> *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.
Out Dial to Toll Numbers	Subscribers can now configure the Out dial feature to toll numbers in both Voicemail and Auto attendant.

Mailbox Features

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.
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.
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.
A. Attendant Time-Out Digit	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.
A. Attendant Service Out dial to ACD	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 Caller Specific Greetings	Play a specific greeting based on the time of day. 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	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: "Leave a message or press '0' (zero) to be connected to my cell phone".
Out Dial Administration	Subscribers can manage their own Out Dial number by accessing their mailbox setup options or through the APMAX Web Portal option.
Out Dial to Toll	Subscribers can configure the Out Dial feature to toll numbers. The toll charges will be assigned to the Subscribers DN.
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, "the party you have reached is on the phone" 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, "When you are finished recording, press # for further options or simply hang up".
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).

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 cannot be forwarded.
	  Acknowledge - When the message is retrieved, notification is sent back to the caller.

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	Indicate that message playback is complete. This assists subscribers who have short or no-audio (hang up) messages left in their mailbox.
Saved 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.
Undelete Messages	The order in which saved messages will be played back when the subscriber accesses their mailbox. Options include: Newest First, or Oldest First.
Full Mailbox Warning	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.
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 FWD 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 re 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 compatibility.

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 feature 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.
Disable a Mailbox for Non-Payment	his feature allows the telephone company to disable a user mailbox until payment has been received, while keeping greetings and other personal settings intact.
Has Recorded Name Field	The Has Recorded Name field is now available in the Subscriber Management add-on through the Voice Mail/Unified Messaging service. The service has been enhanced to make the field visible for dial-by-name so that the administrator can see if someone has not entered their name.
Mobile Access Field	The Voice Mail/Unified Messaging service now includes a Mobile Access field. This allows the administrator to add or remove mobile access from the Internet Access add-on service list.
Transfer to ACD Function	The Voice Mail/Unified Messaging service and Automated Attendant have the ability to transfer calls to an Automated Call Distributor Service (ACD) Call Center, Department or Agent.
Test E-Mail Feature	The Test E-Mail button is used to send a sample e-mail to the associated address, verifying the address and system configuration are correct. All text entered in the Test E-Mail Notification Message window is treated as HTML. This allows the usage of HTML tags to create a customized e-mail to send to the subscriber
Auto Attendant Statistics	Support has been added in the report viewer to report on auto attendant statistics. This allows the telco to track which numbers are being called and which legs of an auto attendant are being utilized.
Test Notifications	The test notifications button is used to insert a test voicemail message into a mailbox. This allows for easy testing of voice transcription and any configured notifications for the mailbox.

| **Email Notification** | Feature enhancement to support multiple SMTP servers and multiple templates to allow the telco to tailor the email notification contents for specific groups of customers. In addition, email notification can now be configured to connect to the SMTP server via any port and may use SSL or TLS for security. |

Innovative Systems reserves the right to change specifications without notice.

| **1000 Innovative Drive** | **Mitchell SD 57301** | **605.996.6120** | **www.innovsys.com** |