



AltiGen Phone Systems

Voice Mail

AltiMail Voice Mail

Every AltiGen system includes a powerful voice mail system designed expressly for the business user. With traditional phone systems, adding voice mail requires connecting a separate voice mail server or purchasing extra add-on cards. **Built into every AltiGen IP-PBX system is the ability to create and manage 2,000 voice mail boxes. Our smallest system comes standard with 1,500 hours of message storage!**

AltiGen's feature packed voice mail has an advanced voice prompted user interface for simple management of our powerful capabilities. Message management options include the ability to delete, replay, save, review, forward, reply, skip, rewind and fast-forward through messages. AltiGen voice mail offers urgent and future delivery, and supports message sending, forwarding and message return to individual boxes, distribution lists or broadcast messages. AltiGen supports Information-Only Mailboxes for effective delivery of information to callers. Remote password protected voice mail access is a standard feature as well as advanced messaging features like One Number Access and our patented Zoomerang message return capability.

AltiMail Voice Mail Features

The AltiGen Voice Mail System is a sophisticated message management system that provides the calling and the called parties with enhanced communication features. It allows greater accessibility, faster reply time between parties, and reduces the frustration of telephone tag. AltiGen's feature packed voice mail system includes full-functioning virtual extensions for key customers, contractors, off-site workers and the mobile workforce.

A summary of voice messaging features include the following:

AltiGen Voice Mail Access from Voice Mail Greeting - users can log into the AltiGen VoiceMail System by pressing * during the voice mail greeting of any extension.

AltiGen Voice Mail Quick Features - allows direct access to a specific AltiGen VoiceMail menu without having to login to AltiGen Voice Mail System.

Call Forwarding from VoiceMail - users can set up Call Forwarding from within the AltiGen Voice Mail System. This allows users to set up Call Forwarding away from the office and without having to access AltiReach or AltiView.

Disable a Mailbox - voice mailboxes can be disabled so that callers cannot leave messages. This can be useful for maximizing system capacity or controlling access to phone services.

Configurable VoiceMail playing order - Administrators can configure users' voice mailboxes to play the oldest or the newest message first.

Future Delivery - allows users to record a message to be delivered at a specific time and date in the future, *up to one year in advance*.

Information Only Mailbox - a mailbox can be configured to announce customized prerecorded information when accessed. This mailbox does not allow callers to leave a message, but only to listen to the message announcement (personal greeting) from the mailbox. To repeat the message, callers are instructed to press the # key.

Making a Call from the AltiGen Voice Mail System - allows users to make a call from within the AltiGen Voice Mail System by pressing # at the Main Menu and entering the external phone number. This is especially useful while traveling where users can respond to all messages and make other calls not associated with a message, all with one call into the AltiGen Voice Mail System. This can result in

significant savings. ***The use of this privilege is configurable on a per user basis.***

Message Management - receives, sends, forwards, deletes, and replies to messages.

Message Notification of E-mail Messages – is a capability designed give you the option of getting a system alert of new voice and/or email messages in your mail box.

Personal Greeting - allows users to record greetings in their own voice to be played when callers reach their voice mail.

Priority Delivery - allows users to determine the priority of message delivery such as normal or urgent.

Private Messaging - allows users to leave a private message in their voice mail for the expected caller.

Reminder Calls - are used to remind yourself of important events, or wake up reminders.

Remote Access - allows users to access the AltiGen Voice Mail System from any telephone by dialing into the main system number and pressing # to login.

Voice Mail Distribution List - allows the user to use system distribution lists, or create and use personal distribution lists for forwarding Voicemail. ***Up to 100 distribution lists can be created.*** Each distribution list can have up to 64 entries, and any entry can be another distribution list.

Internet Integration Features

Built-in E-mail Server - 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. The system allows use of alpha character-based passwords.

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. For example, when a voice mail is deleted from AltiServ, it is automatically deleted from the Exchange server too. The address of the Exchange server must be the name of the machine or the fully qualified domain name.

Mail Forwarding - allows you to forward mail (email and VoiceMail) to an SMTP-based mail server. The destination server address should be the address of the SMTP server to which all mails should be forwarded. This address can be an IP address such as 100.200.101.201, a domain name such as altigen.com, a fully qualified domain name such as waterworld.altigen.com or a machine name such as symphony.

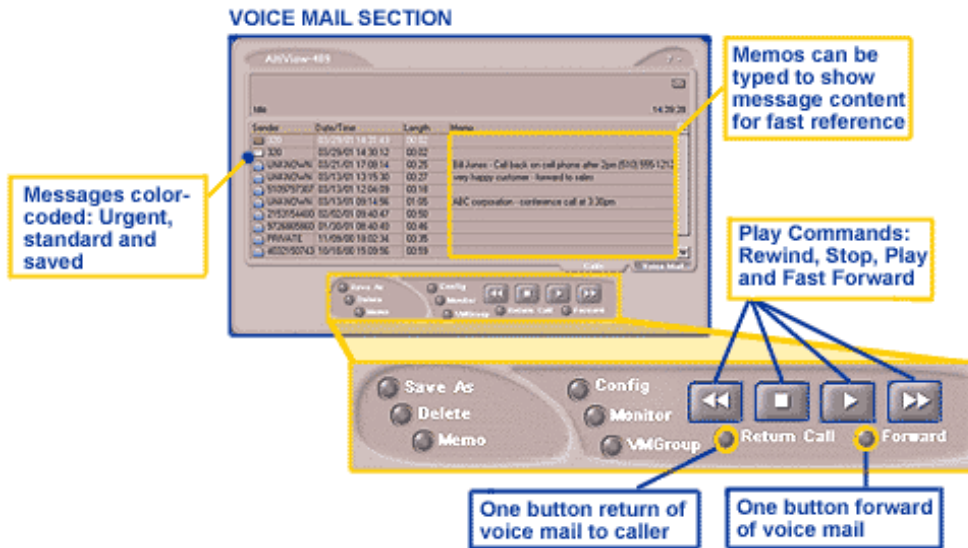
Mixed-Media Messaging - allows users to combine multiple forms of communication (such as voice mail, email, data file, etc.) into a single e-mail message. The user can record a voice message using a telephone handset or microphone on a multimedia PC and attach it to the AltiGen Voice Mail System for delivery to an internal user (LAN) or an external user (Internet) who can listen to it from the PC. The recipients of the AltiServ system also have the option of listening to annotated messages from the handset.

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.

AltiMail Advanced Voice Mail features are standard

Visual voice mail management

AltiView brings message view, message play and visual voicemail management to the desktop. At a glance you can see all of your voice mail messages and access them in any order you choose. Managing your voice mail has never been easier. Now you can listen, save, skip, delete, forward and scroll through voice mail messages right from your desktop PC or laptop computer. For quick reference color-coded icons indicate saved, urgent or new messages. One click on a message allows you to automatically return a call without having to dial the number or to save the message as a WAV file, even forward as an email attachment.



Zoomerang®, Voice Mail Contact Assistant

This capability allows users to listen to messages in the AltiGen Voice Mail System, prompt the system to automatically call the party who left the message, and then return to the AltiGen Voice Mail System to continue checking messages, all in a single call into the AltiGen Voice Mail System.

The Zoomerang capability of the AltiGen voice mail is the hands down favorite for many customers using the AltiServ business telephone system. Zoomerang allows AltiServ users, in a single call, to listen to multiple voice mail messages and to return those calls automatically, with the touch of a button, without ever leaving voice mail, write down the messages or having to dial any telephone numbers.

Lets look at the unique way in which this feature works and see why it changes the entire way our customers work with voice mail. Lets say you return to your desk or you access your Voice Mail box remotely to find 10 messages waiting for you.

With old fashioned Voice Mail, you would have had to listen to your 10 voice mail messages, write down the phone number, caller's name and the message by hand....then listen to the next message (repeating this procedure for the 9 remaining messages) filling up a page within a note book. You then hang up the phone, go back to the top of the list and begin making a series of 10 individual return phone calls. Then go back into voice mail to delete the messages that were returned.

Zoomerang changes all this! With the AltiServ Voice Mail system, as callers are leaving you a Voice Mail message their caller ID, or phone number, is automatically recorded and attached to the Voice Mail Message. When you are listening to Voice Mail messages you can now use the Zoomerang feature to return the call from within voice mail.

During or after listening to a message you **simply press the "5" key** and the AltiServ telephone system will automatically pick up an outside line, connect you, and return the call. You can then have then a conversation regarding the voice mail message and when the caller hangs up you will be returned right back to Voice Mail to listen to the next message.

So with Zoomerang you can now listen a message, and return the call....listen to the next message and return that call. **Imagine driving down the road safely** checking and returning voice mail calls by simple pressing the five key.....never having to take your take your eyes off the road to write down a message or to dial the return number...It all happens in one phone call. Zoomerang works from any where, in the office at your desk, on the road checking Voice Mail with your cellular or PCs phone, from the payphone at the airport, with a single phone call from your hotel, even from overseas.

One Number Access gives callers who reach your voice mailbox the choice to leave a message or have the AltiGen system find you. AltiGen systems will look for you in up to four different telephone numbers. (Example: conference room, cellular phone, client site, or your home office) Your customers only dial one number to find you or leave a message. If you are expecting calls that you want to receive regardless of where you are, you can have the system send the call to you by dialing pre-determined numbers. When One Number Access (ONA) is active and a call comes in to your extension, the system checks to see if the number represents a call you want to receive. If it finds a match, or your caller enters their PIN number, it calls you at the number you specified. No matter where you have the system try to locate you, if the system is unable to connect the call, the caller is sent into your AltiMail voice mail box.

Message Notification extends the reach of the voice messaging to pagers or external phone number and cellular phones. The AltiServ System can even call you, allow you to hear the message and then automatically connect you to the caller if you choose. For example message notification gives you the ability to have the AltiGen system call your cellular phone and when you answer you are prompted for a password and then immediately connected to voicemail to listen to that message. You can then use the Zoomerang feature to return the call by pressing the "5" key on your cellular phone.

Reminder Calls AltiMail "personal Assistant" allows anybody who has an extension to use the Personal Reminder Call Option as an appointment reminder or personal scheduler. In this way you can record a message in your own voice and have your extension call and deliver your message to the designated telephone number at the appropriate delivery date and time. The personal voice mailbox on your extension becomes your digital recorder or "post-it pad" where you can record a custom message in your own voice. Your extension (the AltiGen) system then will deliver your message to the designated telephone number or extension at the appropriate delivery date and time.

Wake Up Call and Reminder AltiMail users can use the Personal Reminder Call Option as a wake up call. In this way you can have your AltiGen Telephone system (your extension) call you to provide additional security when needing to be awakened while on the road traveling and dealing with unfamiliar alarm clocks or in summer or winter storm areas where you may experience power outage that would interfere with your alarm clock. The personal voice mailbox on your extension becomes your digital recorder where you can record a wake up message and reminder in your own voice. Your extension (the AltiGen) system then will deliver your wake up call to the designated telephone number at the appropriate wake up time date and time.

Private Messaging "Telephone Tag Busters" **Your AltiMail "personal Assistant" allows you leave up to 5 private voice messages for specific callers to pick up. In this way your "personal assistant" (Your AltiGen System) will deliver the important message to be picked up by your caller, even if you are not available. You can set up the security code for your callers.**