ERICSSON MX-ONE™ MESSAGING

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TAKING YOU FORWARD

Ericsson MX-ONE™ Messaging

High technology should greatly increase productivity. However, research shows that managing multiple systems can actually decrease it. With so many different software and hardware functions for each application, such as voice messaging, arranging appointments, faxing and managing correspondence, users may become confused and frustrated. Why, in this age of informational innovation, isn't there a one-stop solution?

Ericsson offers your organization a variety of high-tech yet easy-to-use communication options. Depending on your staff's needs, MX-ONE™ Messaging provides messaging capabilities from standalone voice mail technology and inbound and outbound faxing, to highly interactive Unified Messaging.

MX-ONE™ Messaging is a state-of-the-art mobile messaging application that lets users access their messages anytime and anywhere. All messages—whether voice, fax or e-mail—are available through your mobile phone via text-to-speech or your computer desktop via Microsoft Outlook, Lotus Notes, Novell GroupWise or any IMAP4-compliant e-mail system. This instant accessibility leads to greater productivity and efficiency, giving your company a vital competitive edge. MX-ONE™ Messaging combines the best of two worlds, namely data and voice in an integrated, easy-to-manage convergence-based communication server.

By providing your workforce with advanced voice mail, inbound and outbound faxing, or best of all, the Unified Message System, which combines these and other options, you are giving them that vital competitive edge, both individually and as part of the team.

Ericsson MX-ONE™ Messaging increases productivity at the office with all three message types displayed together on the desktop computer; message retrieval is fast, and prioritizing easy.

MX-ONE™ Messaging Voice Mail

Designed for scalability for use in small offices or at large multi-site corporations, MX-ONE Messaging Voice Mail can handle the most demanding voice messaging needs of any company. Messaging Voice Mail is a feature-rich, voice messaging system supporting up to 120 ports per server. Up to 256 servers can be networked. Messaging Voice Mail has all the traditional voice mail features and can be expanded into a complete Unified Messaging system. Messaging Voice Mail also provides auto-attendant capabilities that can be used to route incoming calls without an operator. Messaging Voice Mail is the perfect solution for voice messaging.

MX-ONE™ Messaging Fax Mail

Messaging Fax Mail Server is an e-document delivery system ideal for the small to mid-size company, department or workgroup. With Messaging Fax Mail, organizations can take advantage of a wide range of network faxing options, including creating, sending and receiving documents directly from computer desktops.

MX-ONE™ Unified Messaging

MX-ONE™ Unified Messaging is a state-of-the-art mobile messaging application that lets users access their messages anytime and anywhere. All voice, fax, and e-mail messages are available at desktop or mobile phones, as well as on computer desktops, via Microsoft Outlook, Lotus Notes, Novell GroupWise or any IMAP4-compliant e-mail system. This instant accessibility leads to greater productivity and efficiency, giving your company a vital competitive edge.

Feature	Messaging Voice Mail	Messaging Fax Mail	Messaging UM
Advanced Voice Mail	Standard		Standard
Automated Attendant	Standard		Standard
Voice Intercept Messaging (VIM)	Optional		Optional
Networking	Optional		Optional
Message Notification	Standard	Standard	Standard
IP Integration	Optional		Optional
Multiple Language Support (2 standard)	Standard		Standard
Advanced Inbound/Outbound Fax		Standard	
Fax on Demand (Fax Text)		Standard	
Advanced Fax Application Suite		Optional	
Unified Messaging			Standard
Text to Speech			Optional
Global User Administration	Optional		Optional
Single point of administration via D.N.A and Communication Organizer	Standard		Standard

Standard
Optional

Advanced Voice Mail

When users are busy on the phone or are away from their desks, MX-ONE™ Messaging answers calls and allows callers to leave messages. Voice messaging can be used for non-real-time communications in the same manner as e-mail. Users reply to or forward incoming messages, and create new messages to one or several receivers without needing to speak directly with the other party.

Automated Attendant

MX-ONE™ Messaging Automated Attendant acts as a "virtual employee", routing your customers and clients to the department, person or information they need—24 hours-a-day, seven-days-a-week. Used in conjunction with the call routing feature, it enables different behavior depending on the time and day. It can be used in place of a playback device, which is especially useful for hunt group announcements and overflow stations. Additionally, it allows each individual mailbox to be configured with different call processing capabilities. Depending on users' rights, incoming calls may be presented with a personalized menu of options that can be predefined with actions like:

• Forwarding to mobile phones or home offices

• Forwarding to secretaries or assistants

• Allowing callers to dial other extensions

• Allowing callers to send faxes

The call flow for each mailbox is easily set up by your system administrator and can be activated/deactivated by individual users.

Voice Intercept Messaging (VIM)

"MX-ONE Messaging Voice Mail can take advantage of the Message Diversion feature in an Ericsson MX-ONE Telephony Server or MD110 PBX. When users activate message diversion, callers are told why the user is absent and the scheduled time for the user's return.

"John Holland is out for lunch and will be back at 1 p.m."

Callers have a wide range of options, including leaving a message, transferring to an operator or personal assistant, transferring to John's mobile phone, transferring to another number, or hearing the options again in another language.

Integrated Client Access Server

Prior to MX-One Messaging 4.1, OneBox 4.01 supported only server-based unified messaging where the voicemail system moved the incoming voice messages to the user's e-mail inbox.

MX-ONE Messaging now supports a version of client-based unified messaging using IMAP technology. With Integrated Client Access, the user's voice messages (and if desired, fax messages) stay on the MX-ONE Messaging system, but can be viewed/played from an e-mail client on a LAN-connected PC.

Unlike many forms of client-based unified messaging from other vendors, Integrated Client Access gives users access to their messages both from their phones and e-mail applications.

Short Message Service (SMS) Support

This feature allows users to obtain message notifications on their mobile telephones and pagers.

Messaging Fax Mail Application Suite

The MX-ONE™ Messaging Fax Mail Application Suite contains features such as:

• PDF Converter: Allows PostScript and PDF files to be sent as outgoing faxes.

• E-mail Gateway: Provides integration between a fax server and popular e-mail systems, such as Microsoft Exchange® and Lotus Notes. The e-mail gateway allows users to send and receive faxes directly from e-mail clients.

Advanced Inbound/Outbound Fax Mail

Users may conveniently receive and store incoming faxes in their Microsoft Outlook or Lotus Notes mailboxes. They can also view faxes directly from a fax manager application or most Web browsers.

A received fax can be printed on a printer or forwarded to a fax machine. This enables users to maintain confidentiality and print out faxes 24 hours a day—at work, at home or when traveling.

Since faxes are sent and received directly on users desktop PCs, sending a fax is just as easy as printing a document. When sending a fax, users can include introductory comments, specify future delivery and restrict message forwarding. Recipients of fax messages can forward them to other subscribers and append introductory voice comments.

Fax on Demand (Fax Text)

Fax on Demand allows a company to set up a library of fax documents that is easily retrievable by outside callers. Callers can retrieve documents either by:

(1) Calling the system from any fax-phone and having the documents delivered on the same call, or

(2) Calling the system from an ordinary phone and having Messaging Fax Mail deliver the documents to any fax machine.

Anytime Access

Unified messaging allows users to access all messages— voice mail, fax mail and e-mail— anywhere, anytime, from their desktop clients (Microsoft Exchange or Lotus Notes), Web browsers or telephones.

Text to Speech

While away from the office, users can retrieve their e-mail messages over their phones by an advanced text to real speech engine in UK English, US English, French, German, Italian, Spanish, Dutch, Danish, Norwegian, Portuguese, Polish and Swedish.

Global User Administration

Administrators of multiple, networked systems can simultaneously manage subscriber and distribution list databases of all systems in a MX-ONE™ Messaging network. Additions, changes and deletions of subscriber mailboxes and distribution list mailboxes are performed from a single global view.

Single Point of Administration via D.N.A, MX-ONE™ Communication Organizer or Active Directory snap-in

System administration of MX-ONE™ Messaging and the Ericsson PBX can be managed through D.N.A. and the MX-ONE™ Manager Application Suite. Moves, additions, and changes can easily be performed from the D.N.A. Directory Manager and Extension Manager, or from the MX-ONE™ Communication Organizer.

The Active Directory snap-in adds a tab to each user account in Active Directory Users and Computers.

With the snap-in, Active Directory becomes an additional administrative client for managing messaging subscriber accounts. You can create Messaging subscriber mailboxes while adding new users to Active Directory. If a subscriber already has a Messaging mailbox, you can associate the mailbox and configure settings through this utility.

Networking

The advanced networking of MX-ONE™ Messaging makes it the solution of choice for large, multi-site enterprises. MX-ONE™ Messaging supports both analog and digital networking formats, as well as Voice Profile for Internet Messaging (VPIM) and the industry standard Audio Messaging Interchange Specification (AMIS) for networking with other vendors' messaging systems. With MX-ONE™ Messaging, you can network an unlimited number of systems together to create a solid, enterprise-wide communication solution.

Technical Data MX-ONE™ Messaging 4.1

Number of voice ports:

Messaging Voice Mail 4–120 Messaging UM 4–120

Number of fax ports:

Messaging FaxMail Business Server 1–30 channels (maximum 16 channels per server)

Maximum number of Unified Messaging clients:

10,000 (SBUM) per server, network up to 256 servers

Operating system support:

Microsoft Windows 2000 Server with Service Pack 4 or Windows 2003

Minimum server requirements:

20 GB hard disk with a 8-GB drive C partition (this configuration supports 1,500 subscribers; an additional 10 GB of disk space outside the C partition is required for each additional 1,500 subscribers)

1.0 GHz Intel® Pentium III™ or equivalent microprocessor (minimum), Intel Xeon™ (recommended)

512–2048 MB RAM

Color VGA-compliant graphics adapter and monitor

DVD drive and 3.5-inch disk drive

Universal PCI (PCI-X) slots

Symantec pcAnywhere™

Built-in USB port (must be BIOS-enabled)

One or more COM ports as necessary to support remote maintenance as well as any other optional features that require a COM port

Appropriately configured feature key floppy disk and USB hardware lock

If integrating using an outbond RS-232 integration, a dedicated COM port and serial cable to communicate with the telephone system

PBX integrations:

Available Ericsson PBX integrations include:

- Ericsson MX-ONE™
  - IP
- Ericsson MD110
  - Analog
  - CAS
  - DPNSS
  - IP
  - ISDN (fax only)
- Ericsson BusinessPhone
  - Analog

The MX-ONE™ Messaging application suite offers integration to the other PBXs. For information, please contact Ericsson.

E-mail access:

E-mail access means integration of e-mail, voice mail and fax systems. Messages can be accessed via client PC applications or telephones.

Full server-based UM client integration can be achieved with systems using:

- Microsoft Outlook, 2000 (v9.0), XP (v10.0), 2003 (V11.0)
- Lotus Notes/Domino R5.0.12, R6.03, R6.5.4 (Microsoft platform only).

IMAP RFC standard 2060-based UM integration can be achieved with systems using:

- Novell GroupWise 6.5.