



*VoiceGate*

**VoiceGate**  
Computer Telephony Innovations

# VoiceGate - Unlocks the Hidden Profit in your Business Phone System

You'll get a lot more from your business phone system when you install VoiceGate Voice Mail. VoiceGate's VIP4000® family of products adds new power and versatility to conventional telephone



systems ... bringing the benefits of confidential messaging, improved staff efficiency, enhanced customer service and reduced telecommunications costs to your business.

Here's why ...



## PC AND FLASH BASED DESIGN

VoiceGate's non-proprietary hardware platforms utilize inherently reliable state of the art computer technology. VoiceGate communication systems are easy to maintain and simple to install. Menu-driven software can be configured and administered by anyone proficient in the use of a desktop computer.

## MODULAR CONSTRUCTION

A VoiceGate voice mail system grows with your business. The open architecture of the PC platform plus VoiceGate's modular software design facilitates system expansion, and the addition of new features or hardware upgrades on a plug-in basis. VoiceGate's adaptability to developing computer telephony technologies future proofs your investment

against early equipment obsolescence.

## INTEGRATIONS

VoiceGate Voice Mail integrates smoothly with most modern phone systems and supports direct digital integration with Lucent Technologies System 75/85/Definity series, Meridian Norstar, Mitel, Nortel Meridian Option series, Nortel SL1, and Rolm CBX series. Analog integrations are available for Lucent, Comdial, Intertel, NEC, Nitsuko, Panasonic, Samsung, Toshiba, Vodavi, and many more.



## CUSTOM DESIGN

VoiceGate Corporation offers, through its distributor network, custom designed voice mail, audiotex and mainframe connected interactive voice response systems for specific target markets or special applications.

## SUPERIOR HARDWARE QUALITY

VoiceGate uses state-of-the-art DSP (Digital Signal Processing) hardware components supporting multi-vendor integration protocol (MVIP) and utilizing the highest performing software algorithm in the industry. VoiceGate's high-end North American built central processing unit conforms to the most stringent international quality standards.

## AFFORDABLE

VoiceGate is committed to price/performance leadership in the voice processing industry. Start-up systems are affordable for even the smallest business office and system expansion kits and software upgrades are moderately priced to accommodate business growth.



## TRAINING AND SUPPORT

Customer staff training and after sales technical support is continuously available from VoiceGate's network of local dealers and distributors during normal business hours. After hours support can be pre-arranged with your local VoiceGate dealer.

# VOICEGATE VOICE MAIL MAJOR FEATURES LIST

VoiceGate VIP4000 software packages support a host of sophisticated standard features and options including:

- Alternative Personal Greeting
- Audiotex
- Automated Attendant
- Automated Attendant & Voice Mail Reports
- Automated Extension Change
- Automated Overhead Pre/Post Paging
- Automatic Day/Afternoon & Night Mode
- Automatic Disk Maintenance
- Automatic Station Log On
- Broadcast Message
- Bulletin Board
- Busy Greeting
- Busy On Hold
- Call Queuing by Extension
- Call Screening
- Cascading Message Notification (5)
- Certified Delivery
- Class of Service (50)
- Company Directory
- Custom Call Routing (10 x 49 Levels)
- Default Programming
- Delivery Option
- Departmental Greeting
- Display Prompts
- Distribution List (10 x 20)
- Express Messaging
- Fax Detection
- Fax On Demand (Optional) \*
- Flexible Business Hours
- Flexible Line Ringing
- Forward with or without comments
- Future Message Delivery
- General Delivery Mailbox
- Guest Mailboxes
- Holiday Greetings (15)
- Information Mailboxes
- Interactive Voice Response (IVR)
- Interruptible Prompts
- Listen to discarded messages
- Mailbox Initialization Prompting
- Mailbox Re-set
- Message Confirmation
- Message Copy to another mailbox
- Message Envelope
- Message Retrieval (FIFO/LIFO)
- Message Waiting Indication
- Modem Bridge
- Modular Architecture
- Multilingual Prompts & Screen Displays (Optional)
- Multiple Access
- Multiple Company Greetings
- Multiple Extension Access
- Multiple Personal Greetings
- Multiple Tenanting (4) \*
- Name Confirmation
- On Line Programming Changes
- Open Architecture
- Operator Access
- Pager Notification (5)  
(with phone no. displayed)
- Passcode (user-definable)
- Pause a Message
- Personal Assistant
- Personal Routing Tree
- Predictive Answering
- Pre/Post Call Redirect (External Transfer)
- Primary Personal Greeting
- Private Messages
- Programmable Per Port
- Real Time Display of Line Status
- Real Time Message Inventory Status
- Record a Conversation
- Record All Conversations (Call Logging)
- Remote Access
- Remote Administration
- Reply by Message
- Report Daily/Monthly
- Save Messages
- Scripted Prompting (Optional) \*
- Search by Last, First or Both Names
- Skip Forward/Backward
- Simple System Programming
- Standard Greetings (8)
- Stripped Down Mailbox
- Subscriber Access
- Supervised/Blind Transfer
- System Admin. (telephone)
- System Distribution List (20)
- Time/Date Stamp
- Timed Delete
- Time of Day/Company Greeting
- Trunk to Port Supervision \*
- Universal Ports
- Urgent / Private Message Designation
- User Definable Call Forwarding
- Voice Mail

Note: Not all features are supported by all phone systems. Please consult your VoiceGate dealer.

\* Not supported by VoiceGate LITE.

## VOICEGATE VIP4000 FAMILY OF PRODUCTS

### FLASH, DOS AND WINDOWS NT BASED SOLUTIONS

#### DOS

##### VIP4000

2 (or 4) to 24 ports  
250 to 1000 mailboxes  
Over 130 storage hours

##### VOICEGATE LITE FOR NORSTAR

2 to 4 ports  
30 / 60 mailboxes  
Over 130 storage hours  
Upgradeable to VIP4000

#### FLASH

##### VOICE WIZARD

2 to 4 ports  
30 / 60 mailboxes  
2.75 storage hours  
Upgradeable to 8 hours



#### WINDOWS NT

##### VOICEGATE ICS

2 (or 4) to 24 ports  
250 to 10000 mailboxes  
Over 130 storage hours

##### VOICEGATE ICS LITE FOR NORSTAR

2 to 4 ports  
30 / 60 mailboxes  
Over 130 storage hours  
Upgradeable to ICS

Award Winning  
Easy To Install and To Use  
Feature Rich  
Scalable  
Worldwide Support  
One Year Warranty



#### VOICEGATE CORPORATION

##### HEAD OFFICE

10520 Yonge St. Unit 35B, Suite 233  
Richmond Hill, Ontario, Canada L4C 9S3  
Tel: (905) 503-0355 / 1-800-668-2387  
E-mail: [info@voicegate.com](mailto:info@voicegate.com)

Website: [www.voicegate.com](http://www.voicegate.com)

VoiceGate Corporation reserves the right to substitute hardware and software components without notice. Equipment supplied may not be exactly as illustrated.

VoiceGate, VIP4000, VoiceGate ICS, VoiceGate LITE, NS Gateway and Voice Wizard are Trademarks of VoiceGate Corporation