

VoiceWorks 16

Another Advanced Business Telecommunications Product From ESI



**The Next-Generation,
Expandable Voice Mail
System Nearly Every
Business Can Afford**

**And Every
Business Needs**



We Make It Easy To Communicate

You need it. Simple as that.

Is voice mail for you?

Like the copy machine and the personal computer, **voice mail** has become essential to any modern business.

Indeed, a voice mail system that is **high-quality, well-designed, friendly and easy to use** helps you and your employees **always** stay in touch accurately and efficiently with not only your customers and prospects, but also with each other. And not just during business hours, either, but every hour of every day of the year. That unanswered ring after hours isn't good enough any more — your customers and prospects expect to be able to communicate with you when it's convenient for **them**.

Oh, and there's one more reason: your competitors either already have it, or will soon.

Is VoiceWorks 16 for you?

Several years ago, **ESI** created the original **VoiceWorks** voice mail system. It was amazingly affordable, easy to use, capable and connectable. Today, thousands of businesses across America depend upon it.

Then, just when our competitors were catching their collective breath from trying to keep up, we decided it was time to move out in front again — and take VoiceWorks to the next generation. Still, rest assured that we designed and built VoiceWorks' successor to be true to its heritage:

- It has the power of far more expensive systems.
- It's very easy to install, maintain and use.
- It connects with almost any business phone system.
- It's based on ESI's proven voice mail technology, now entering its **fourth** generation.

But we've also doubled this new product's capacity for both handling and storing voice messages — and added a lot of really neat ideas while we were at it.

VoiceWorks 16 is the result.

**For
further
details**

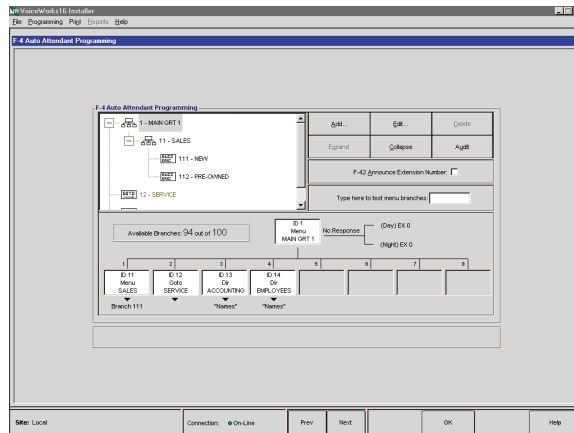
We can only begin to cover this product's features in a brochure. For more details, please visit the **ESI Web site** at: www.esi-estech.com.

Powerful voice mail

From the basic to the awesome.

VoiceWorks 16 comes in a compact case that easily interfaces with your phone system, yet holds tremendous voice mail power:

- **Amazing ease of use.** We designed VoiceWorks 16 to work sensibly and simply, and even gave it friendly, spoken prompts. After all, you and your people have better things to do — like running your business — than trying to figure out yet another technological “advance.”



The easier it is to program VoiceWorks 16, the more quickly you can use it. So you'll be glad to know VoiceWorks 16 lets your dealer use either a regular touchtone phone keypad or a simple Windows® 95/98 interface to get you up and going.

- **Highest voice quality.** Some systems make scratchy recordings. But VoiceWorks 16 “samples” sound at an amazing **64 kilobits per second** so you can clearly hear everything the phone line can carry.
- Up to **1,000 mailboxes**, for any combination of . . .
 - **Individual user mailboxes.**
 - **Guest mailboxes.** They're perfect for remote employees, such as traveling salespeople, without office extensions.
 - **Informational mailboxes.** These can provide detailed product or service information and/or answers to often-asked questions — freeing your staff for other work.
- Up to **10 cascade paging mailboxes.** Leave a message in one, and it pages the first in a list of up to three people. If the first person doesn't respond within a programmed time, VoiceWorks 16 pages the next person in the list. This helps to guarantee the caller will get action.
- Up to **10 question-and-answer mailboxes.** Each asks a question and records the answer. These help you automate credit applications, questionnaires and other “phone forms.”



- **Group mailboxes** and a **broadcast mailbox**. These make it easier than ever before to share information with your department, your office or even your company.
- For users who are away from the office, VoiceWorks 16 has several extremely helpful features. **Off-premises message delivery** relays messages to another phone, whether in or out of the office. **Digital pager notification** calls a user's pager to let him or her know a message has arrived. And callers can designate their calls as **urgent messages**: each user can choose to receive off-premises (or be paged for) either all messages, or only urgent messages. To save critical time, VoiceWorks 16 plays urgent messages first.
- The **message recycle bin** lets each mailbox user restore the box's last 10 deleted messages, regardless of how long ago the deletions occurred.

Anybody could connect together a lot of boxes and get some, perhaps even most, of the features of VoiceWorks 16. But only ESI can put so much into just one compact box your reseller can install quickly and easily.

But, if you want customers to hear a person, not a machine (even one as friendly as VoiceWorks 16), you can set the auto attendant to work **only** when either all your operators are tied up or it's after hours. It can even answer only specified lines, which you might dedicate to calls from vendors and employees' family members.

By the way: regardless of whether you use the auto attendant feature, VoiceWorks 16 can provide your phone system with a **constant, programmable music-on-hold source**. There's no additional module or package to buy, no music licenses to maintain and no fancy wiring your installer must do. In fact, VoiceWorks 16 even includes three pre-recorded, royalty-free music tracks all ready to go. This feature, alone, could save you hundreds of dollars per month.

Expandable power Why the "16"?

The "16" in the name **VoiceWorks 16** is our way of telling you how many **ports**, or calls, VoiceWorks 16 can handle simultaneously — up to **16** (that's twice the maximum of the old VoiceWorks).

A voice mail system that needs to expand, but can't, may be worse than no voice mail at all. Sometimes, callers may be unable to leave messages. Or your staff may be unable to **retrieve** messages. Or you may get occasional complaints that your auto attendant can't divert calls to designated mailboxes. The system isn't really malfunctioning; it's just overloaded.

That's why VoiceWorks 16 is expandable. You can start with as few as two ports and then, as your needs grow, VoiceWorks 16 can expand with them in two-port increments. So it can start small and grow. Just like a business does.

Automated attendant

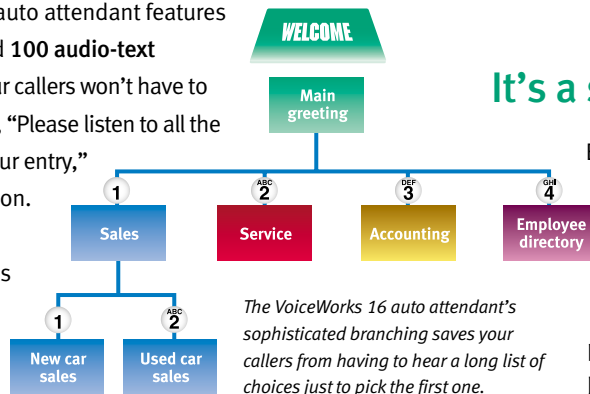
Who's there? VoiceWorks 16 is — whenever you want.

An automated attendant answers your phone and gives callers welcoming messages. But then, any \$29 answering machine will do that. A **professional** automated attendant will also let callers press keys to direct their calls to the appropriate places. And an **outstanding** professional automated attendant, like the one in VoiceWorks 16, does all of the above without driving your callers crazy.

Guess which makes the most sense for your business.

The VoiceWorks 16 auto attendant features up to **six menu levels** and **100 audio-text branches**. That means your callers won't have to obey that dreaded phrase, "Please listen to all the options before making your entry," just to enter the **first** option.

And VoiceWorks 16's high-quality sound makes the greetings and prompts as clear as if they were live.



It's a smart choice.

ESI has always prided itself on doing things the smart way, not the easy way. That's how we created VoiceWorks 16 with so many features packed into so small a space — and so small a price.

Naturally, we also think VoiceWorks 16 is a pretty smart choice. Especially since voice mail belongs in every smart business. Like yours.

VoiceWorks 16



Features

Sophisticated voice mail

- Advanced DSP technology
- Standard capacity is two ports; expands in two-port increments up to a maximum of 16 ports
- Up to 135+ hours of voice storage
- Highest-grade voice quality (64 kilobits per second)
- Off-premises message delivery
- Urgent messages
- Up to 1,000 mailboxes in any combination of:
 - Individual user mailboxes
 - Guest mailboxes
 - Informational mailboxes
- 10 cascade paging mailboxes
- 10 question-and-answer mailboxes
- 16 group mailboxes
- Broadcast mailbox
- Message recycle bin remembers and can restore each mailbox's 10 most recently deleted messages
- Multiple personal greetings
- Digital pager notification
- Multiple password levels
- Message waiting light notification (with systems having such lights)

Reports

- Enhanced reports
- Remote reports during programming

Built-in, award-winning automated attendant

- Six menu levels, 100 audio-text branches
- Customized answering of incoming lines
- Automatic fax detection: no need for dedicated fax line
- Directories: user can either hear individual names (alphanumerical access) or get an all-company listing
- Automatic night greeting
- Remote holiday greeting record and activation
- Uniform call distribution groups
- Automated attendant block

Modular, standalone system

- Wall-mounted; compact case with small footprint
- Connects to 2500/single-line port(s)
- Two to 16 ports of call processing
- Accepts up to four four-port cards
 - No need to remove cabinet from wall when installing cards
- Powered by one wall-mount transformer
- Message-on-hold source
- 14.4 Kbps maintenance modem
- Analog connectivity
- Comdial® DSU integration without the need for an ATI-D analog adapter
- Works with Lucent® Partner; Merlin Legend® and hundreds of other systems

Programming that lets your reseller finish your job more quickly

- Voice-prompted, remote or local
- Optional Windows® 95/98-based installation programming
- Remote support
 - Software uploads
 - Configuration backup and restore
 - Real-time programming
 - Reports
- Department-level programming
- Installer/administrator/user programming levels
- Menu-driven installer and administrator programming
- Enhanced port disconnect recognition



Proudly created in the United States of America.

ESI is an ISO 9001-certified company.

Specifications

Power source: 90–140 VAC, 50–60 Hz, 35 W.
Serial interface: RS-232C, 9-pin female.
Maintenance modem: 14,400 bps.
Message-on-hold interface: 1/8"-in. "mini-headphone jack," 8 ohm, monophonic.
Dimensions: 8.5" W × 11" H × 3" D.
Environmental conditions: 0°–90° F. (-18°– 32° C.); 0–90% relative humidity.



ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas, in the internationally known Dallas "Telecom Corridor." Founded in 1987, ESI designs and builds innovative telecommunications products for businesses like yours. Because of their powerful combination of value and features, ESI products are consistently recognized by industry publications and leaders. In fact, ESI also creates telecommunications products for major companies to market under their well-known brand names.

While ESI sells its own brands only through its authorized resellers throughout America, it invites everyone to visit its Web site at www.esi-estech.com for a closer look at ESI and its products.



We Make It Easy To Communicate

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