



SmartVoice

The SmartVoice is a unique system circuit card designed for call processing. This digitally integrated card installs directly into all WIN® 440IP system servers in order to provide highly functional call processing.

SmartVoice delivers messaging tools such as automated attendant, call routing announcements, robust voice mail messaging, various call handling functions, smart key navigation, Direct-In-Fax as well as more advanced features.

The SmartVoice automated attendant is your “virtual employee”, routing your customers directly to the person, department or information they need 24 hours a day, 7 days a week. For holidays and weekends, your business can use a scheduled time based routing function for simple pre-programmed alternate greetings and options. SmartVoice enables users to access messages from anywhere, anytime with a touchtone phone.

Advanced call routing announcement applications can be used to answer and play multiple company greetings, especially useful for a variety of announcements and overflow stations. When called, the call routing announcement plays a unique recording and begins the call handling process. Callers can also press a single digit for access to a mailbox, specific department, important help information, company directions, the Direct-In-Fax function or a general mailbox serving as a help desk.

The powerful SmartVoice mail application can manage and handle calls for business. It is the integrated voice messaging product for your company today.

Improving Your Business

- Direct customers and clients to an extension or department intelligently and quickly
- Allow callers to leave a message or dial another extension if their call is unanswered
- Keep a record of important calls for quality assurance purposes, employee training and more
- Provide employees with access to messages from virtually anywhere, anytime
- Flexible greeting options, allowing you to tailor messages to your business needs
- Maximize employee productivity & responsiveness by combining voice messaging and Direct-In-Fax

Features and Performance:

- Administration From Telephone or Terminal
- Alias Users
- AMIS Networking
- Audioforms
- Audiotext
- Auto-Advance Message Playback
- Automated Attendant
- Auto-Play Messages
- Busy/Queuing Hold Audio
- Busy Greeting
- Bypass Personal Greeting
- Call Announce
- Call Blocking
- Call Coverage
- Call Queuing
- Call Screening
- Call Transfer
- Caller ID on Transfer
- Caller Message Review
- Calling Name and Number Display
- Cancel Unheard Messages
- Cascade Notification
- Class of Service Restrictions
- Date and Time Control
- Departmental Control
- Detailed Diagnostics
- Direct Mailbox Access Digitally Controlled
- Directory Assistance
 - First Name*
 - Last Name*
- Distribution Lists
- Display Control - Smart Keys
- Extension Control
- Flexible Integration
- Flexible Numbering Plan
- Future Delivery of Messages
- Group Partitions/Tenant Sharing
- Guest Mailboxes
- In-band Signaling Integration
- International Date and Time Formats
- Live Message Monitoring with Live Retrieval
- Local Maintenance
- Message Append
- Message Callback External – with CID
- Message Carbon Copy
- Message Certification
- Message Date and Time
- Message Forwarding
- Message Length Control
- Message Playback Fast Forward and Rewind
- Message Playback Order Control

- Message Playback Pause
- Message Pooling
- Message Review
- Message Retrieve
- Message Waiting Notification
 - Desktop*
 - Page/Cellular Telephone*
 - Remote*
 - Email*
- New Message Identification
- New User Tutorial
- Number of Messages Displayed
- On-line Programming
- Operator Direct Mailbox Transfer
- Password Protected Remote Access
- Personal Assistant
- Personal Distribution Lists
- Private Messages
- Port Configurable Greetings/CONA
- Public Distribution Lists
- Real-time System Information
- Remote Maintenance Facility
 - Administration*
 - Recording of Greetings*
 - Upload-Download*
- Reports
- Scheduled Events
 - Company Greetings*
 - Audiotext*
 - Message Notification*
 - User Settings*
- Secured User Password
- Separate Unavailable Greetings
 - Busy*
 - Ring No Answer*
 - Directed*
 - Out of Office*
- Setup From Telephone or Terminal
- Shared Mailboxes
- TDD/TTY Compatibility
- Unlimited Distribution Lists
- Unlimited V-Trees
- Urgent Messaging
- Urgent Message Lamp Indication
- User-friendly Administration

System Capacities

- | | |
|----------------|------------------------------|
| Ports: | 2, 4, 8 and 16 |
| Voice Storage: | 34 Hrs. Flash or 600 Hrs. HD |
| Mail Boxes: | 300 to 65,000 |
| Upgrades: | 4 port increments |

Specifications subject to change without notice. Some features are optional, require additional equipment or are available at a future date. WIN® is a registered trademark of WIN® Communications Corporation. Copyright 2005 by WIN® Communications Corporation. All rights reserved.