

Red Panda

“Voice Mail-Automated Attendant”



Multi-Lines from 2 to 96 telephone lines

(If you only need 1 line, ask about our inexpensive Speedy Voice Mail product.)

Great for...

**Schools * Churches * Clubs * Organizations
Political Campaigns * Government Agencies
Businesses * Professionals * Entrepreneurs
Information Hotlines (Real Estate, Autos, etc.)**

To operate a Red Panda system, you will need:

1) Our Software 2) Dialogic Voice Board 3) a Computer.

We offer systems for use with 2 to 96 telephone lines.

**For detailed pricing of software, voice boards, & computers,
please see “PRICES & ORDERING” in this brochure.**

ELECTRONIC VOICE SERVICES, INC.

16475 Dallas Parkway Suite 350 Addison, TX 75001

Tel: 972-713-6622 Fax: 713-8364

E-mail: sales@evs7.com Web Site: www.evs7.com



Red Panda

“Voice Mail-Auto Attendant” Features

Your telephone calls can be answered 24 hours a day in a wide variety of ways:

GREETINGS & CALL FLOWS:

- * Each line can be answered with a different greeting and/or call flow or all lines can be answered the same way.
- * Also, callers can hear different greetings depending on the time of day.

MENUS:

- * Callers can hear menus of choices to select using a touchtone phone.
- * Multiple menus may be created to have different levels of choices for callers.

VOICE MAIL:

- * Callers can hear information only or a combination of information with voice mail.
- * Callers may leave voice mail messages and the recipient can be notified by pager, or the messages can be instantly e-mailed to the recipient, or the messages may be retrieved by telephone, or the messages may be listened to at the computer.
- * You may have as many voice mail boxes as needed.
- * Callers can search for a voice mail box by name or they can browse a list.
- * The system operator can set up voice mail boxes by telephone or at the computer.
- * The system works with regular analog or T-1 lines or with DID lines.

CALL TRANSFERS:

- * Callers may be transferred to a live person if you have 3-way calling or call transfer disconnect from your telephone company.
- * When a call is transferred and there is no answer or it's busy, the call will then go to the user's voice mailbox for the caller to leave a voice message or the “follow me” feature can be used to try alternative telephone numbers.
- * At any time, you may call in from any location and change the telephone number where calls are to be transferred.

RECORDINGS:

- * You may record or listen to greetings, menus, information, and messages by telephone, or if you have a sound card (Sound Blaster compatible) in your computer, you may use a microphone and speaker.

TELEPHONE:

- * You can have from 2 to 96 telephone lines per computer. They can answer your telephone calls simultaneously. You may use either analog or PRI lines for inbound calls, or if you have T1 or E1 lines, you will need a channel bank to convert to analog.
- * This system can be integrated with many different types of telephone systems.

Voice Mail-Automated Attendant Flowcharts

Below are 2 examples:

CHURCH Example:

Call begins with a Greeting such as:

“Welcome to Oakdale Community Church. Please select 1 of these 10 choices, or if you know the voice mail box number of the person you wish to reach, you may enter it now.”

Press 1 Press 2 Press 3 Press 4 Press 5 Press 6 Press 7 Press 8 Press 9 Press 0

Church Info	Upcoming Events	Youth Group	Senior Citizens	Prayer Concerns	Missions Projects	Women's Group	Church Directory	Staff Voice Mail	Office Voice Mail
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REAL ESTATE Example:

Call begins with a Greeting such as:

“Thank you for calling ABC Real Estate Hotline. Please select 1 of these choices, or if you know the ID number of a property or the voice mail box of a realtor, you may enter it now.”

Press 1 Press 2 Press 3 Press 4 Press 5 Press 0

For property for sale	To lease a property (or leave a message)	For our address & office hours	To speak to someone in accounting (or leave a message)	For a Directory Of our Realtors	To speak to an Operator (or leave a message)
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Press 1 Press 2 Press 3

For property under \$100,000	For property from \$100,000 to \$200,000	For property over \$200,000
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Callers may transfer to other telephone numbers if you have “3-way calling” or “Centrex” telephone service. If busy or no answer, voice mail is activated. If you have a pager, you can be notified if you have a message.

Telephone Service

One or more standard ANALOG telephone lines (business or residential) or DIGITAL T1, E1 or PRI lines may be used. Important note: If Buyer/User intends to use the live call transfer feature, or if Buyer/User intends to use DIGITAL lines (24 or more lines), please go to our Technical Support web site: www.tellacom.net and click on "Telephone Requirements" for the details needed to properly order telephone service from your telephone company.

Computer

If you provide a computer:

Minimum computer requirements: Desktop PC with Windows XP Pro or Server 2003, with at least 1 GHZ processor, 256 MB of RAM, 1 gigabyte of AVAILABLE hard drive space, CD ROM Drive, Super VGA Monitor, Keyboard, Mouse, and Surge Protector and/or Battery Backup for the electrical and telephone lines. Important Note: If you will be importing large lists of telephone numbers, you may need a faster processor, more megabytes of RAM, and more hard drive space.

If you purchase our computer:

All 3 models have space inside for half-length (about 7") or full-length (about 13") voice boards.



Clone Computers

Buy any of our software and/or voice boards and installation into the computer is free.

Specifications:	PCI Tower \$795	ISA-PCI Tower \$895	Rack Mount Chassis \$1,495
Case Model	Mid-Tower, black	Mid-Tower, black	4U-Rack Mount, black
Case Dimensions (approx)	8" x 17" x 18"	8" x 17" x 18"	7" x 19" x 27" (varies)
Slots available	3 PCI	4 PCI + 3 ISA	Minimum 3 PCI or 3 ISA
Processor Speed	2.0 GHz Dual Core	2.8 GHz Intel P4	2.0 GHz Dual Core
Memory	1 Gig Ram	1 Gig Ram	2 Gigs Ram
Hard Drive	160 Gigs	160 Gigs	160 Gigs
CD-DVD Drive	CD-DVD burner	CD-DVD burner	CD-DVD burner
Floppy Drive	Yes, black	Yes, black	Yes, black
Ports	Parallel, USB, Serial	Parallel, USB, Serial	Parallel, USB
Network Adapter	Yes	Yes	Yes
Keyboard & Mouse	Yes, black	Yes, black	Yes, black
Speakers	Yes	Yes	Yes
Windows Oper. System	XP Professional	XP Professional	XP Professional
Monitor	Not included	Not included	Not included
Warranty	1 year	1 year	1 year
Shipping in USA:	Ground=\$30 or call for cost of faster shipping	Ground=\$30 or call for cost of faster shipping	Ground=\$35 or call for cost of faster shipping

Prices, appearances, and specifications are subject to change.

Prices & Ordering: Red Panda "Voice Mail-Auto Attendant"

Electronic Voice Services, Inc.

16475 Dallas Parkway Suite 350 Addison, TX 75001 USA

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1) SOFTWARE:	Number of Telephone Lines:								
Includes: CD, Manual, Key, and Tech Support (see below)	2 Lines	4 Lines	8 Lines	12 Lines	16 Lines	24 Lines	48 Lines	72 Lines	96 Lines
Price:	\$500	\$600	\$700	\$800	\$900	\$1,600	\$2,600	\$3,600	\$4,600
Quantity:	X	X	X	X	X	X	X	X	X
Total Software:	\$	\$	\$	\$	\$	\$	\$	\$	\$

2) VOICE BOARDS: Multiple voice boards may be combined in a computer. Ex: Use 3 Dialogic D/4PCI Voice Boards (4-lines each) to create a 12-line system.

Choose Model based on # of telephone lines needed, new or used, and quantity, then compute total.

Intel Dialogic Model	# of Lines	Slot Type	Size Height x Length	Price New	Price Used	Quantity	Total
D/4PCI-UF *	4	PCI	4" x 7"	\$585	\$350	X =	\$
D/41E-PCI	4	PCI	4" x 13"	N/A	\$150	X =	\$
D/120JCT-LS	12	PCI	4.25" x 13"	\$2,395	\$725	X =	\$
D/240PCI-T1	24	PCI	4" x 13"	N/A	\$850	X =	\$
D/240JCT-T1	24	PCI	4" x 13"	\$3,995	Inquire	X =	\$
D/480JCT-2T1	48	PCI	4.5 x 13"	\$6,495	Inquire	X =	\$

If you prefer used ISA slot Dialogic voice boards, visit: www.voice-boards.com. Fill in your ISA choices below:

* Requires XP Pro or Server 2003							
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3) OPTIONAL:	Price	Quantity	Price
___ Extended Technical Support (3 hours or 1 year-whichever comes 1 st)	\$150	X =	\$

4) COMPUTERS:	Price	Quantity	Price
___ Use your own Computer (see requirements in this brochure)	-0-	N/A	-0-
___ Purchase our Clone PCI \$795 or ISA-PCI \$895 or Rack Mount \$1,495	\$	X =	\$

* **EXPRESS ONE YEAR LIMITED WARRANTY:** Manufacturer warrants that its hardware and software will be free of any significant defects for one year from purchase date. (There is no warranty on accessories such as headsets and cables). Manufacturer will repair or replace damaged or malfunctioning products at no charge, if within the warranty time limit and if there has been no damage by accidents, lightning or power surges, or misuse or abuse by the Buyer/User. Buyer must return any defective hardware prior to Manufacturer's shipping a replacement or Buyer must give a credit card number authorizing a charge until the defective hardware is returned to Manufacturer. Buyer/User and Manufacturer will each pay the shipping costs of returning any items to each other for repair or replacement. THERE ARE NO WARRANTIES THAT ARE NOT INCLUDED HERE.

* **TECHNICAL SUPPORT:** To begin using Technical Support, Buyer/User must first REGISTER at www.tellacom.net. Three Hours or One Year (whichever comes first) of Technical Support is included with the purchase price for the original Buyer/User. Additional Technical Support may be purchased for \$50 per hour. Technical Support includes helping User install and learn how to use this software and hardware. Technical Support does not include teaching the User how to use a computer or how to use other vendors' software such as Windows or databases, or how to use telephone systems or network computers. Technical Support can explain to the User how to import and manage User's telephone number lists and Do Not Call lists, but Technical Support cannot actually edit or modify User's lists for him/her. If User does not have basic computer skills, a professional should be hired to contact Technical Support for installation and training. Technical Support hours are 9 am to 6 pm (US Central Time Zone), Monday through Friday, except for holidays. User may at any time leave VOICE MESSAGES or send E-mails with questions. Technical Support will make every reasonable effort to resolve questions and problems on a timely basis, within the times listed above; however, Technical Support may not always be able to resolve every problem, nor respond to every call immediately.

* **SOFTWARE & MANUAL UPDATES:** After the initial purchase, updates to the Software and Manual are available free of charge if Buyer obtains them from Manufacturer's Technical Support Web Site. A new copy of the Software on a CD is \$20 and a printed hard copy of the Manual is \$20. These prices include shipping by US Post Office. Overnight shipping is an additional \$10 in the USA.

* **RETURN POLICY:** Buyer can examine this product online before purchasing. After purchasing this product, from the date the product is delivered, Buyer will have a maximum of 14 days to return it, in good condition, to EVS for a full refund, less 15% restocking fee and any shipping charges. There will be no refunds in the event that Buyer's phone service provider changes their features, prices, or policies, or if there are any changes in laws affecting the use of this product.

**Prices & Ordering: Red Panda "Voice Mail-Auto Attendant"
Electronic Voice Services, Inc.**

Totals:

Order Date: ___/___/___

1) Software Total from Page 1	Software	\$
2) Board Total from Page 1	Board	\$
3) Optional Total from Page 1	Optional	\$
4) Computer Total from Page 1	Computer	\$
Circle US Shipping: (call for price if shipping outside United States) Ground = \$8 2-Day = \$20 Std Overnight = \$40 Priority Overnight = \$50 Or use your own FedEx or DHL Account # _____		
	Shipping	\$
No tax for buyers outside Texas, but if located in Texas, add 8.25% sales tax		
	Sales Tax	\$
TOTAL		\$

Payment:

<input type="checkbox"/>	Check: Payable in advance to "Electronic Voice Services, Inc."
<input type="checkbox"/>	Bank Wire: Payable in advance. Contact us for routing instructions.
<input type="checkbox"/>	PayPal--send to the following E-mail address: sales@evs7.com
<input type="checkbox"/>	Credit Card: Visa --- Mastercard --- Discover --- American Express --- Diners Club
	Credit Card # _____ Expiration Date : _____
	I authorize \$ _____ to be charged to my credit card account.
	(your signature) X _____

Sold To---Ship To:

Name:		
Company:		
Address:		
City:	State:	Zip:
Work Tel:	Cell or Home Tel:	
Fax:	E-mail:	

Please carefully read and sign the following "Liability & Responsibility".

Then to place your order, fax or mail these 3 pages.

Liability & Responsibility

This product has the capability of being operated in a variety of ways. The Buyer/User assumes all liability and responsibility for only operating this product legally, according to federal, state, and/or local laws. Laws are complex and may change from time to time, and laws vary from country to country and from state to state. A violation of any such laws could result in significant penalties and other sanctions. The Seller and the Manufacturer and its Technicians and Representatives are instructed not to offer any legal advice or interpretation of laws regarding the use of this product; however, if any advice or interpretation of laws is given, it should not be relied upon. Prior to buying or using this product, the Buyer/User should consult with an attorney to determine the extent of permissible activities.

The Seller and Manufacturer strive to provide the highest quality software and hardware; however, there are a number of factors that can cause system malfunctions including, but not limited to, operator error, software corruption, software bugs, telephone line problems, electrical surges, hardware defects, and computer failures. The Seller and Manufacturer and its Technicians cannot be responsible if the Buyer/User adds other software or hardware that corrupt the system or for any other malfunctions.

The Buyer/User is responsible for making frequent backups of his or her system to protect against any loss of valuable data. The Seller and Manufacturer and its Technicians cannot be responsible for loss of data for any reason whatsoever. The Seller or Manufacturer will not be liable for any lost revenue, lost profits, penalties, fines, legal judgments, or other expenses due to loss of data, hardware or software problems, or for any other reason.

By using this product, the Buyer/User accepts 100% of the responsibility and liability regarding its use and will hold the Seller and the Manufacturer and its Technicians and Representatives completely harmless from any fines, penalties, litigation, expenses, or claims for any reason.

Buyer/User's Signature: _____ **Date:** _____

Print Name-Company/Organization: _____