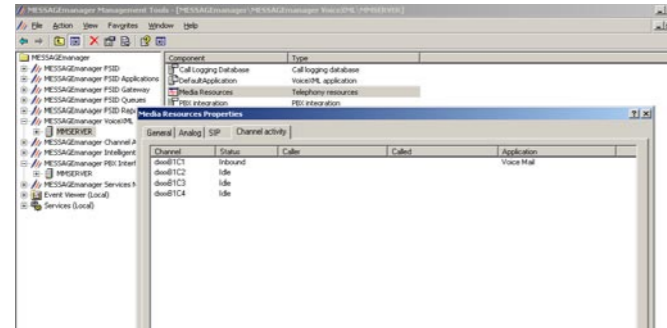
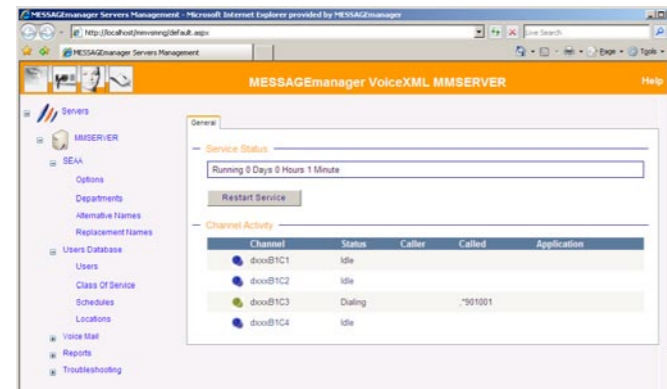


## Administration

MESSAGEmanager Management Tools are available as Microsoft Management Console (MMC) and/or .NET enabled Web Management Tools. PBX settings, Channel settings, Scheduled tasks for back up and maintenance are maintained using Microsoft Management Console (MMC).



Microsoft Management Console (MMC)



Administration tasks can also be carried out using MMC or Web tools. MMC provides detailed Event information and troubleshooting tools.

The Web Management Tools allow the Administrators to modify User and Group Mailboxes, Class of Service and run Reports.

Administration tasks are minimized with the powerful Class of Service feature which allows the administrator to set the permissions for a group of user mailboxes. One change by the administrator can be instantly applied to hundreds of mailboxes.

MESSAGEmanager Reports provide details of voice channel and mailbox usage. Administrators can easily add their own report as all data is accessible via SQL commands.

## Support

MESSAGEmanager Solutions Technical Support use Windows Remote Desktop and Remote assistance to troubleshoot problems with MESSAGEmanager. This technology enables MESSAGEmanager Solutions to quickly investigate and rectify problems from anywhere on the internet without the need for a site visit.

Customers who prefer not to have remote access can use MESSAGEmanager snapshot technology which bundles all relevant troubleshooting data into a zip file for offline investigation.

## Prerequisites

For a full list of prerequisites visit [www.mmanager.com/products/prereqs.htm](http://www.mmanager.com/products/prereqs.htm)



Staying informed and communicating in a timely manner is vital today.

For millions of business professionals, computers and telephones play a crucial role in the communication process. The ability to access and respond to information quickly in today's fast-paced business environment can often mean the difference between success and failure.

Valuable time is spent checking voice mail, e-mail and the fax machine. Users cannot always be available to deal with important matters! This results in inefficiency in an age when increased productivity and responsiveness are necessary to gain a competitive edge.

MESSAGEmanager brings order to communications chaos, consolidating voice and fax messages into your Microsoft Domino mailbox. You can access all e-mail, fax and voice messages from a single inbox using a common set of tools and interfaces from any online computer, 3G, IP or TDM telephone handset.

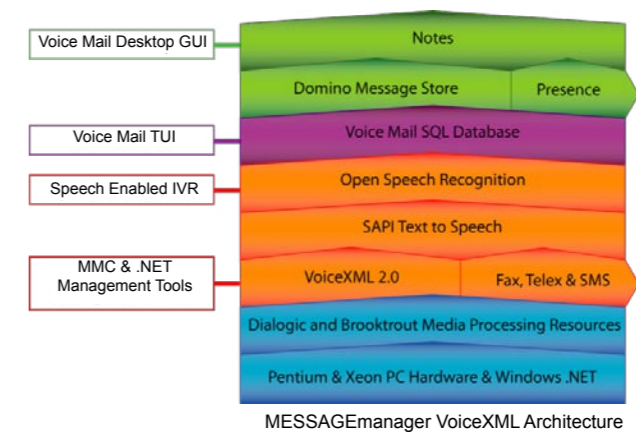
## Based On VoiceXML

MESSAGEmanager is a flexible and scaleable modular communications and messaging platform based on VoiceXML - a web based standard markup language for voice applications based on XML.

VoiceXML is designed for establishing dialogs with callers over the telephone.

VoiceXML enables applications to be written in an industry standard language rather than proprietary languages and includes the ability to execute JavaScript, providing flexible and efficient access to Databases, Web services and COM components.

This platform enables MESSAGEmanager to support virtually any telephony requirement and to be easily customised without having to rely on proprietary scripts and special mail boxes..



## Access Your Voice Mail Messages From Your Domino Mailbox

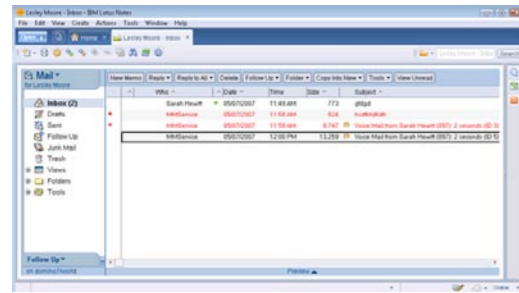
- With MESSAGEmanager you are never 'away from your desk' or 'out of the office' and unavailable to take calls.
  - At your desk or on the road you can access all voice messages from any telephone handset or online computer.
  - If the office phone is unanswered MESSAGEmanager can optionally forward the call to Wireless PDA's, IP and Soft Phones, PSTN and Mobile phones.
  - If you cannot be reached by voice, a text message can be sent to your mobile phone alerting you to the arrival of new Voice Mail in your mailbox.
  - By receiving your voice messages in your mailbox you eliminate wasted time checking for messages in multiple systems allowing you more time to respond quicker to critical information and business needs.
- A Single directory and administration interface for all messaging administration translates into reduced support and maintenance costs.

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 USA Toll Free: 1877 8841 664

## Lotus Domino and SQL Message Store

MESSAGEmanager can be deployed as a stand-alone Voice Mail platform or integrated with Lotus Domino and Lotus Notes.



Voice messages and user details are stored in Microsoft SQL Database (SQL license not required as uses MSDE or SQL Express) and synchronized with Domino and the Notes Name and Address Book.

Messages are accessed via Lotus Notes or the Telephone User Interface. Desktop message playback is via the local telephone handset or on the PC speakers.

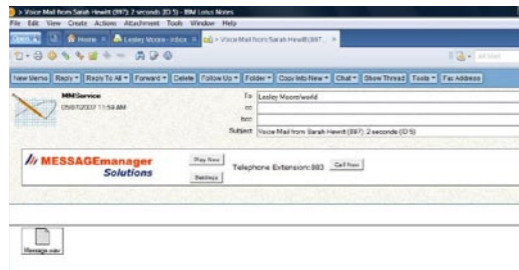
Should the Domino Server become unavailable, callers can continue to leave Voice messages and subscribers continue to access messages via the Telephone User Interface.

## Subscriber Features

### Notifications

Subscribers are notified of the arrival of Voice Mail by the Message Waiting Indicator (MWI) on their telephone handset, the arrival of new mail or when away from their desk an SMS text message is sent to their mobile phone.

### Message Retrieval



Voice Mail messages arrive as an email attachment in the users Inbox. Clicking on the attachment enables the user to listen to the message on the PC speakers or the telephone handset.

Messages can be forwarded to any internal or external email address, archived or deleted as standard mail items.

The Telephone User Interface menu options are intuitive and easy to use. You can key ahead to quickly navigate the functions, control message volume, rewind, fast forward, pause, delete or archive a message.

Deleted messages are stored for 3 days allowing them to be easily recovered if required.

In addition to the number of messages in the mailbox, the date and time a message was received can be announced before each message or for messages received before the current day. At any time the user can request date and time information by pressing the 9 key.

Urgent messages are announced before non urgent messages.

### Setup and Enrolment

Subscribers set up their mailbox by listening to the MESSAGEmanager New Subscriber tutorial on a telephone handset which guides them through the process of recording a Name, Personal Greeting and setting a Security PIN code.

Subscribers can set up to 5 customisable greetings to be used for extended absence periods in addition to the standard Busy, Ring No Answer and Out of Hours Greetings. Subscribers can change the content of their greeting at any time to reflect changes in their schedule or plans.

MESSAGEmanager uses the Windows Operating system clock to automatically adjust for daylight saving time.

Security PIN's are set at the first time tutorial but can be reset at anytime. The PIN must meet strict rules to prevent hacking. PIN numbers that are sequential, include the extension number or are repetitive are not permitted.

## Caller Features

Callers can leave a voice message for an individual subscriber and can mark the message as urgent, review the message and if necessary re-record the message.

Callers can select from a customised menu to transfer to three different numbers, including internal and external numbers. At any time during the greeting, the caller can transfer to an operator.

### Group Messages

Callers can leave a message for a defined group which can be delivered to all group members or on a first to retrieve basis.

MESSAGEmanager supports:

- Distribution Groups  
A group mailbox where every subscriber in the group receives and actions each message independently.
- Pickup Groups  
A group mailbox where the first subscriber to access each message takes ownership of that message and removes access to remaining subscribers. This ensures that only one subscriber responds or actions any one message.

### Auto Attendant

The Auto Attendant is designed in VoiceXML/JavaScript and can be easily customised to suit any requirement.

The Auto Attendant answers and routes incoming calls according to the callers instructions. Callers hear an opening greeting which provides instructions, information and options.

The default attendant provides up to nine options to direct callers to groups or extensions. For example 'For Sales press 1, for Support press 2' etc. In addition a caller can dial '0' for the Operator.

The Auto Attendant is controlled by the system schedule and automatically changes the actions and greetings for after hours, weekends and holidays.

Multiple attendants configured to answer calls on specific numbers is supported.

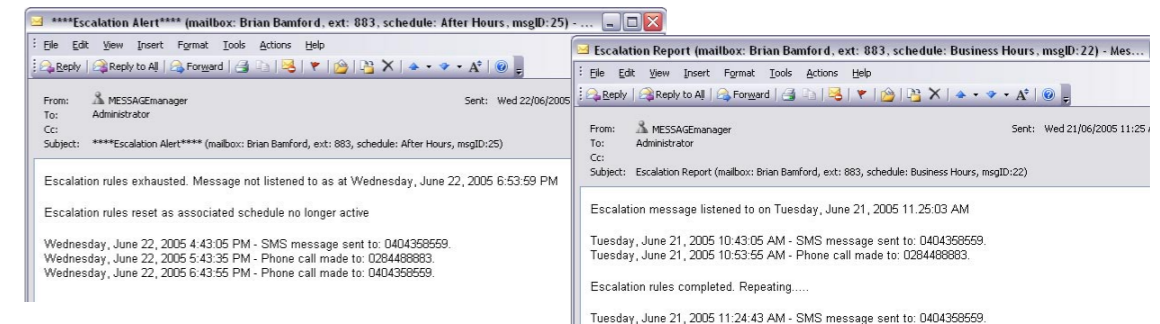
## Escalation

Escalation ensures no call to your organisation is left unanswered - during business hours and after hours. Messages which have not been actioned within a given time period are escalated to another party, who is notified by SMS or telephone call.

Any Voice Mail message not retrieved within a specified time can be automatically escalated by SMS or telephone call to the next nominated person to perform the task.

Escalation is ideal for sales and support teams, critical and after hours service. It allows you to create escalating support levels.

Escalation reports can be emailed to the administrator with details of numbers called and when the message was retrieved from the mailbox.



## Telephony Integration

MESSAGEmanager integrates with SIP or H.323 compliant IP switches and PBX's and TDM PBX systems including NEC, Alcatel-Lucent, Fujitsu, Ericsson, Nortel, Avaya, Samsung, Siemens, LG Aria & Panasonic. Integration options include:

- IP Telephony
- In-band
- SMDI
- Proprietary Serial Links
- Digital Set Emulation