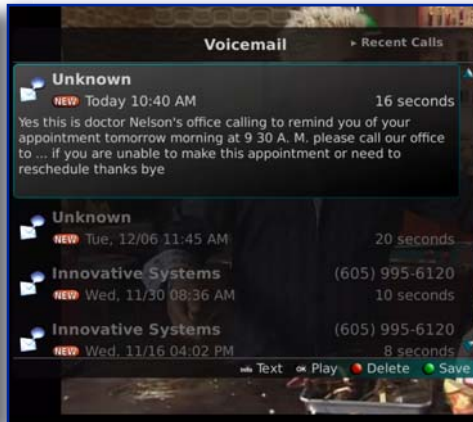




# Unified Messaging

## Industry Leading Voice Messaging Solution

- Over 400 Systems Deployed
- Wireless and Wireline Compatibility
- Integrates With Single Number and Call Routing Services
- Delivers Voice to Text Over IPTV
- Customer Care Web Portal



## Unified Messaging Features:

- Voice Mail to Text Transcription
- Voice Mail to e-Mail
- Web Portal access
- Works with other APMAX Services: Single Number Service, Telemarketer Call Screening, Auto Attendant and Automated Call Distribution

## Mailbox Features:

- Call Screening Pickup
- Sub Mailboxes
- Prompt for Group Greeting
- Greeting Only Mailboxes
- Temporary Greetings
- Multiple Greetings
- Auto Attendant Time-Out Digit Scheduling
- Caller Specific Greetings
- Spanish Language Settings
- Record Name
- Routing Mailbox
- Associated Numbers
- Out Dial (Transfer to Number)
- Out Dial Administration
- Main Menu Out Dial Number
- Private & Shared Distribution Lists
- Manage Distribution Lists
- Automatically Forward Message to a Distribution List
- Message Delivery to Non-Subscribers
- Auto Attendant Outdial
- Auto Attendant integration with the optional ACD Service

## Recording Messages (Caller)

- Busy Greeting
- Edit Message
- Message Tagging
- Scheduled Message Delivery

## Scalable, Reliable, Compatible Service

APMAX provides a central office grade platform providing up to 384 SIP or SD-0 channels and up to 29,000 hours of redundant message storage. Unified Messaging is scalable, allowing you to have from 100 to 125,000 mailboxes. Redundant storage is included for no additional cost!

## Built-In Automated Attendant Functions

Subscribers can define unlimited menu levels. Automated Attendant can be set to play a message, forward a call to a specific telephone number, implement a dial by name directory, and activate the service for operation on specific time of day and day of week configuration.

## Outstanding Conversion and Support

If you are replacing a Voice Mail system, often we can automate the conversion of subscriber information (telephone number and voice mail package) in preparation for the cutover. If you are upgrading Voice Mail licenses from an AP to an APMAX, we can transfer almost all information including mailbox data, greetings, messages, and end user settings. We also provide technical and marketing support to help you along the way.

## New Messaging Features

Voice to Text - All new voicemail messages left are transcribed into text messages and included in the email or text message notifications. The voice to text transcription requires an additional cost for the service.

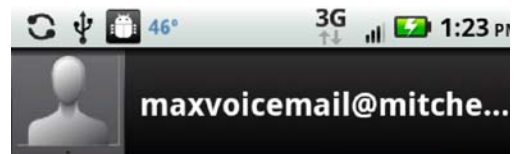
MP3 support for mobile devices.

System Message - play a 'system message' each time a subscriber logs into their mailbox. The message can have a specific start and end time.

Delivery to Non-Subscribers - Voice messages can be delivered to non-subscribers who are part of a distribution list.

## Screen Pop Message Waiting Indication (on the TV)

If you offer IPTV services to your subscribers, it is possible to send Message Waiting Indication to the subscriber's television. With APMAX Middleware, subscribers can listen to their messages on - screen!



<Subject: Voice Mail from (6059956120)> You have a new voice mail message in mailbox 6059904292.  
 Transcript: Good morning Mr. Murdock this is Dr. Smith's office. I'd like you to give me a call. We  
 December 8, 9:54 AM



## Voice Mail to e-Mail

Because the APMAX has built-in redundant web servers, no additional hardware is required for web applications.

It's really very simple for subscribers to use Voice Mail to e-mail with any e-mail account. Subscribers can receive voice mail messages at multiple e-mail addresses if they desire. Messages will play on either a PC or Mac. With Voice Mail to e-mail, subscribers have the option to delete voice messages directly from the e-mail while still keeping the attached audio file in the e-mail for as long as needed. There are links in the e-mail message allowing the subscriber to save or delete messages from the system which will also remove message waiting indication from their line.

Subscribers could retrieve all of their voice mail via e-mail and never have to call into the APMAX system to listen to messages.



## Branding Opportunity

The voice mail to e-mail message is an html file making it possible for you to customize the message to look as you want it to. Have it coordinate with your company website, incorporate hyperlinks, use it to promote services as needed.

## Web Portal Options

The Web Portal and Integrated Web Portal options give your customers access and administrative control over their voice messages. With Integrated Web Portal, they enjoy enhanced contact management. Providers can use the Web Portal to drive subscribers to their website and make managing services more convenient.

With the Web Portal, subscribers can change their General Settings including PIN Number and Email notification for voice mail to email. They can manage custom greetings allowing them to upload new greetings and quickly change between greetings when they are going to be away (out of office). The web portal also gives the ability to set a schedule for greetings to work at specific times and also to work for specific callers.

Along with the convenience of managing personal settings, subscribers can listen to messages and save or delete messages from the Web Portal. It is entirely possible that a subscriber would use their Voice Mail service and rarely, if ever, have to access messages via their phone.



APMAX Unified Messaging Features Continued...

## Retrieving Messages

- Auto Login
- Semi-Auto Login
- Admin Entry Point
- Message Playback Order
- Continuous Playback
- End of Message Announcement
- Undelete Messages
- Full Mailbox Warning
- Reply to Message
- Message Forward w/Introduction
- Send/Forward Message to Multiple Mailboxes
- Alternate forwarding Menu
- Announcement

## Message Notification Features

- Daily Notification
- Pager/Phone Notification
- Sequential Notification
- Continuous Paging

## System Features

- System Message
- Message Waiting Indication
- Require User Password Change
- Allow Zero Length Passwords
- Flexible Number Delivery
- Multiple Time Zone Support
- Rename Mailbox
- Search by Associated Number
- View-Only Administrative Mode
- Send Message to All
- Test e-Mail Notification from UI
- Move Mailboxes and Preserve Messages
- MP3 Support for Mobile Devices
- International Number Plan Support