

innovaphone Voicemail:

More than a mere mailbox



It does not matter whether someone is away from his desk or engrossed in another conversation: with the innovaphone Voicemail he will never miss a call again!

The innovaphone Voicemail is a professional, integrated Voicemail solution available for every innovaphone PBX subscriber across the network. The innovaphone Voicemail uses the capabilities of the innovaphone PBX in the best possible way: This service is extremely easy and comfortable to operate using the feature keys on the telephone. No PIN is needed to access voicemail recordings on internal telephones, however, access from external telephones is PIN protected.

Maximum flexibility

DTMF enables messages that have been left to be accessed, deleted, repeated or saved from internal and external telephones. It is possible to return a call directly from the voicemail menu. Personal announcements such as a personalised message can be recorded and managed over the telephone directly at your desk. Moreover, the PIN number for external access can be changed in the voicemail menu.

All innovaphone IP telephones use a lamp, text or icon to indicate a waiting message (Message Waiting Indication (MWI)). Telephones from third party manufacturers can also show that a message is waiting as long as the telephones are based on SIP or H.323. Alternatively, it is also possible to configure the voicemail to send the recipient an email informing him of a new message waiting. The email can be sent either with or without the message as an attached audio file (Wav file). In order for this function to be used, the administrator just needs to configure the XML file included in the delivery once (email.xml).

Tailored to fit: innovaphone Voicemail configuration

The core of the Voicemail is based on XML: The scripts for voicemail are delivered ready to use and, with a little experience in XML, they can easily be adjusted to fit. Thus emails can be sent with sender information, and data can be written or read in other systems, which can be useful for example for a customer number enquiry of an ERP system.

No server needed

The innovaphone Voicemail runs on the same hardware as the innovaphone PBX, a server is not necessary. A Compact Flash card can be used to store announcements and messages.



All devices used for operating the PBX are equipped with a Compact Flash slot. However, it is also possible to store messages on a computer or web server if necessary.

Licensing

Up to and including V9: The number of Voicemail licenses must be equal to the number of Port licenses on the innovaphone PBX - no matter how often the Voicemail is required.

Choose between the following two licensing models from V10:

The on demand model (Voicemail User license): this licensing model requires one Voicemail User license per user.

With a V12 Voicemail User license it is not possible to downgrade to a V10 Voicemail license or older. It is also not possible to use the V12 Voicemail User license in PBX installations with version 10 or older.

The volume model (Voicemail license): this licensing model requires the number of Voicemail licenses to be equal to the number of Port licenses - no matter how often the Voicemail is needed.

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:: **Voicemail-Lic Start:** The first license activated on the device

:: **Voicemail-Lic min1:** Price from the 2nd to 250th license

:: **Voicemail-Lic min250:** Price from the 251st license
activated on the device

Please note!

The different licensing models cannot be combined, nor is it possible to change to the new licensing model via the Software Service Agreement. If V9 Voicemail licenses are being used, you automatically stay with the old licensing. In some cases it can be worthwhile to change to the new licensing model.

The innovaphone Voicemail solution is part of the UC license. This incorporates all innovaphone UC components and is offered at an especially favourable price. It is possible that sufficient Voicemail User licenses are available for the foreseen number of users on purchasing innovaphone UC licenses.

Current languages supported

The innovaphone Software Phone solution currently supports the following languages: German, Danish, Dutch, English, Finnish, French, Italian, Norwegian, Polish, Portuguese, Swedish, Spanish, and Czech.

(Other languages on request)

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At a glance



innovaphone Voicemail

Voicemail:

- Voice recording: Callers can leave a voice message, missed calls are a thing of the past
- Based on XML scripts, can be expanded flexibly for other applications
- No server needed to operate Voicemail
- Data storage on CF card or on external web server
- Message waiting is indicated by a MWI lamp (or by text/icon) on the telephone, alternatively, email message (with or without attached audio file)
- Message Waiting Indication (MWI) standard based (according to H.450.7), can be used for 3rd party SIP and H.323 telephones
- Voicemail menu (easy to use with any DTMF telephone)
 - :: Return call
 - :: Listen to, save, delete, repeat message
 - :: Jump to next/previous message
 - :: Record personal announcement e.g. personalized greeting
 - :: Change PIN
 - :: Pickup Voicemail messages without PIN

Licensing:

- The licensing is carried out in accordance with the selected licensing model

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