

FIRST CLASS[®]

Unified Communications

More time is spent every day managing and responding to information and messages than tending to mission-critical projects. Having the ability to access and respond to messages and information anywhere, anytime - regardless of geographical location or device - enables you to manage and control the overload of information and to choose how and when information reaches you.

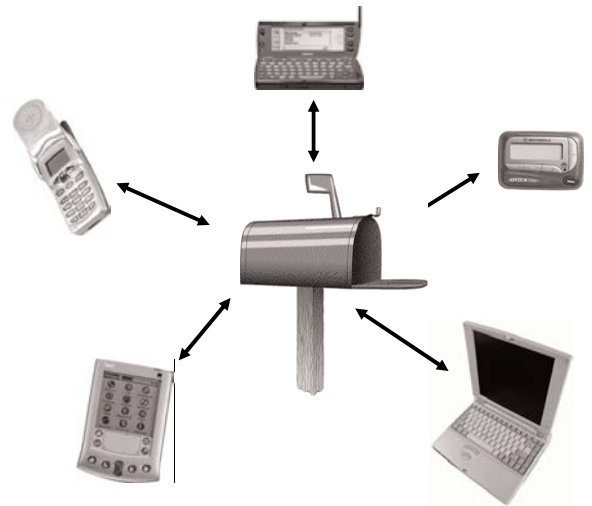
No longer is location key to doing business - whether situated at the organization's headquarters, working from home or on the road - having unlimited access to important information gives organizations the competitive edge they are looking for as it can dramatically impact employee productivity, relationships with customers and the ability to complete mission critical projects.

How does it work?

Unified Communications combines email, voice and fax messages into one easy to use, unified mailbox that can be accessed via the device of choice including mobile phone, telephone, client software, web browser through the internet or PDA from any location, at any time. There is no longer the need to rely on a number of different places to access information and messages.

The FirstClass communications solution includes sophisticated collaboration tools that enables users to communicate, collaborate and share information more effectively by giving users the ability to read email, listen to emails using text-to-speech technology, receive faxes and listen to voicemail simply and efficiently.

FirstClass can replace or be integrated with existing email systems. FirstClass Unified Communications is a combination of FirstClass Core Server, FirstClass Internet Services and FirstClass Voice Services.

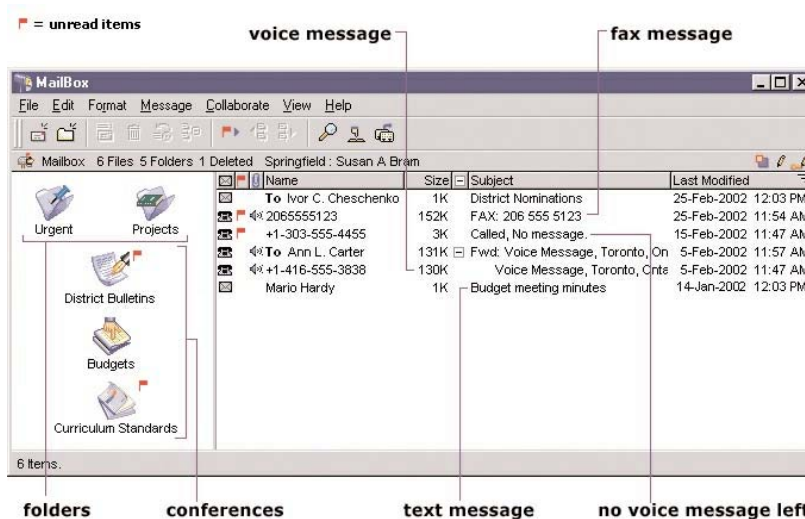


Manage Your Messages

Since all messages, including voice and fax, are held in the same FirstClass mailbox, users are able to use their preferred device to manage, file, sort and search their messages. Access through either the client or web browser offers the same functionality and both provide a secure, fast and feature-rich user experience from any computer connected to the Internet. This is very powerful and important in any environment that demands thorough records of external communication (e.g. medical, education, financial).

FirstClass Voice Services

When out of the office or on the road, users can access and manage all their messages through FirstClass Voice Services from any telephone in the world. Using this method, the user can dial into their unified communications system and listen to and respond to any message waiting in their mailbox. They will be able to access and manage all messages with just one phone call and are able to listen to their email messages using text-to-speech technology and respond to that email message with a voice message. All voicemail messages that are accessed via the telephone are retained for future reference. The user can also manage inbound faxes by listening to the header of the fax message, forwarding that message to someone else, or transferring to a fax machine for automatic delivery.



Key Features of Voice Services

- Listen, forward, reply to and delete voice messages
- Call return: listen to a voice message, and then press 9 to call the sender
- Call transfer according to specifications in user preferences or voice greetings
- Record and send voice messages to internal users and to external email accounts
- Listen to email messages via Text-To-Speech (TTS) technology
- Reply to email messages with voice
- Listen to fax header information
- Print received faxes on any fax machine
- Record voice greetings
- Send voicemail to mail lists or conferences, enabling distribution of a single message to large numbers of internal and/or external users

Key Features via FirstClass Client or Web Browser:

- Listen to, view, forward, reply to and delete all messages (fax, voice and email)
- Record and send voice messages
- Record multiple custom voice greetings based on time of day and/or caller ID, with optional call transfer settings
- Create comprehensive voice menus based on time of day and/or caller ID
- Set up paging options
- Organize your messages (fax, voice and email) in folders or conferences
- All standard FirstClass features, including Calendaring, Personal Address Book, Instant Messaging, access to Collaborative areas and the FirstClass Directory
- Use FirstClass to replace proprietary voice mail systems

FirstClass can also be used as a powerful voicemail system within an organization as it can be easily programmed to automatically transfer voicemail direct into the FirstClass Mailbox and replace existing proprietary voicemail systems.

