



AltiGen Phone Systems

Unified Messaging

Unified Messaging

AltiWare provides electronic mail integration capabilities for organizations with LANs installed. Since Internet SMTP/POP3 e-mail standards are supported, AltiGen supports unified messaging that gives the user the option of having their voice mail delivered to any SMTP/POP3 compliant voicemail servers like Microsoft Exchange™. This feature allows for dynamic synchronization of mail between the two servers so that deleted messages from one server get automatically deleted in the other server. Having one post office box for voice and e-mail messages allows you to retrieve voice messages in your e-mail box without changing at all how you retrieve your e-mail now. Your voice mail can be delivered as a WAV file into your e-mail box and can be played over your PC speakers. With AltiGen, the voice mail system can alert you when you have unopened e-mail messages. Users can combine multiple forms of communication for Mixed-Media Messaging (such as voice mail, email, data file, etc.) into a single e-mail message. The user can record a voice message using a telephone handset and attach it to the AltiGen voice mail system for delivery to an internal user (LAN) or an external user (Internet) who can listen to it from the PC.

Support of Internet E-mail Standards and Built-in E-mail Server - allows the user to send and retrieve email using any SMTP/POP3 e-mail client. A complete SMTP/POP3 email server is built into the AltiServ system so that all you need is an SMTP/POP3 email client to send and retrieve Internet email. **Mail Forwarding** - allows you to forward mail (email and VoiceMail) to any SMTP-based mail server.

Exchange Integration - provides unified messaging between the AltiServ and a Microsoft Exchange server on the LAN. The state of both servers will be synchronized. ***This feature allows for dynamic synchronization of mail between the two servers so that deleted messages from one server get automatically deleted in the other server.*** Similarly, a new message sent to one server is transmitted to the other server. This way, the message can be accessed or deleted from either server.

Remote Download of Messages via Internet - allows users who are traveling and/or working at home to download all new voice and email messages in their the AltiGen Voice Mail System Post Office Box via a local Internet access line.

Mixed-Media Messaging - allows users to combine multiple forms of communication (such as voice mail, email, data file, etc.) into a single e-mail message. The user can record a voice message using a telephone handset and attach it to an e-mail for delivery to an internal user (LAN) or an external user (Internet) who can listen to it from the PC. One of the most popular features of the AltiServ Mixed Media Messaging is the **Voice Annotation**. Here is an example of how it may work for you.

Example: **you may have attached to a spreadsheet, or a report to an email, that you want to include verbal instructions or explanations. You may want to send a personal message with a written note. The applications are endless, and the simplicity makes it a very popular.**