

Reception

A Voice Messaging Solution for Small Business

Reception® gives your small business the professionalism and customer service capabilities of a big business. Our easy, efficient voice mail system lets you work smarter and more professionally.

Communicate Professionally

Reception greets the world at the front desk much like a 24-hour a day receptionist would, guiding callers swiftly to their calling destinations with easy-to-use features. Active Voice's Reception, helps you look your best while better caring for customers—before, during, and after business hours. You can communicate professionally with anyone, anywhere in the global marketplace with standard international prompts in six languages.

- International prompts help you do business seamlessly—wherever and wherever your clients are, regardless of time zone.
- Callers are informed and impressed by company, personal, and scheduled holiday greetings.
- With 1- 200 private mailboxes, every employee has confidentiality when sending and receiving messages.

Work Efficiently

Providing superior service to clients and achieving greater efficiency in the office are just as important as a great professional image. Your small business' communications needs demand a simple, effective system with sophisticated functionality and helpful, easy-to-use features. You can't afford to drop the ball, lose a lead, or miss a call. The quality and capabilities of Reception are important to your success as

a small business. Getting every message, every time means no more written notes to lose or answering machines to check. You'll be more responsive to clients as well as co-workers, achieving a higher level of customer service. Get the confidence that every call will be answered, 24 hours a day, setting you free to do business—your way.

- Convenience, accessibility, and responsiveness with the ability to access all of your messages, voice or fax.
- Reception's Fax Routing capability lets you use a single line for all your business—voice or fax—saving money and simplifying infrastructure.
- Distribution lists and groups give employees the ability to quickly and more effectively share information.

Breath Easy

Get piece-of-mind reliability with Active Voice's proven software, built on our experience creating dependable, innovative solutions. Rest easy knowing that you don't have to worry about system outages or troubleshooting—our proven software represents a track record of 'up-time' and hassle-free ownership. Reliable hardware by Intel® Dialogic®, a proven industry leader, makes Reception a rock-solid solution for your small business. Intuitive system design means easy use with no proprietary learning curve. Maintain the system just as conveniently—dial up access through the phone or a PC, makes system administration a snap.

ACTIVE VOICE

STANDARD FEATURES

Voice Mail

- › Accessible 24 hours a day, seven days a week
- › Day and time stamp
- › Group Messaging
- › Guest Privileges
- › Multiple message delivery options
- › Message:
 - Archiving, Cancellation, Editing, Redirection
- › Messages ordered by priority and sender
- › Multiple notification methods
- › Multiple personal greetings
- › Rewind, pause, and fast forward
- › Special delivery options:
 - Future, Private, Return receipt, Urgent
- › Subscriber self enrollment
- › Variable length passwords and security codes
- › Volume and speed control

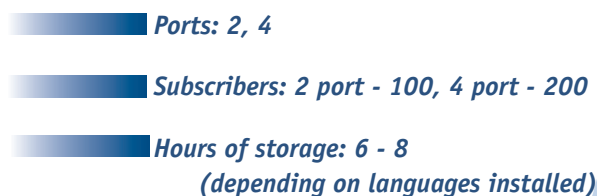
Automated Attendant

- › Alpha and numeric directory
- › Directory listing by first or last name
- › Fax detect, route, and notify
- › Holiday schedule
- › Multiple user interfaces:
 - Menu mode conversation with multiple options, Quick keys
- › Numeric access
- › Operator assistance always available
- › Personal secretary
- › Subscriber controlled:
 - Call screening, Call holding, Directory listing, Groups, Message delivery
- › Voice detect

Installation and Maintenance

- › On-line reports
- › Remote maintenance
- › System Manager conversation

Reception at a Glance



- Solid Dialogic® VoiceBrick Hardware
- 6 Languages*
 - US English
 - UK English
 - Australian English
 - German
 - Canadian French
 - Mexican Spanish
- Auto Attendant
 - Alpha & Numeric Directories
 - Call Screening
 - Single Digit Dialing
- Fax Detect & Routing
- Priority Message Delivery Options
 - Urgent
 - Private
 - Future
- Scheduled Holiday Greetings
- System Administrator Reporting
- Analog and Serial Integrations

* Max 3 simultaneous languages supported

Active Voice is a global provider of unified messaging, computer telephony, and voice messaging solutions, powering the communications infrastructure of businesses worldwide. The Seattle-based company has offices in the United States, Australia, and the Netherlands. Active Voice's products are sold through a global network of independent telecommunications manufacturers, dealers, computer resellers, and strategic partners.

www.activevoice.com

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