

# Innovator<sup>®</sup> 2000 & 2000 CTI



The Innovator 2000 incorporates Microsoft<sup>®</sup> Windows 2000 professional technology into a cost effective business communications package for the small and mid-sized office. The Innovator 2000 systems features full voice processing functionality, efficient Computer Telephony Integration (CTI) and optional Email Gateway application. The Email Gateway brings voice messages into most email inboxes.

## Operating Specs:

- 4 to 16 ports, maximum 16 ports
- Expandable in 2 and 4 port increments
- 500+ hours voice message storage
- Windows 2000 Professional Operating System
- Min 1.2GHz Celeron Processor
- Modem and remote access software
- Network Interface on Board
- Optional Monitor/Keyboard & Mouse Package
- CommLink<sup>®</sup> CTI Enabled
  - 5 connections included with 2000 CTI
- Email Gateway Option
  - Forward voice mails as email attachments

## System Integration:

- In-Band Integration with Most Phone Switches
- API Integration for Panasonic DBS
- Digital Integration for Mitel Switches

## Voice Mail:

- New user, initial mailbox setup tutorial
- Easy message send and receive
  - Mark messages for priority delivery, scheduled delivery, distribution lists...etc
- Password protected mailboxes
- Message Notification via lights or stutter tone
- External Message Notify with Cascading
  - Have your messages delivered to you, no matter where you are at up to 4 numbers
  - Notify on all new messages, or only messages marked urgent
- Pager Notification
  - Allows caller to leave return phone number with message for pager display
- Message Live Reply\*
  - Single digit reply back to caller
- Recycle Bin holds deleted messages up to two days

## Auto Attendant:

- Automated Attendant Setup Options
  - Handle all incoming calls, after-hours calls or overflow calls
- Single Digit Branching
- Fax Tone Detect and Transfer
  - Eliminates the need for a dedicated fax line
- Dial by Name Directory Access
  - Connect by first, last or either name
  - Handles common misspellings
- Caller ID Routing\*
  - Directs incoming call to the respective party or department based on caller ID info
- Multi Tenant Operation
  - Greetings by port or trunk to handle multiple companies sharing the same system
- DNIS Routing\*
  - Routes incoming call according to number dialed. Tests regional advertising, directs service calls by region...etc
- Park and Page\*
  - Announces calls to an extension over the office PA or phone speakers

## Administration:

- User-Friendly Graphical User Interface
  - Windows style, point-and-click operation.
- System Programming and Administration
  - Via touch tone phone
  - With 1CTI monitor/keyboard/mouse package connected to the Innovator
  - From any PC connected on network
  - Remotely from any PC with access to Innovator
- Customizable System Prompts
- Up to 99 Classes of Service for Easy Mailbox Setup
- Auto system data backup to floppy

\*Dependent on phone switch.

