

SV8100 – System InMail

Pre-Sales Support
UNIVERGE SV8100
Release 5

Doc. Version 5.03

Agenda

- Overview \ Boundaries
- InSkin board
- Centralised VoiceMail
- InMail features
- VRS features
- Hotel Integration
- Prophix
- SV8100's Embedded VRS



Overview

Inmail is a Low Cost solution for:

- VoiceMail
- VoiceMail \ Email integration
- VoiceMail - Hospitality Integration
- VRS \ Automated Attendant

It contains

- FAX switch
 - detect FAX tone and forward call to FAX machine
- Integrated analogue modem for remote maintenance (V32bis)

It's Inskin

- Daughter board (PZ-VM21) on SV8100's processor blade (CD-CP00)
 - InMail software, voice prompts and messages are stored on a CF (512Mb)
- Software is integrated into the SV8100 telephony software

Boundaries

- Max. 512 mailboxes for users
- Max. 32 group boxes
eg for different departments, companies
- Max. 32 routing boxes
eg for different departments, companies

NB: mailboxes beginning with 0, * or # are not supported

- Max. 16 InMail voicemail channels (or 8 without PZ-ME50)
- Max. 16 VRS channels (or 8 without PZ-ME50)
- Max. 8 channels to record voicemails

NB: The Total number of channels is 16 (or 8 without PZ-ME50) they are shared by the above functions

The Number of mailboxes is Licensed.

- 1x “BE107588 LKS-VM-USER1-LIC” **per mailbox**
- 50x this license enables 512 boxes (flat fee above 50 mailboxes)

- up to 32 hours of message storage time
- Voice prompts on CF card can be upgraded
- If required, own files can be converted to file-format on InMail CF

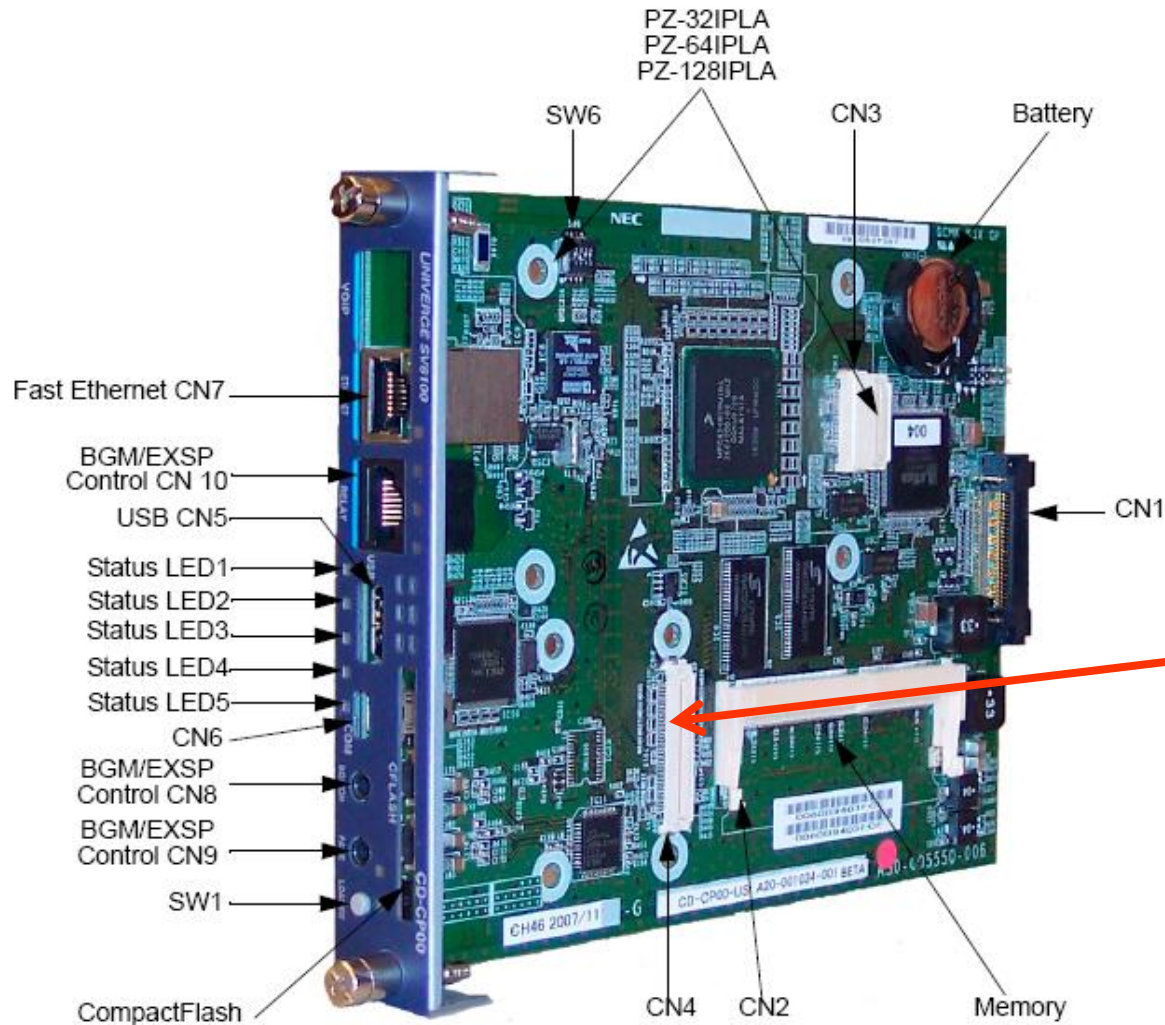
Multi language

- All languages of voice prompts are pre-loaded on CF card
- Users can simultaneously use different voice prompt languages:
- By default 8 simultaneous languages are supported without additional licensing.

1x BE107587 LKS-VM-LANGUAGE1-LIC per additional language

01 - US English	09 - German	17 = Iberian Portuguese
02 - UK English	10 - Madrid Spanish	18 = Greek
03 - Australian English	11 - Norwegian	19 = Danish
04 - French Canadian	12 - Parisian French	20 = Swedish
05 - Dutch	13 - Brazilian Portuguese	21 = Thai
06 - Mexican Spanish	14 - Japanese	22 = Taiwanese
07 - Latin America Spanish	15 - Mandarin Chinese	23 = Flemish
08 - Italian	16 - Korean	24 = Turkish

Inskin



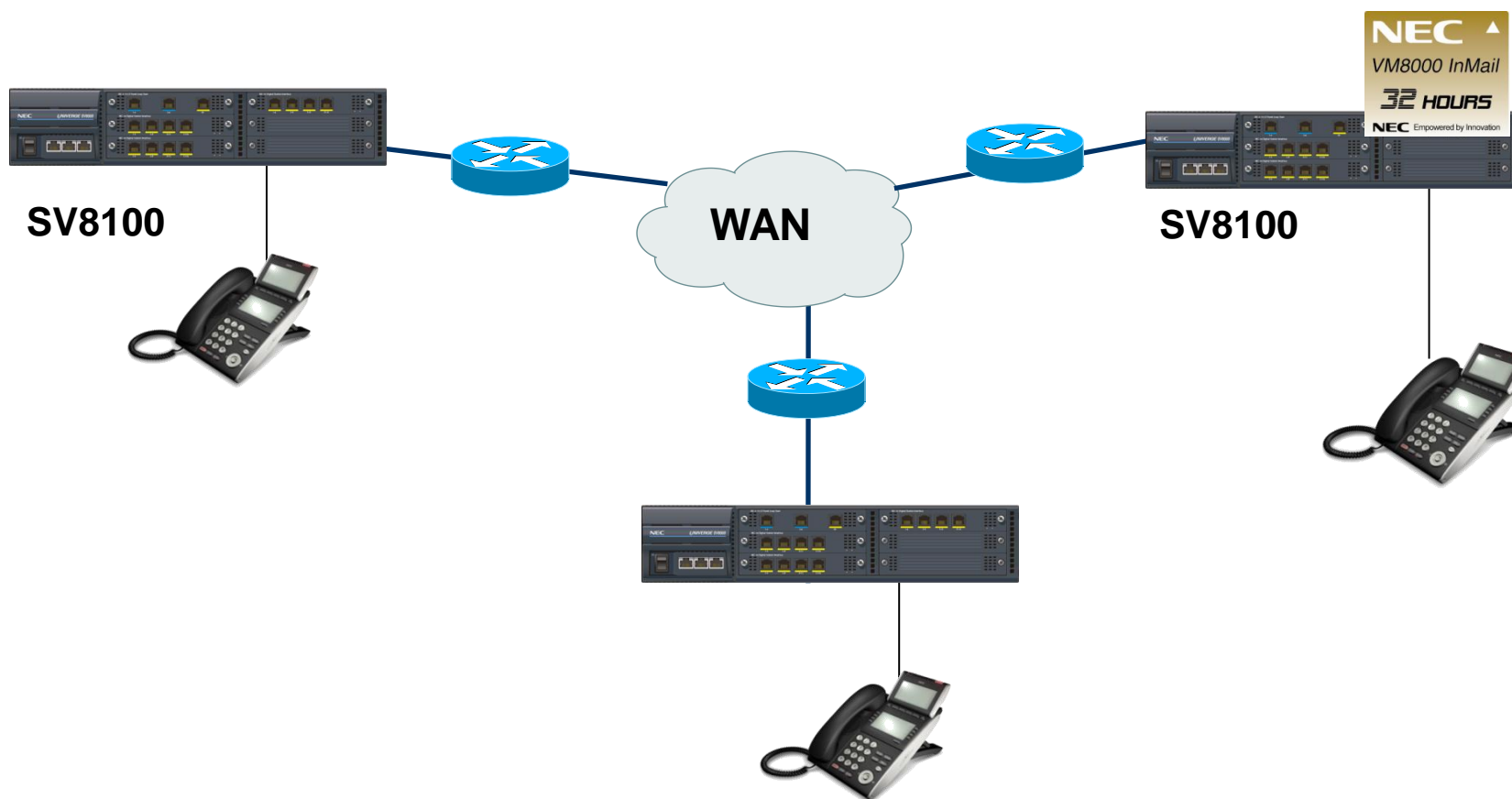
PZ-VM21 is an in-skin voice mail daughter board



InMail can be used as Centralized VoiceMail

- in a Feature Network of SV8100's

- NB. No IPC500 \ Aspire systems allowed in this case



Among the rich feature set are eg:

- Answering machine emulation
- Auto Attendant do not disturb
- Day, Night, and Holiday greetings
- Directory dialing
- Distribution list
- Group (Shared) Mailbox
- Guest Mailbox

See next sheets for some more features in detail

Besides activating a MW Led on a phone, InMail can automatically send an Email notification

- Email can optionally include recorded message as wav file attachment
- If problem with connection, it will retry every 15 minutes for 24 hours
- SMTP based
- No separate license
- Memory card PZ-ME50 required

Note:

- After sending the Voice Message as Email attachment (.wav) , the VM is not deleted from InMail (planned for R6)
- After deleting the Email with the Voice Message as attachment (.wav), the VM in InMail is NOT automatically deleted (and visa versa)

Cascading Message Notification

InMail

Cascading message notification to 5 destinations.

System Data

47-20: Station Mailbox Message Notification Options

Mailbox (1~512) 1

Index	Notification	Notification Begin Hour	Notification End Hour	Notification Type	Notification Number	Notification Busy Attempts	Notification RNA Attempts	Notification Security
1	<input checked="" type="checkbox"/>	8	6	Voice	01159695700	5	5	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>	9	5	Voice	01509643100	5	5	<input checked="" type="checkbox"/>
3	<input type="checkbox"/>	0	0	Voice		5	5	<input checked="" type="checkbox"/>
4	<input type="checkbox"/>	0	0	Voice		5	5	<input checked="" type="checkbox"/>
5	<input type="checkbox"/>	0	0	Voice		5	5	<input checked="" type="checkbox"/>

This command defines the IntraMail Station Mailbox Message Notification Options.

For Help, press F1

User: tech (IN) Site: File Ver: NEC Philips SV8100 Chassis Ver:

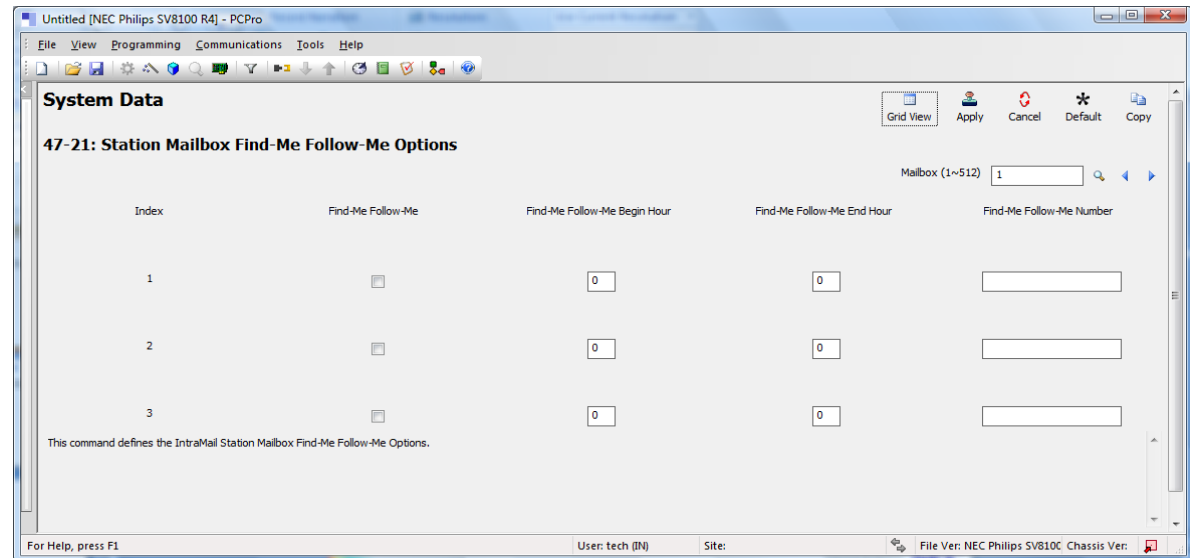
Required license:

LK-VM-R4 ADVANCE-LIC

Advanced InMail Features License BE110305

Extra digit option in user mailbox.

- e.g. press 3 for “find me follow me”. Tries up to 3 destinations,
- Each destination has own time schedule.
- Schedules can overlap
- Schedules can run concurrently



Required license:

■ LK-VM-R4 ADVANCE-LIC

Advanced InMail Features License BE110305

Security Code Options

- a security code is always required to logon
- a security code is only required when logging on remotely (when the calling extension is not related to the mailbox)

Required license: LK-VM-R4 ADVANCE-LIC (BE110305)

- or: see next sheet

Language Setting

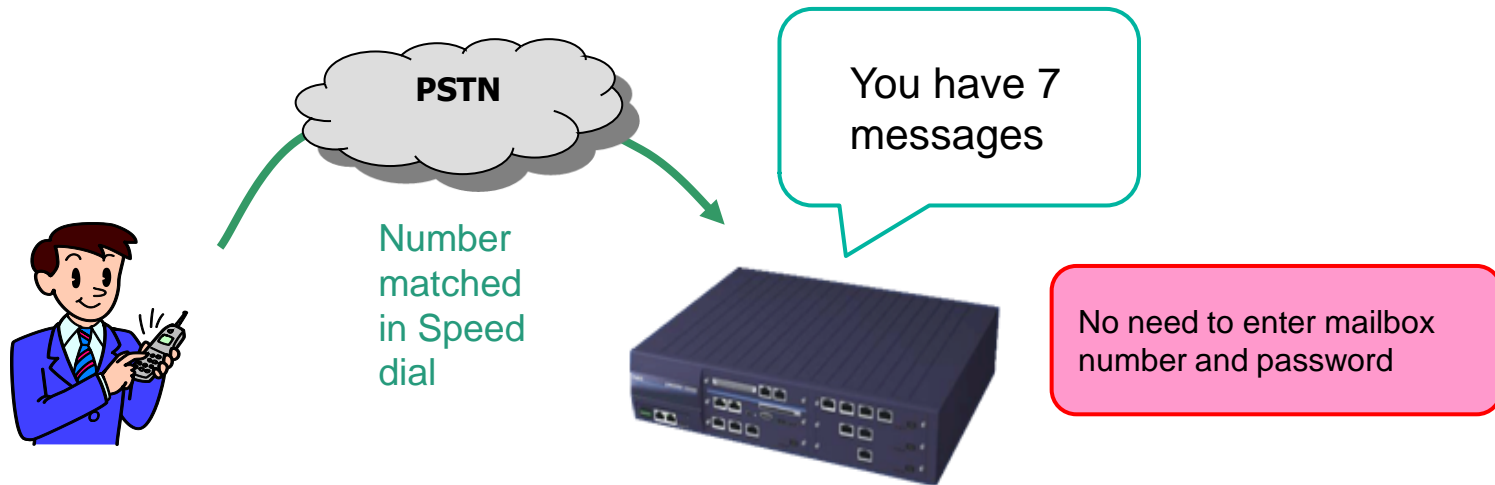
- The mailbox owner can change the mailbox language by dialling a service code

Required license:

- none

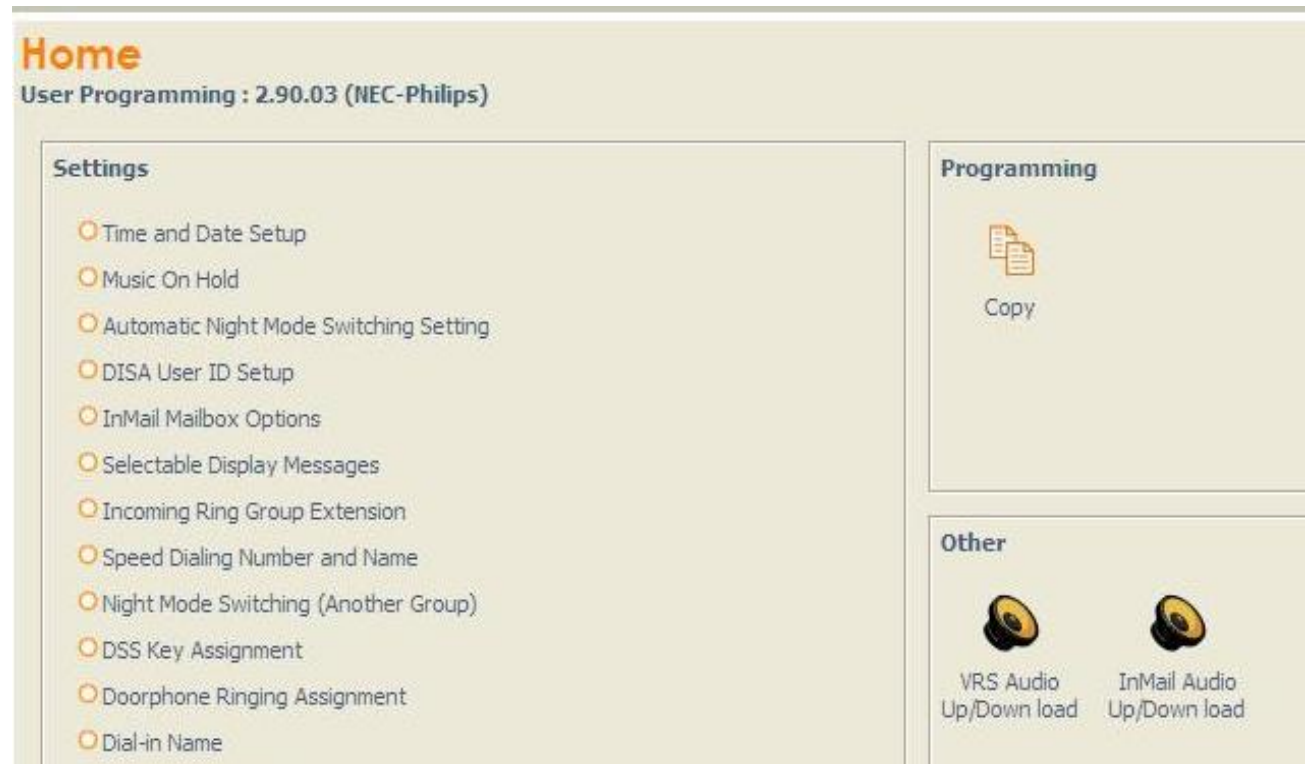
Auto Access to VM by Caller ID

This function enables automatic log in to pre-programmed mail box when incoming caller ID matches Common speed dialing.



Requires BE110867 LK-SYS-V5000 Enhancements-LIC

VM Prompt can be Uploaded and Download to All mailboxes.
Pre- R4 allowed only Subscriber (user) mailboxes



Required license:

■ none

Voice Response System (VRS)

VRS (IVR) on PZ-VM21 provides voice recording and playback ability

VRS allows to record up to 100 VRS messages on CF:

- Message for general use (pre-recorded)

eg

Message No.	Message	This message will play when . . .
1-00	This is station	A user dials 6 for the extension number.
1-01	Station	A user dials 6 for the extension number.
1-02	Is busy, for callback dial	A user is calling a busy extension.
1-03	All lines are busy, for callback dial	A user dials 9 or 704 (+ trunk group) and all trunks are busy.
1-04	Please do not disturb	A user calls an extension that has enabled Do Not Disturb.

- Multiple company greetings
- Personal Attendant
 - 3 different greetings (that the user can record himself)
- Automated Attendant
 - Number of levels is limited by number of available messages only

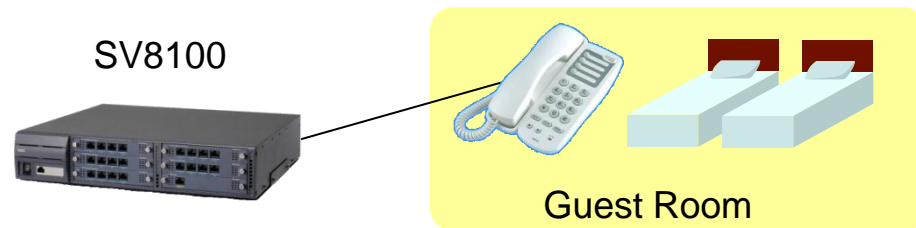
- Queue messages for Department groups
eg. “you are connected to the Service Department”,
“all our agents are busy please, your call will be answered soon”
- ACD messages
 - Overflow Messages
 - Queue and “Position in Queue” messages
- 0900 preamble
 - Alerts callers using 0900- lines of the cost and features of the pay-per-call service

■ Total storage time for all messages is approximately 45 minutes

■ Maximum duration (fixed) for any message is 2 minutes

At Check-In

- Clear old messages in mailbox
- Clear old greetings in mailbox
- Set mailbox language to default



Required License:

- LK-VM-R4 ADVANCE-LIC (Advanced InMail Features License BE110305)

Where to find in Prophix

InMail

Installation options

System options

Networking interfaces

Trunk interfaces

Extension interfaces

System expansion



IP gateway resources

System options

Embedded applications

Auxiliary interfaces

External application interfaces

In-skin network components



InMail

InACD

Project Navigator

Project Information
Order Definition
Project Reports

System1 [1]

Promotions Overview
System Information
Configured System
Terminals
SV8100 Desktop Suite
VoWLAN
DECT
Business Connect
VoiceMail / UM
MyCalls
Hospitality Applications
System Interfaces & Options

Extension Interfaces

Trunk Interfaces

Networking Interfaces

System Options

Installation Options

IP Gateway Resources

System Options

Embedded Applications

InMail

5

3

0

? Voice Mail Solution

? InMail Users

? InMail Simultaneous Languages

? ACD Agents

Auxiliary Interfaces

External Application Interfaces

In-Skin Network Components

SV8100 Embedded VRS

SV8100's CPU includes:

- 1 channel VRS **without** the need for PZ-VM21 or CF.
- 4 messages (001-004) to be used for Auto Attendant only
- 1 system voice mail box,
 - Upto 10 Voice mail messages can be left, msg. can be retrieved using service code 716 and dialing VRS message number 091-100.
 - MWI is given by display message (no lamp) on Port 1 phone.
 - Supports general message (broadcast) functionality.



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