

Leverage the features of APMAX Unified Messaging to improve customer satisfaction and generate revenue for your company.

Unified Voice Messaging Key Features

Voice Mail to e-Mail	Converts a voice mail message to a compressed .WAV or MP3 file which is delivered to the subscriber's email address.
Screen Pop MWI	Allows IPTV providers to offer message waiting indication on the TV.
Web Control	Subscribers configured to have access to the APMAX Web Portal can listen to and manage their messages, custom greetings and other settings and online without having to use their telephone.

Mailbox Features

Call Screening Pick-up*	Works like an answering machine, subscriber screens incoming message and can take the call, delete the message or let the message go into the mailbox.
Sub Mailboxes	Up to nine (9) sub-mailboxes can be configured per voice mailbox. Sub Mailboxes have private greetings and PIN numbers. The service can be configured to announce which of the mailboxes has new messages waiting.
Prompt for Group Greeting	If a subscriber is configured to use multiple mailboxes but has not recorded the group greeting, the system will remind them each time they retrieve messages that the greeting is not recorded. Until the group greeting is recorded, callers will not be able to leave messages in sub mailboxes.
Greeting Only Mailboxes	Greeting-only mailboxes play a custom greeting but do not record messages.
Temporary Greeting*	A temporary greeting can be scheduled to play in place of a normal greeting with a start and end time. When it expires, it will be deleted. Any other special case greetings such as holiday greetings, scheduled greetings or caller specific greetings will take precedence over the temporary greeting.
Multiple Greetings*	Subscribers may record up to 100 greetings and then select which greeting they want to have active. For example, subscribers may record a regular greeting and an 'out of office' greeting.
Auto Attendant Time-Out Digit*	For routing or auto attendant mailboxes, the subscriber may choose a default menu selection that will be used if the caller does not press an option.
Auto Attendant Service Outdial*	This function allows incoming calls directed to an auto attendant to be routed to the APMAX ACD Service call centers without using an additional outgoing and incoming trunk.
Scheduling*	Play a specific greeting based on the time of day.
Caller Specific Greetings*	Record a unique greeting and play it for certain calling numbers.
Insert .wav Files for Greeting	Subscribers may insert a .WAV file to use as their customized personal greeting.
Language Settings	Subscribers can choose to use either English or Spanish for their phone interface (applies to menus and prompts that the subscriber hears). Selection is made the first time a new subscriber logs into their voice mailbox but can be changed at a later time.
Record Name *	Subscribers can record their name for use in the mailbox greeting and other APMAX services.
Routing Mailbox	A Routing Mailbox is similar to a greeting only mailbox. However, it is configured to collect digits and then route the caller to another mailbox or phone.

Associated Numbers	Multiple phone numbers can share the same voice mailbox. Message Waiting Indication can also be configured for each associated phone number.
Out Dial (Transfer to Number)	Allows the caller listening to a Voice Mail greeting to transfer to another pre-programmed number. Example: <i>"Leave a message or press '0' (zero) to be connected to my cell phone"</i> .
Out Dial Administration	Subscribers can manage their own Out Dial number by accessing their mailbox setup options.
Main Menu Out Dial Number*	Subscribers who are logged into their mailbox may call numbers configured as out dial numbers without leaving voice mail.
Private & Shared Distribution Lists	Subscriber may forward or send messages to distribution lists. Distribution lists may be imported from other mailboxes. The system supports up to 99 lists per Voice Mail customer.
Manage Distribution List	Subscribers can manage their private Voice Mail distribution lists via their mailbox setup options.
Automatically Forward Message to a Distribution List	Allows subscribers to configure a mailbox to automatically forward all voice mail messages to a distribution list. Every message left in the voice mailbox will forward upon receipt.
Delivery to Non-Subscribers*	Voice Mail messages can be delivered to non-voice mail subscribers who are part of a distribution list. The service attempts to deliver the message up to 5 times in 5 minute intervals. If the message cannot be delivered, a message indicating the delivery failure is placed in the subscriber's mailbox.
Play End Of Message Option*	Whether or not the "End of Message" announcement should be played at the end of voice messages.

Recording Messages (Caller)

Busy Greeting	If a call is forwarded to Voice Mail because the line is busy, the system announces, <i>"the party you have reached is on the phone"</i> before playing the subscriber's custom greeting.
Edit Message	Edit Message allows the caller to listen to their message, re-record their message, append to the end of their message or cancel the message. After the custom greeting callers hear, <i>"When you are finished recording, press # for further options or simply hang up"</i> .
Message Tagging	When leaving messages, callers have the option to tag their message as: Urgent - Message will be played to subscriber first (before other regular messages). Private - Message can not be forwarded. Acknowledge - When the message is retrieved, notification is sent back to the caller.
Scheduled Message Delivery	Subscribers have the option to record a message and schedule it for future delivery (message must directed to another APMAX Voice Mail subscriber).

Retrieving Messages (Subscriber)

Auto Login	This allows subscribers to access their voice mail messages and settings without being prompted for their mailbox ID and password - as long as they are calling from the number subscribed to Voice Mail. Customers can enable or disable the feature.
Semi-Auto Login*	This feature is similar to auto-login but in Semi, the user is still prompted for their PIN.
Admin Entry Point*	This setting determines where the user logs in. Choices include the Main Menu, Message Retrieval Menu, or New Message Playback.

Message Playback Order*	This setting allows the Telco to configure, on a per-customer basis, which of the following are played and in what order: the message (recording), private (if message is tagged as private), urgent (if message is tagged as urgent), timestamp, and caller.
Continuous Playback*	This mailbox setting allows the subscriber to play multiple messages continuously without the need to press a key between messages. Any new messages played will automatically be marked as saved once they have been heard using this feature.
End of Message Announcement*	When message playback is complete, an 'end of message' announcement can be played to indicate that message playback is complete. This assists subscribers who have short or no-audio (hang up) messages left in their mailbox.
New Message Sort Order*	The order in which new messages will be played back when the subscriber accesses their mailbox. Options include: Newest First, or Oldest First.
Saved Message Sort Order*	The order in which saved messages will be played back when the subscriber accesses their mailbox. Options include: Newest First, or Oldest First.
Undelete Messages	When subscribers delete a voice message, it will not be permanently deleted until they disconnect the call. While retrieving messages, subscribers can "undelete" a message by returning to the main menu, playing the message again, and then saving the message.
Full Mailbox Warning	When a subscriber's mailbox is full, the system warns that new messages will not be recorded until messages have been deleted from the mailbox. Callers hear that they cannot leave a message.
Reply to Message	Subscribers may reply to a message without having to phone the person who left the message. Options are available to reply to a Phone (phone the caller), reply to the caller's Mailbox or to Ask which option (reply to mailbox or reply to phone) should be used.
Message Forward w/Introduction	When subscribers forward a message, they may record an introduction to the message before it is sent to another mailbox or to a distribution list.
Send/Forward Message to Multiple Mailboxes	Allows subscribers to send or forward messages to multiple mailboxes at one time.
Alternate Forwarding Menu Announcement*	An alternate announcement "Enter the mailbox number or distribution list number you would like to forward the message to" is provided with the announcement set.

Message Notification Features

Daily Notification	Subscribers can configure the system to notify them at a specific phone number and time if they have received new Voice Mail messages.
Pager/Phone Notification	This allows subscribers to receive notification via pager or another phone of all voice messages, or just those marked "urgent" (Voice Mail subscriber's option)
Sequential Notification	This option allows subscribers to configure the service to notify a series of phone numbers when they receive new messages.
Continuous Paging	The system will continuously page a subscriber until all new messages have been retrieved.

Voice Transcription Feature Option**	The service provides support for a voicemail to text feature. When a new voicemail message is recorded and sent, it is transcribed into text and included in an e-mail or text notification.
Email Audio Codec *	The type of encoding codec to use when compressing Voice Mail messages when sending them via email as audio files. This allows .WAV or MP3 for Wireless device compatability.

System Features

System Message*	The service provider may record a 'system message' that will play each time a subscriber logs into their mailbox. This message might be used to announce service changes, marketing messages or planned service outages. The system message can be tagged with an expiration date and time.
Message Waiting Indication*	SMDI, SIP, SS7 and Screen Pop message waiting indication. Also supports message waiting indication to mobile switches using ANSI/IS-41. Support for Primal, ADC and Nokia SMSCs.
Require User Password Change	This is an optional setting to require a subscriber to change their password upon first use of their mailbox.
Allow Zero Length Passwords	If a customer has programmed a zero-length password, no password will be requested to access Voice Mail.
Flexible Number Delivery	Allows your Telco to configure the Caller ID number that displays for notification calls.
Short Message Suppression	If this feature is used, the system announces, "caller did not leave a message" when a message less than 2 seconds is recorded. If the calling number is "unknown", no message is recorded and no message waiting indication is placed on the line.
Multiple Time Zone Support	The Voice Mail system supports customers in multiple time zones.
Rename Mailbox	This features allows the service provider to change a subscriber's telephone number and mailbox while still retaining messages, personal settings and greetings.
Search by Associated Number	APMax User Interface users have the ability to search for mailboxes by Associated Numbers.
View-Only Administrative Mode	All package options are settable to allow or disallow changes by CSRs or subscribers.
Send Message to All*	Messages can be created and sent to all voice mail boxes.

* *Unified Messaging Version 4*

* *Unified Messaging Version 5*

** *This feature requires a third party transcription service.*



Innovative Systems reserves the right to change specifications without notice.

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