



Product Overview

What's New in 7.0

Locations support – Ability to associate a single or multiple numbers to a user's location (system or user defined location). These locations can be scheduled in a location calendar or used in an override mode. Find me/Follow Me capabilities provided using sequential calls to all numbers for a location or a broadcast to all numbers associated with a location.

Contact synchronization – IMAPTSE services support synchronization of contacts with Exchange 2000 and 2003. Through Outlook Groupware Forms one-way synchronization of meeting requests and meeting acceptances is provided. This includes specifying location and availability during the meeting.

UC Mobile - To better support mobile users, Telephony OfficeLinX™ version 7.0 has a wireless client that works on Pocket PC and Symbian OS enabled devices: UCMobile. It communicates with the UC server via TCP/IP (GPRS, WiFi). From UCMobile, a user can manage his location, use Lantalk (the corporate instant messenger), check his e-mail, access his contacts and dial a number.

Call Logging – Call History (inbound and outbound) is maintained on the Telephony OfficeLinX™ server and is viewable on Web Client, UC Client Manager and Outlook (for IMAP enabled users). This feature requires the extension to be monitored with CTI capabilities.

Smart Tag support – CTI and UC users have the ability to highlight numbers in Web pages and then dial number.

Speech Recognition – Speech access to directory when addressing messages. Speech access for contact dialing. Speech defined command with action association

Availability Filters - Availability Filters are defined in the locations and allow the user to change his availability depending on the caller.

Greeting enhancements – Specific greetings for contacts based on CLID. Different greetings for internal and external callers are now supported.



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Reply to All support – Reply all is an available command for message recipients on TOL Enterprise.

Callback options – Message recipient can callback the originator of the message via TUI, Groupware Forms or Web client.

Send Message enhancements - Future delivery of messages is provided as an option when sending messages. After addressing a message the user can still add/delete recipients.

Administration enhancements - Support for Organizational Units where users can be divided by department number for example. The Administrator can create mailbox templates to ease the creation of multiple mailboxes. The Administrator can set new fields related to password security.

Service Recovery Manager - The Service Recovery Manager (SRM) will allow for the viewing and maintaining of all Messaging Server components in one web interface. All services and their dependencies configured within this application will be monitored for CPU usage, Disk usage, Memory usage, services, and processes

Windows 2003 R2- TOL Enterprise is now supported on Windows 2003 Release 2.

Push Install – The UC Client Manager Installation is available as an MSI installation and as a result be pushed out to client machines via Active Directory.

Additional Browser support – In addition to Internet Explorer, Web Client can be used with Firefox browser on Windows or Linux.

See the list of features below to see what is supported in Telephony office-LinX release 7.0. Please look below for a list of functionality that is not supported. A list of fixed problems is also provided.

FUNCTIONS	DESCRIPTION	SUPPORTED
OPERATING SYSTEM	Supports both workstation & server OS for Windows 2000 Professional & Server. Windows XP Professional, Windows 2003 (SP1 or R2) is also supported.	WINDOWS 2000 workstation and Windows XP (limit of 10 simultaneous Web client connections)
MEMORY	Minimum requirements are based on Windows 2000/XP/2003 minimum requirements	2 GB RAM (minimum)
STORAGE	Every 10 MB (varies and depends on storage format used) of disk space equates to 1 hour of voice storage	MIN 500 HOURS
VOICE PORTS	The number of concurrent voice channels supported on the software	4-288 PORTS
FAX CHANNELS	The number of concurrent fax channels the fax mail module can expand to	1-16 PORTS using GMMALINK board only. 1-16 PORTS using soft fax (on Dialogic systems only). 10 ports with eicon Diva



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		boards
RECOMMENDED # OF USERS	The maximum number of users that ensure optimum performance, unlimited users supported	10000 UM Subscribers, 20000 voice subscribers on single server solution
NETWORK SUPPORT	Network protocol used for CTI integration	TCP/IP- CSTA, TAPI
E-MAIL SUPPORT	Email protocols used for notification and message delivery/retrieval	SMTP/IMAP/POP3/MIME
FAX DETECTION	The ability to detect incoming faxes over voice channels and route to a predefined destination	STANDARD

PBX/KEY SYSTEM/ TELEPHONY INTEGRATIONS

INBAND	Simple DTMF integration	STANDARD
SERIAL(SMDI/MCI)	Out of band integration with a Serial link	STANDARD
CSTA/CTI-LINK	Data integration over a data or serial link (supported for Iwatsu and Panasonic) Events supported for Panasonic: Voice Mail Ring Event, Voice Mail Disconnect, Set MWI, Cancel MWI Set DND, Cancel DND, Set Call Forwarding, Cancel Call Forwarding, Internal Ring Event, External Ring Event, Place Call, Answer Call	OPTIONAL
DIGITAL SET EMULATION	Using dialogic emulation hardware: Nortel Norstar/Meridian, TOLEE DNIC, Avaya Definity	STANDARD
T1/E1	Using Dialogic hardware: T1-Robbed bit, E1-QSIG Using Eicon Diva hardware: T1-Robbed bit ESF, E1-QSIG	STANDARD

STANDARD SYSTEM FEATURES

AUTOMATED ATTENDANT	Supports 99 independent automated attendants per system (1 per company). Optionally dial extensions without mailboxes.	STANDARD
SCHEDULING	Time of day and day of week scheduling for automated attendant configuration	STANDARD
BUSINESS HOURS	Programmable by day	STANDARD
KEY MAPPING	Single digit access to departments and users	1-9 STANDARD
COMPANY GREETINGS	Define morning, afternoon, evening, & closed greetings	STANDARD
CALLER ID ROUTING	Route incoming calls based on area code, city prefix and number combinations to define extensions, groups, IVR, or offsite transfers	UNLIMITED NUMBERS
DNIS ROUTING	Routing incoming calls based on the number dialed by the caller	UNLIMITED NUMBERS
PIN NUMBER ROUTING	Routing incoming calls based on account codes or PIN numbers the caller inputs	UNLIMITED NUMBERS



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ROUTING SCHEDULE	Can define Caller ID/DNIS/& PIN number routing based on time of day or day of the week.	STANDARD
VOICE MAIL	Voice mailboxes can be associated to several conditions: Phone extension, Information box, Transaction box, Off site phone number, Q&A box, Notification box	STANDARD
VOICE Mail TUI emulation	The ability to emulate other TUI interfaces for voice mail access	STANDARD
AUDIOTEX	Users can create menus for transaction and information: Unlimited menus with 99 levels each	STANDARD
AUDIOTEX SCHEDULES	Can schedule starting points based on time of day and day of week	STANDARD
CUSTOM CALLER TUI	Can create custom caller TUI templates based on: User, Group, System wide, Company	STANDARD
MESSAGE NOTIFICATION	Out dial to beeper, phone, e-mail, pager, voice pager and SMS (as part of Mobility Services) for message notification.	STANDARD
CALL SCREENING	Screen incoming calls to a mailbox user	STANDARD
CLASS OF SERVICE	Can create custom feature groups and allocate features to groups and assign users	STANDARD
RECORD CONVERSATION	Users can activate a record of live conversations *PBX dependant	STANDARD
FAX ON DEMAND	Callers can request pre-defined or specific documents to be faxed back to them, supported in Audiotex	STANDARD
INTELLIGENT CALL ROUTING	System can be configured with rules based routing defined by CID, DNIS, scheduling, Q&A, and combination. Individual users can set up availability filters based on CID. Individual users can set up location based routing of calls.	STANDARD
LOCATIONS CALENDAR	Locations based routing based on individual calendar	OPTIONAL
EXPRESS MESSAGING	Single digit access to instant voice messaging to defined users	STANDARD
ACCOUNT CODE VERIFICATION	Used in voice menu and caller ID routing	UNLIMITED
VIRTUAL EXTENSIONS	Mailbox associations to email notification, guest mailboxes and offsite numbers , devices like mobile phones etc.	STANDARD
OFF PREMISE ROUTING	Routing and transferring calls to offsite extensions	STANDARD
REPORTS	Using WEB Reporter a program that will operate over the WEB, and generate port, user and traffic statistics. Data can be exported to txt files.	STANDARD
MULTILINGUAL AUTOMATED ATTENDANT	The attendant can answer up to 5 different languages concurrently per company	STANDARD
MULTILINGUAL MAILBOXES	Uses can define mailbox properties in different languages based on the language library loaded	STANDARD



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DESKTOP INTEGRATION	50 licenses for UC Users, visual call management, visual user configuration, and instant messaging	50 DESKTOP CLIENTS (STANDARD UC CLIENT MANAGER & WEB CLIENT)
MULTIPLE GREETINGS	Specific greetings for contacts based on CLID. Different greetings for internal and external callers	STANDARD
ORGANIZATIONAL UNITS	Support for Organizational Units where users can be divided by department number for example	STANDARD
MAILBOX TEMPLATES	Administrator can create mailbox templates to ease the creation of multiple mailboxes	STANDARD
MAILBOX PASSWORD SECURITY	Administrator can set the following fields: Forced password change , Minimum Password length, Password length Fixed, Default User password, Ask for password change on first access, Password Rules, Number of incorrect attempts after mailbox is locked	STANDARD
SERVICE RECOVERY MANAGER	The Service Recovery Manager (SRM) will allow for the viewing and maintaining of all Messaging Server components in one web interface. All services and their dependencies configured within this application will be monitored for CPU usage, Disk usage, Memory usage, services, processes	STANDARD
OPTIONAL ADD-ON MODULES		
HOSPITALITY / PMS MODULE**	Integration to industry leading PMS vendors for Hotel/Motel applications	OPTIONAL
FAX MESSAGING	Support both voice & fax DID, automatic routing and single digit access	16 PORTS
INTEGRATED FAX	Outgoing faxes through an embedded printer driver that uses Microsoft Fax as a client.	16 PORTS REQUIRES GAMMALINK FAX BOARD OR SOFT FAX PORTS. 10 ports with eicon Diva boards
UNIFIED COMMUNICATIONS	Using IMAP TSE support messaging from Microsoft™ Exchange 2003, Microsoft™ Exchange 2000, Lotus Notes 6.5, Lotus 7.0, Novell Groupwise 7.0**. Off-line header support is also available. Contact synchronization and one way calendar integration supported with Exchange 2003.	IMAP TSE SERVICES
INTEGRATED MESSAGING	Using IMAP Server support for integrated messaging to Outlook XP, Outlook 2003, Outlook Express, Groupwise 7.0**.	IMAP SERVER
DESKTOP SCREEN POPS	Telephony applet for screen pops and visual call control over IP	UC CLIENT MANAGER
DESKTOP MESSAGING	Supports voice, fax & email	WEB CLIENT/ E-MAIL
HOT DESKING	Users can log into office from any IP connection and set their calling address and status	UC CLIENT MANAGER
TELEPHONY WIRELESS	Enables supported PDA devices synchronize and log into the users UC account wirelessly through WAP. Also new UC Mobile client is available for usage on PDAs.	SUPPORT RIM**, PALM**, WINDOWS CE**, WAP ENABLED DEVICES. SUP



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DESKTOP CALL CONTROL	Screen pops with database look ups, supporting: Outlook™, Goldmine™, ACT™, and Maximizer™	UC CLIENT MANAGER
ACTIVE X CALL CONTROL**	Active X module for custom database lookups, works with any ODBC Compliant database	UC CLIENT MANAGER
SMART TAGS	CTI and UC users have the ability to highlight numbers in Web pages, MS Office™ applications and then dial number.	UC CLIENT MANAGER
CALL HISTORY	Call History (inbound and outbound) is maintained on the Telephony OfficeLinX™ server and is viewable on Web Client, UC Client Manager and Outlook (for IMAP enabled users).	UC CLIENT MANAGER, WEB CLIENT, OUTLOOK (IMAP TSE USERS ONLY)
INTERACTIVE VOICE RESPONSE(IVR)**	Scripting tool provided to give customers flexibility to launch their applications	IVR
VISUAL MAILBOXES	Maintain and manage your UC account from a GUI interface using Internet Explorer or Firefox as a browser. Firefox is also supported on Linux OS.	WEB CLIENT
LAN BASED PAGING AND INSTANT MESSAGING	Send text messages to any local area pager and chat between users in real time. Messages to SMS addresses can be sent.	LAN-TALK MODULE OF UC CLIENT MANAGER
AMIS	System Networking	16 SITES
VPIM	Site Networking over IP	UNLIMITED SITES
SPEECH RECOGNITION	Speech enabled automated attendant	TELEPHONY SPEECH-NUANCE 8.5
TEXT TO SPEECH	For email reader	TTS (2 PORTS STANDARD) 4.0 REALSPEAK
E-MAIL PRINTING	E-mail that are listened to using the TUI can be either faxed to a specific number or printed to a local area printer	TUI

Language Support:

Administration software: English, Spanish, French, German, Italian, Dutch

UC Client Manager software: English, Spanish, French, German, Italian, Dutch

Web Client interface: English, Spanish, French, German, Italian, Dutch

Voice Prompts: English, Spanish, French, German, Italian, Dutch

TTS playback: English, Spanish, French, German, Italian, Dutch

ASR recognition: English, Spanish, French, German, Italian, Dutch



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