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## **PVx Update**

The PVx is currently used for 4 different applications:

1. In the Call Shop
2. For NOP
3. Soft IVR
4. Database back-up

Each of these is listed separately in the Price List.

The applications will be delivered as follows:

<b>Application</b>	<b>Operating System</b>	<b>Type of PVx</b>
Call Shop	UnixWare	Desk Top
NOP	Solaris	Rack Mount
Soft IVR	Solaris	Rack Mount
Database back-up	Solaris	Rack Mount

This is a change because in the past all PVx's have used UnixWare. The change has been made to Solaris because a) it gives higher performance b) we have found a limitation with UnixWare in database back-up applications and c) it is more consistent with the IPNx.

The PVx will now be available in 3 hardware variants:

PVx Rack mount – Used for NOP, Database back-up and/or Soft IVR projects. This product will now be available only with the Solaris operating system.

Super PVx – Used for high capacity applications of the above.

PVx Desk Top – Used in Call Shops. This will continue to be offered with the UnixWare operating system.

There are entries in the Price List for each of these.

## **Upgrades to existing units**

It is not practical to upgrade PVx units that are already in the field. If a customer wishes to add Soft IVR or Database back-up to an existing rack mount PVx it will need to be returned to WTL. For units less than 1 year old we will replace with the new operating system and return the unit within one week, free of charge. For older units an upgrade charge will apply. This service is not available for the Call Shop PVx.

Marketing Information