OfficeServ™ IP-UMS
GENERAL DESCRIPTION

SAMSUNG

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Unified Voice Processing and Messaging System

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Publication Information

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PART 1. SYSTEM OVERVIEW

1.1   THE OFFICESERV™ IP-UMS

Designed exclusively for the Samsung OfficeServ™ 7200 and OfficeServ™ 7400 business communication systems the OfficeServ IP-UMS meets the demands of the sophisticated power voice mail user without sacrificing the simplicity required by everyday users.

The OfficeServ™ IP-UMS Voice Processing and Unified Messaging application is a software package residing on a server providing:

- Auto Attendant
- Voice Mail
- Unified Messaging with Text-To-Speech
- Fax Mail
- Fax On Demand
- Fax Send
- Voice Questionnaire
- Audiotext
- And many more applications

FIGURE 1-1

1.1

1.2 ABOUT THE SERVER APPLICATION *(Figure 1-2)*

The OfficeServ IP-UMS runs as a service on a server. As soon as the service is initialized and started it may act as an auto attendant application only, voice mail application only, or both, immediately. It may also be licensed to provide fully synchronized unified messaging when integrated with Microsoft's Exchange/Outlook® E-Mail server and client applications respectively.

E-Mail MWI
GUI Subscriber Services
Web Client & System Administration
Unified Messaging
Outlook and Exchange Integration
SVMi Functionality

and much more...

OfficeServ™ IP-UMS Server
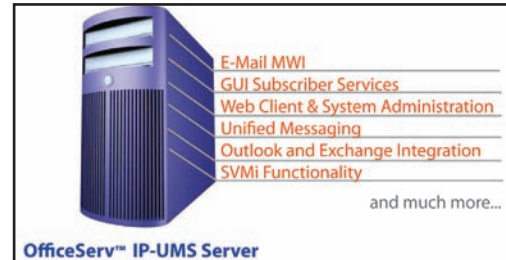
FIGURE 1-2

1.3 AUTO ATTENDANT (AA)

The OfficeServ IP-UMS auto attendant application works by automatically answering calls and playing one or more custom prompts to the caller along with menu options. The caller may then press digits on the keypad to direct themselves to the appropriate person or department as instructed.

Additional options including dialing another extension number, transferring to an operator, accessing pre-recorded and stored information, or connecting to voice mail are available.

The auto attendant function can be used as the primary answering point for all calls or as a back-up to the operator.

1.4 CONNECTIVITY *(Figure 1-3)*

The OfficeServ IP-UMS application is installed on a Windows® based server connected to the local area network. A typical installation is shown in Figure 1-3. In the diagram below the OfficeServ IP-UMS, OfficeServ System, Microsoft® Exchange Server, and all clients are connected either on the LAN or through a WAN/internet connection. Remote connectivity requires the router to be open for required ports.
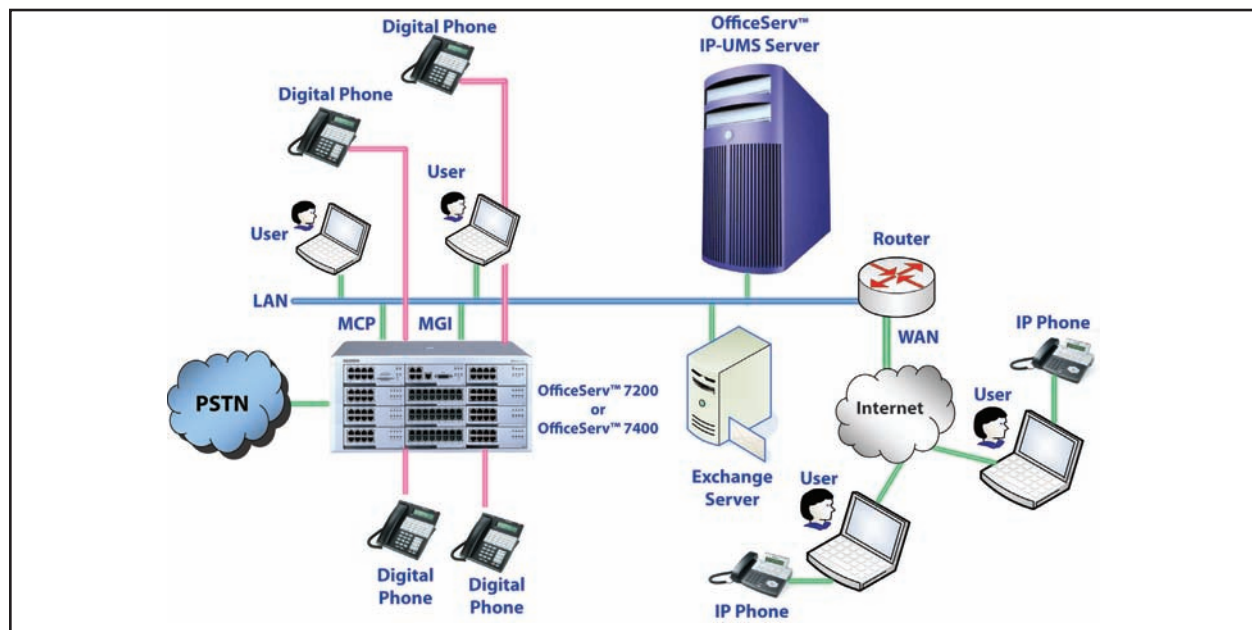
FIGURE 1-3

NOTE: Access to a LAN for remote connectivity often requires router and/or firewall programming by the organization IP administrator(s).

1.5 FAXING *(Figure 1-4)*

Fax Send and Receive functionality can be licensed for applications such as Fax-On-Demand, FaxMail, and Faxing from the Desktop, number of fax ports is determined by the MGI card installed; up to 8 simultaneous fax ports with an MGI 64 on the OfficeServ 7400, up to 2 simultaneous fax ports with an MGI 16 on the OfficeServ 7400/7200, or up to 2 simultaneous fax ports with an OAS card configured as an MGI on the OfficeServ 7400/7200. These voice and fax ports are shared resources on the OfficeServ IP-UMS.
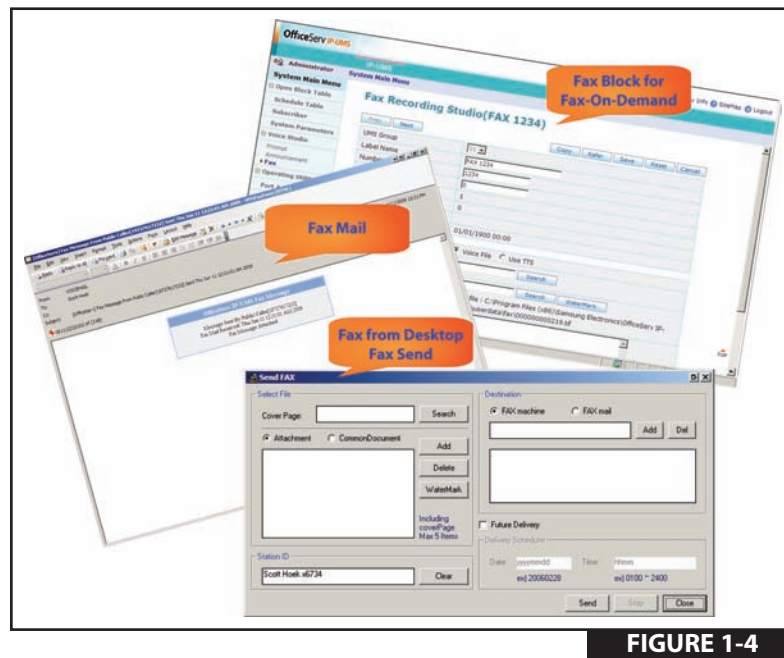
FIGURE 1-4

> **NOTE:** The fax license does not increase the available ports. It adds the fax functionality to any voice port in the OfficeServ IP-UMS. Number of fax ports is determined by the MGI/OAS configured as an MGI card installed.

1.6 SYNCHRONIZED UNIFIED MESSAGING (UMS) *(Figure 1-5)*

(Requires optional license –Sync IP-UMS with Exchange & Outlook)

The OfficeServ IP-UMS enables subscribers to access voice messages and faxes stored in their OfficeServ voice mailbox from their Microsoft Outlook/Exchange mailbox. With the "Sync" license deleting voice and fax messages from one mailbox deletes them from the other. Email messages are not stored in your voice mail box. Individual subscribers can be set to synchronize or not to synchronize. For optimal performance select a maximum of 200 subscribers to synchronize. Up to 400 can be synchronized but synch time will be slower.

Voice messages listened to and saved from a telephone are automatically updated to a read status in the registered Outlook mailbox. When deleted by a telephone the message is moved to the deleted items folder in the Outlook mailbox. When the subscriber chooses to listen to a voice message or view a fax message in Outlook, then that messages status is automatically updated in the corresponding registered voice mailbox as saved.

FIGURE 1-5

The OfficeServ IP-UMS unifies voice mail and fax messages with email messages in the Microsoft Outlook Inbox. One convenient place to manage all your messages.

- Voice message status (read, unread, new, saved, deleted) are synchronized between the telephone mailbox user interface and the Outlook mail box
- Outlook mailbox to voice mailbox
  - o After messages are listen to in Outlook, the telephone display and message waiting indicator are automatically updated
  - o Sync with any folder created in Outlook mailbox (except Junk E-mail folder)
  - o Voice messages, including recorded conversations can be moved to any folder in the Outlook Mailbox
- Voice mailbox to Outlook mailbox
  - o After voice mail message is listened to from the phone, Outlook mailbox MSG status is updated.
- Record and send voice mail messages right from the desktop. Subscribers will receive them as a VM MSG.
- Save and archive voice messages. Subscribers moving voice mail messages outside the scope of the Outlook mailbox (if authorized) the VM message is converted to an email with an attached WAV file. At daily maintenance time the MSG is deleted form the IP-UMS server but is still saved to wherever the subscriber's personal folder is saved.
- Send new and forwarded VM messages to any valid email address. If the recipient is not a subscriber on the system they will receive an email with a WAV file attachment.

1.7 SCALABILITY *(Figure 1-6)*

The OfficeServ IP-UMS can be licensed from 1 to 128 ports on the OfficeServ 7400 and from 1 to 32 ports on the OfficeServ 7200. With scalability to up 128 ports the OfficeServ IP-UMS is well equipped to handle larger more enterprise focused installations. Serving as a centralized AA/VM the OfficeServ IP-UMS can easily handle large multi-node environments.

The license key design allows the OfficeServ IP-UMS to be expanded economically in single port increments.
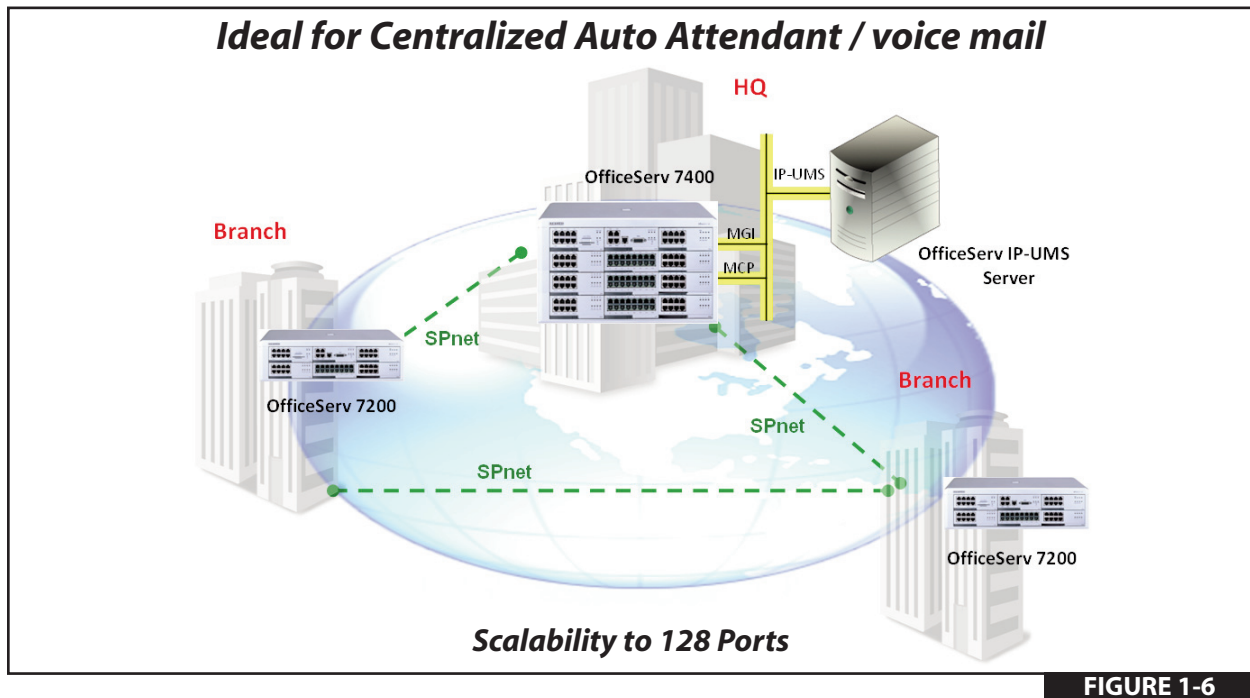
FIGURE 1-6

1.8 SUBSCRIBER/CLIENT INTERFACE

This section is broken down into three categories: Outlook Client Interface, Telephone User Interface (TUI), and Web Client Interface.

1.8.1 OUTLOOK CLIENT INTERFACE *(Figure 1-7, Figure 1-8, Figure 1-9)*

- Access to voice mail (VM) messages
- Add text comments to voice mail messages
- Forward VM MSGs to anyone with an e-mail address
- Receive Fax Mail
- Manage and archive conversation recordings
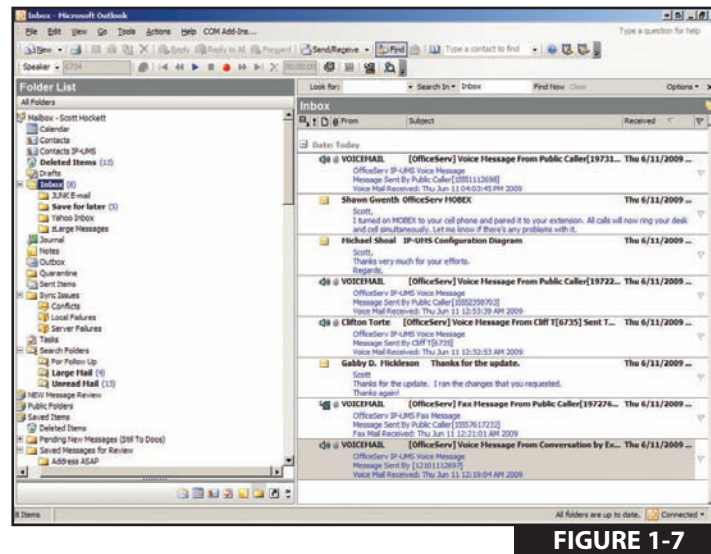
FIGURE 1-7

Subscriber Services *(Figure 1-8)*
NEW GUI (Graphical User Interface)
Subscriber Services provides all the functionality of the TUI (Telephone User Interface) but in a simple, quick and easy to use GUI.

• Assign and record greetings
• Change password
• Manage Find Me/Follow Me
• Manage stored telephone number list
• Record name
• Setup message alert and other notifications
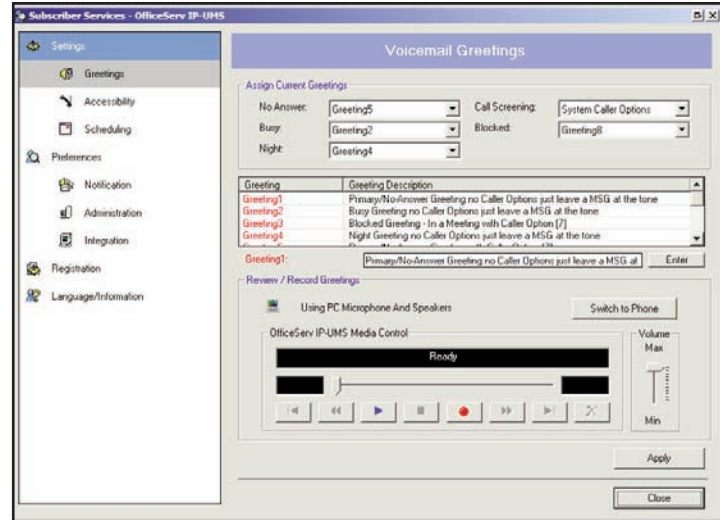
FIGURE 1-8

Media Control Toolbar *(Figure 1-9)*
▪ Play, record and send VM MSGs
▪ Record localized meetings or conversations

FIGURE 1-9

▪ Save and archive VM MSGs
▪ Select media device PC's Microphone, Speaker or Telephone
▪ Send faxes from the desktop
▪ Send VM MSGs as e-mails with WAV file attachments to anyone with an e-mail address
▪ Synchronize Outlook mailbox with voice mail mailbox

• Outlook Unread MSG = TUI Mailbox New MSG
• Outlook Read MSG = TUI Mailbox Saved MSG
• Outlook Deleted Items = TUI Mailbox Deleted MSG

1.8.2 TUI Subscriber Interface *(Figure 1-10)*

▪ All SVMi TUI functionality
  (Except [7][7] Change Playback Volume and [9][9] Change Playback Speed)
▪ Group new and saved MSGs by voice or fax
  (Message grouping always existed with SVMi just not with the ability to group e-mail MSGS that is new to the OfficeServ IP-UMS)
▪ Phone display shows: XX VM
▪ Read e-mail MSGS can be heard in saved MSG queue

1.8.3 Web Client Interface *(Figure 1-10)*

The IP-UMS Web Client provides a clean, uncluttered easy to use graphical interface to access and manage your messages as well as voice mail box administration, 24/7/365, from any place in the world. This is more convenient than listening to voice instructions that tell you to, Press 1 for this, Press 2 for that, followed by press # to hear these again. The network administrator must allow access through the corporate firewall.

The Web Client is a great tool even when your company does not choose to use Microsoft Exchange with Outlook. Either way, below is a list of useful features available with the Web Client.

FIGURE 1-10

- Access to voice mail messages
- GUI (Graphical User Interface) Subscriber Services
  (Access to all available TUI (Telephone User Interface) functionality)

  - Assign and record Greetings
  - Change password
  - Manage Find Me/Follow Me
  - Manage stored telephone number list
  - Record name
  - Setup message alert and other notifications

- Play, record and send VM MSGs
- Save and archive VM MSGs
- Send and receive faxes
- Synchronize Web Client Mailbox with Voice Mail Mailbox

1.9 SYSTEM ADMINISTRATION *(Figure 1-11)*

Though in some larger environments end users may request access to System Administration, much of the enhanced administrative functionality was designed with the Samsung dealers in mind.

HOME SCREEN

FIGURE 1-11

- 4 assignable and customizable administrator levels
- Acts as fax send server (total fax ports are dictated by the MGI card or OAS card configured as an MGI on the OfficeServ 7200 with an MGI 16 or OAS configured as an MGI = 2 fax ports maximum and on the OfficeServ 7400 with an MGI 64 = 8 fax ports max while with an MGI 16 or OAS configured as an MGI = 2 fax ports max)
- Admin control over unified messaging and E-Mail Gateway deployment
- Automated/unattended database/MSG/greeting backups
- Better search functionality
- Create EXT/MBX block ranges
- Create multiple administrator accounts
- Enhanced switch integration with MP software V4.60b
  - Phone display names tied to EXT/MBX label names
  - Phone system ring plans can be assigned to any of the 99 OfficeServ IP-UMS modes
  - MMC 741 can now select whether to create an OfficeServ IP-UMS EXT, MBX, or both as well as select which OfficeServ IP-UMS group 01 ~ 99 it gets created in.
- Many more LOG files for capturing data if troubleshooting is necessary.
- MSG storage using either G.729 or G.711(WAV)
  (With a 80GB HDD, MSG storage equals 21,000 hours at G.729 and 900 hours at G.711)
- Scalable to 128 Ports AA/VM on the OfficeServ 7400
- Scalable to 32 Ports AA/VM on the OfficeServ 7200
- Selectable backup location
- Selectable database/MSG/greetings backups
- System prompts using TTS *(requires TTS license)*
- Web Admin Interface
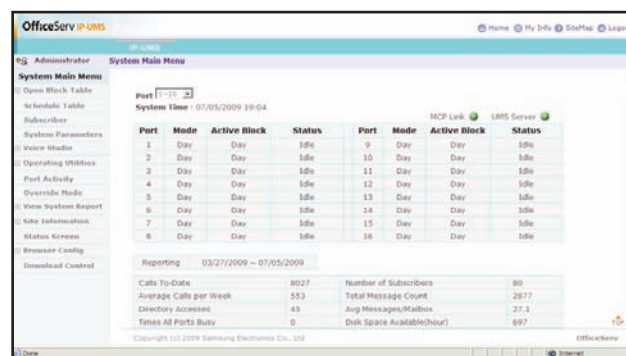
FIGURE 1-12

1.10 VOICE MAIL (VM)

Voice mail provides services if called stations are unavailable. Upon dialing an extension number, callers may be routed directly to voice mail or transferred to the telephone station first. Calls may be forwarded from the station to a voice mailbox according to various call conditions (Busy, No-Answer or Blocked).

The system will answer calls with a custom greeting in the subscriber's (mailbox owner's) own voice. The caller can then leave a message.

The subscriber (mailbox owner) can access the mailbox from any location with a DTMF phone and retrieve their messages. Many options are available to handle the message.

OfficeServ IP-UMS subscribers can be authorized to use the E-Mail Gateway to have their voice mail messages sent to their INBOX on virtually any mail server that supports SMTP.

With the Exchange/Outlook integration licensed, subscribers can synchronize their Outlook Mailbox with their telephone mailbox. ALL voice, fax, and e-mail messages can be synchronized.

1.11 WEB ADMINISTRATION *(Figure 1-13)*

The object oriented Web Administration makes it easy to create custom call routing solutions (mini applications) that can be used to empower the organization to meet the two fundamental needs of their callers; the means to deliver or receive information to/from the person or device most suitable to fulfill that need.
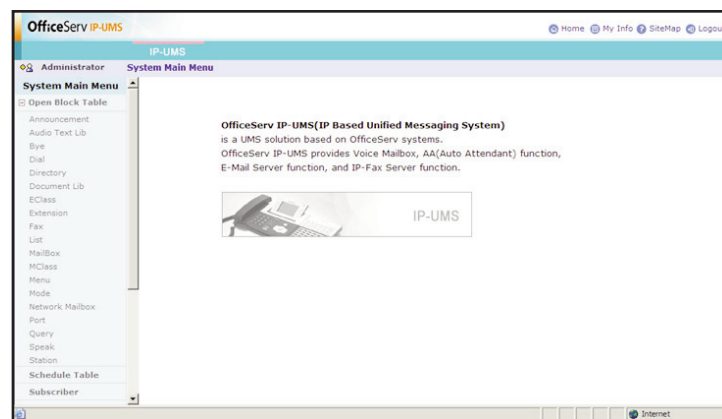
FIGURE 1-13

PART 2. CAPACITY AND COMPATIBILITY

2.1 OFFICESERV IP-UMS CAPACITY CHARTS

	OfficeServ IP-UMS		SVMi-20E
OfficeServ Switch Model	7200	7400	7200 & 7400
MGI or VPM Modules	OAS or MGI 16 or MGI 64		VPM-E / VPMF-E / 8 VPMF-E
Available Port Configurations	See "Port Capacity Chart" below.		4 / 8 / 12 / 16 / 20
Compact Flash Size	N/A		256 MB
Compact Flash Message Storage	N/A		15 Hours[†]
Hard Drive Size	300 GB Minimum		2 GB
Hard Drive Message Storage	Depends on the HDD size. See "Message Storage Capacity" charts for details.		140 Hours[†]
Mailboxes	Virtually Unlimited[‡]		Virtually Unlimited[‡]
E-Mail Gateway Users	Unlimited		5 Included or Optional Unlimited User License
Sync with Exchange/Outlook	Yes		No
Fax Ports	See "Port Capacity Chart" below.		One (1) per expansion VPMF-E or 8VPMF-E. Two (2) Maximum
LAN	Yes		Yes
Modem Daughter Card	N/R		Optional
Serial I/O	N/R		Yes
Fax Application Software	Yes		Yes
Audiotex Application Software	Yes		Yes

Port Capacity Chart	OfficeServ 7200		OfficeServ 7400		
	OAS	MGI 16	OAS	MGI 16	MGI 64
Available Port Configurations	1 ~ 32		1 ~ 64		1 ~ 128
Fax Ports	2		2		9

†: Message storage times can vary based on the number of installed languages. The times in this table were calculated with the three languages (English, Spanish, and French) that are installed standard. Each language installed will consume 30 - 40 minutes of message storage.

‡: Both the OfficeServ IP-UMS and SVMi-20E software can literally have an unlimited number of mailboxes created. However a practical physical limitation based on size of data storage device, number of installed languages, number and length of personal greetings, number and length of custom prompts, and size of the overall application may be between approximately 1,000 to 10,000 mailboxes.

2.2 MESSAGE STORAGE CAPACITY

OfficeServ IP-UMS Message Storage Example	Codec	Per Minute	80GB HDD
	G.711 (WAV)	Approx. 960 KB	Approx. 800 Hours
	G.729	Approx. 60KB	Approx. 13,800 Hours

Formula to calculate message storage capacity

(Available HDD space divided by Codec) / 60 minutes in an hour
(50,000,000,000B / 960,000B) / 60M = 868 hours

Codec	Bytes per Minute	HDD Size [GB]	Used by Appl(s) [GB]	Available for MSG(s) [GB]	MSG Storage Capacity [Hours]
G.711 m	960000	80	30	50	868
G.729	60000				13,889

NOTE: The table above was created with the Microsoft Excel® Message Storage Calculator attached. If you can not see the attachment check your Adobe® Reader® settings.

The message storage capacity, on the OfficeServ IP-UMS is dependent on the size of the hard drive(s) installed on the server and the audio codec assigned. The codec must both be set in System Wide Parameters of the OfficeServ IP-UMS as well as in MMC 835 (Device Manager 5.2.16) MGI options.

- Message storage capacities may vary from installation to installation. Number of custom prompts and personal greetings recorded can affect the overall message storage capacity. Also audiotex and fax applications can decrease the overall message storage capacity. If automatic/unattended backups are stored on the same drive as messages, then backups will also decrease the amount of available message storage.

- Message storage capacities are reflective of the total amount of drive space available after the operating system, drivers, application software packages, SQL database, personal greetings, and the standard system languages are installed. Installing and/or uninstalling software programs, greetings, and system languages will directly impact the message storage capacity by the amount of drive space they use.

2.3 MAILBOX CAPACITIES

	Default	Range
Maximum Subscriber Digits in Length	4 digits	Any length from 1 ~ 16 digits
Message Retention	9999 days	0 ~ 9999 days
Total Messages per Mailbox	999	0 ~ 9999
Total Message Duration	600 seconds	0 ~ 9999 seconds

2.4 E-MAIL GATEWAY, WEB and UMS CLIENT CAPACITIES

	OfficeServ IP-UMS	SVMi-20E
E-Mail Gateway	Unlimited	5 Included or Optional Unlimited User License
Voice Mail WEB Client with Subscriber Services	Unlimited	N/A
Outlook Client with Subscriber Services	0 Included or Optional IPUMS System will allow more than 200 subscribers for synchronization. For optimal performance, we recommend MAX 200 Subscribers for Synchronization.	N/A

On the OfficeServ IP-UMS, E-Mail Gateway (EMG) is available to all users, no license required. This enables the subscriber to continue to use any cell phone that receives E-mails and synchronizes to their Outlook Mailbox to be able to use the EMG to listen to VM messages delivered. By utilizing the EMG technology no software needs to be added or updated to individual brands and models of cell phone.

PART 3. HARDWARE & SOFTWARE REQUIREMENTS

The OfficeServ IP-UMS server is an IP based platform residing on the organizations LAN. NO physical voice boards are installed on the server. It communicates to Samsung's OfficeServ MCP/MP, Microsoft's Exchange/Outlook, and Client PC's, using various TCP/IP protocols, while using the SIP protocol to pass voice through Samsung's Media Gateway Interface (MGI) cards. Since it is a standalone server, the OfficeServ IP-UMS does not draw from the - 48DC supply, it has a zero (0) SEPU rating in all possible configurations.

> **NOTE:** The OfficeServ IP-UMS requires a Local Area Network (LAN) in order to communicate with the OfficeServ switch as well as to Microsoft Exchange and Outlook. It is understood that if the customer is expecting to integrate their voice messages and e-mail messages, that they have a LAN already in place and established or they are expecting you to install one.

3.1 OFFICESERV IP-UMS SERVER REQUIREMENTS

Hardware Requirements *(Hardware NOT provided by Samsung)*

- **CPU:** Intel® Pentium Dual Core 3.0GHz Processor or more
- **HDD:** 300GB or more for message storage space
  (Note: Operating System, Database, RealSpeak™ TTS Engine, OfficeServ IP-UMS, and all other support applications use approximately 20 GB)
- **Memory:** 2GB or more
- **CD-DVD ROM:** IDE - SCSI type
  CD/DVD ROM: IDE - SCI type is optional but recommended to easily install TTS Languages.
- **Other:** Connectivity for LAN , video/monitor, mouse, and keyboard

Software Requirements *(Software NOT provided with OfficeServ IP-UMS)*

- **Operating System:** Windows XP Professional (SP2), Windows 2000 Server (SP4), or Windows 2003 Server (SP1), Windows 7, Windows 2008 Server R2
  .NET Framework *(Note: Must be installed before SQL)*
- **Database:** SQL Server 2005/2008 Express
  SQL Server 2005/2008 Express Management Studio

Software Requirements *(Provided with OfficeServ IP-UMS)*

- J2SE Java Runtime Environment
- Apache Tomcat
- ScanSoft RealSpeak TTS Engine
- OfficeServ IP-UMS Application

> **NOTE:** We DO NOT recommend Virtual Server environment for OfficeServ IP-UMS.

3.2 ADDITIONAL EQUIPMENT REQUIREMENTS

Exchange Server Requirements *(Software NOT provided by Samsung)*

■ Exchange Server 2000, 2003, 2007, 2010
(Note: IP-UMS supports WebDAV or IMAP protocol)
Maximum 200 subscribers for synchronization

Client PC Requirements *(NOT Provided with OfficeServ IP-UMS Installation)*

■ Microsoft Office (specifically Outlook) 2003 SP3, 2007, and 2010
■ Internet Explorer 6 or newer

Client PC Requirements *(Provided with OfficeServ IP-UMS Installation)*

■ OfficeServ IP-UMS Common Controls (Setup_umsclient.exe)
Web Client/System Admin Common Control
Fax Client/System Admin Common Control
Outlook Add-In

OfficeServ 7200/7400 Requirements *(NOT provided with OfficeServ IP-UMS)*

■ **MCP / MP20 / MP 40:**........12.04.02 V4.60b
■ **LCP:** 11.12.09 V4.30
■ **LP40:**.......................................11.12.09 V2.00
■ **MGI16:** 11.12.09 V1.28
■ **MGI64:** 11.12.09 V1.28
■ **OAS:** 11.12.09 V2.03
■ **SIP Application Port License :** Remember to include enough SIP Application ports to accomodate required IP-UMS ports as well as all other SIP port requirements for other applications.)

Note: MPS channels on OAS card can not be used for IP-UMS.

3.3 LICENSING

There are two licenses required to operate the OfficeServ IP-UMS. Both are licensed to the MAC of the MCP/MP.

SIP License *(This license is entered into MMC 860)*

■ One of the components of the SIP license is the number of SIP application ports.
■ One SIP application port is required for each IP-UMS.

OfficeServ IP-UMS License Key *(This license is entered into the IP-UMS Server)*

■ OfficeServ IP-UMS Server Software (YES/NO)
■ Number of required AA/VM/UMS Ports (01 ~ 128)
■ Use Exchange Server (YES/NO)
■ FAX Send (YES/NO)
■ FAX Receive (YES/NO)
■ Number of TTS Ports (00 ~ 24)
■ Number of TTS Languages (00 ~ 24)

> **NOTE:** The OfficeServ 7200 is limited to 32. The OfficeServ IP-UMS requires available MGI channels. Always make sure there are enough MGI channels installed and available to accommodate the required number of UMS ports.

PART 4. SOFTWARE FEATURES

The software for the OfficeServ IP-UMS is installed at the factory. All that is needed is for it to be customized to meet the individual requirements of each installation. In some cases even this may not be necessary.

With only a few exceptions the OfficeServ IP-UMS has all the same features and functionality of the SVMi E-Series. However, now residing in a stand alone server with a Window's Operating System utilizing SQL for its database, it opens the door for additional and more enhanced features and functionality.

The OfficeServ IP-UMS software comes equipped with many useful features to fit a wide range of call processing requirements.

4.1   SYSTEM FEATURES

- 4 Assignable and Customizable System Administrator Levels
- Acts as Fax Send Server *(Fax Send License required)*
- Admin Control over Unified Messaging
- Caller ID Compatible
- Expandable
- Fax Detection and Transfer
- Flexible Numbering Plan
- Individually Defined Mailboxes and Extensions
- Keyset Display and Soft Key Support
- MOH Supply
- Multiple Mailbox Support
- Operating Mode-Oriented Call Processing
- Operating Mode Override
- Proprietary Design
- Recordable System Prompts
- Ring Plan Integration
- Scalable from 1 to 128 Ports on the OfficeServ 7400
- Scalable from 1 to 32 Ports on the OfficeServ 7200
- Schedule Table
- Synchronized Clock
- Text-To-Speech (TTS)
- UCD First and Second Message Supply
- Unattended Back Up

4.2   ADMINISTRATION FEATURES

- Activity Display
- Auto Delete Subscribers
- Automatic Setup
- Back Up and Restore
- Broadcast Send
- Default Operation
- Password Security
- Programming - On Site Or Remote
- Subscriber Administration
- Subscriber List
- System Reports
- Voice Prompted Programming
- Voice Studio

4.3 AUDIOTEX FEATURES

- Audiotex
- Audiotex Librarian
- Automatic Announcement Delete
- Announcement Replay

4.4 AUTO ATTENDANT FEATURES

- Alphabetic Directory (Multiple)
- Auto Attendant Routing
- Automatic After Hours Answering
- Announce Hold Position
- Announce Hold Time
- Camp On Support
- Direct to Mailbox
- Holidays and Special Events Scheduler
- Incoming Call Overflow
- Interruptible Voice Prompts
- Maximum Greeting Length
- Multiple Call Handling
- Multiple Language Support
- Operator Access
- Single Digit Call Routing

4.5 FAX-ON DEMAND FEATURES *(Requires Optional Fax Send License)*

- Caller Selected Delivery
- Compound or Multiple Documents
- Document Librarian
- Guaranteed Fax
- Voice Labels

4.6 VOICE FORM QUESTIONNAIRE (Q&A) FEATURES

- Multiple Response Destinations
- Playback Header Prompt
- Team Transcription
- Unlimited Questions
- VoiceForm

4.7 SUBSCRIBER FEATURES

4.7.1 Access Manager

- Blocked Personal Greeting
- Busy Personal Greeting
- Call Blocking
- Call Forwarding
- Find Me
- Follow Me (Off Premises Transfer)
- Hold for Busy Station
- Multiple Personal Greetings (9)
- Night Intercept
- Night Personal Greeting
- Park and Overhead Page
- Personal Customized Options
- Primary / No-Answer Personal Greeting
- Retrieve Public Caller from Hold
- Screened Rejected Personal Greeting
- Stored Telephone Numbers
- Weekly Availability Schedule

4.7.2 E-Mail Gateway

- Adjustable Message Retention
- E-Message Delivery
- E-Message Notification
- Multiple E-Mail Addresses

4.7.3 Fully Synchronized Unified Messaging

- *Fully Synchronized Unified Messaging requires Sync IP-UMS with Exchange and Outlook License*

  - Message Status (Read, Unread, New, Saved, Deleted) between Outlook Mailbox and Telephone
  - Outlook Mailbox to TUI MBX
  - Record and Send VM MSGs right from the desktop.
  - Save and Archive Voice Messages
  - Send New and Forwarded VM MSGs to any valid e-mail address.
  - Sync with ANY folder created in Outlook Mailbox (except JUNK E-Mail folder)
  - TUI MBX to Outlook mailbox
  - Voice and fax mail messages can be moved to any folder in the Outlook Mailbox

4.7.4 Voice Mail Features

- Answer Machine Emulation
- Auto Message Forward
- Auto Log In
- Auto Message Play
- Broadcast
- Call Back
- Call Forward to Voice Mail
- Call Record
- Call Back Request Messages
- Conversation Record

- Date and Time Stamp
- Delivery Imperative
- Direct Messaging / Quick Memo
- Distribution Lists
- Extended Prompting
- External Number Notification
- External Pager Notification
- FaxMail *(Requires VPM-E Installed)*
- Future Delivery
- Group and Sort Messages Prior to Play
- Individual Mailbox Greeting
- Individual Mailbox Name
- Individual Mailbox Password
- Maximum Number of Messages
- Message Address Verification
- Message Alert Notification Schedule
- Message Counter
- Message Delete
- Message Delivery Options
- Message Fast Forward
- Message Forward With Append
- Message Length Controls
- Message Pause
- Message Play Order
- Message Replay
- Message Reply
- Message Retention Time by Subscriber
- Message Retrieve
- Message Rewind
- Message Save
- Message Send
- Message Scan
- Message Skip
- Message Undelete
- Message Waiting Light Indication (MWI)
- Minimum Password Length
- Multiple Subscriber Mailbox Login
- Multiple Subscriber Mailboxes
- Name Addressing
- Net Mailbox (AMIS)
- New / Old Selection
- One Touch Access
- Pager Notification Schedule
- Personal Mailbox Administration
- Private (Confidential) Messages
- Quick Memo
- Reminder
- Reply Required
- Retrieve Public Caller from Mailbox
- Return Receipt (Certified Messages)
- Self Memo / Reminder
- Self Memo / Reminder Categories
- Subscriber Workload Manager
- "Until…" Scheduling
- Urgent Messages

PART 5. FEATURE DESCRIPTIONS

5.1 SYSTEM FEATURES

4 Assignable and Customizable System Administrator Levers

These levels can be created to allow and/or deny access to areas in System administration. Admin IDs are created and assigned 1 of these four levels. When the administrator logs into System Administration they will only have access to areas permitted by the level assigned to them.

Act as Fax Send Server *(Fax Send License Required)*

When the licensed is licensed and a subscriber is authorized, the subscriber can send a fax right from their desktop. The fax can be any DOC, XLS, PDF, TXT, or TIFF file format. When the subscriber presses send the document is converted to a till and uploaded to the IP-UMS server where it will be sent out for delivery.

Admin Control Over Unified Messaging

First of all this also includes E-Mail Gateway. A system administrator can control which subscribers can have access to UMS, EMG, save WAV, and/or send or receive FAX functionalities. These features can use up both bandwidth on the network as well as network storage when all voice messages start to get saved or archived to network drives. Administrators can control who has access to these privileges.

Caller ID Compatible

If you subscribe to Central Office based Caller ID, the OfficeServ IP-UMS is compatible. The Caller ID number appearing on keysets is also saved in your voice mailbox for each message you receive. This can be used for call back or simply to identify the caller.

Expandable

The OfficeServ IP-UMS can be easily field or remotely upgraded from 1 port, to 2, 3, 4, all the way to 128 ports by simply replacing the old license key with an updated key. Ports can be ordered in increments of 1 so the customer can simply buy what they need to manage their callers. Remember a SIP application port license would also need to be upgraded. A long as both the OfficeServ IP-UMS and the OfficeServ switch have remote access these upgrades can be done from the comfort of your office.

Fax Detection and Transfer

The OfficeServ IP-UMS can detect a fax call and transfer it to any extension in the system. This detection can be enabled at any 'menu' and assigned different destinations. For instance, in a menu offering choices for sales a fax tone would be sent to the sales fax machine, but in a menu offering choices for the finance department a fax tone would be sent to the finance fax machine *(NOTE: This feature does NOT require a Fax Send or Receive license to be installed)*.

Flexible Numbering Plan

An organization can assign an extension, a mailbox, or an announcement to any identification number from one to ten digits. All of these resources can share the same identification numbering plan without conflict. For example, an organization can have, in one OfficeServ IP-UMS, an extension numbered 123, a mailbox numbered 123 and an announcement numbered 123. In addition, the OfficeServ IP-UMS can distinguish between variable length identification numbers beginning with the same digit, such as extension number 1, or 12, or 1234567890.

Individually Defined Mailboxes and Extensions

Extensions and mailboxes are separate and independent system resources. A mailbox does not have to be defined in terms of an extension, or an extension in terms of a mailbox, in order for the OfficeServ IP-UMS to associate them. Typically they are associated together, however there are many applications when one is needed and the other is not. The OfficeServ IP-UMS works well with any combination.

- An Extension Block is used for routing callers to the subscriber. This gives the subscriber complete control (if authorized) over how, where and when they take their calls.
- A Mailbox Block is simply used for taking and controlling messages for the subscriber in the event he/she can not (or do not wish to) speak to their callers.
- If a subscriber has both an Extension and a Mailbox Block, then common functionality, such as greetings, recorded name, directory name, and passwords, is controlled by the extension.

Keyset Display and Soft Key Support

If you have a display keyset the number of new messages will be displayed on it. The display will also echo many of the options available. You will be able to negotiate through the OfficeServ IP-UMS menus using the keyset display and the soft keys below the display to respond to the prompts.

MOH Supply

Music or announcements may be recorded in the OfficeServ IP-UMS memory and used by the phone system for Music On Hold. The recorded announcement or music will play in a continuous loop and may be used to provide custom on hold announcements or promotional messages.

Multiple Mailbox Support

The OfficeServ IP-UMS can, in principle, support up to 10,000 mailboxes, although obviously having only the 1 or even 128 ports places practical limits on the system according to the individual system traffic, and type of application.

Operating Mode-Oriented Call Processing

The OfficeServ IP-UMS can be configured to automatically change between up to 99 different custom operating modes, based upon the time of day, day of week, or specific calendar date. During an operating mode, every aspect of the call automation application, including port utilization; caller scripts; routing solutions; and call coverage options can be customized to meet the organization's operating requirements. OfficeServ IP-UMS' schedule table automatically changes to the correct mode without human involvement.

Operating Mode Override

Under exceptional circumstances, such as adverse weather conditions or other organizational emergencies when the office may be inaccessible, the administrator can override the schedule table. The administrator calls the OfficeServ IP-UMS, enters the administrative password, and selects a new operating mode for any or all ports. The new operating mode can be programmed for the circumstances, or the administrator can simply record a new company greeting which explains the circumstances to callers.

Proprietary Design

The OfficeServ IP-UMS is designed to work specifically with the OfficeServ 7200 and 7400 Series Systems.

This proprietary design allows tighter integration with the phone system and allows for enhanced features like Call Record, Answer Machine Emulation and Display and Soft Key support not normally available with third party Voice Mail / Auto Attendant systems.

Recordable System Prompts

Although the OfficeServ IP-UMS contains all the spoken prompts to provide an operational system, some people may want to add or record some additional prompts. This can easily be done using the built in voice studio. Any prompt in the system can be re-recorded. If a TTS port and language license is installed then system prompts can simply be typed in and the TTS engine will convert them to prompts.

Ring Plan Integration

With the release of the MCP/MP V4.30i, the OfficeServ IP-UMS can not get its operating mode schedule right from the switch. The OfficeServ IP-UMS can follow the switch schedule including holiday programming or follow manual ring plan changes if the organization uses RP keys.

Scalable from 1 to 32 Ports on the OfficeServ 7200

OfficeServ IP-UMS ports are licensed in increments of 1. These ports are used to speak to the caller and process call routing and/or voice messaging functionality. For an IP-UMS port to function there must be an equal number of SIP application ports licensed on the system.

Scalable from 1 to 128 Ports on the OfficeServ 7400

OfficeServ IP-UMS ports are licensed in increments of 1. These ports are used to speak to the caller and process call routing and/or voice messaging functionality. For an IP-UMS port to function there must be an equal number of SIP application ports licensed on the system.

Schedule Table

The schedule table automatically controls system mode by individual ports, time of day, day of week and calendar date without human intervention. It is capable of scheduling ninety-nine mode changes per day for 366 consecutive days. The administrator can manually override the schedule table at any time from a touch-tone telephone, the system console, or from an administration terminal. For holidays and calendar of events, the schedule table can be used to schedule holiday and special event caller prompts to better inform and serve callers.

Synchronized Clock

The OfficeServ IP-UMS clock is responsible for providing each message with a date and time stamp. This clock is always synchronized with the phone system, as is changing between Day, Night, and/or other operating modes.

Text-To-Speech (TTS)

TTS is used to create custom system prompts. TTS is licensed by both number of ports and number of languages.

UCD First and Second Message Supply

Music or announcements may be recorded in the OfficeServ IP-UMS memory and used by the phone system for the UCD First Message and Second Message. The recorded announcement or music will play in accordance to the switch UCD functionality.

Unattended Back Up

The OfficeServ IP-UMS has a backup and restore utility. In this utility parts or all of the system database can be either backed up or restored. These backups can be performed both manually or at a reoccurring schedule. For example you could schedule to backup MSGs everyday but only backup greetings once a week. Once programmed these scheduled backups do not require administrator assistance.

5.2 ADMINISTRATION FEATURES

Activity Display

While the OfficeServ IP-UMS system is running, a connected administration terminal while viewing the Status Screen will show useful statistics about the system. Number of calls, average calls per week, number of times all ports were busy, total messages and space available.

Auto Delete Subscribers

Unused subscribers are automatically deleted after a programmable period of disuse. This prevents unauthorized users from "High-Jacking" unused mailboxes.

Automatic Setup

When the OfficeServ IP-UMS is first installed, a range of extension and mailbox blocks matching the system's database is created. This reduces set up time.

Back Up and Restore

The customer database can be saved and restored at a later date. This is useful in a number of maintenance scenarios. These back ups can also be scheduled. (See Unattended Back Up).

Broadcast Send

A subscriber enabled with Broadcast Send is given the added functionality when they log in to be able to record and send a broadcast message.

Default Operation

The OfficeServ IP-UMS is designed to be in operation as soon as it is installed. It will speak generic prompts and greetings until the application is written.

Password Security

All administration is under password control to prevent unauthorized access. Each subscriber and administrator ID can have their own unique password.

Programming - On Site or Remote

By logging in from a touch tone telephone, the designated system administrator can perform routine activities by using the System Administration Special Menu. These activities include recording custom system prompts, adding, deleting, and modifying subscribers, and switching scheduled modes of operation. This makes routine administration easy and convenient.

If set up on a customer's LAN with remote access permissions, the terminal administration can be accessed from anywhere through an internet connection using Internet Explorer® and the OfficeServ IP-UMS common controls.

Subscriber Administration

When logging into the System Administrator Menu the system administrator can access Subscriber Administration. While with in Subscriber Administration you can add, delete and modify subscribers with in the IP-UMS system. If you select to modify a subscriber, you can default their password, record their name, enter their directory name, enable and disable extended prompting, and record their mailbox greeting.

Subscriber List

A list of subscribers can be viewed from the Web Admin screens.

System Reports

There are several useful system reports available from Web administration. These may aid in traffic studies or detecting misuse.

Voice Prompted Programming

From any touch-tone phone in the world an administrator can record custom prompts, add, delete, or modify mailboxes, and change scheduled modes.

Voice Studio

An included voice studio lets you re-record any prompt in the system and even edit it for better sound.

5.3 AUDIOTEX FEATURES

Audiotex

You may use the OfficeServ IP-UMS to supply recorded announcements to callers. These announcements can be used in useful applications for Real-Estate home shopping or Car Dealership repair departments.

Audiotex allows you to provide information only without giving the option to record a message. An example of this might be directions or movie times. This full featured system allows multiple announcements to be played in sequence with variable options depending on the caller or time of day.

Audiotex Librarian

An Audiotex Librarian manages the announcements that together form its library. Its purpose is to make sure that the announcements are not outdated and that the caller receives the appropriate announcement(s) based on their request and the application.

Automatic Announcement Delete

Time sensitive announcements can be automatically deleted from an audiotex library. An announcement retention time may be set from 1 to 999 days or 1 to 9999 plays. The days automatic delete counter is reset to "0" days each time the announcement plays. The plays automatic delete counter is not reset; for example, if set to 225 plays, the OfficeServ IP-UMS will delete the announcement after the 225th play, regardless of the days counter.

Announcement Replay

Each announcement can be configured with an easy replay digit. A caller may be offered the option to replay an announcement by pressing the replay digit. Replaying an announcement does not affect the automatic delete counters process.

5.4 AUTO ATTENDANT FEATURES

Alphabetic Directory (Multiple)

Callers who do not know an extension number in the system but do know a name, may enter the first few letters of the person's name and be transferred. This system may even be used internally if an extension number is not known. The OfficeServ IP-UMS allows for over 1,000 unique directory systems, each one can search on either the first or last name.

Auto Attendant Routing

The Auto Attendant can transfer or route callers based on the digits they enter. Callers may be transferred to stations, groups or the system directory to select a subscriber based on their name. Additionally, the Auto Attendant will integrate directly with 'Question and Answer', 'Audiotex', and 'Fax-on-Demand' applications.

Automatic After Hours Answering

The main Auto Attendant greeting for the OfficeServ IP-UMS changes from the day to the night greeting automatically when the phone system changes from day to night mode. Multiple additional modes may be defined for special applications.

Announce Hold Position

If callers are allowed to hold for a busy extension, the OfficeServ IP-UMS is able to intermittently inform the caller of their place in the queue. This only applies to callers the OfficeServ IP-UMS places on hold.

Announce Hold Time

If callers are allowed to hold for a busy extension, the OfficeServ IP-UMS is able to intermittently inform the caller of the estimated hold time before being answered. This only applies to callers the OfficeServ IP-UMS places on hold.

Camp On Support

Each station user on the system may decide if they want the OfficeServ IP-UMS to transfer additional calls to them if they are on the phone. Calls transferred to a busy station, if unanswered will be sent to voice mail or any other destination according to the user's needs.

Direct to Mailbox

You may have mailboxes on the OfficeServ IP-UMS that do not have associated stations. This is ideal if you have a small number of employees in your office but numerous employees outside the office that need to keep in contact.

Holidays and Special Events Scheduler

When your business closes because of a holiday or special event the OfficeServ IP-UMS can provide a special appropriate prompting to your callers. You may create specific holiday schedules so that this process becomes automatic.

Incoming Call Overflow

The OfficeServ IP-UMS may be programmed to answer any or all lines immediately or answer only the calls that your operator does not pick up. Overflowed calls may be routed to either a mailbox, the main company prompt, or custom application.

Interruptible Voice Prompts

At any time during an announcement or greeting, callers may dial a selection and the OfficeServ IP-UMS will immediately respond. It is not necessary to listen to all the options if you are a 'power user' and know what you are doing.

Maximum Greeting Length

The maximum greeting length can be configured for each subscriber. For example, greeting length for sales personnel may be up to three minutes, purchasing staff up to five minutes and production staff two minutes.

Multiple Call Handling

The OfficeServ IP-UMS can answer and process up to 128 calls simultaneously on the OfficeServ 7400 and 32 calls simultaneously on the OfficeServ 7200, with the appropriate license keys for both the IP-UMS and the SIP application.

Multiple Language Support

The OfficeServ IP-UMS supports multiple languages. Up to nine (9) simultaneous languages can be supported. The default language is English (United States), Spanish (Castilian), and French (Canadian) are also installed by the factory as standard languages. A list of available languages can be obtained and installed by your local authorized Samsung Service provider.

Operator Access

Callers may connect with an available operator any time by dialing 0. This is provided that the customer has someone answering the operator's calls.

Single Digit Call Routing

A menu processor can be configured to recognize single digit routing options, or use the same digit as the leading entry of a multi-digit routing option. For example, in the menu processor, "1" can be used to route a caller to the sales department and "103" to transfer the caller to a subscriber's extension.

5.5 FAX-ON-DEMAND FEATURES *(Requires Fax Send to be Licensed)*

Caller Selected Delivery

The caller may select same-call or callback delivery to any telephone number. You may also restrict delivery according to local/long-distance numbers and area codes.

Compound or Multiple Document Delivery

Up to five fax documents may be linked to form a compound document, selected as a single fax session.

Document Librarian

A document librarian manages the faxes that together form its library. Its purpose is to make sure that callers have access to copies of the fax documents they are authorized to receive; when and where they want them based on their request and the application.

Guaranteed Fax

Incoming fax documents will always be received with this option active - even when the company or department fax machine(s) is busy, out of paper, or otherwise out of service. When all fax machines are busy, even those connected to DID lines, the incoming FaxCall can be routed to a mailbox capable of accepting and storing the fax document for delivery to the machine it was originally sent to, or any other available fax machine.

NOTE: This requires that a FAX DSP is available at the time of the call. There can be up to two fax ports on an MGI 16 in an OfficeServ 7200 and up to 8 fax ports on an MGI 64 in an OfficeServ 7400.

Voice Labels

Each document can have a voice recording attached to it, which may be used to speak the title, contents, or other descriptive information about the document to the caller.

5.6 VOICEFORM QUESTIONNAIRE (Q&A) FEATURES

This feature allows the OfficeServ IP-UMS to be used to conduct surveys or collect a response to a pre-programmed questionnaire. Answers are collated and stored in a specific mailbox(es), or the answers may be split into many different mailboxes. These mailboxes and messages are administered by subscribers just like any other mailbox and message. The subscriber simply logs in and listens to the message. This is a useful tool any time you need to collect specific information from a caller and do not have an available staff member to take the call directly. The answers are then listened to so that a paper or electronic form could be filled out by the subscriber listening to the message.

Multiple Response Destinations

Caller responses during a VoiceForm session can be routed to multiple mailboxes. Any part of a caller's response may be distributed among several mailboxes. For example, a VoiceForm session might be designed to process customer orders. Portions of the caller's responses could be sent to an accounting mailbox for credit approval while the rest of the responses are routed to a shipping department mailbox to expedite the order.

Playback Header Prompt

Each response recorded by a caller in a VoiceForm session can be prefaced by a playback header prompt which links the response to the question. This feature helps in transcription of caller responses by providing reference markers within the caller's total response. With playback headers, when a caller skips a question, the transcriber does not lose his place within the composite VoiceForm message.

Team Transcription

The OfficeServ IP-UMS allows simultaneous multiple user access to VoiceForm messages in a Transcription Mailbox. When multiple accesses occur, the OfficeServ IP-UMS assigns the user the next new message so that there is no duplication of transcription.

Unlimited Questions

The maximum number of questions - Voice Queries - possible in a single VoiceForm session is not bound by architectural constraints. Voice Queries can be linked to form extended VoiceForm transactions.

VoiceForm

VoiceForm is an information collection and distribution facility, which allows an organization to gather specific information efficiently. An organization creates a series of questions, called a script, designed to elicit specific responses from a caller. One question with its response constitutes a Voice Query, and a complete set of questions is a VoiceForm. The responses generated during a dialogue are collected into one or more messages and delivered to designated transcription mailbox(es). The OfficeServ IP-UMS manages these messages in the same manner as any other voice message. Designated recipients of these messages may review, save, and forward them with comments using the complete range of voice mail features. Because VoiceForm Questionnaire is an integral part of the OfficeServ IP-UMS's software, callers engaged in a VoiceForm dialogue may be routed to any and all system resources.

5.7 SUBSCRIBER FEATURES

5.7.1 ACCESS MANAGER

The Access Manager empowers the subscriber with control over how, what, when, and where they wish to speak to their callers. The subscriber may prevent calls from ringing at their extension, or have the calls transferred to any other extension in the phone system, transferred off-site to any other phone number, or screen the call before answering them. Any of these conditions can be set to be active until a specified time. The OfficeServ IP-UMS can even be set with a high priority 'Find Me' instruction that will try to reach the subscriber at multiple locations.

Block Personal Greeting

This greeting is played to the caller anytime the subscriber enables the Call Blocking feature in the OfficeServ IP-UMS or sets their keyset to Call Forward All/DND.

Busy Personal Greeting

This greeting is played to the caller anytime the subscriber is on the phone and they have their keyset set to Call Forward Busy or Call Forward Busy/No-Answer.

Call Blocking

While a subscriber has call blocking set active, the OfficeServ IP-UMS does not attempt to transfer a caller to the subscriber's extension. Instead, it immediately plays the subscriber's Call Blocking Greeting - if recorded. If the Call Blocking Greeting is not recorded, OfficeServ IP-UMS plays the subscriber's Primary No-Answer Greeting - if recorded.

When that greeting is not recorded, OfficeServ IP-UMS advises the caller that the called party is not available and offers to the caller additional options. A subscriber sets Call Blocking active through Access Manager Services. After activating Call Blocking, the subscriber is prompted to indicate how long blocking is to remain active. This feature can be activated for a number of hours, 1 to 9, for the end of the current business day, for the beginning of the next business day, for a day of the coming week, for Monday through Sunday, for a specific date, for hour and minute, or until further notice.

Call Forwarding

Call forwarding allows a subscriber to have their incoming calls answered by an associate at another internal extension - it is not used to forward calls to an external telephone number. To have calls connected to an external number, the subscriber should use the Designated Location Service.

When calls are forwarded to another associate's extension, a caller entering the forwarder's extension number will immediately hear…"Transferring to 'Called Party's Name'. Calls are being forwarded to 'Associate's Name'". If the associate answers the call, the associate will be prompted as to who the call is forwarded from.

This feature can be activated for a number of hours, 1 to 9, for the end of the current business day, for the beginning of the next business day, for a day of the coming week, for Monday through Sunday, for a specific date, for hour and minute, or until further notice.

Find Me

When Find Me is set active, the OfficeServ IP-UMS attempts to deliver calls to the subscriber's designated location, provided neither Call Blocking, nor Forward All Call, is active. The OfficeServ IP-UMS first tries to locate the subscriber at the subscriber's designated location. Then, if necessary, it tries each of the first five of the subscriber's stored telephone numbers.

After each stored telephone number, the OfficeServ IP-UMS will prompt the caller that it is continuing to locate the subscriber. If the OfficeServ IP-UMS cannot locate the subscriber, the subscriber's Call Blocking Greeting is played to the caller.

This feature can be activated for a number of hours, 1 to 9, for the end of the current business day, for the beginning of the next business day, for a day of the coming week, for Monday through Sunday, for a specific date, for hour and minute, or until further notice.

Calls transferred to a designated location are automatically a confirmed transfer. The subscriber must press a digit to accept the transfer or they can press other digits to, 'Reject', 'Redirect', or record a real time greeting that plays immediately to that caller.

Follow Me (Off Premises Transfer)

Each subscriber may have their calls automatically forwarded to a designated location. We call that location, the subscriber's Designated Location. A Designated Location can be an internal extension or an external telephone number. It can be entered digit-by-digit or the subscriber can enter a Stored Telephone Number Index Digit representing the location of the appropriate number.

Whenever a subscriber sets his designated location to a number other than his extension number, the OfficeServ IP-UMS prompts, "How long do you want this number to be your designated location?" This feature can be activated for a number of hours, 1 to 9, for the end of the current business day, for the beginning of the next business day, for a day of the coming week, for Monday through Sunday, for a specific date, hour and minute, or until further notice.

Calls transferred to a designated location are automatically a confirmed transfer. The subscriber must press a digit to accept the transfer or they can press other digits to, 'Reject', 'Redirect', or record a real time greeting that plays immediately to that caller.

Hold for Busy Station

The OfficeServ IP-UMS may be enabled to allow callers to hold for a busy station. When a caller elects to hold, the OfficeServ IP-UMS places the caller in a Hold Queue. If additional callers attempt to reach the busy extension and they choose to hold, they can be informed of their position in the queue and the estimated hold time before being connected. Callers given the option to hold may be limited to insure that system ports are not monopolized. When the limit is reached, callers can be routed to other extensions or applications that have been configured to deal with this condition.

Multiple Personal Greetings (9)

When a subscriber does not answer and accept a call, the OfficeServ IP-UMS will answer. The OfficeServ IP-UMS recognizes five different reasons why a subscriber does not answer a call. We refer to these reasons as 'Call Coverage Conditions'. The OfficeServ IP-UMS allows a subscriber to assign a different personal greeting to each Call Coverage Condition. A condition should be considered a "socket" into which a personal greeting is plugged. The greeting that gets plugged into each "socket" should offer caller options appropriate for that condition.

OfficeServ IP-UMS provides each subscriber nine (9) personal greetings, labeled 1 through 9. A subscriber can assign (plug in) any greeting to any Call Coverage Condition. However, when a subscriber first logs on to the OfficeServ IP-UMS, personal greetings numbered 1, 2, 3, 4, and 5, are assigned to their respective Call Coverage Conditions (No Answer, Busy, Fwd All/DND, Night and Call Screening). The remaining four personal greetings, labeled 6 through 9 are normally used as alternatives to the greetings assigned to these conditions.

Night Intercept

This feature is used in conjunction with the subscriber's availability schedule. When enabled and the Subscriber is scheduled as unavailable, callers are NOT transferred to the subscriber's extension. Instead, the OfficeServ IP-UMS immediately plays the subscriber's Night Greeting if recorded.

Night Personal Greeting

This greeting plays to the caller anytime the subscriber is scheduled as unavailable based on the availability schedule. If the subscriber is scheduled unavailable the caller will here the Night Greeting during a No-Answer Call condition or if Night Intercept is enabled.

Park and Overhead Page

For those users who are frequently away from their desk, the OfficeServ IP-UMS provides Park and Page capability. When a subscriber does not answer a call, the subscriber's personal greeting can contain an option to be paged. When the caller elects to have the subscriber paged, the OfficeServ IP-UMS parks the call and plays a prompt through the overhead paging facility that contains the subscriber's name and a pick-up code. The OfficeServ IP-UMS waits a programmable period of time for the subscriber to pick-up the call. When the call is not picked up, the OfficeServ IP-UMS notifies the caller that the page was not answered and plays the subscriber's Primary or No-Answer greeting.

Personal Customized Options

Each subscriber may have different personal options played to the caller. For example, the caller may wait while the subscriber is paged or the caller may hold until the subscriber is available to take the call. These options must be enabled by the system administrator.

Primary/No-Answer Personal Greeting

The Primary/No-answer greeting has two functions. One: it is the primary greeting to be played if no other of the subscriber's call condition Greetings are recorded. Two: If the subscriber has their other greetings recorded it then plays to callers simply when the Subscriber does not answer their phone. This Personal Greeting works in conjunction with the subscriber's Weekly Availability Schedule to determine whether to play this greeting or the Subscriber's Night Greeting.

During the defined availability period the OfficeServ IP-UMS will automatically play the Primary/No-Answer Greeting to callers, unless the subscriber is busy on another call and has recorded a Busy Greeting or Call Blocking is set active, and a Call Blocking Greeting is recorded.

During the time periods a subscriber is not scheduled available to take calls, and does not have Call Blocking activated, the OfficeServ IP-UMS plays the subscriber's Night Greeting If recorded.

> **NOTE:** If a Subscriber wants to record only one greeting to always play to their callers and has both an EXT and a MBX they should record their Primary/No-Answer greeting.

Retrieve Public Caller From Hold

When a subscriber logs on they are notified if a caller is holding, and the OfficeServ IP-UMS offers to transfer the caller to the subscriber's designated location. If the caller is identified the OfficeServ IP-UMS will speak the caller's name. When the subscriber elects to speak with the caller, he simply presses 1 and hangs up. The caller is told that their party is now available and is transferred. If the subscriber elects not to speak with the caller, the caller has no indication that the subscriber had logged in.

Screened Rejected Personal Greeting

This greeting plays to the caller anytime a subscriber rejects a screened transferred call from the OfficeServ IP-UMS. The system administrator can authorize the Call Screening feature per subscriber. Call Screening must be authorized to have a Call Screening Greeting.

Stored Telephone Numbers

A subscriber can store up to five telephone numbers where they can usually be reached, this simplifies the follow me feature as it allows the subscriber to quickly activate commonly used settings.

Weekly Availability Schedule

The Weekly Availability Schedule tells the OfficeServ IP-UMS the days of the week, and the hours of the day, that a subscriber is normally available to take calls. When the subscriber does not answer a call during those time periods, the appropriate Primary/No-Answer or Night greeting is played. This schedule may be set by the Administrator or the Subscriber.

5.7.2 E-MAIL GATEWAY FEATURES

The E-Mail Gateway provides functionality to authorized subscribers on the OfficeServ IP-UMS. With the OfficeServ IP-UMS no additional EMG License is required. The EMG is available to all authorized Subscribers.

Adjusted Message Retention

When setting up the system or at any time the Administrator can adjust the message retention of the original Voice Mail Message per Subscriber or Group of Subscribers. For Subscribers with E-Mail Gateway Enabled, message retention is calculated from the time the Mail Server accepts receipt of the e-mailed voice message.

The choices are:

1. Do Not Adjust Message Retention and follow standard MCLASS Message Retention (Default is 9999 days).
2. 0 Days, deletes the Voice Mail Message as soon as the e-mail is sent.
3. 1 ~ 999 days.

Benefits:

1. Store and archive voice and fax mail messages in visible folders.

   - Voice and Fax Mail Messages can now easily be dragged and dropped into folders the same way e-mail messages are organized and saved.
   - Voice and Fax Mail Messages are now essentially the same as any other e-mail message.
   - Backups and Message Archives can be made when they are made for all other types of e-mail messages.

2. Add text notes and comments to use for reference later.

   - Some (if not all) e-mail clients will allow you to edit the body of the e-mail to add comments.
   - Some will allow you to edit the subject field to help you find a particular message quickly in a large archive of messages.

3. Call Back Numbers and Date & Time Stamp are easily displayed in the Subject field.
4. Easily forward Voice messages received, to others even if they are not a Voice Mail Subscriber on your system.

There are two parts to the E-Mail Gateway:

E-Message Delivery

Voice (.wav) and/or Fax (.tiff) Mail Messages are "delivered" to your Inbox with the appropriate attached file.

E-Message Notification

You will receive an e-mail, with NO attachments, notifying you that you have a Voice and/or Fax Mail Message in your Voice Mail Box.

Multiple E-Mail Addresses

Each Subscriber can have 5 E-mail addresses for E-Message Deliver and/or the same or different 5 E-Mail Addresses for E-Message Notification. This is useful if the subscriber gets their e-mail at many different locations or if the Mailbox is providing some type of service.

5.7.3 FULLY SYNCHRONIZED UNIFIED FEATURES

(Requires Sync IP-UMS with Exchange and Outlook License)

The OfficeServ IP-UMS unifies all your Voice Mail and Fax Mail message with Microsoft Outlook.

Message Status (Read, Unread, New, Saved, Deleted)

When setting up the system or at any time the Administrator can adjust the message retention of the original Voice Mail Message per Subscriber or Group of Subscribers. For Subscribers with E-Mail Gateway Enabled, message retention is calculated from the time the Mail Server accepts receipt of the e-mailed voice message.

Outlook Mailbox to TUI MBX

- After messages are listened to in Outlook, TUI Display and MWI are automatically updated.
- Sync with ANY Folder created in Outlook Mailbox (except JUNK E-Mail folder).
- Voice Mail Messages can be moved to any folder in the Outlook Mailbox.
  - Record and Send VM MSGs right from the desktop. Subscribers will receive as a VM MSG. If you add text to the Subject or Body of the MSG it is converted to an e-mail with a WAV file attachment. Subscribers will now receive an E-mail with a Wav file attachment.
  - Save and Archive Voice Messages - Subscribers moving voice mail messages outside of the scope of the Outlook Mailbox (if authorized), the VM MSG is converted to an E-mail with an attached WAV file. At Daily Maintenance time the MSG is deleted from the IP-UMS server but it is still saved to where ever the Subscriber's Personal Folder is saved.
  - Send new and forwarded VM MSGs to any valid E-mail address. If the recipient is not a subscriber they will receive an e-mail with a wav file attachment.
  - TUI MBX to Outlook Mailbox.
  - After Voice Mail (VM) MSG and E-mail (EM) MSG is heard from the phone, Outlook Mailbox MSG status is updated.

5.7.4 VOICE MAIL FEATURES

Answer Machine Emulation

This feature allows you to monitor calls being left in your voice mail box through the speaker of your keyset. In function it is very much like screening a call on your home answer machine.

Auto Message Forward

The Message Auto Forward allows messages left in one mailbox to be automatically forwarded to another mailbox if the message is not listened to. The delay time before the message is forwarded is programmable between 00:00 (immediately) and 23:59 (1 day). After the message is forwarded it may be deleted or saved in the original mailbox. The forwarded message, when accessed by the receiving subscriber, will play "this message was forwarded from 'subscriber recorded name'".

Auto Log In

When calling Voice Mail, the system can correctly identify you as the caller and ask for your password (optional). The benefit of this is that you do not have to identify yourself to the OfficeServ IP-UMS, it knows who is calling and what mailbox you want to access.

Auto Message Play

Each subscriber may choose to select messages to play (new or old) or may configure their mailbox to automatically play new messages. This is useful if you are in a situation where keystrokes must be kept to a minimum.

Broadcast

If authorized a Subscriber can broadcast a message to everyone in the system. Any or all of the subscribers can be given this option. By default, no subscribers are authorized.

Call Back

When listening to your voice mail messages you may press one key to automatically call back the person who left you the message, this call back feature may be allowed for internal calls and/or external calls. Long distance may be either allowed or denied and specific area codes may be allowed or denied. For external calls, Caller ID is used and therefore must be received from the phone company.

Call Forward to Voice Mail

Any station on the phone system may be forwarded to the OfficeServ IP-UMS voice mail. Forwarding types are Forward All Calls, Forward Only When Busy, Forward Only When No Answer, or Forward When either Busy or No Answer.

Call Record

See Conversation Record.

Call Back Request Messages

Messages left by and for subscribers may be flagged as Call Back Requested. The caller can enter a specific number that will allow the subscriber to return the call by pressing one key.

Conversation Record

With the OfficeServ IP-UMS card installed in your phone system, you may record the phone conversations for specific extensions. An optional tone with a programmable delay may be played to alert callers and employees during the recording process. When calls are recorded using this functionality, any mailbox settings that would normally effect maximum message duration are ignored.

There are two methods available to invoke this functionality.

1. Use the Auto Record feature of the switch (MMC 743), which allows you to assign a station to Auto Record all or selected Conversations. In MMC 743 you can assign the Mailbox that will store the recording, dedicate and assign an IP-UMS Port to be available to make the recording, and select whether the station will Auto Record (I)ncoming, (O)utgoing, or (B)oth conversation types.
2. Assign a CR Key to the Station or Stations that want to be able to Record a Conversation. At any point after connection is established with a Trunk Call (In and/or Out) the user can press the CR key and the Conversation will be recorded into the assigned Mailbox.

Method 1 dedicates a port on the OfficeServ IP-UMS to a single user. This guarantee's the port will be available every time the station needs to record the selected Conversation Type. This then also means that for every Auto Record feature ASSIGNED that will be one less port available to be used for Auto-Attendant and/or Voice Mail functions. The maximum number of assignable Auto Record Stations will be limited to the number of ports installed on the OfficeServ IP-UMS minus the number of required OfficeServ IP-UMS AA/VM ports required for the application.

With method 2 the Conversation Record is controlled by the individual users as they must press the CR Key. With this method there is no guarantee that an OfficeServ IP-UMS Port will be available to perform the CR function.

> **NOTE:** Call Record utilizes the conference feature. The number of people, who can use the CR feature simultaneously, is limited to the number of available conference circuits in the system.

> **CAUTION:** Before using this feature, make sure that you are not violating any state or federal laws. Some states require that the recorded party be notified. STA is not responsible for any illegal use of this feature.

Date and Time Stamp

Each message you receive will be stamped with the time and date of its arrival. This information may be played to the subscriber before each message or may be played only on demand. Each individual subscriber may set this option.

Delivery Imperative

When a message is designated as Delivery Imperative, the OfficeServ IP-UMS will take extra steps to deliver it. The recipient's pager will be called and then each of his stored telephone numbers will be tried.

Direct Messaging / Quick Memo

This feature makes it easier to leave messages for others in the office. It allows the user to access mailboxes without dialing the extension number first. Easily leave a message for anyone that has a mailbox.

Distribution Lists

Lists of mailboxes may be set up and given a simple numeric identity. Subscribers may use these lists to easily leave or transfer messages into multiple mailboxes simultaneously. This list can include any number of subscriber mailboxes and other lists. The OfficeServ IP-UMS does not limit the number of lists that a subscriber can access. When a message is sent to a list, each mailbox on the list receives a copy. The OfficeServ IP-UMS's unique message management facilities make the process of distributing a copy to each mailbox on the list immediate, even for very large lists.

Extended Prompting

With Extended Prompting set active, the OfficeServ IP-UMS offers all prompts for the menu the subscriber has accessed. When Extended Prompting is not set active, the OfficeServ IP-UMS offers only the name of the menu the subscriber is accessing and the prompt… "For additional options, press 0".

External Number Notification

When you have messages in your mailbox, you may be alerted at your cell phone, home phone or any other phone. The OfficeServ IP-UMS will make 3 attempts to contact you. If it encounters a busy signal it will try again in 5 minutes, if it encounters a no answer it will try again in 15 minutes. Retry times can be set by the System Administrator.

External Pager Notification

When you have messages in your mailbox you may be notified via your pager. The display on your pager will show your mailbox number. By default the OfficeServ IP-UMS will make 3 attempts to contact you. If it encounters a busy signal it will try again in 5 minutes, if it encounters a no answer it will try again in 15 minutes. Retry times can be set by the System Administrator.

FaxMail

This feature and functionality requires the FAX Receive and Fax Send License option on the OfficeServ IP-UMS. FaxMail subscribers may offer their callers "one-number" voice and fax. Voice calls are delivered to a subscriber's extension and/or mailbox. FaxCalls are automatically delivered to a subscriber's mailbox. Callers can also attach a voice message to a fax document when calling from a voice-enabled fax device.

> **NOTE:** This feature requires both the FAX Receive and Fax Send License option on the OfficeServ IP-UMS.

Future Delivery

When a subscriber leaves a Self Memo (Reminder), Direct Message (Quick Memo) or any other message for another subscriber, a future delivery date may be specified. This is particularly useful if you use the 'reminder' feature as a virtual 'to do' list. Delivery Scheduling options are: for a number of hours, 1 to 9, for the end of the current business day, based on the subscriber's current availability schedule, for the beginning of the next business day, also based on the subscriber's current availability schedule, for a day of the coming week, for Monday through Sunday or for a specific date, for hour and minute. Also for any message not yet delivered, a subscriber can review, modify and discard future delivery messages sent, but not yet delivered.

Group and Sort Messages Prior to Play

A subscriber can group for playback either new or saved messages. Grouping categories are, Urgent, Callback Request, Reminders, Private, Fax, Voice, E-mail, or Messages from a Specific Sender.

Individual Mailbox Greeting

Each mailbox has its own associated individual greeting recorded in the subscriber's (mailbox owner's) voice. This may be changed as frequently as you desire. Recording the Mailbox Greeting is often optional. This greeting only gets played if an application is written or another subscriber transfers a caller directly to a MBX, or if you DO NOT have one of your call condition (Primary/No-Answer, Busy, Blocked, Night, Call Screening) greetings recorded. If a Subscriber wants to record only one greeting to always play to their callers and has both an EXT and a MBX they should record their Primary/No-Answer greeting.

Individual Mailbox Name

Each mailbox has its own associated individual name recorded in the mailbox owner's voice.

Individual Mailbox Password

Each mailbox has its own associated individual password selected by the user or system administrator. This provides some security and prevents unauthorized access. The password may be up to 8 digits long.

Maximum Number of Messages

The maximum number of messages a mailbox will hold is 9,999. The maximum number of messages can be set for each mailbox.

> **NOTE:** This is a software setting. Maximum number of messages is also influenced by the size of the storage media; Hard Drive size, number of subscribers, maximum message length settings, and the length of the actual messages recorded and left on the system.

Message Address Verification

After entering the mailbox number to which a message is being sent, the OfficeServ IP-UMS echoes the name of the recipient, confirming the message is going to the intended subscriber. The address verification is also played when the subscriber forwards an existing message.

Message Alert Notification Schedule

The Weekly Notification Schedule tells the OfficeServ IP-UMS the days of the week, and the hours of the day, that a subscriber wants to be notified of new messages at an alternate phone number. This Schedule may be set by the Administrator or the Subscriber. This schedule is independent from the Pager Notification Schedule.

Message Counter

Whenever you access your mailbox, you are told the number of new and old messages. You may selectively listen to the new or the old messages.

Message Delete

When a message has been heard, you may delete it.

Message Delivery Options

At anytime prior to sending a message, a subscriber can assign any or all of the following delivery options to a message, Urgent/Priority, Return Receipt / Certified, Callback Request, Private, or Reply Required.

Message Fast Forward

When listening to a message you may fast-forward 5 seconds. This is useful if you are looking for a specific piece of information like a phone number.

Message Forward With Append

Messages received in your mailbox may be forwarded to other mailboxes or lists on the system with an append message from the subscriber. A message may be forwarded to another subscriber, or distribution list by entering a destination mailbox. The subscriber may record an introductory comment if desired. The message header is modified to reflect the forwarding party and time. Forwarding multiple copies allows the subscriber to record introductions for each destination mailbox. Forwarded messages may be re-forwarded, with additional introductions, using the same procedure.

Message Length Controls

Maximum message length can be set for each mailbox. The maximum message length is 166 minutes; however, the OfficeServ IP-UMS ships with the maximum message length set at 10 minutes.

Message Pause

At any time while listening to your voice mail messages, you can pause the playback.

Message Play Order

Each mailbox may be set up to play messages in order of oldest first (First In First Out-FIFO) or newest first (Last In First Out-LIFO). This is set by the System Administrator for each subscriber MBX.

Message Replay

Messages may be replayed as many times as you like.

Message Reply

When listening to your voice mail messages you may press one key to automatically leave a message for the person who left you a message, this call return feature may always be used for internal calls, and also outside calls if Caller ID is received, and the feature is allowed by the system administrator. A subscriber may reply to a message sent by a public caller. If the public caller requested a return call, the OfficeServ IP-UMS will play the message envelope and announce, "Callback Requested". This means the public caller entered his telephone number into the mailbox with touch-tone at the time he left the message.

Message Retention Time by Subscriber

The length of time messages are stored prior to automatic purging may be set for each mailbox. Retention Time can be set from 1 to 9,999 days. Retention Time applies to both new and saved messages. Each time a message is saved, the Retention Time is reset. Only messages that have not been accessed are automatically deleted.

Message Retrieve

Any sent message may be canceled before the recipient has received it. Any message that has been sent but not listened to by the recipient may be retrieved ("pulled back") into the sender's mailbox. If the message was independently sent to several subscribers, each copy may be retrieved separately.

> **NOTE:** MSGs delivered to EMG Subscribers can not be retrieved.

A message sent to a distribution list may be retrieved up to the time it is first played by any member of the list. Retrieving a message from a distribution list pulls it back from all list members. It may then be edited, updated, re-recorded, deleted, or sent to a different destination. This capability is particularly useful if the sender incorrectly addresses one copy of a message to several subscribers or if a change in events makes the message no longer relevant.

Message Rewind

When listening to a message you may rewind 5 seconds. This is useful if you are looking for a specific piece of information like a phone number.

Message Save

You may save any message. Once saved, it will remain as a 'saved' message until it is manually deleted or until the message retention timer expires for unheard messages.

Message Send

From within your mailbox you may send a message to any other mailbox owner on the system. This makes it easy for any employee who is out of the office to send a message to another internal user.

Message Scan

Message Scan allows a user who is retrieving their messages to 'scan' through them. The first few seconds of each message will be played. This makes it easy to find a specific message.

Message Skip

When listening to new messages, if you a searching for a specific one you can skip over new messages. This saves the message as a new message. It is like picking one thing out of your in-basket without disturbing all the others.

Message Undelete

At some time, everyone discards a message, and immediately wishes they had kept it. The undelete feature of the OfficeServ IP-UMS will allow you to retrieve messages that have been deleted. The subscriber is allowed to "Undelete" a message any time before the next Daily Maintenance is performed. By default the system performs Daily Maintenance everyday at 3:00 am. Deleted messages are PERMANENTLY deleted after Daily Maintenance is finished.

Message Waiting Light Indication (MWI)

An indication on your keyset tells you when you have new messages. Pressing this one button will connect with your voice mail. Additionally, if you have a display keyset, the display will show you the current new message status.

Minimum Password Length

This option is set by the System Administrator. The setting range is from 0 (No Minimum) to 8 Digits. This requires the subscriber to set their password equal to or greater then the digit length specified. This is useful for heightening mailbox access security.

Multiple Subscriber Mailboxes Login

Multiple subscribers may simultaneously logon to the same mailbox and access messages. All mailbox functions are available to each subscriber. Message playback is distributed. The first subscriber logged on will hear the first message. The second subscriber will first hear the second message, and can access the first message after subscriber 1 is finished. The mailbox continues to be available to receive new messages, regardless of the number of subscribers logged on. This is useful if you wish to use a mailbox for transcription storage or order taking applications.

Multiple Subscriber Mailboxes

Since Extensions and Mailboxes are separate and independent system resources, a mailbox does not have to be defined in terms of an extension, or an extension in terms of a mailbox, in order for the OfficeServ IP-UMS to associate them. A subscriber's mailbox number need not match the subscriber's extension number (though it typically does).

A Subscriber could have multiple mailboxes. These mailboxes can be independent of extensions and be useful for isolating different types of messages such as in a departmental mailbox.

A subscriber can have multiple extensions within the system. Each extension can be directed to one specific mailbox for taking messages. This is also the case of departmental messaging where many subscribers share a common mailbox. An extension may also be directed to a different mailbox at different times of the day or days of the week, as in departments with rotating staffs.

Name Addressing

This feature allows a subscriber to address messages to other subscribers by name instead of by mailbox number, eliminating the need to look up numbers or carry personal directories while traveling.

Net Mailbox (AMIS)

Receives, records, and sends voice messages to mailboxes at off-premise locations. The OfficeServ IP-UMS can send a message to an individual mailbox/telephone number, or to a Distribution List. The OfficeServ IP-UMS can send/receive messages to or from any voice mail system that is AMIS (Audio Messaging Interchange Specification) Network compliant.

In multi Node environments where each node has it's own OfficeServ IP-UMS or SVMi, they can pass Voice messages back and forth using the Net Mailbox.

New / Old Selection

When you access your mailbox you may choose to listen to either new or old messages. This makes it easier to find specific information contained in an old message without having to listen to all the new messages first.

One Touch Access

The OfficeServ IP-UMS Voice Mail can be accessed to check messages or perform administration simply by pressing one button on your keyset. This is typically a VM MSG or MW Key programmed on the Keyset.

Pager Notification Schedule

The Weekly Notification Schedule tells OfficeServ IP-UMS the days of the week, and the hours of the day, that a subscriber wants to be notified of new messages via his pager. This Schedule may be set by the Administrator or the Subscriber. This schedule is independent from the Message Alert Notification Schedule.

Personal Mailbox Administration

You may change settings for your mailbox any time you like. Personalize the greeting that callers will hear your name, password and notification options.

Private (Confidential) Messages

A message can be marked Private. A private message can not be forwarded to another subscriber. If the recipient of the private message attempts to forward the message he is informed that the message is private and may not be forwarded.

Quick Memo

See Direct Messaging.

Reminder

See Self Memo.

Reply Required

A message marked for delivery as Reply Required cannot be saved or deleted until the recipient performs a voice reply to the message.

Retrieve Public Caller From Mailbox

When a subscriber logs on they are notified if a caller is in their mailbox, and the OfficeServ IP-UMS offers to transfer the caller to the subscriber's designated location. If the caller is identified the OfficeServ IP-UMS will speak the caller's name. If the subscriber elects to speak with the caller, the caller is told that the subscriber is now available and transfers them to the subscriber's designated location. If the subscriber elects not to retrieve the caller, the subscriber can go about listening to other messages while that caller finished leaving them a message.

Return Receipt (Certified Messages)

A subscriber may request to be notified when the recipient listens to a message. After the message has been delivered and played back by the recipient, a confirmation receipt is placed in the new message queue of the sender's mailbox, it contains the date and time that the message was played.

Self Memo / Reminder

Easily and quickly leave a reminder in your own mailbox. This virtual notepad is available wherever there is a phone, and can be set for immediate or future delivery. This makes them useful for keeping track of your entire workload to schedule or serve as reminders for meetings.

Self Memo / Reminder Categories

If allowed by the system administrator a subscriber may designate the reminders they create as a Commitment, Follow Up or Task. The individual meaning of these labels may vary from person to person. Their intent is to provide a way of separating reminders into different categories. These categories can be reviewed in the subscriber's Workload Manager.

Subscriber Workload Manager

This allows a subscriber to group reminders by a Commitment, Follow Up or Task in order to better organize the workload. Their entire workload or a specific group of reminders can be reviewed.

"Until…" Scheduling

The "Until…" Scheduling method is an easy way to schedule the termination of an OfficeServ IP-UMS service relative to the time the service is set active. Most of the services in the OfficeServ IP-UMS give subscribers greater control over their communications by providing Until… Scheduling. The subscriber just sets a time for the service to terminate, concurrent with activating it, and does not have to worry about remembering to deactivate the service in the future. The Until… Scheduling options are, a number of hours, 1 to 9, the end of the current business day, based on the subscriber's current availability schedule, for the beginning of the next business day, also based on the subscriber's current availability schedule, a day of the coming week, Monday through Sunday, a specific date, hour and minute, or until further notice.

Urgent Messages

Messages left by and for subscribers may be flagged as Urgent. Urgent messages are played first and notification may be configured to only alert you for these urgent messages.

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