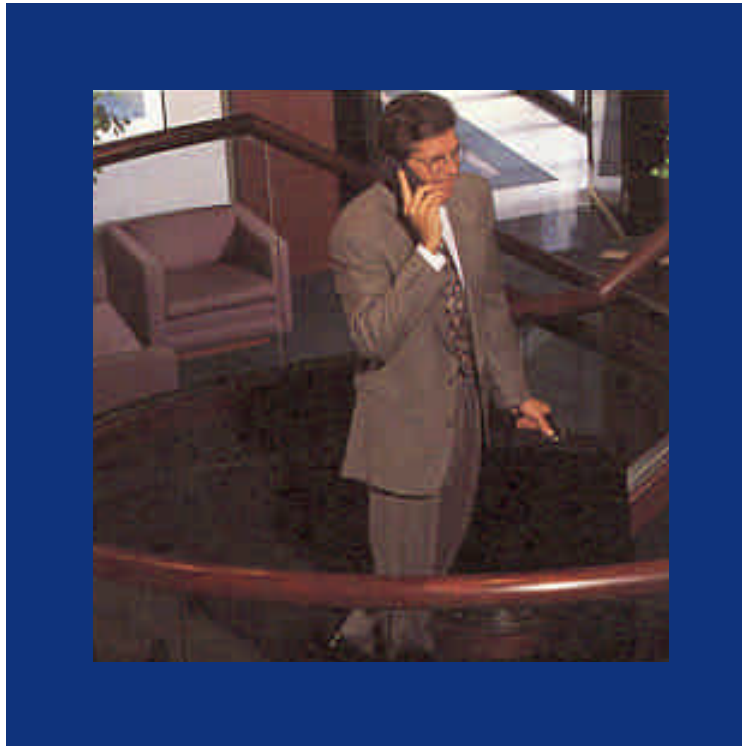


EVERY BUSINESS SHOULD SOUND AS BIG AS IT DREAMS.  
SMALL OFFICE™



KEY VOICE™  
The Voice Of The Leader.

SO

## FEATURES

account number box  
auto forward  
auto attendant  
automatic call distribution  
automatic log on  
call blocking  
call forwarding  
call queuing  
call screening  
call transfer  
class of service  
context-sensitive help screens  
custom greetings  
date/time stamp  
departmental distribution lists  
dial-by-name  
directories  
fax mail  
fax on demand  
fax tone transfer  
future delivery  
greetings by port  
guest mailboxes  
holiday greetings  
interactive voice response  
message confirmation  
message forwarding  
message rewind/pause/forward  
message waiting lights  
multilingual capability  
outbound telemarketing  
pager notification  
pager relay  
password-protected mailboxes  
PA system call announcing  
private messages  
question boxes  
reply to sender  
save message as new  
secure passwords  
skip messages  
talking classifieds  
transfer to sender  
urgent messages  
Visual Call Management

## ACCESSIBLE, AFFORDABLE, ADVANCED MESSAGING TECHNOLOGY. KEY VOICE.

THE VOICE TO MATCH YOUR COMPANY'S PROMISE AND VISION.

**B**eyond hard work, resources and skill, the key to success in business is often a belief in your company's ability to succeed. Key Voice's Small Office™ voice messaging will support that belief with aggressive technologi-

cal innovation that will revolutionize your communications clear into the future. Make a big impression with Small Office – full-featured voice messaging at a fraction of the price.





## SEND A MESSAGE WITH THE TONE OF YOUR VOICE.

**S**mall Office employs the most advanced technology available in an economically designed, fully capable voice mail system. Increased efficiency and convenience will make a big impression on your customers. With Small Office, you can afford to treat each and every caller as your single most important customer (regardless of how many calls you're hit with at once). No one is left indefinitely on hold, no one's message is lost, no urgent phone numbers are transposed.

Within your company, enhanced communications mean increased productivity. Meetings and appointments outside the office no longer prevent staff from sharing timely information. Your sales people can receive their messages in the field and respond to customers'

requests immediately. In effect, Small Office enables your company to operate 24 hours a day, seven days a week.

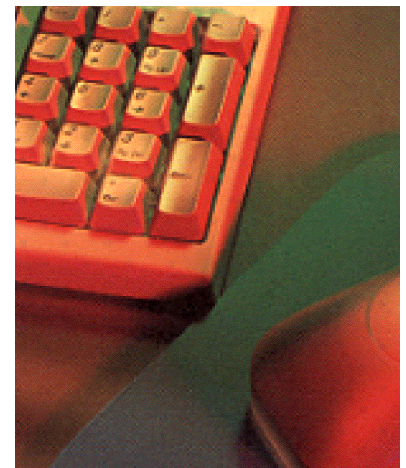
## ADVANCED VOICE MESSAGING MADE EASY.

**S**trong engineering and a straightforward, workable configuration mean that Small Office is not only uncommonly easy to install, it's easy to incorporate into your employees' daily routines. Clear, concise menus lead you through each function, allowing new users to learn as they go. Without special training or complex documentation, your staff can take advantage of Small Office's many powerful features. It's as easy as logging on to the system.

## ADVANCED VOICE MESSAGING MADE AFFORDABLE.

**F**rom automated attendant features to advanced fax retrieval capabilities, Key Voice's Small Office provides you with the means to conduct business as professionally and efficiently as a business twice or 20 times your size. Yet this smart system will cost you thousands less than comparable voice processing products.

With other systems, you'll pay for excess user capacity that your company will never need. Small Office is tailored to your specific voice processing and communications needs, managing as many as 100 users at one time and supporting up to five call routing/question & answer stages for incoming calls. Should your needs grow, Small Office is easily upgradable to Key Voice's full-fledged system, Corporate Office, at any time.





Careful, thoughtful design also saves you money by minimizing training and installation time. Our systems are known for being extremely easy to configure and integrate into any office environment. Key Voice dealers are carefully chosen for their exceptional training and experience in the field, so your system will be installed quickly and easily, with confidence to spare.

## ANSWERING THE CALL.

Small Office's Automated Attendant works around the clock or on demand, providing prompt, professional handling of incoming calls. Capable of operating completely independently, Automated Attendant offers customers a warm greeting with every call, and gives them the option of being routed to a number of destinations throughout the company, including a live operator.

Beyond personal mailboxes, secure messages, call-screening and call-routing functions, Small Office offers many features that allow you to personalize your system to make it even more user-friendly.

## EXTENDED CAPABILITIES WITH SMALL OFFICE.

Unique to Key Voice systems is the capacity to program individual mailboxes to play any of 10 distinct greetings with our Custom Greetings

feature. Research shows that callers respond favorably to variety in voice mail messages; we make it easy for every user to give callers a warm reception and appropriate, user-specific information immediately.

Small Office's exclusive Mailbox Agendas actually manage each individual's calls based on his or her personal schedule. This feature is especially useful for flex-time and part-time staff as well as full-time employees. Individual phones can be set to redirect calls or play mailbox greetings automatically during an employee's off-hours. Users can choose to limit pager notification to





business hours only, or even have Small Office transfer messages home on weekends.

For companies that rely on fax communications, Small Office can be equipped with the most user-friendly fax mail module available today. Designed to operate with economical fax hardware, Small Office FaxMail allows users to route incoming faxes directly to specific mailboxes, retrieve faxes from out of town, save faxes for retrieval at a later time, or send out a requested fax while the caller is on hold.

Key Voice's Interactive Voice Response (IVR) module further enhances customer service by allowing callers to access specific information stored in a database. You can set up IVR applications to answer any question callers might ask, such as account balances, parts inventory, service rates and dealer locations.

This powerful tool puts callers in touch with precisely the information they seek, no matter when they place their call.

Using the Talking Classifieds module, an information intensive business such as a Chamber of Commerce can create menus that allow callers to zero in on specific topics—restaurants, local attractions or specific newcomer's information, for example—without involving the business employees' time and efforts. With Key Voice's Fax Retrieval module you can even offer callers the option of receiving faxes on topics they select.



## REOLUTIONIZING THE WAY YOU COMMUNICATE

Fast call handling flexibility lets you control exactly how, when and where each call is routed. Using the database lookup feature, Small Office can prompt callers for information such as Zip Codes or account numbers, then send each call to a specific extension based on the caller's entries. Day of week, time of day and call sequence routing options further enhance the system's flexibility. And the Automatic Call Distribution (ACD) feature can hunt a specific group of extensions to connect the caller with a live person as quickly and efficiently as possible.

Of course, Small Office also benefits the company that prefers to have a receptionist answer the phone. Acting as an extra pair of hands, your Small Office Automated Attendant can serve as a backup receptionist, directing callers, queuing on-hold calls, screening calls and delivering accurate messages when the live attendant is too busy or not available.

With tens of thousands of installations in countries around the world and in several languages, Key Voice has led millions to higher levels of efficiency, productivity and customer satisfaction. Ask your phone systems specialist for information on Key Voice's complete line of products. For quality, capabilities and ease of use, no one answers the call like Key Voice.

Your Authorized Key Voice Dealer



KEY VOICE™  
The Voice Of The Leader.

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