Unified Communications for Business and Residential

- Auto Attendant feature enhances your Hosted PBX
- Voicemail to E-mail mobilizes Messaging
- HTML5 Web Portal offers Message Recording
- Voice to Text Messaging option

Unified Messaging

"With our new voicemail to e-mail feature, every school employee has near real-time access to their phone messages because they are always connected to the Internet with their computers."

Steve Law, John Stark Regional High School, New Hampshire

Scalable, Reliable, Compatible Service

APMax provides a central office upgrade platform providing 384 SIP or DS-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.

Built-In Automated Attendant Functions

Subscribers can define unlimited menu levels with Automated Attendant, which 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 voicemail system, often we can automate the conversion of subscriber information in preparation for the cutover.

Key Messaging Features

- Voicemail to Text - Text transcription of voicemail messages - *see Unified Messaging Voice to Text on page 12.*

- MP3 support for mobile devices

- Disable mailboxes of your seasonal customers or on a late pay

- Allows for voicemail transfers to a centrex extension

- Test notifications

- Centrex digit dialing
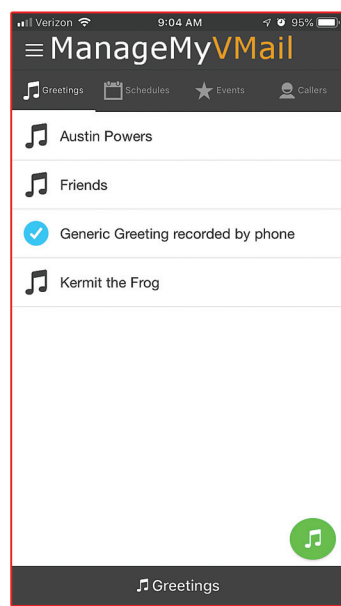
Integrates with Other APMax Services

- Single Number Service
- Telemarketer Call Screening
- Auto Attendant
- Notify Plus
- Automated Call Distribution

Mailbox Features

- Call Screening Pickup
- Sub Mailboxes
- Greeting Only Mailboxes
- Temporary Greetings
- Up to 100 Custom Greetings
- Auto Attendant Time-Out Digit
- Scheduling
- Caller Specific Greetings
- Spanish Language Settings
- Record Name
- Routing Mailbox
- Associated Numbers for Wireless phones
- Out Dial (Transfer to Number)
- Main Menu Out Dial Number
- Message Delivery to Non-Subscribers
- Auto Attendant Outdial
- Auto Attendant Integration with the optional ACD Service

Voicemail to E-mail

It's really very simple for subscribers to use voicemail to e-mail with any e-mail account. Subscribers can receive voicemail messages at multiple e-mail addresses if they desire. Messages will play on either a PC or Mac.

With voicemail 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. Links in the e-mail message allow the subscriber to save or delete messages from the system which will also remove message-waiting indication from their line.
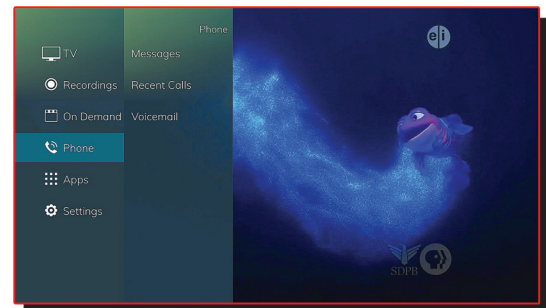
Screen Pop Message Waiting Indication (on the TV)

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

Contact the Sales Department at Innovative Systems for a full list of Unified Messaging features.

Branding Opportunity

The voicemail to e-mail message is an HTML file which makes it possible for you to customize the message to look as you want it. You could have it coordinate with your company website, incorporate hyperlinks, or promote services as needed.

New Feature: If you share an APMax system, you can have multiple e-mail notification centers.

Web Portal Option

The new responsive design, HTML5 Web Portal, simplifies the subscriber's online voice message management.

See the HTML5 Web Portal on page 17 for more information.

![Innovative Systems logo]
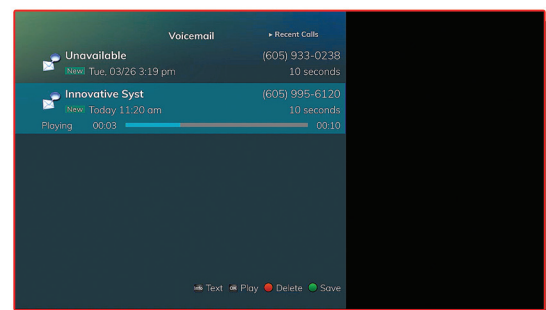
Unified Messaging

ManageMyVMail App*

Key Features

- View list of messages
- Listen to audio
- View text transcription
- Delete messages
- Manage greetings

Voice to Text*

Carrier ⚑ 3:21 PM
≡ ManageMyVMail
✉ 605-990-0000
Yes this is ABC Telco calling. There will be a p...
4/5/16 8:01 AM - 0:20
✉ 605-995-0000
nothing transcribed
2/16/16 4:08 PM - 0:17
✉ Messages

samsheets22
★ ★ ★ ★ ★ 👍 4

Works great This app is great. I don't have to call my voicemail anymore! I just read them and delete from here. Also I can screenshot the message so that when it reaches the save limit and auto deletes, I still have a record of it.

Subscribers Love Voice to Text!

- Subscriber can receive MP3 or .wav files of the actual voice message along with the text transcription.

- System is highly scalable for small to large providers.

- The text transcription is saved with the message and is available for display on the IPTV Middleware from Innovative Systems.

- Transcription can be included in SMS, MMS, or HTML e-mail along with an attachment of the recorded message that was left by the caller.

- Users' personal messages are assured to remain private since humans are never used in the transcription process.
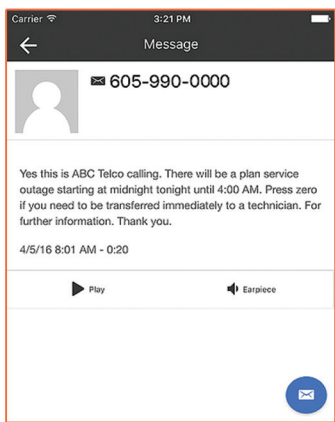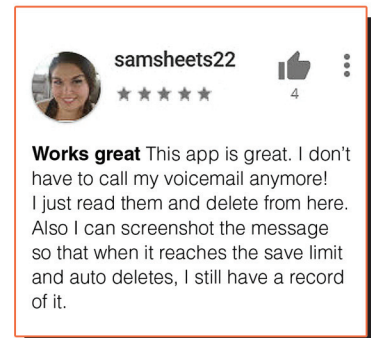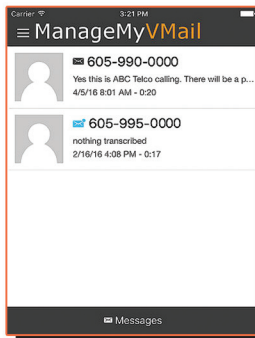
How It Works

- Caller leaves a voice message in a subscriber's mail box with the voicemail to text feature.

- The APMax sends the audio file for transcription.

- Transcription time is normally equal to the length of the message.

- Notification with text transcription is sent to the subscriber.

- Text messages are retained on the APMax with the original voicemail message and are removed when the voicemail message is deleted.

The voice to text transcription is an additional cost. Ask your IS Account Manager for more details.

ANDROID APP ON Google play   **Available on the App Store**

≡ ManageMyVMail
✉ 605-999-
Hi dad this is Carter calling. Could you please pick me up at school. When you get a chance.
11/3/16 7:59 AM - 0:14
✉ 605-999-
Good morning Mr. Myer this is Jean at Dr. Johnson's office calling to confirm your appointment this afternoon.
11/3/16 7:53 AM - 0:28

Carrier ⚑ 3:21 PM
← Message
✉ 605-990-0000
Yes this is ABC Telco calling. There will be a plan service outage starting at midnight tonight until 4:00 AM. Press zero if you need to be transferred immediately to a technician. For further information. Thank you.
4/5/16 8:01 AM - 0:20
▶ Play   🔊 Earpiece

Voicemail   ▶ Recent Calls
Unknown
NEW Today 10:40 AM   16 seconds
Yes this is doctor Nelson's office calling to remind you of your appointment tomorrow morning at 9 30 A. M. please call our office to ... if you are unable to make this appointment or need to reschedule thanks bye
Unknown
NEW Tue, 12/06 11:45 AM   20 seconds
Innovative Systems   (605) 995-6120
NEW Wed, 11/30 08:36 AM   10 seconds
Innovative Systems   (605) 995-6120
NEW Wed, 11/16 04:02 PM   8 seconds
Info Text   ok Play   🔴 Delete   🟢 Save