

Active Voice is a world leader in unified messaging and computer telephony software solutions. The Seattle-based company has been in business since 1983, and has offices in Australia, Canada, China, France, Germany, Italy, Sweden, The Netherlands, and the United Kingdom. With more than 95,000 systems installed in virtually every kind of business in over 60 countries, Active Voice develops technology that helps businesses communicate better—with people in the same office, across town, in the next time zone, on the other side of the planet. Active Voice's sophisticated, friendly technology makes everyone more productive and efficient.

The ActiveFax feature package offers voice processing and facsimile capabilities in one easy-to-use system, giving users a powerful combination of voice mail, automated attendant, and audiotext coupled with complete facsimile functions.

Available with both the Repartee VP and CTI voice processing systems, ActiveFax includes fax mail and fax-on-demand. Fax mail stores incoming faxes electronically, sending them when and where the subscriber chooses; fax-on-demand allows subscribers to send, and outside callers to retrieve, documents via telephone from a fax library simply by pressing a few buttons on their telephones.

Fax Mail

Fax mail provides simple, direct facsimile transmission from outside callers to subscribers. Using fax store-and-forward capabilities, incoming faxes are sent directly and confidentially to a subscriber's personal fax mailbox, where they are stored until the subscriber retrieves them.

The caller has the option to annotate the fax with a voice message. Voice annotation allows the caller to provide additional comments about the fax in his or her own words.

Here's how fax mail works: The caller dials the voice mail system from a fax machine with a handset. The voice processing system answers the call, and the caller enters the extension for the subscriber's personal fax mailbox.

The system then gives the caller the option to record a message (voice annotation) and

include it with the fax being sent. The voice processing system stores the combined fax message (the fax document and voice annotation) in the subscriber's personal fax mailbox. A personal fax mailbox stores a subscriber's fax messages, like the personal message mailbox stores voice messages.

Setup options are controlled by the subscriber: all faxes may automatically print to a designated fax machine, be automatically forwarded to an outside telephone number, or remain stored on the voice processing system until the subscriber chooses to retrieve them.

Since documents can be stored electronically, fax mail is especially convenient if the subscriber is traveling, wants certain faxes sent to another number, or is expecting a document containing confidential information. When away from the office, users no longer need to check with an office assistant to see if a fax arrived, and then have it resent to another location. And when expecting a fax document containing confidential information, fax mail ensures against the wrong eyes seeing the document.

The subscriber learns of received faxes when checking the voice mail system for new messages. The subscriber may then listen to the voice annotation and deliver the fax to a fax machine, or save it for future transmission.

Fax-On-Demand

The fax-on-demand feature allows outside callers or subscribers to request documents from any telephone, and have those documents delivered to any fax machine.

Retrievable documents are stored in a "fax library" that callers can access 24 hours a day. Since callers retrieve information without assistance, employees have more time to help customers who really need personal attention. And, with fax-on-demand, customer service representatives or sales staff can fax callers information right from their telephone quickly and easily.

Here's how fax-on-demand works: The voice processing system answers the telephone in a professional, friendly manner and invites callers to access the fax library.

When a caller reaches the fax library, the system asks the caller to select from the list of available documents. After the system confirms the selection, the caller

may request additional documents, then indicate the telephone number to which the documents will be faxed.

The voice processing system then transmits the requested faxes with a cover sheet to the indicated telephone number. This is called a two-call transaction—the first call is the one the caller makes to the system, and the second is the return call the system makes to fax the requested items to the caller. This allows the caller to call from one telephone and have faxes sent to another destination.

In addition, one-key dialing for fax selection can be set up to allow callers to review a shorter menu of available faxes and select documents by pressing a single touchtone.

Because ActiveFax offers a powerful combination of both fax mail and fax-on-demand capabilities, controlling and expediting fax communications is easier than ever.

System Requirements

ActiveFax requires current hardware specifications for Repartee. Repartee supports a maximum of eight fax ports. The number of available fax ports varies depending on the number of available card slots in the CPU.

ActiveFax also works with Active Voice's TeLANophy® suite of unified messaging modules (including ViewMail®, ViewMail for Microsoft Messaging, and ViewFax®) to give users the ability to send and receive faxes from their desktop PC.

Features

Fax Mail

- Subscribers receive notification of fax messages when checking voice mail.
- Upon receipt of a fax, the subscriber's message waiting light on their telephone is illuminated.
- Fax messages are stored on Repartee until retrieved by a subscriber.
- All faxes are confidential and protected by security code (if subscribers use security codes).
- Faxes can be forwarded automatically to a fax machine or another fax number.
- Subscribers can forward faxes to outside numbers when checking voice mail.
- If Repartee hears a fax tone when it answers, it transfers the call to a fax machine.
- Voice annotations can be added to fax messages.
- Faxes can be saved on the Repartee system for a specified number of days.
- Fax delivery includes cover sheet with recipient name, telephone number, date/time, and number of pages.

Fax-on-Demand

- Customers can call the Repartee system and request documents to be faxed to them. Repartee calls them back and faxes the selected document.
- Delivery of fax documents includes custom fax-on-demand cover sheet.
- Subscribers can use the fax-on-demand system to send faxes to customers.
- Fax library documents can be grouped logically and sent easily using Repartee's one key dialing features.
- A recorded list of documents available in the fax library can be presented to callers via the audio library directory.
- Confidential documents in the fax library can be sent but remain unlisted in the library directory.
- Basic reports available showing sent and received faxes.



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