



TeleWare

VOICEMAIL/FAXMAIL BY TELEWARE

- Access and manage voicemail and inbound fax messages from a single inbox
- Multiple user access to stored messages
- Voicemail can be accessed from any location using any device – fixed line, mobile, or email
- Receive voicemail via email attachment or respond to SMS alert

VOICEMAIL/FAXMAIL

TeleWare Voicemail and Faxmail gives you quick and easy access to messages and faxes, no matter where you are or what device you are using.

The solution provides voicemail and inbound fax services for IP extensions and TeleWare Intelligent Numbers, with the convenience of being able to access and manage all messages, including email, from a single inbox.

Voicemail comprises of an individual or corporate mailbox to store and manage voice messages associated with a TeleWare IP extension or Intelligent Number. It can be accessed directly from any handset by dialling a short code access number that can be password protected. Alternatively, all messages can be accessed online using TeleWare Web Assistant.

When used with TeleWare's Intelligent Number, voicemail and inbound fax messages can be received on the same number, or fax messages via a separate dedicated number.

The TeleWare messaging solution can be integrated with corporate email, enabling users to access messages through their email inbox. Voicemails are typically attached as .wav files, while faxes are .tif or .pdf files.

How it Works

The TeleWare mailbox receives all faxes sent to a user's Intelligent Number, while callers will be passed to the voicemail system if the extension called is busy, on divert, or if there is no answer.

The user can be notified of new voicemails or faxes in a number of ways.

Users are able to set up daily, absence or default greeting messages to reassure callers reaching their voicemail.

Users can view faxes on screen and forward them to a network printer using TeleWare Web Assistant.

TeleWare Voicemail/Faxmail empowers organisations to be:

- ✓ **more flexible**, giving you a variety of ways to access messages, wherever you are.
- ✓ **more accountable**, by storing all messages in one place with multiple user access.
- ✓ **more secure**, by safely storing all fax and voicemail messages.

To find out more about TeleWare Voicemail/Faxmail and other call handling solutions visit www.teleware.com

For further details please call **+44 (0) 1845 526 830** or email info@teleware.com