Sensitive faxes - DV2000 fax messages are on your PC, not sitting on the fax machine in plain view of anyone who walks by.

Message Redundancy - Messages are stored on the voice mail system as well as in your E-mail server.

Junk Faxes - How much expensive paper and toner go into your trash bin each year from junk faxes? Now you print only those faxes you need to have on paper.

Choice of Hardware

DV2000 comes in a desktop style PC which fits on a shelf in many computer racks. As an option, you can specify a 19" rack-mount style PC.

Redundancy

In either the desktop or rack mount cases, you can specify a second IDE drive which can be backed-up on a schedule. In the rack mount style case you can specify a pair of fully mirrored, hot swappable RAID controlled SCSI drives.



Voice Mail Features

- 1000 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

Auto 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

Administration Features

- Administration via LAN or Modem
- Back-up over Network
- COS programming format
- Database import features for automatic mailbox creation

Hardware

- Intel Dialog or Brooktrout voice boards
- 1.7 Gig Intel processor
- 128 Meg RAM
- MS Windows 2000 Operating System
- Desktop or Rack Mount Case
- 20 GB IDE HDD or 2 x 20 GIG SCSI Drives
- 52x CD-ROM drive
- Floppy Disk Drive
- Integrated 10/100 Ethernet connection
- keyboard & mouse
- **Monitor NOT included**



Desktop
6.25" tall
16.25" deep
17" wide



Rack Mount
7" tall
19" wide
19.75" deep

Unified Messaging Features

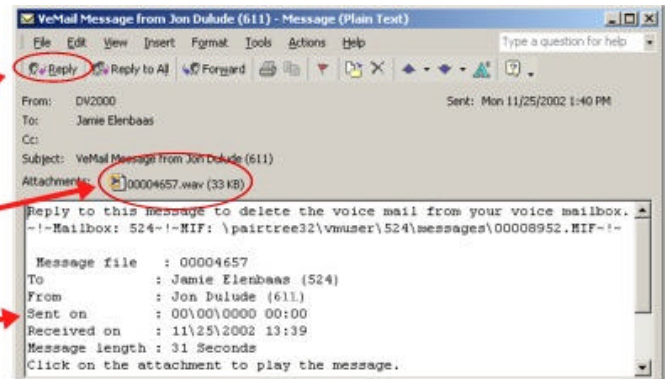
Voice

- Incoming messages are stored in the subscriber's voice mailbox and Email inbox.
- Automatically sends a copy of each voice message to one or more Email addresses.
- "Reply" to a VeMail automatically removes the message from the voice mailbox.
- No special client software is required to play VeMail messages.
- Minimal bandwidth use— compressed-WAV files are only 1k per second of recording. An average sized messages is only 30 K.

"Reply" to delete
The message from
Your mailbox

Click the attachment
To hear the message

See the
Message history



Fax

- Incoming faxes can be received in a public Email folder where users can retrieve them or they can be distributed to the users.
- In a Direct Inward Dial (DID) environment, each subscriber with personal fax DID number can have fax messages automatically forwarded to their voice mail box and / or to their E-mail in box.
- Faxes received in a voice mailbox can be redirected to a traditional fax machine for print-out.
- Faxes delivered to E-Mail can be viewed directly on the PC as a .tif file.

Integrations:

Avaya

- Partner ACS, Partner Plus, Partner II
- ,Magix, Legend rel. 2 and above
- System 25
- System 75 / System 85 (PBX Link)
- ProLogix, Definity / MultiVantage (mode code)

Mitel

- SX 200D / EL / ML (ONS or DNIC)
- SX 100 / 200 Analog (COV)
- SX 50, MS 55 (COV)

NEC

- NEC 2400, 2400 SIM, 2400 IMG, 2400 MMG, and 2400 UMG.
- 1400, Pro I, Pro II, Elite Electra Mark II

Nortel

- Norstar (DMI)
- Meridian Opt 11 (PBX Link)

Panasonic

- KXTD 1232
- DBS

Samsung

- DCS, Prostar

Toshiba

- DK280
- DK424

IP switches

- H323 and SIP (call for release date)

...and many other systems – please call

Interactive Voice Response

- Automated Reminder Out Calling
- Test Results
- Zip Code Dealer Locator
- Homework Hotline
- Custom Applications—Call us to design one for your application.

What DuVoice parts to order:

- DV2004 4—48 ports voice, 1 port fax DV2048....Unified messaging system
- UMFAX2...Upgrade to 2 Fax ports
- UMFAX4...Upgrade to 4 Fax ports
- DVRACK...19" Rack Mount Case
- DVHDD.... Second IDE Hard Drive
- SCSH-KIT...2 x Mirrored SCSI HDD
- PBX Link...Added Integration module for Nortel Meridian Opt 11 and Avaya System 75/85
- MON.....Color monitor
- IVR.....Miscellaneous IVR applications
- Extended warranty beyond first year*

**DuVoice technical support and extended service agreement mean that your investment will last for many years to come.*