

SV8100 – Unified Messaging

**Pre-Sales Support
UNIVERGE SV8100
Release 4**

Doc. Version 4.03

Agenda

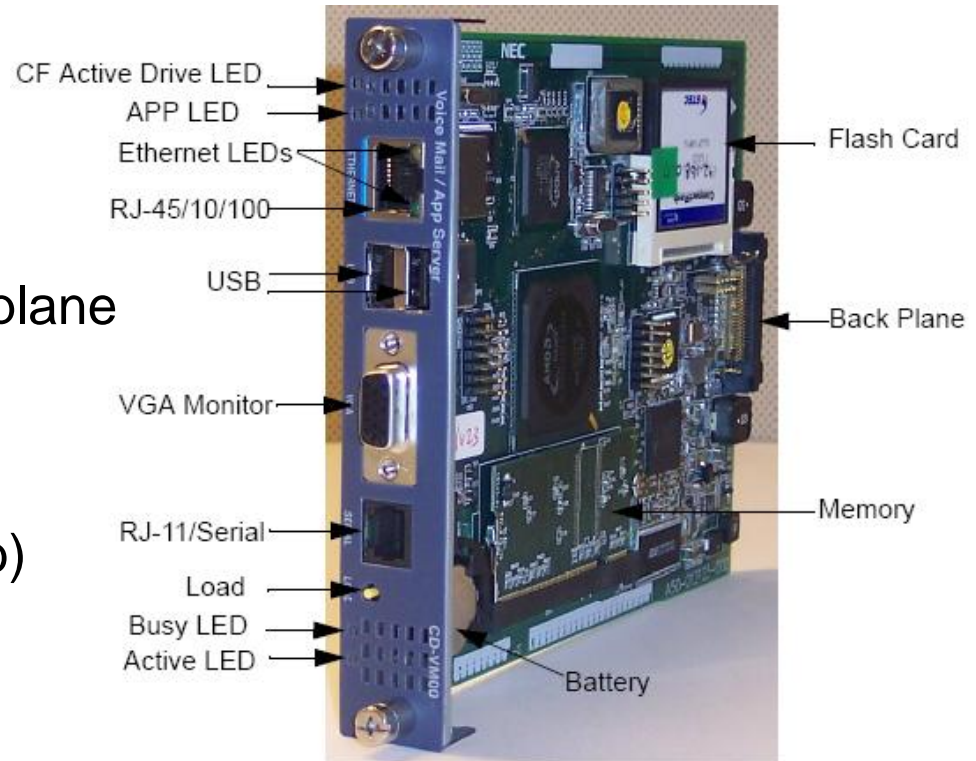
- SV8100 in-skin solution
- Main functions
- Boundaries
- Hospitality
- Localization
- Compare UM8000 - InMail
- Collateral



SV8000 in-skin

UM8000 RIs 11:

- In-skin blade
- Can be inserted in any slot
- Uses digital channels in backplane
- SV8100 and SV8300
- Flash memory card (2 or 8 Gb)
- Active Voice software
- Linux, same as UM4730
- Licenses via LMS on CPU

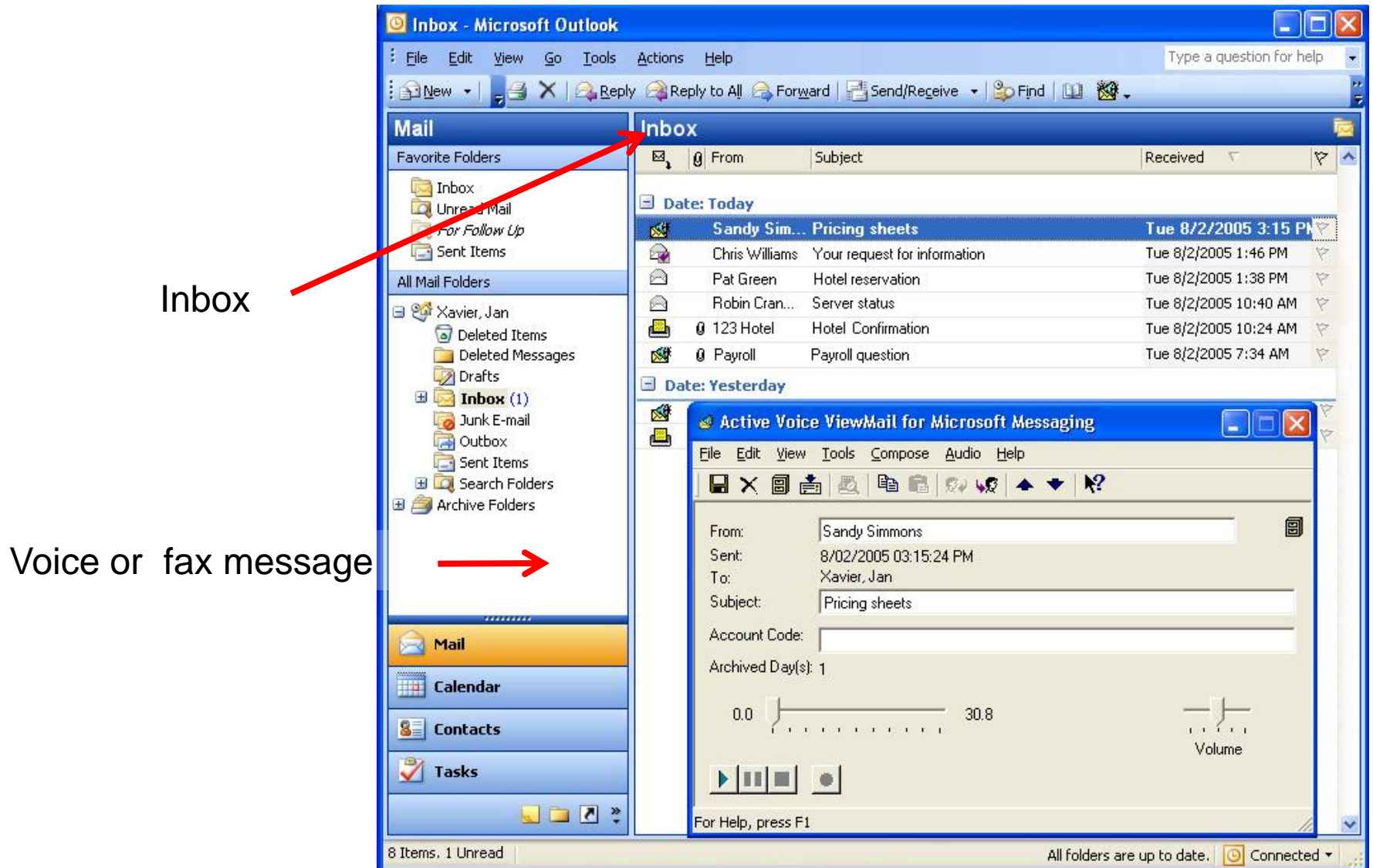


- *UM8000 = CD-VM00 +
CFlash for application and mailboxes messages*

Main Functions

- Unified messaging (voice, fax and e-mails)
 - Complete voice mail features
 - Automated attendant with 1 for “yes” and 2 for “no”
 - Live record of phone conversations
 - Web-based Mailbox Manager and System Administrator
 - Multiple languages per user and prompts in several languages
-
- Hospitality package with PMS integration
 - Text-to-speech
 - In-switch fully integrated solution
 - Remote maintenance and upgrading via modem or network

Outlook integration



Boundaries

Maximal:

- 16 voice ports
- 65.000 VM mailboxes
- 4 fax ports
- 512 UM seats
- 25 system languages
- 500 hours of storage (8 Gb)
- 4 TTS sessions
- Listen to audion part by TTS

Hospitality package:

- Provide hotel guest with guest mailboxes, wake up, etc.
- Max. 7 guest languages

The screenshot displays the configuration interface for the UM8000 system, organized into three main sections:

- Unified Messaging:** This section contains several dropdown menus and input fields. The dropdowns are set to 'UM8000 R11', '16 Ports', and '4 Ports'. Below these are two input fields with values '5' and '3', and a dropdown menu set to '2 Gbyte'. To the right of these controls are five help icons (question marks) corresponding to the following parameters: 'UM8000 Type', 'Voicemail SW Ports', 'Fax Ports', 'Unified Messaging seats', and 'System languages'. A sixth help icon is positioned next to 'Message store capacity'.
- Text to Speech:** This section features two input fields, both containing the value '4'. To the right of each field is a help icon. The parameters are 'Text to Speech sessions' and 'Text to Speech language'.
- Hospitality and PMS:** This section includes a checked checkbox and an input field with the value '5'. To the right of the checkbox is a help icon for 'Hospitality package', and to the right of the input field is a help icon for 'Guest Languages'.

Required **voicemail** ports depends on nr of phones / traffic:

- 2=50, 4=250, 8=600, 12=1200, 16=2500 (medium use)

0-4 **fax** ports:

- Depends on max. simultaneous fax msgs (in and out)
- Detects fax tone, automatically transfer to fax machine
- Then no dedicated fax phone or dedicated external line needed

0-512 **Unified Messaging** seats:

- 1 required per active email client
- Manage voice, fax and email by Outlook 2000, 2003, 2007
- Or by Lotus Notes version 6 and 7
- Or by Novell GroupWise version 6.5 and 7

Text to Speech:

- Listen to Exchange, Notes or GroupWise email messages from any (mobile) phone
- Reply with voice mail or email (wav attached)

- 512 UM seats
 - 5 for free
- 16 voice ports
- CF: 8 Gb (500 hours)
- 4 fax ports
- 7 guest languages
- Hospitality package
- Dedicated license (lite) for lower price in SV8100
- 25 system languages
 - 3 for free
- 10 TTS (Text To Speech) languages
- 4 TTS sessions

Hospitality

Hotel functionality

- Simple, easy-to-use guest mail boxes:
 - Day and time stamp
 - Optional security code
 - Personal greeting or hotel greeting (default)
- Storage of checked-out guest messages
- Hotel guest directory
- Wake up calls:
 - Guest can set or change
 - Multiple re-tries
 - Failed attempt notification
 - Wake up call reports (pending, failed and log)
- Many more guest languages, additional to system languages possible on one system



PMS Integration interface

PMS interface functionality:

- Check in guest and automatically create a voicemail box
- Disabled guest mailbox and route call to operator
- Automatic password assignment
- Automatic guest language assignment
- Check-out guest with message notification for unread messages
- Merge mailbox with another guest
- Room change
- Mailbox modification (by front desk)
- Restore room (to undo guest check-out)
- Text message notification (from front desk to guest)

Compatibility with over 60 PMS systems



Localization

Local language voice prompts

- for office users
- for hotel guests

Guests can select own language

Many non- European languages

- E.g. Japanese, Cantonese, Korean, Hebrew

Language	Audio prompt	Web UI	TTS
Catalan (CA)	yes	no	no
Danish (DK)	yes	no	yes
Dutch Belgian (BE)	no	no	yes
Dutch Netherlands (NL)	yes	yes	yes
English (UK)	yes	no	yes
US English (US)	yes	yes	yes
French Parisian (FR)	yes	yes	yes
German (DE)	yes	yes	yes
Italian (IT)	yes	yes	yes
Norwegian (NO)	no	no	yes
Portuguese Brazilian (PT)	yes	no	yes
Portuguese Iberian (PI)	yes	no	yes
Russian (RU)	yes	no	yes
Spanish Madrid (ED)	yes	no	yes
Swedish (SE)	yes	no	yes

Compare

- **Yellow**

[illegible]

UM8000:

- Green

InMail:

- Yellow

Conversation	Yes	Yes
Desktop	Yes Delayed	No
Desktop	Yes	No
Dial	Yes per	Yes
Directory	Yes	Yes
Directory	Yes	Yes
Directory	No	Yes
Distribution	Yes	No
Distribution	Yes	No
Enable / (New Yes	No
Erasing	Yes	Yes
Exchange	No	No
External	Yes	No
External	No	Yes
Fax to Fax	New Yes	No
Fax	Yes	Yes
Fax	Yes	No
Fax	Yes	No
Fax	Yes	No
Fax	Yes	No
Fax	Yes	No
Fax	No	No
Fax Mailbox	New Yes	No

UM8000:

- Green

InMail:

- Yellow

First	Yes via Manager	No
Flexible	Yes	Yes
Flexible	Yes	Yes
Flexible	Yes	Yes
Forced	Yes	Yes
Future	Yes	No
Getting	No	Yes
Go	Yes	Yes
Greeting	Yes active	Yes active
Group	Yes	Yes
Guest	Yes	Yes
Hang	Yes	Yes
Hotel/	Yes	No
IMAP4	Yes, to Speech	No
Instruction	Yes	Yes
Interactive	Yes	Yes
Interview	Yes	No
Leaving	Yes	Yes
Listening	Yes	Yes
Listening	Yes	Yes
Local	Yes	No
Local	Yes	No
Log	Yes	Yes
Log	Yes	Yes
Mailbox	Yes	Yes
Mailbox	Yes	Yes
Mailbox	Yes	No
Mailbox	Yes	Yes

UM8000:

- Green

InMail:

- Yellow

M a i l b o x	-8	N e w Y e s	Y e s
D i g i t s			
M a i n		Y e s	Y e s
M a k e		Y e s	Y e s
M a x i m u m	2 8		1
M a x i m u m	L i m i t e d a n d m a i l b o x		5 (T i m e m e s s a g e s
M a x i m u m M a i l b o x a d m i n	N e w Y e s		N o
M e s s a g e	Y e s		Y e s
M e s s a g e	Y e s		N o
M e s s a g e	Y e s		Y e s
M e s s a g e	Y e s		Y e s
M e s s a g e	Y e s		Y e s - F o r w a r d s i n g l e
M e s s a g e I n b o x	N e w Y e s		N o
M e s s a g e	Y e s		Y e s
M e s s a g e	N o		Y e s
M e s s a g e	Y e s		Y e s
M e s s a g e	Y e s		N o
M e s s a g e	N e w C o n f i g u r a b l e		C o n f i g u r a b l e
M e s s a g e	N e w Y e s a n m e s s a g e s		Y e s

UM8000:

- Green

InMail:

- Yellow

M e s s a g e	Y e s	Y e s
M e s s a g e	Y e s	Y e s
M e s s a g e	Y e s	N o
M e s s a g e	Y e s	Y e s
M e s s a g e	N o	N o
M e s s a g e	N e w e s P e r	Y e s
M e s s a g e	Y e s	Y e s
M n e m o n i c	Y e s	Y e s
M o b i l e	N e w e s	N o
M o d e m	Y e s	N o
M u l t i l i n g u a l	Y e s ² s t o r e d	N e w e s u p c a n
M u l t i p l e	Y e s	Y e s
M u l t i p l e	Y e s	N o
N e t w o r k	Y e s	N o
N e t w o r k i n g	Y e s	N o
N e x t	N o	Y e s
N u m e r i c	Y e s ¹	Y e s
P a g i n g	N e w e s	Y e s
P a r k	N e w e s o n l y s y s t e m , o n l y	N e w e s s e t p e r s o n a l
P l a y	N e w e s	N o
P M S	Y e s	N o
P O P 3	Y e s , - t o s p e e c h	Y e s
P o r t s	2 - 1	8
P o r t s	Y e s	N o
P r e e t i n g	N o	N o

UM8000:

- Green

InMail:

- Yellow

Private	Yes	No
Programming	Yes-HTML	Yes P & Pro, -Pro,
Quick	Yes	Yes
Quick	Yes	Yes
Recording	Yes	Yes
Remote	Yes	No
Remote	Yes-via	Yes-with
Reports	Yes	No
Return	Yes	No
Return	Yes	Yes
Save	New-Yes	No
Security	Yes	Yes
Shutting	Yes	N /
Single	Yes	Yes
S M T P	Yes	Yes
Storage	2 8	New-8
Subscriber	Yes	Yes
Subscriber	Yes	Yes
Supervised	Yes	Yes
System	Yes	Yes
System	Yes	Yes
Te L A N o p h y	Yes	No
Tenant	No	No
Text & Speech	Yes	No
Time	Yes	Yes
Trace	No	No
Transfer	Yes	No

UM8000:

- Green

InMail:

- Yellow

T r a n s f e r	Y e s	Y e s
T r a n s f e r	Y e s	Y e s
T r u n k	Y e s	Y e s
U n d e f i n e d	Y e s	Y e s
U n i f i e d	Y e s	Y e s
U n s u p e r v i s e d	Y e s	Y e s
U r g e n t	Y e s	N o
U r g e n t	N e w Y e s	N o
V o i c e	Y e s	Y e s
V o l u m e	Y e s	Y e s
W e b - H T M L	Y e s	Y e s
W e l c o m e - a m b l e	Y e s	N o

Requirements

“See table below. Nb. All OS’s mentioned in the table are 32 bit.

Plus:

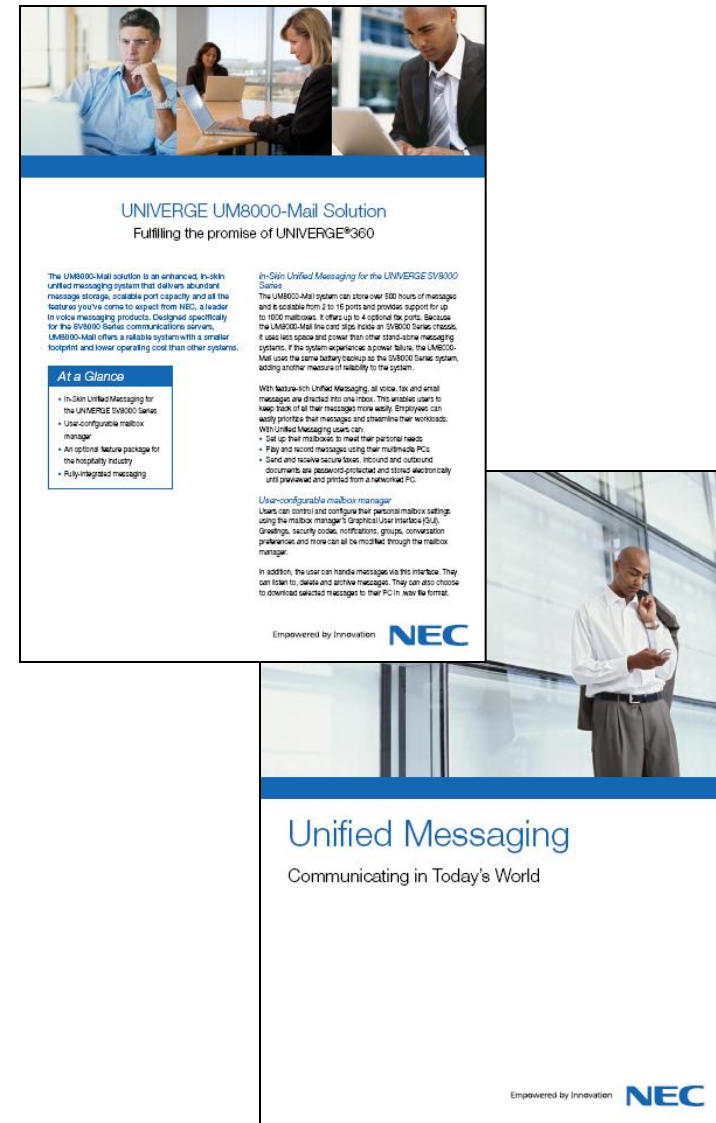
- Windows7 (32 bit) for all viewapps
incl. the VML and VMG, and Print to Fax driver (which are not listed in the table).
- Windows 7 (64 bit) for:
Viewcall, Viewmail, VML, VMG, VMM, Viewfax.
Note: Print to Fax driver does Not yet support 64 bit OS. “

Table 10-1 View App Client Support Table

View App Client	Supported Operating System	Supported Client Versions	Additional Information
View Mail for Microsoft Messaging (VMM)	Windows 2000 Pro Windows XP Pro Vista (32-bit)	Outlook 2000 Outlook XP/2002 w/SP3 Outlook 2003 Outlook 2007	N/A
View Mail	Windows 2000 Pro Windows XP Pro	N/A	N/A
View Call Plus	Windows 2000 Pro Windows XP Pro	N/A	Supported PIMs: • Access 97 and 2000 • Act 4.0 and 2000 Goldmine 4.0 and 5.0 • Outlook 2000, 2002, 2003 • Outlook XP, 2002 • Outlook Express 4.0
View Fax	Windows 2000 Pro Windows XP Pro	Outlook 2000 Outlook XP/2002 w/SP3 and the Post SP 2 patch Outlook 2003 Outlook 2007	N/A

Collateral

- Datasheet UM8000
- Sales sheet UM8000
- Brochure Unified Messaging
- Release Overview
- Detail Product description
- Product presentation
- UM8000 page on BusinessNet/PartnerNet
- UM8000 page on Internet



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