



Visual Messaging Key Benefits

1. **ViewMail®** – Optional ViewMail module enables users to manage their voice and fax messages from a networked PC. By clicking a mouse, users can send, reply, listen to and redirect voice messages, as well as archive or delete messages in a single step. ViewMail's intuitively designed interface allows users to respond faster to urgent requests and helps streamline the messaging process.
2. **ViewMail for Microsoft® Messaging, ViewMail for Lotus® Notes® and ViewMail for GroupWise®** Optional ViewMail for Microsoft Messaging, ViewMail for Lotus Notes, and ViewMail for GroupWise unified messaging applications allow users to improve productivity by visually manage their voice, fax and e-mail messages from the desktop. Distinctive icons are used for each message so that by glancing at the PC screen, users can see their messages and the priority with which they were sent. Users can also organize and sort messages on the desktop screen in any order and save them in public or personal folders, making them easy to retrieve.
3. **ViewCall® Plus** – Optional ViewCall Plus call control application helps to maximize productivity and enhance customer service by enabling users to manage real-time telephone activity from their PC. With ViewCall Plus, users can dial, answer, transfer, hold, screen, and even conference calls with the click of a mouse.
4. **ViewFax™** – Optional ViewFax feature package eliminates fax gridlock and streamlines the faxing process by allowing users to send and receive faxes from their desktop computer using ViewMail, ViewMail for Microsoft Messaging, ViewMail for Lotus Notes, or ViewMail for GroupWise. By sending faxes directly to a desktop instead of a fax machine, ViewFax gives users complete control over all documents, ensuring that security and privacy are preserved. With ViewFax's Print-to-Fax capabilities, users can send faxes anywhere without leaving their desk and receive notification that the fax was sent.
5. **Mailbox Manager** – In addition to the telephone, users can modify personal mailbox options from the convenience of their PC using Active Voice's Mailbox Manager applications. Users can modify greetings, security codes, notification, groups, conversation preferences, and much more with just a few keystrokes. The Mailbox Manager applications also reduce the burden on the IT staff, giving users the flexibility to customize their mailbox settings how they need them.

###