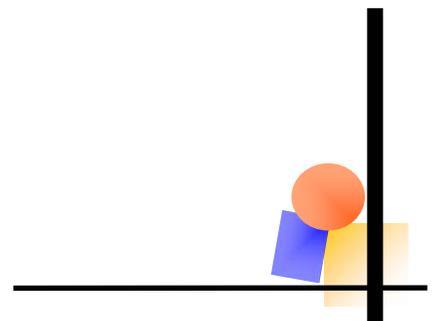


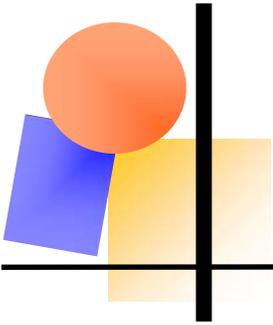
INNOVATOR VOICE PROCESSING SYSTEMS

FEATURES GUIDE

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Ponte Vedra, FL 32082

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OVERVIEW

WINDOWS & LINUX OPERATING SYSTEM

The Innovator System platforms work with the latest technologies to bring the world of Windows and Linux to Voice Processing and Computer Telephony Integration. The Innovator LX series uses the advanced technology Linux Operating System and the Innovator 2000 series works with Windows 2000. Both the LX & 2000 platforms handle up to 12 ports, or roughly a 200 person office. The Enterprise platform works for the mid and larger size office and scales to 48 ports, or roughly a 500 person office. All solutions provide multi-tasking functionality and intuitive, point-and-click navigation. Each Innovator system ships network-ready, and includes modem and diagnostic software for remote administration and maintenance.

COMPUTER PLATFORMS

Each type of Innovator platform ships totally assembled with respective operating system software, Innovator voice processing software, and voice board(s). Every system goes through extensive burn-in and quality analysis system tests prior to shipping. System resources, such as CPU, Hard Drive and Memory are sized for maximum port capacity and feature options offered with its respective platform.

ONE STOP SHOPPING

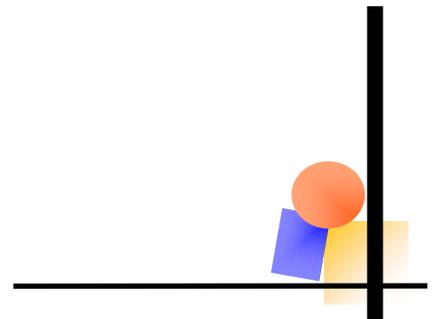
Optional accessories including a Monitor Package or specified software such as Outlook can be shipped along with the Innovator System.

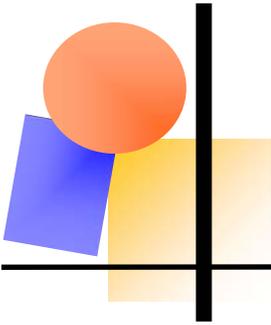
ONE SIZE FITS ALL INTEGRATION SCHEME

Innovator can utilize integration strings to route calls by in-band/digital/dtmf digits received, caller ID numbers, DNIS numbers or other data sent to the Innovator on an incoming call. Calls can be routed to trunks, personal greetings, mailboxes and extensions by inserting integration strings, including delimiting characters and variables for action desired into a parameter screen in the Graphical Interface. Caller ID routing can be authorized by mailbox in Class of Service and then set-up by the mailbox user. Incoming calls so routed bypass the system greeting and go directly to the extension.

GRAPHICAL USER INTERFACE

We understand that voice messaging administration and management should be easy. A large benefit of Windows and Linux to the end-user is familiar, easy-to-use, and intuitive point-and-click navigation throughout. The GUI uses tool tips, drop down menus and context sensitive help screens to assist any System Administrator.





SYSTEM CUSTOMIZATION

SYSTEM SETUP

Innovator Systems ship with pre-defined default parameter settings. Dealer customization consists of Mailbox Setup, including Name Directory setup, System Greeting completion utilizing three distinct types of graphical schedules and the Audiotex setup using an expandable "tree view" control.

SYSTEM SETUP TOOLS

To simplify System Setup programming, the Innovator uses drop-down menus versus command lines, point-and-click operation, pop-up screen displays, and mouse over tool tips. All screens in the system user interface provide context sensitive help for relevant reference.

CLASS OF SERVICE

Class of service functionality can be created for a list of 20+ different functions. The functions can be combined in most any manner providing very flexible system offerings. There are default combinations that can be selected for use with a lot of Mailboxes. Mailbox functionality can also be totally customized.

INITIAL INSTALL INTERVIEW

CD Rom interview program gathers required information to build out the Innovator Software. End-user or dealer completes the Interview Program and saves to a floppy disk to be inserted into the Innovator to complete setup.

MAILBOX BUILDER

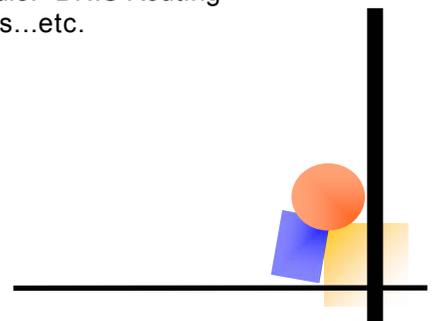
Imports extension numbers and names from the telephone system. Saves time and avoids repeating work, as this is information already supplied for the phone switch build.

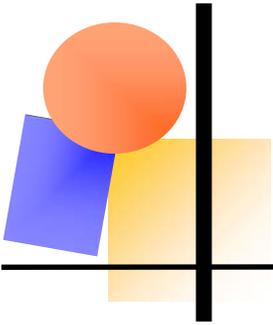
CALLER ID ROUTING

Routes incoming calls by the caller ID to a specific extension or to a specific System Greeting schedule. Useful for directing clients to the respective sales or service representative. The functionality is authorized in Class of Service. It can be setup through the System Administer or by the user on his/her phone. Feature is dependent on phone switch capability.

DNIS ROUTING

Routes incoming calls according to the number dialed. Direct DNIS call to a specific extension, department or System Greeting schedule. DNIS Routing can be used to test regional advertising, route service calls...etc.





SYSTEM CUSTOMIZATION

REMOTE SYSTEM ADMINISTRATION

Rather not work out of the phone closet to make system changes? With the standard network interface card in each system, the System Administrator can make changes and perform administration functions from a computer connected to the network. The NIC even eliminates the need or cost for a dedicated monitor, keyboard and mouse. Innovator has built-in features to make the setup of a computer on most any network surprisingly easy. A very handy Innovator program locates the IP Address of the Innovator Server and sets it up on the client computer!

REMOTE SYSTEM MAINTENANCE

All systems include modem and diagnostic software for remote system maintenance. System Administrators can use any phone to change greetings, remove subscribers, block access, designate port and trunk lines, alter class of service options and system parameter files.

TRANSLATION NUMBERS

Translation Numbers are a set of input variables such as a the caller's zip code or area code. The Innovator uses the caller's input to direct him to the correct extension or department. Translation Numbers are useful to direct sales leads based on territories and service requests by zip codes, plus others.

TRUNK MAPPING

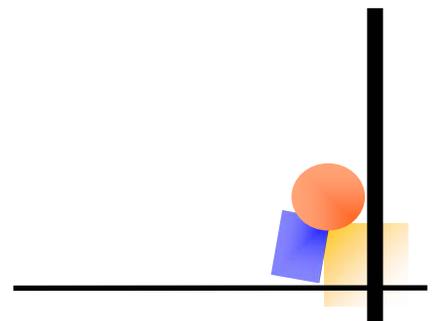
Ideal for multiple companies sharing the same system. Trunk Mapping distinguishes which line is ringing and plays that line's appropriate greeting. This feature eliminates the need to dedicate specific lines to ports, thereby reducing added expense.

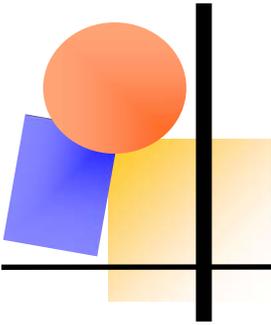
WEB BASED ADMINISTRATION

Access the Innovator's graphical user interface via a certificate secure Internet connection for secure and easy, off-site administration from anywhere in the world with an Internet connection.

PHONE SYSTEM INTEGRATION

In addition to 3rd party, in-band integration, the Innovator systems offer DNIC, SMDI, DTMF and digital emulation integration options. The Innovator works with most major phone systems.





COOL FEATURES

AUTO DATE & TIME STAMP

Provides the date and time the message was recorded. Program either automatically or by request, and is settable by individual mailbox.

CALLER ID ROUTING

Routes incoming calls by the caller ID to a specific extension or to a specific System Greeting schedule. Useful for directing clients to the respective sales or service representative. The functionality is authorized in Class of Service. It can be setup through the System Administer or by the user on his/her phone. Feature is dependent on phone switch capability.

CALL RECORDING

With the optional CommLink unified communications application, mailbox users may record phone conversations into their voice mailbox.

CUSTOMER SERVICE FEATURE

Allows quick and efficient handling of customer calls regarding the status of repairs, orders, appointments, or any similar information. Customers are given a "status number" to use when calling for information. Customer service agents can record a specialized status message for any status number (Mr. Smith, the repairs on your car have been completed and the charge is \$150) or select from several pre-programmed options ("Your glasses are ready", "Your application has been approved", "We're awaiting your approval") with the touch of a single key. Customers call, enter their number, and hear their information quickly without taking anyone away from their work.

DIRECT ROUTE TO MAILBOX

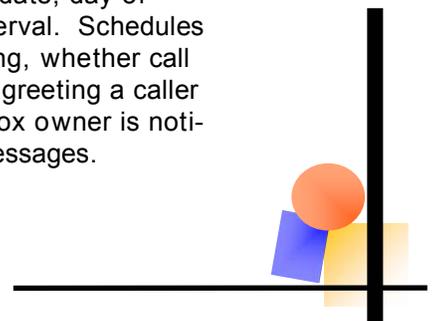
Running tight with time, but want to leave a co-worker a quick message? Direct Route to Mailbox routes your call directly to his/her voice mailbox without ringing the phone. Simply press the # key followed by the person's mailbox number and you're set to record and be on your way!

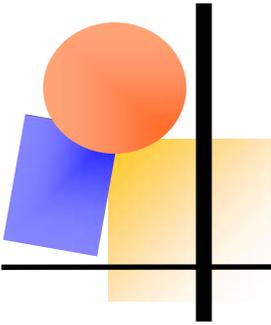
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DYNAMIC MAILBOX SCHEDULING

Dynamic scheduling allows control of mailboxes by time, date, day of week, weekday, weekend, or by defining a Start-Stop interval. Schedules can be used to control call forwarding, message forwarding, whether call rings a phone or goes directly to voicemail, what mailbox greeting a caller hears before recording a message, if and where the mailbox owner is notified of new messages, and e-mail transmission of new messages.





COOL FEATURES

FIND ME CALL FORWARDING

Allows mailbox holder to have callers select whether to forward to the mailbox holder's predefined forwarding phone number or leave a voice message. Ideal for those away from the office, however gives the caller a chance to get in contact with party.

FORWARD MESSAGE

Forward a listened to message to another user's extension or to a distribution list. You can add comments for recipients, mark message as private and/or urgent.

FORWARD MESSAGE AS AN EMAIL ATTACHMENT

With the CommLink CTI application, you can forward voice messages out of the Outlook inbox as an email attachment to any email address. Messages are forwarded as a standard WAV or MP3 file.

GRAPHICAL USER INTERFACE

By using Windows operating systems, end-user has easy to use, intuitive navigation and familiar point-and-click functionality throughout. GUI makes use of tool tips, drop-down menus and context sensitive help screens to assist with system administration.

INITIAL INSTALL INTERVIEW

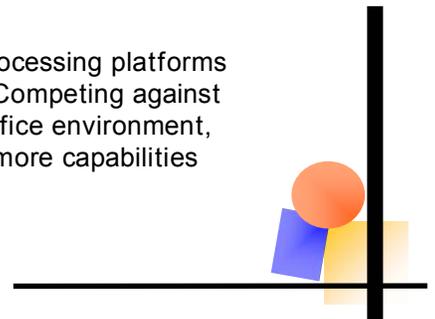
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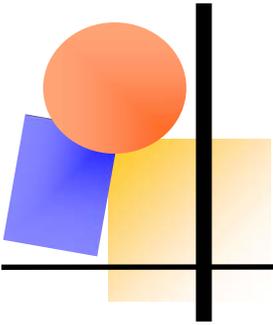
INTERACTIVE VOICE RESPONSE (IVR)

The Innovator features a robust and scalable IVR option package. The Innovator IVR Control is a proprietary Active X module that interfaces directly with the Innovator voice engine. Users can quickly and easily develop IVR applications using any database of their choosing and using any development tool that supports the use of Microsoft Component Object Module (COM) controls, including Visual Basic, VB Script, FoxPro, C + + , C#, PL/ B...etc. The Innovator IVR Control allows users to develop their own telephony applications for any purpose at all, limited only by their own imagination. In addition, they incorporate the Innovator IVR Control into any existing software application to provide their customers immediate access to information over the telephone.

LINUX BASED TECHNOLOGY

Innovator LX series are first to market, PC based voice processing platforms using the advanced Linux technology operating system. Competing against typical DOS based systems for the small and mid-sized office environment, Linux technology provides more power, better reliability, more capabilities and advanced features.





COOL FEATURES

MAILBOX BUILDER

Imports extension numbers and names from the telephone system. Saves time and avoids repeating work as this is information already supplied for the phone switch build.

MESSAGE NOTIFICATION WITH SCHEDULER

With Message Notification active, Innovator reaches out to a mailbox holder's pager, cell phone or other phone numbers to alert him of a received voice message. The Scheduler allows the mailbox holder to set up parameters by time and days of week when notification should occur. You may also set to only notify you on Urgent Messages only.

MESSAGE REPLY & RETURN

While listening to a voice message, the user can hit the reply button and be directed to the caller. After the call is complete, the user is returned back into his voice mailbox to continue checking messages or handling other mailbox controls.

OFF-HOOK VOICE ANNOUNCE

A popular feature for all executives that don't want to miss that important call. Off-Hook Voice Announce uses the Auto Attendant to announce a new caller to a busy extension through the handset in the caller's own voice unbeknownst to the current party. The user has the option to queue the caller, send the caller to voice mail, accept the call, or transfer the caller to another extension. *Dependent on phone switch capability.*

PARK AND PAGE

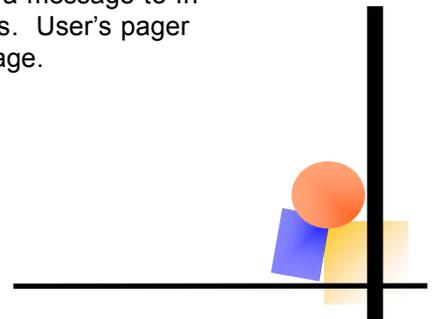
Allows calls to drop to your telephone and page you over the telephone paging system or an overhead PA. User can pickup and retrieve the call from another extension. Park and Page is useful for employees that are frequently away from their desks.

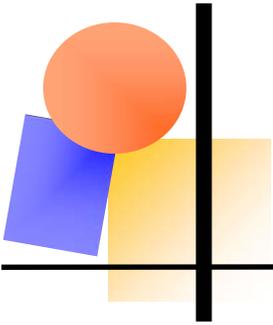
PAGE BROADCAST

The Innovator Page Broadcast feature provides the company the ability to use their PA system to broadcast company-wide messages. Ideal for retail applications looking to broadcast store specials. End user can schedule Page Broadcast to announce messages at different times of the day.

PAGER NOTIFICATION WITH SENDER'S PHONE NUMBER

Subscriber can provide the caller the option when leaving a message to include his phone number for message notification to pagers. User's pager would indicate phone number of person leaving the message.





COOL FEATURES

RECYCLE BIN

If you have ever accidentally deleted a message prior to getting all the information, you will appreciate the Innovator's Recycle Bin feature. The Innovator stores deleted messages for at least 24 hours in the Recycle Bin. You can retrieve a deleted message and move it back to Saved messages for future reference.

REMOTE SYSTEM MAINTENANCE

All systems include a modem for Remote System Maintenance. System Administrators can use any telephone to change greetings, remove subscribers, block access...etc. In addition, with the PC Anywhere software, the dealer can perform system troubleshooting without leaving the office.

SELECTED CALL FORWARDING

If your telephone is busy or goes unanswered, you can give a caller the option of reaching you at another contact number, such as a cell phone or an alternate office by the touch of a single digit.

SPECIALIZED DISTRIBUTION LIST

In cases where it's desirable to send a message to many recipients, but to only have it responded to by one person, create a Specialized Distribution List to send a message to up to 5,000 mailboxes. The message is automatically removed once accessed by a recipient in the list.

SYSTEM ADMINISTRATION OVER NETWORK

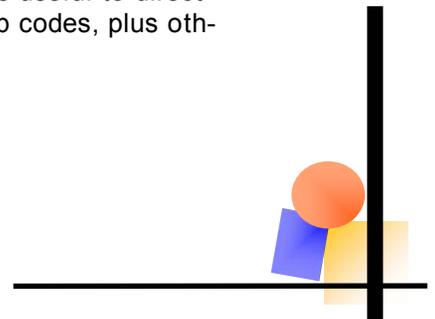
Rather not work out of the phone closet to make system changes? With the Network Interface Card, the System Administrator can make changes and perform administration functions from any computer connected to the network. Even eliminates the costs or need for a dedicated monitor, keyboard and mouse!

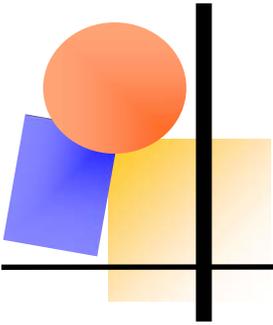
GREETING SCHEDULER

Simple to fill in Greeting Scheduler matrix appoints which greetings should play by time of day, days of week, and by port and trunk lines. Schedule can be set to incorporate holidays and vacation periods.

TRANSLATION NUMBERS

Translation Numbers are a set of input variables such as a the caller's zip code or area code. The Innovator uses the caller's input to direct him to the correct extension or department. Translation Numbers are useful to direct sales leads based on territories and service requests by zip codes, plus others.





COOL FEATURES

TRUNK MAPPING

Ideal for multiple companies sharing the same system. Trunk Mapping distinguishes which line is ringing and plays that line's appropriate greeting. This feature eliminates the need to dedicate specific lines to ports, thereby reducing added expense.

WINDOWS OPERATING SYSTEM

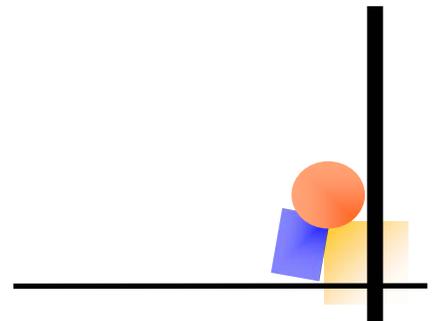
All Innovator platforms work with the latest technology to bring the world of Windows to computer telephony integration. The Innovator 2000 and Enterprise series works with Windows 2000 Professional. All solutions provide Windows multi-tasking functionality and familiar point-and-click intuitiveness.

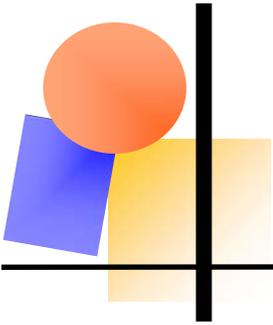
SCRIPTED MAILBOXES

Scripted or "dialog" mailboxes ask a caller a series of up to 100 questions and record the responses. Applications include order entry, service call handling and customer surveys.

CONFIGURABLE NETWORK BACKUP

Innovator's nightly system backup routine may be configured to copy files to a any available network device, and may be set up to save only frequently used system data files, all mailbox set-up information including mailbox names and personal greetings, all mailbox content including messages in the mailboxes, or the entire system including software.





AUTO ATTENDANT FEATURES

AUDIOTEX

Audiotex uses Auto Attendant to present callers with several options from which to choose. For example, "Push 1 for Sales, push 2 for Support,...Push 8 for Directory." Audiotex creation and maintenance made extra easy with simple navigation user interface.

AUTO ATTENDANT OPTIONS

Innovator systems can be set up to efficiently answer all calls, overflow calls, after-hours calls, and back door calls.

AUTO DATE & TIME STAMP

Provides the date and time the message was recorded. You can have this done either automatically or by request, and is settable by individual mailbox.

BYPASS GREETING TO LEAVE MESSAGE

Allows a caller to press any key during the subscriber's greeting to go directly into message record.

CALL FORWARDING

Permits user to forward her incoming calls to another phone extension or cascade through multiple extensions on the system.

CALL MONITORED

Auto Attendant can be set up to determine the status of the extension prior to transferring the call. If busy or no answer, Auto Attendant provides caller with options or sends caller to extension's voice mailbox.

CALL QUEUING

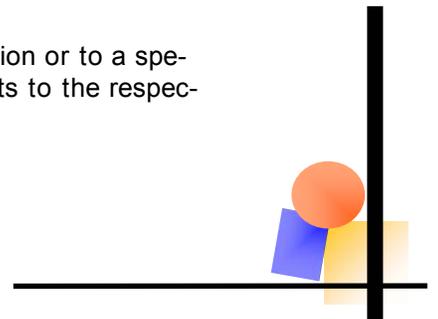
Callers are presented with the option to wait in line for the extension to become available. Innovator announces to the caller his place in line, and can periodically provide option to leave a message, go to operator or try another extension.

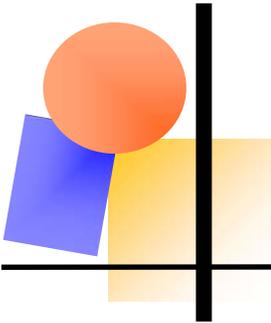
CALL SCREENING

If activated, Innovator will ask for the caller to state his/her name prior to transferring the call. The subscriber will have the caller announced and may elect to transfer call to voice mail, accept the call or transfer to another user.

CALLER ID ROUTING

Routes incoming calls by the caller ID to a specific extension or to a specific System Greeting schedule. Useful for directing clients to the respective sales or service representative.





AUTO ATTENDANT FEATURES

DNIS ROUTING

Routes incoming calls according to the number dialed. Direct DNIS call to specific extension or specific System Greeting schedule. DNIS Routing can be used to test regional advertising, route service calls...etc.

DIAL BY NAME DIRECTORIES

Innovator will connect you to your party even when you don't know the extension. Dial by Name Directory can be setup to search by first, last or either name. The system incorporates phonetics for hard to spell names.

DIRECTORY LISTINGS BY FIRST, LAST OR EITHER

Assists with Dial by Name feature. Convenient feature for callers that do not know the last or first name of the person they are reaching out for.

DROP TO LIVE OPERATOR

By pressing 0 at anytime during greeting, caller is connected to a live operator. Operator Drop can be configured to drop to a specific department's operator or extension.

FAX TONE DETECT & TRANSFER

Eliminates the added expense associated with a dedicated line for the fax machine. Innovator detects the fax tone and routes the call to the fax machine.

GREETINGS

There are 99 system greetings available to greet callers. End-user can customize all greetings in any language, including standard day-to-day use and for holidays.

GREETINGS BY PORT/TRUNK

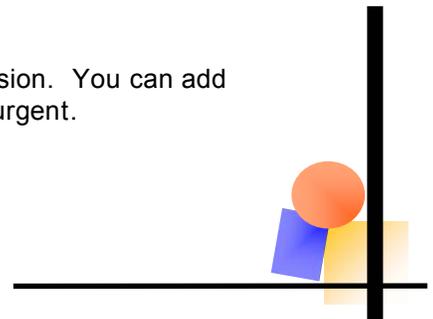
The system can be setup by user to answer with greetings by port and trunk. Typical for executive office applications with different companies or departments sharing the same system.

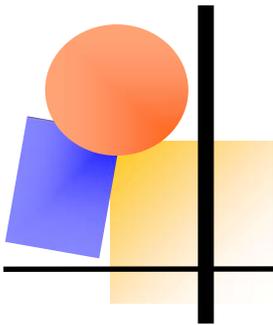
GREETING SCHEDULER

Schedule greetings to be played automatically according to day of the week and by time of day. As well, automatically schedule greetings for holidays in a single session. Greeting Scheduler menu provides simple interaction to develop greeting schedule, establish greetings by port and trunk and customize extended company shutdown periods.

MESSAGE FORWARD

Forward on a listened to message to another user's extension. You can add comments for recipient, mark message as private and/or urgent.





AUTO ATTENDANT FEATURES

“0” FOR OPERATOR

At any point during main greeting, mailbox greeting or during message record, a caller can press the “0” key to reach the operator. In addition, once at a mailbox holder’s greeting and the caller presses the “0” key, the caller can be transferred to that subscriber’s department operator.

OFF HOOK VOICE ANNOUNCE

Off-Hook Voice Announce uses the Auto Attendant to announce a new caller to a busy extension through the handset in the caller’s own voice unbeknownst to the current party. The user has the option to queue the caller, send the caller to voice mail, accept the call, or transfer the caller to another extension. *Dependent on phone switch.*

ONE-TOUCH DIALING

System can be set up to transfer caller to desired extension by pressing a single key from the main greeting.

PARK AND PAGE

Allows calls to drop to your telephone and page you over the telephone paging system or an overhead PA. User can pickup and retrieve the call from another extension. Park and Page is useful for employees that are frequently away from their desks.

PAGE BROADCAST

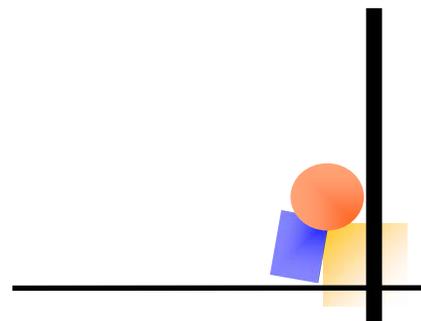
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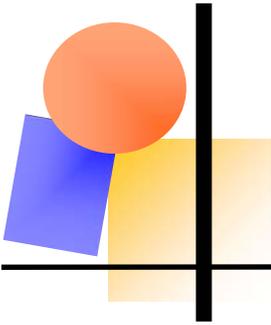
RETURN TO MAIN GREETING

The Innovator System provides callers a means to return to the Main System Greeting rather than terminating the call after leaving a message.

TRUNK MAPPING

Ideal for multiple companies sharing the same system or for lines directed to specific departments within a company. Trunk Mapping distinguishes which line is ringing and plays that line’s appropriate greeting. This feature eliminates the need to dedicate specific lines to ports, thereby reducing added expense.





VOICE MAIL FEATURES

AUTOMATIC RECEIPTS

Subscriber's mailbox can be set to automatically provide a receipt indicating when a sent message was listened to by other mailbox(es). Without this feature active, subscriber can always activate manually.

BOOKMARK A MESSAGE

While listening to a message, user may "bookmark" a position in the message to return to on subsequent replays. Useful for highlighting pertinent information within a message.

BRANCHING

Branching provides simple one digit transfer to the caller. Digits 0-9 can be programmed to transfer caller to another extension or return to system greeting during subscriber's mailbox greeting.

CALL FORWARDING

Users can forward calls to another extension or cascade to various extensions on the system. Call Forwarding works like an "internal follow-me" within the office.

CALL RECORDING FROM DESKTOP INTEGRATION

With the optional CommLink unified communications application, mailbox users may record phone conversations into their voice mailbox.

CALL RECORD

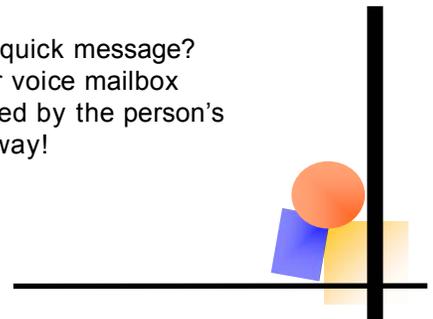
Record conversation for future reference. Not available with all switch integrations.

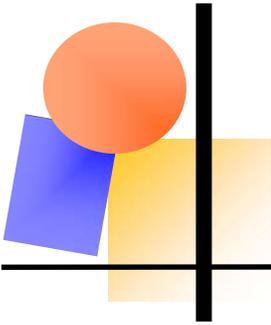
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DIRECT ROUTE TO MAILBOX

Running tight with time, but want to leave a co-worker a quick message? Direct Route to Mailbox routes your call directly to his/her voice mailbox without ringing the phone. Simply press the # key followed by the person's mailbox number and you're set to record and be on your way!





VOICE MAIL FEATURES

DISTRIBUTION LISTS

Mailbox holders may create as many as 100 private distribution lists, each with up to 5,000 recipients. They may also send messages to any of up to 100 public distribution lists established by the system administrator.

DO NOT DISTURB

Sends calls directly to voice mail without ringing the extension.

DYNAMIC MAILBOX SCHEDULING

Dynamic scheduling allows control of mailboxes by time, date, day of week, weekday, weekend, or by defining a Start-Stop interval. Schedules can be used to control call forwarding, message forwarding, whether call rings a phone or goes directly to voicemail, what mailbox greeting a caller hears before recording a message, if and where the mailbox owner is notified of new messages, and e-mail transmission of new messages.

EXTERNAL MESSAGE NOTIFY

The Innovator alerts you whenever you receive a new message in your mailbox. The system reaches out and cascades to numbers programmed in by user, including cell phones and pagers, until the message is retrieved. Notification can be set to reach out only on messages marked urgent and according to hours and days of week specified.

FIRST TIME USER TUTORIAL

Guides new subscribers through mailbox setup, including creating greetings and passwords. System Administrator can reactivate at any time for a refresher course.

FORWARD MESSAGE

Forward a listened to message to another user's extension or to a distribution list. You can add comments for recipients, mark message as private and/or urgent.

FORWARD OF VOICE MESSAGES TO AN E-MAIL ADDRESS

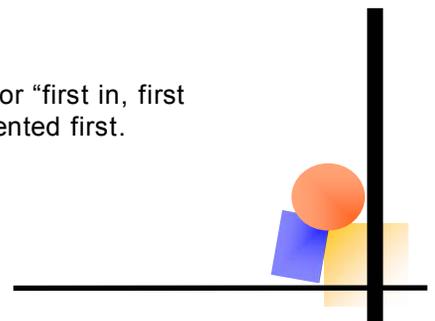
Using the CommLink Message Management solution, a subscriber can forward voice mails to his e-mail address. Voice messages, in addition to being saved in the user's mailbox are converted to an MP3 file.

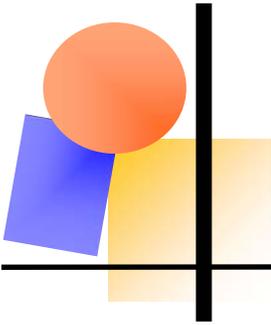
INTERACTIVE MESSAGE RESPONSE

With this feature, the system will deliver information to a caller based on specified ID number, such as claim numbers, account numbers, zip codes...etc.

LIFO/FIFO MESSAGE RETRIEVAL

User can set to listen to messages on a "last in, first out" or "first in, first out" basis. Either way, urgent messages are always presented first.





VOICE MAIL FEATURES

MAILBOX GREETINGS

Each subscriber mailbox has five (5) custom two-part greetings for calls directed to telephone, and five (5) custom two-part greetings for calls directed straight to voice mail. Two-part greetings can be set up with a fixed and dynamic greeting providing easy maintenance.

MESSAGE COPY

A user can record a message and send copies of the message to multiple mailboxes on the system.

MESSAGE FORWARDING W/ CC

Ideal for extended absence from the office! The user can select an associate's extension to follow up on his or her messages while absent. User can retain a carbon copy of the messages.

MESSAGE NOTIFICATION

The system has the ability to call up to four user defined telephone to notify that new messages are received in her mailbox. The user can set to cascade notification to telephones, cell phones and pagers– the user may also further to define that system only makes notification on urgent messages.

MESSAGE RECEIPT

System provides the user sending a message with the date and time that the recipient listened to the message.

MESSAGE REPLY & RETURN

While listening to a voice message, the user can hit the reply button and be directed to the caller. After the call is complete, the user is returned back into his voice mailbox to continue checking messages or handling other mailbox controls.

NOTIFICATION SCHEDULER

Scheduler defines times during the day, and days of the week that the system will attempt Message Notification.

PAGER NOTIFICATION WITH SENDER'S PHONE NUMBER

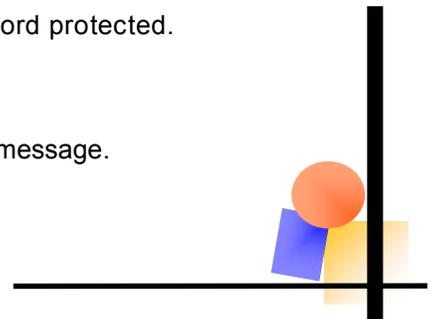
Subscriber can provide the caller the option when leaving a message to include his phone number for message notification to pagers. User's pager would indicate phone number of person leaving the message.

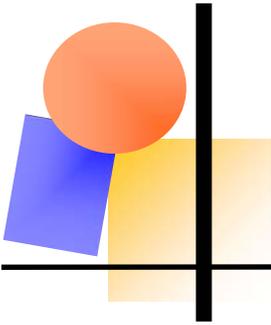
PASSWORD PROTECTION

Access to mailboxes and to system is defaulted as password protected. Mailbox passwords are changeable by the mailbox owner.

PLAYBACK CONTROL

Subscribers can advance and reverse while listening to a message.





VOICE MAIL FEATURES

PRIVATE MESSAGES

Messages can be marked "Private", thereby preventing them from being forwarded to another extension.

PROMPT INTERRUPT

Caller may move to destination from prompt with input of destination key-stroke rather than waiting for prompt to conclude.

RECYCLE BIN

If you have ever accidentally deleted a message prior to getting all the information, you will appreciate the Innovator's Recycle Bin feature. The Innovator stores deleted messages for at least 24 hours in the Recycle Bin. You can retrieve a deleted message and move it back to Saved messages for future reference.

SCHEDULED MESSAGE DELIVERY

The system allows the user to record a message and then schedule delivery for a date and time in the future.

SCRIPTED MAILBOXES

Scripted or "dialog" mailboxes ask a caller a series of up to 100 questions and record the responses. Applications include order entry, service call handling and customer surveys.

SELECTED CALL FORWARDING

If your telephone is busy or goes unanswered, you can give a caller the option of reaching you at another contact number, such as a cell phone or an alternate office by the touch of a single digit.

SET-UP TUTORIAL

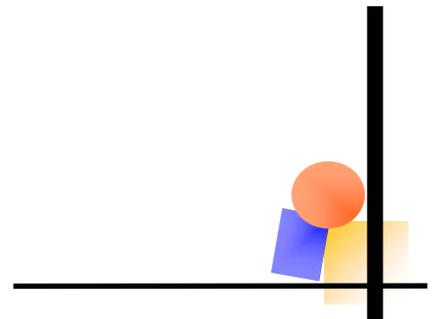
Guides the first time user through mailbox setup including creating Greetings and setting up Passwords. The Set-Up Tutorial is performed over the subscriber's phone the first time they go to access voice mail.

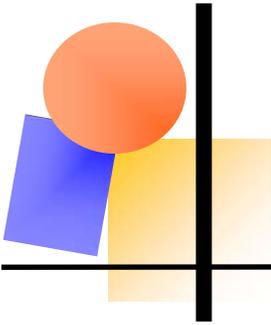
SKIP MESSAGE— SAVE AS NEW

While listening to a message, a user can skip over to the next message but at the same time keep that message as a New Message.

SKIP THROUGH GREETING

Press any key while listening to a subscriber's greeting to go right to recording a message in her voicemail.





VOICE MAIL FEATURES

SPECIALIZED DISTRIBUTION LIST

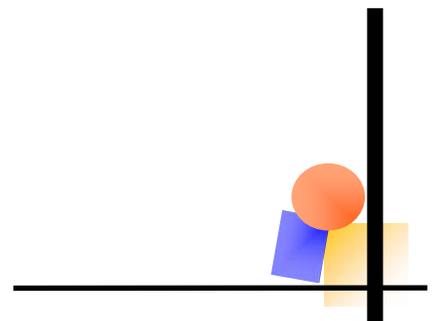
In cases where it's desirable to send a message to many recipients, but to only have it responded to by one person, create a Specialized Distribution List to send a message to up to 5,000 mailboxes. The message is automatically removed once accessed by a recipient in the list.

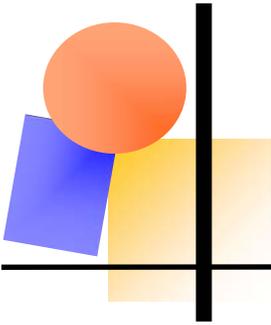
SPECIFIED OPERATOR DROP

Places callers to a specified department operator, or other extension relating from the subscriber's mailbox.

URGENT MESSAGES

Messages marked urgent receive priority in listen queue. Also, urgent messages will activate message notification for subscribers that select that attribute.





SUPERVISOR FEATURES

AUDIOTEX MAINTENANCE

Restructured user interface eases Audiotex set-up and maintenance.

BROADCAST MESSAGING

Ability to record and broadcast a voice message to all users on the system.

CUSTOMIZED SYSTEM PROMPTS

All standard system prompts can be re-recorded and replaced by the end-user.

DISTRIBUTION LIST CREATION VIA USER INTERFACE

Simplified process for creating System Distribution Lists. Work with the Graphical User Interface using intuitive point and click, drag and drop operation.

DNIS ROUTING

Routes incoming calls according to the number dialed. Direct DNIS call to specific extension or specific System Greeting schedule. DNIS Routing can be used to test regional advertising, route service calls...etc.

GLOBAL CLASS OF SERVICE

To simplify mailbox creation, the supervisor can build up to 99 different Class of Service types with any combination of parameters, such as allowing call out-dialing, enabling call recording, or call screening...etc. The Class of Service type can then be applied to an individual or group of mailboxes at time of mailbox build.

GREETING SCHEDULER

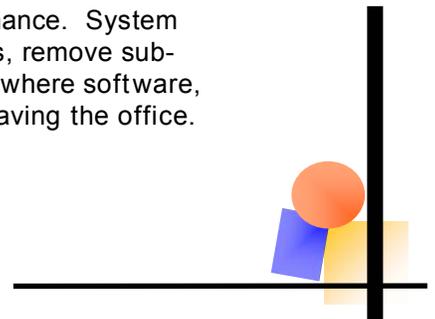
Schedule greetings to be played automatically according to day of the week and by time of day. As well, automatically schedule greetings for holidays in a single session. Greeting Scheduler menu provides simple interaction to develop greeting schedule, establish greetings by port and trunk and customize extended company shutdown periods.

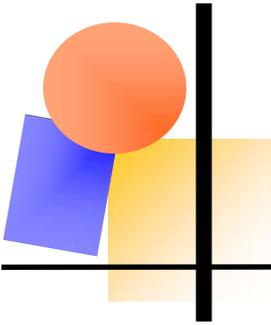
REENABLE TUTORIAL VIA TELEPHONE

Supervisor can re-enable user tutorial over the telephone. Useful for new employees using an existing extension, or for employees requiring system refresher.

REMOTE SYSTEM MAINTENANCE

All systems include a modem for Remote System Maintenance. System Administrators can use any telephone to change greetings, remove subscribers, block access...etc. In addition, with the PC Anywhere software, the dealer can perform system troubleshooting without leaving the office.





SUPERVISOR FEATURES

STATISTICAL REPORTS

Provides valuable system statistics in terms of use. Includes traffic reports noting port usage, port usage by hours and by time of day. Mailbox subscriber report. Executive summary report on auto attendant call handling.

SYSTEM ADMINISTRATION OVER NETWORK

With the Network Interface Card, the System Administrator can make changes and perform administration function from any computer connected to the network. Even eliminates the costs or need for a dedicated monitor, keyboard and mouse!

SYSTEM MAINTENANCE VIA TELEPHONE

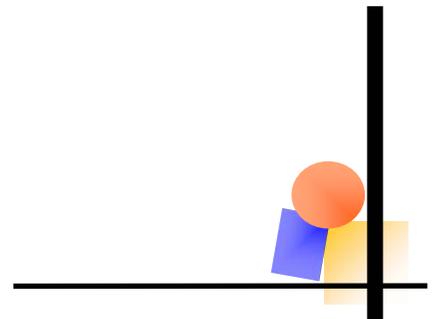
Allows access over an off-premise telephone for System Administrator to add, delete, disable or reset mailboxes. Make changes to Class of Service options, System Greeting Schedules, Port and Trunk designations, and System Parameter files.

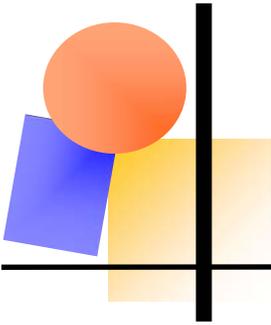
TRANSLATION NUMBERS

Translation Numbers are a set of input variables such as a the caller's zip code or area code. The Innovator uses the caller's input to direct him to the correct extension or department. Translation Numbers are useful to direct sales leads based on territories and service requests by zip codes, plus others.

WEB BASED ADMINISTRATION

Access the Innovator's graphical user interface via a certificate secure Internet connection for secure and easy, off-site administration from anywhere in the world with an Internet connection.





SYSTEM ATTRIBUTES

AUTO BACKUP SYSTEM MAINTENANCE

To protect the system database and subscriber mailboxes, the system performs an auto backup once each 24 hours. The exact time of the backup can be configured by the end user to avoid conflicting with busy call traffic.

CONFIGURABLE NETWORK BACKUP

Innovator's nightly system backup routine may be configured to copy files to a any available network device, and may be set up to save only frequently used system data files, all mailbox set-up information including mailbox names and personal greetings, all mailbox content including messages in the mailboxes, or the entire system including software.

CONTEXT SENSITIVE HELP SCREENS

F1 key at any point in program displays the Innovator System's Help file.

DISPLAY PHONE INTEGRATION

System is capable of integrating with display screen phones.

GRAPHICAL USER INTERFACE

Graphical User Interface true Windows protocols with user-friendly, intuitive, point-and-click navigation and functionality.

INITIAL INSTALL INTERVIEW

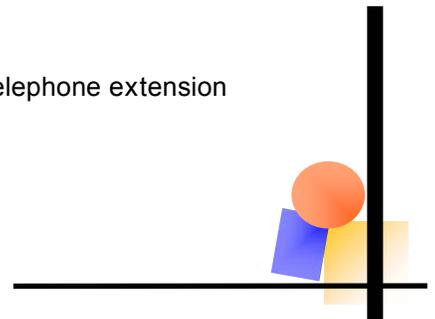
CD Rom interview program gathers required information to build out the Innovator Software. End-user or dealer completes the Interview Program and saves to a floppy disk to be inserted into the Innovator to complete setup.

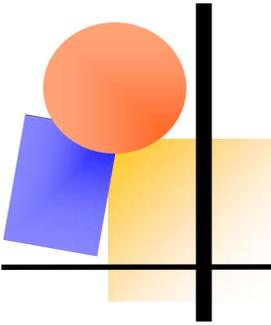
INTERACTIVE VOICE RESPONSE (IVR)

The Innovator features a robust and scalable IVR option package. The Innovator IVR Control is a proprietary Active X module that interfaces directly with the Innovator voice engine. Users can quickly and easily develop IVR applications using any database of their choosing and using any development tool that supports the use of Microsoft Component Object Module (COM) controls, including Visual Basic, VB Script, FoxPro, C + + , C#, PL/ B...etc. The Innovator IVR Control allows users to develop their own telephony applications for any purpose at all, limited only by their own imagination. In addition, they incorporate the Innovator IVR Control into any existing software application to provide their customers immediate access to information over the telephone.

MAILBOX BUILDER

To assist with initial system build, Innovator can import telephone extension numbers and names from the phone switch database.





SYSTEM ATTRIBUTES

MAILBOX TYPES

Standard– associated with a subscriber or phone extension and contains full messaging capabilities.

Guest– not associated with a phone extension, but has full message capabilities. Useful for outside sales reps or field techs who may not have a permanent desk and/or phone.

Info Only– used to provide frequently requested information, such as directions to the office.

MEMORY MANAGEMENT TECHNOLOGY (MMT)

1CTI's unique Memory Management Technology, forces memory cleanup whenever memory drops below a defined threshold. MMT allows more memory for the Innovator's voice prompt caching.

MIRRORED HARD DRIVE

Available Mirrored Hard Drive ensures integrity of stored messages and user's system database.

MUSIC ON HOLD SOURCE

The Innovator may be used as a Music On Hold source, playing standard MP3 format sound recordings in a continuous loop. The customer may choose to play the music of their choice, or to record their own messages to be played to callers while they're on hold. The MOH source connects using a standard mini speaker jack.

RAID 5 TECHNOLOGY

Innovator 2000 Enterprise systems offer optional RAID 5 technology for high demand voice messaging applications.

REMOTE SYSTEM MAINTENANCE W/ PC ANYWHERE

Via standard built-in modem, dealer or factory can access the Innovator from a remote location with a dial-up connection.

SYSTEM ADMINISTRATION OVER NETWORK

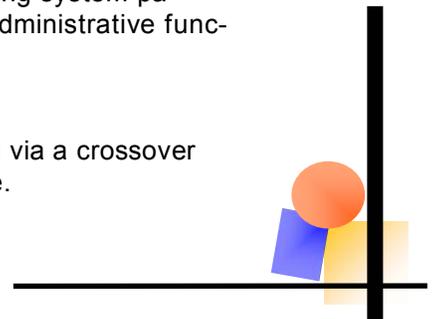
Network Interface Card (NIC) allows for remote system administration when the Innovator is connected to the user's network. Also saves costs by eliminating need for dedicated keyboard, mouse and monitor.

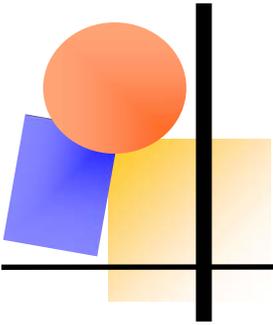
SYSTEM MAINTENANCE VIA TELEPHONE

Most system maintenance, such as mailbox setup, changing system parameters, maintenance of greeting schedules, and other administrative functions, may be done from any touch-tone phone.

SYSTEM UPGRADES

Upgrade with a laptop computer connected to the system via a crossover cable. Load upgrades from a CD or self-extracting Zip file.





SYSTEM ATTRIBUTES

WINDOWS OPERATING SYSTEM

ALL INNOVATOR PLATFORMS WORK WITH THE LATEST TECHNOLOGY TO BRING THE WORLD OF WINDOWS TO COMPUTER TELEPHONY INTEGRATION. THE INNOVATOR 2000 AND ENTERPRISE SERIES WORKS WITH WINDOWS 2000 PROFESSIONAL. ALL SOLUTIONS PROVIDE WINDOWS MULTI-TASKING FUNCTIONALITY AND FAMILIAR POINT-AND-CLICK INTUITIVENESS.

