THE INFOSTAR®/EVX CARD

The INFOSTAR/EVX Card is a highly integrated and advanced voice messaging system designed specifically for use with the Eclipseä computer telephony based telecommunications platform. The EVX Card is designed to improve customer service, increase productivity and lower costs by giving employees the ability to manage their telephone calls.

ADVANCED FEATURES TO BENEFIT CUSTOMERS AND EMPLOYEES

The capabilities of the EVX Card include advanced features that most voice mail systems list as optional. These capabilities benefit both customers and employees. It provides complete coverage even during peak hours. Callers are guided by single-digit choices, including the options to dial by spelling a person's name or to reach the operator. Once the desired extension is reached, the customer can simply leave a message, but that's not the only option. Customers can also connect with the employee at a remote location, cell phone, or page the employee--all with the touch of a button. On the other hand, if an employee is waiting for an important call but is out of the office, the system can page the employee whenever a voicemail is recorded. Employees can also create a variety of greetings, whether they are on another line or on vacation, to personalize their voicemail box for enhanced customer service. To track all activity, the EVX generates reports to analyze and monitor phone usage.

SEAMLESS INTEGRATION WITH YOUR EXISTING ECLIPSE™ SYSTEM

The EVX Card's end-to-end digital architecture allows the EVX to be installed seamlessly because it is designed specifically for EXECUTONE'S Eclipse™ computer telephony platform. It's a fully contained voice mail system that exists on a single card.

- **No separate power supply**
- **No additional single-line ports**
- **No DTMF receivers**
- **No external power supply**
- **No external cabinet**
- **No extra cabling or wiring**

With 4, 8 or 12 port capacity and up to 100 hours of storage, the EVX allows you to expand voice mail as your company grows. The EclipseÔ Voice eXchange Card is a cost-effective, integrated and fully featured voice messaging solution.

Enhance customer relationships

Generate New Revenues

Increase Employee Productivity

Improve Customer Relations

INFOSTAR®/EVX CARD

Selected Features

This is just a selection of the hundreds of features provided by the INFOSTAR®/EVX system

Automated Attendant

This feature allows your customer to select the appropriate telephone system extension without operator assistance. It eliminates the bottleneck of calls during peak traffic hours, allowing callers to reach the destination they need very quickly. For those callers who do not know the extension they are calling, the system will prompt them to spell the person's name to be connected automatically.

Custom Call Routing

When contacting your company, a caller is presented with a menu of destinations, from which the caller selects their choice using the dial pad. The wording of the menu and the dial pad digits are completely under your control Based on caller input, a call can be routed to a telephone system extension, a system mailbox or to another menu.

Outdial

Because it has several uses, employess can control how they want this feature to work. It can be used to call the employee at a remote location and notify them that a new message is in their voicemail box. The employee would first program the system with the alternate number. Then the employee may specify how long after the message has been received to begin placing the outdial call, and how many times to attempt to reach him- or herself. It can also be used to dial and provide information to lists of people; and to provide wake-up calls. Each mailbox can have outdial allowed or not allowed on a per mailbox basis. Toll restriction tables can define where the outdial is allowed to call.

AMIS Networking

AMIS Networking allows messages to be exchanged between compatible voice processing systems in different (remote) locations. These voice processing systems are networked in compliance with the analog version of the audio message interchange specification (AMIS). It establishes a communications protocol that allows voice messages to be transferred over standard telephone lines between voice processing systems that support similar functions but use different hardware or technology. Any AMIS standard voice mail systems should be able to send and receive voice messages from another AMIS voice mail system anywhere in the world.

Remote Call Director

Transfer incoming callers to internal or external (remote) telephone numbers, including cellular phones and pagers. The caller can select how the call is handled based on the urgency of their needs. Callers will be given the choice of leaving a message, having the person paged, or having the call forwarded to another location, whether inside or outside the company.

Survey Mailboxes

This is an information collection tool that allows your business to present callers with specific questions and choose from several possible answers. The caller chooses their answer by pressing a key on the dialpad. The EVX collects all answers, displays them on the **Custom Call Routing** feature screen and produces a report, showing the total number of respondents and the number of times each answer was chosen.

Specifications

Hardware 1EVX Card	**Optional** **Hardware**
Compatibility Eclipse software requiremetns 2.5 or higher	1.44 External floppy drive for software update or backup
Certification FCC Part 15 Class A UL Listed	**Integration** RS-232 via IDS backplane
I/O Port DB-9 Serial Port for laptop connection 1 Parallel Port	**Avail. Config.**

Ports	Hours of Storage
4	100
8	100
12	100

EXECUTONE®