

PanaVOICE™
COURIER™



M e s s a g i n g m a d e e a s y

Panasonic

About the PanaVOICE™ Courier™ Voice Processing System

The PanaVOICE Courier Voice Processing System is a comprehensive Automated Attendant and Voice Mail application designed to deliver solutions for almost any customer application.

The Courier line is comprised of three distinct systems, and is based on Microsoft's Windows Operating System to take full advantage of Microsoft's multi-tasking capabilities and tools.

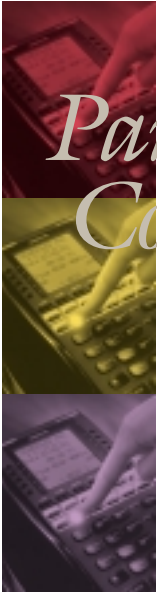
As the world of telecommunications evolves to integrate both voice and data with unique and productive applications, you can feel confident that the Courier will deliver these benefits to your organization both now and in the future. Each Courier platform can be configured as a stand-alone system to provide robust voice processing functionality. Courier can also be connected to your Local

Area Network to provide voice server benefits such as Integrated and Unified Communication capabilities.

PanaVOICE™ Courier™

...messaging made easy!





PanaVOICE™ Courier™ Line

Courier

The Courier model provides exceptional value with its Windows 98 operating system and its Auto Attendant and Voice Messaging functionality for smaller telephone system configurations. The Courier model is available in 2 and 4 port base units, and can expand up to 8 ports as your business needs require.

As a standard feature of the Courier, a Network Interface Card is built-in, which can be easily connected to your Network or to an individual office PC. This standard feature provides access to the Courier's programming user interface, and can be administered from the comfort of your own desktop!

An API (Application Processing Interface) card can be added as an option to the DBS phone system and connect to the Courier model to provide small and large screen display functionality, call recording, off-hook voice announcement, and trunk mapping features.

Courier Plus

The Courier Plus model is also based on Microsoft's Windows 98 Operating System, but delivers the next level of performance and additional expansion capability. The Courier Plus platform has all the built-in PC power to provide up to 16 ports of voice mail (no additional PC hardware is required). Simply add voice cards as your business expands.

The Courier Plus provides a choice of 4, 8, 12, or 16 ports base models, and is capable of handling the busiest voice traffic.

For advanced integration with the DBS phone system, the Courier Plus can also accommodate the DBS API as an option and deliver powerful feature enhancements.

Through the Courier Plus's built-in 100MB Network Interface Card, the system can be connected to your office Local Area Network to integrate your voice, fax, and text messages directly on the user's PC screen.

For the next level of message management, the Courier Plus line delivers the optional capability to provide desktop PC mailbox viewing through MailQuest. This configuration requires a Local Area Network whereby the Courier delivers messages directly to MailQuest on each client.

Courier UMS

For the most demanding communications scenario, Panasonic presents the Courier UMS system. The Courier UMS was designed to provide the most advanced call processing functionality, in addition to providing the maximum port capacity of the Courier line.

The Courier UMS model is based on Microsoft Windows NT Workstation Operating System. It can be configured as a stand-alone system, or connected to your LAN to provide MailQuest messaging functionality as well.

Just like the Courier Plus, the Courier UMS system can be configured to use the DBS's optional API card for maximum system integration.

The UMS system maximizes the PC platform growth capabilities as a result of both 4 and 8 port PCI voice boards. To obtain 32 ports of voice mail for high traffic installations, the Courier UMS can be equipped with as little as 4 voice boards. This advantage minimizes the PC platform requirements, and results in a less expensive high port configuration.

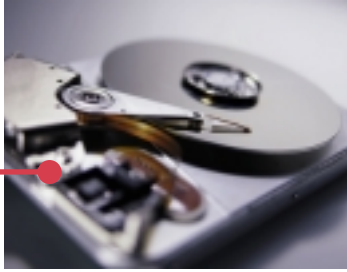
Base System	2 and 4 Port	4, 8, 12, and 16 Port	4, 8, 12, 16, 24, and 32 Port
Expansion Increments	2 and 4 Port Increments	4 Port Increments	4 and 8 Port Increments
Expansion Limit	8 Ports	16 Ports	32 Ports
Operating System	Windows 98	Windows 98	Windows NT Workstation
Memory	32MB	32 MB	64 MB
ISA Slots	6	5	Not Available
PCI Slots	Not Available	1	3
Shared PCI/ISA	1	1	1
Cooling Fans	4	4	4
Hard Drive	2+ GB	4.3 GB	4.3 GB
Hours of Voice Storage	110 Hours	245 hours	245 hours
Mailboxes	Not restricted	Not restricted	Not restricted
Data Files nightly back-up	Standard	Standard	Standard
Hard Drive mirror back-up	Optional	Optional	Optional
Modem and Remote Software	Optional on 2 port, standard on 4 port	Standard 56K	Standard 56K
Floppy Drive	Standard	Standard	Standard
API Integration	Optional	Optional	Optional
Fax Detect and Route	Standard	Standard	Standard
Courier MailQuest™	Not Available	Optional	Optional
Network Interface Connection	10 / 100 MB	100 MB	100 MB



The Courier™ Advantage

Guaranteed Dependability

The Courier System is your communications depository. Provide yourself with the comfort in knowing that, in the event of a hard drive problem, your critical messages, system's statistics, and user programming will be saved by utilizing the optional mirrored hard drive back-up system. Not only is your data saved, but the Courier System will continue to process calls by switching to this alternate hard drive.



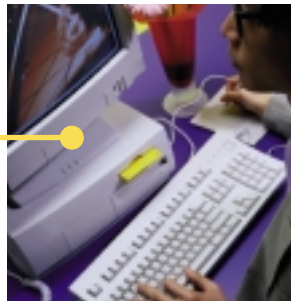
Modularity for Expansion

The Courier System can be configured to meet your requirements today, while at the same time, provide expansion capacity to meet your future needs. Each of the three Courier Industrial Computer Platforms can be expanded from the smallest number of ports to it's maximum port size without adding or upgrading additional computer hardware such as, processors, hard drives, or memory. Rest assured that when your business is ready to grow, so is the Courier resulting in an economically effective solution.



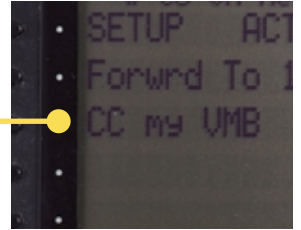
Desktop Courier Administration

Administration of the Courier System is simple and convenient, and can be accomplished at the System Administrator's workstation. As a result of its Windows operating system, the Courier provides a user friendly interface with pull down menus and help screens to guide the administrator through all of the voice mail programming. Changes in Courier programming can easily be made internally, or remotely by an Authorized Panasonic DBS Dealer.



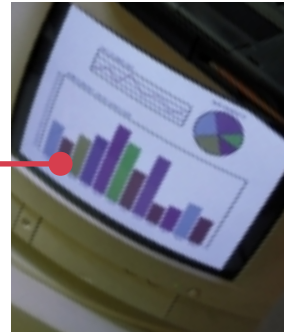
Message forwarding with CC

Out of the office shouldn't mean everything stops. Your messages can easily be forwarded to a co-worker's mailbox for proper handling, while at the same time, a copy of the message can also be retained for your archives if so desired. Let the Courier do the work for you.



Statistics Package

The Courier's standard statistics package enables you to analyze system usage. You'll know exactly how your system traffic is handled and routed by hour, day, month, etc. Statistical evaluation serves as a powerful monitoring tool, helping to optimize performance today and evaluate your system needs for the future. Significant system utilization statistics are even displayed on the Courier's "Splash Screen" for quick visibility.



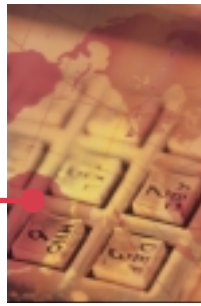
Windows Operating System

The Courier, Courier Plus, and Courier UMS utilize today's industry standard Microsoft Windows Operating Systems. True 32 bit architecture is used on the Windows 98 Operating System as well as Windows NT, which optimizes the applications performance. In addition, the Courier has taken advantage of the many Microsoft tools available to provide seamless integration from the most basic full featured Voice Processing System right up through Integrated and Unified Messaging where all communications-voice, fax, text and email are displayed in one form.



Local Area Network Connection

Because each Courier system includes a Network Interface Card, every system is Network Ready. Even if you're not on a LAN today, when your business growth demands this requirement in the future, the Panasonic Courier System is ready to go... ready to grow.



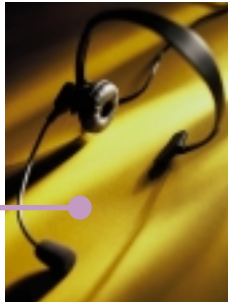
Recycle Bin

Have you ever accidentally deleted a message and couldn't get it back? No need to worry with the Courier, all of your deleted messages are stored for at least 24 hours in a convenient recycle bin. Simply enter the recycle bin to retrieve the message, and treat it like a new one by saving it, playing it again, or deleting it when you are finished.



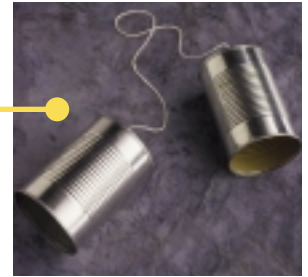
Call Record

The Courier System can be configured to record a party's conversation for future reference. This conversation can be stored just like any other message, and can be forwarded, saved, re-played, etc. Call Record is an ideal solution when training customer service and telemarketing personnel. Call recording is accomplished by utilizing the DBS API as an option.



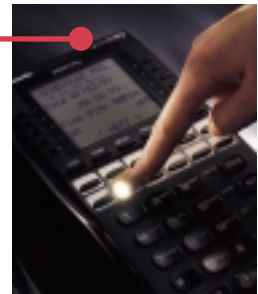
Interactive Message Response

Ideal for applications where simple information needs to be delivered, the IMR feature allows customers to enter a specific ID number (account numbers, phone numbers, or zip codes for example) and the Courier will play a recorded message that an IMR Administrator has left for that particular customer. The IMR feature can surely help you to increase customer satisfaction, while at the same time, help to utilize your employees more efficiently.



Enhanced Dial by Name Directory

Can't remember a last name, or how to spell it? No problem, the Courier takes over. A caller can input both first or last name entries during the initial greeting and transfer to the appropriate extension. In addition, the Courier also allows the name directory to be built by inputting several different ways a difficult name may be spelled. This user-friendly enhanced dial-by-name application into the company helps to eliminate unnecessary customer frustration when trying to reach their party.



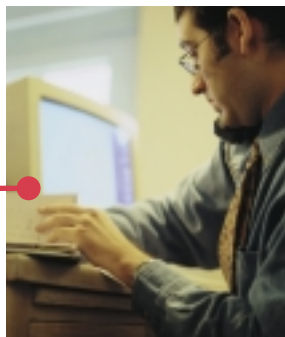
Trunk Mapping

The intelligence of the Courier System's API digital connection enables it to distinguish which phone line is ringing and play that line's appropriate greeting. This digital automation reduces the need to dedicate specific lines to ports, thereby reducing the overall system costs. This feature is ideal for multiple companies who share the same system.



Auto Attendant Off-hook Voice Announce

You'll never miss an important call just because you're on the phone. With the Off Hook Voice Announce feature, the Courier Automated Attendant can, through the handset, announce a new call to a busy station. The user then has the option to send the call to voice mail, take the call, or play a message to the caller to wait in Queue. All of these options can be delivered by simply depressing the appropriate key on their display telephone. A polite way of screening calls, you'll never miss that important one.



External Message Notification

No need to continually call remotely into the Courier to retrieve your messages, let the system call you instead! By utilizing the Courier's External Message Notification feature, you can program up to four different external telephone numbers (cell phone, pager, and home numbers for example), and the Courier will call them to alert you that a message has been delivered to your mailbox. As an added option, you can program the Courier to try each number in sequence until you answer. Messages come to you, instead of you coming to the message.



Digital Connection



With Panasonic's powerful Applications Processing Interface (API) card installed in the DBS, a digital link between the Courier and the DBS is established to provide bi-directional communications between the systems. The digital link for example, allows the Courier to request actions from the DBS phone system, such as writing display information to a telephone. This display phone integration

provides a user-friendly interface to the many Courier features, and eliminates the need to remember a variety of different feature access codes. API integration also enhances the Courier's performance in terms of processing speed. Because the DBS is also sending vital information to the Courier over the link, the Courier can react within milliseconds to a DBS command, and perform the

appropriate call processing function. Of the many tasks the API Integration is responsible for, turning on and off message waiting lights is one of its most critical jobs. Because these tasks are accomplished over the API link, and not through Ports, the Courier can maximize its port utilization, and may require fewer ports than other systems to perform the same tasks.

*PanaVOICE™
Courier™*



100101010110101010101010101000100101

*DBS
Phone
Switch*

1010101101010110101010001001011100



The API Advantage

Small and Large Display Screen Integration

One touch, total control. By intuitively leading you through the various display screens, the Courier makes sure that you take advantage of all features the system has to offer simply at the touch of a button.

Trunk Mapping

The digital connection allows the DBS to transmit ringing telephone line information to the Courier, so that a specific greeting can be played for that specific line number.

This function is particularly useful when several companies share one system. Each company can have their own greetings play on its appropriate lines without adding dedicated ports to perform this function.

Call Record

At the touch of a button on your telephone, the Courier will record your conversation, and store it in your mailbox for retrieval at a later time. You can forward this recorded message, save it, send it to a distribution list, virtually every function that you can do to a regular message.

Off Hook Voice Announce

Taking advantage of the DBS's popular off hook voice announce feature, the Courier was designed to also perform this function when a user wants to be informed of a second call, when they are on a current call.

As an option, any user can allow the Courier to come into an existing conversation, and notify one through the earpiece, that there is another call. The Courier can tell you the name of the caller, and if available, Caller ID. Immediately, the telephone display changes and provides three separate options that can be performed. You can either accept the call, place the caller in Queue, or transfer the call to your voice mail box.

Caller ID

If available, Caller ID information can be passed from the DBS to the Courier through the API, and displayed on your LCD telephone as the message when accessing your personal mailbox. This vital information allows you to decide which message you should return first based upon who left it.



Courier™ Networking



As a stand-alone application, the PanaVOICE Courier delivers a host of voice processing functionality that can be accessed remotely, or internally through the DBS telephone. From there, voice messages are easily manipulated through the user-friendly interface, and provide a great productivity tool for any employee.

The Courier however, can also deliver a much higher level of message management through a simple connection to your office Local Area Network. Through this interface, voice messages generated in the Courier application are delivered to the user's PC.

In this case, access to your voice mailbox is accomplished through the PC as well as through a telephone. In addition, all of your specific mailbox functions can be programmed from this desktop interface. For example, you can change your personal greetings, turn on features such as call screening, and change your message notification fields to name just a few.

Introducing Courier MailQuest™

Courier MailQuest is a Windows based software application that resides on individual client PC's to manage messages. It is your Courier Mailbox. In fact, not only can you manage your messages from this application, but you can also control all of your Mailbox functions simply by clicking on the various icons and checkboxes!

In addition to providing voice messages, the MailQuest application also provides text messaging functionality for those users who do not have an Intranet e-mail application. Simply type in a text message, scroll through the database of voice mail subscribers, and click send. This text message will populate the MailQuest destination and deliver the text message.

MailQuest also provides the following features and functionality:

- **Personal Message Storage**
MailQuest provides a sophisticated filing system to store various messages. You can for example, create a new folder and populate it with messages that will be taken off the Courier hard drive, and stored on your own PC for future



review. This feature is a convenient way to manage personalized messages, and provide the added security by storing them on your own PC.

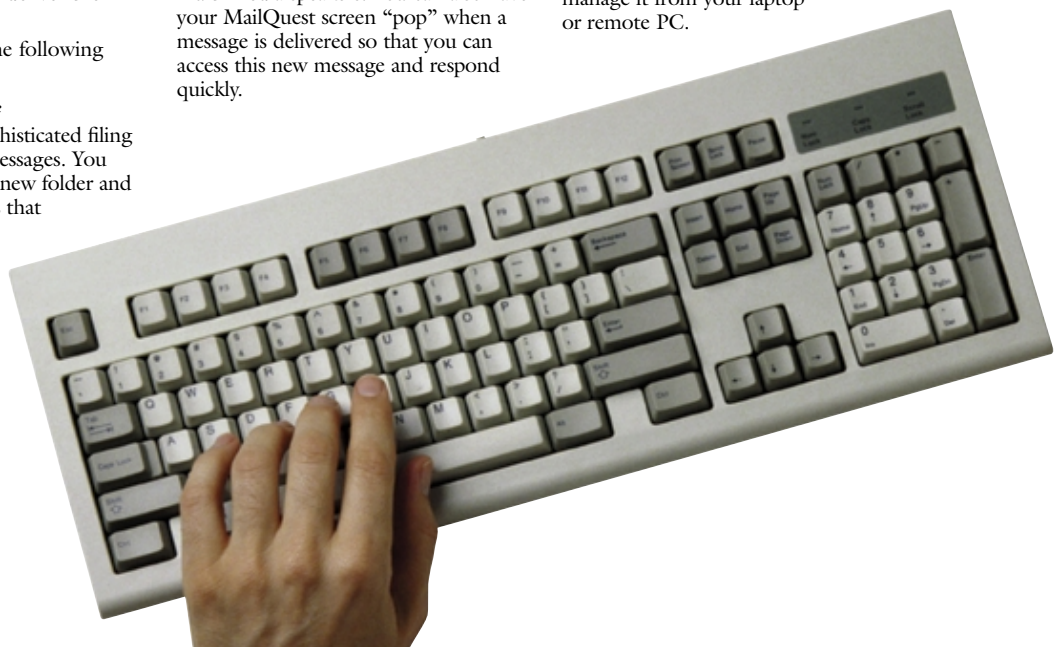
- **Sender Identification and Comments**
Message management is made convenient for you by allowing you to identify the sender of the message for storage purposes. Simply right click on a message, select Sender Identification, and type in text to identify who the message is from. When you wish to retrieve this message at a later time, you will be able to easily identify the correct one. You can even select various colors for the text.
You can also type in comments for each message to further describe the nature of the particular message.
- **Message Notification**
MailQuest can be configured to announce new messages as they are delivered to your mailbox through your multi-media speakers. You can also have your MailQuest screen "pop" when a message is delivered so that you can access this new message and respond quickly.

Future MailQuest™ Development

MailQuest will be expanded to provide several new benefits in the future. For example, Text-to-Speech technology is being added to MailQuest to convert text messages to voice for remote retrieval.

Additionally, MailQuest will be integrated with Microsoft Outlook 2000 to deliver voice messages directly on the Outlook Graphical Users Interface for efficient message integration. When a voice mail message is accessed through Outlook, the MailQuest Listen screen will pop, and can be managed the same way as MailQuest messages are handled.

For remote e-mail notification, the user can elect to have messages forwarded from the Courier server to external Internet Service Providers in the form of a wave file. When the ISP is accessed, you will find your voice mail messages, and can easily listen to the message and manage it from your laptop or remote PC.



Standard Features

Forwarding

Timed

Auto

Hunt Group

Station ID Log On

Mailbox Transfer

Ring Phone First

Direct to Mailbox

External Message Notify

Telephones

Pagers with progress tone detection

Cellular Phones

Cascading

Urgent Only

Distribution Lists

Variable Password Length

Messages

Scheduled

Forwarding

CC

Rewind, Pause, Fast Forward

FIFO or LIFO Message Order Option

New or Old Message Listen Option

Send, Listen, and Comment Options

Urgent & Private Stamps

MailQuest™ Viewer

Branching

Mailbox Level

Voice Greetings

Play Only Mailbox

Custom Mailbox Class of Service

16 Options

Global Class of Service

Interactive Message Response (IMR)

Based on digits entered (000-999), Courier™

can look at an internal database and play a

custom message for a particular caller. A

perfect application for car dealerships

providing information to customers via a

claim number.

Universal Graphical User Interface

Windows Operating System

Panasonic

Telecommunication Systems Company

Division of Matsushita Electric Corporation of America

Business Telephone Systems Division

Headquarters

Two Panasonic Way
Secaucus, NJ 07094

(201) 392-4220

www.panasonic.com/dbs

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