



CallXpress® Unified Communications

DATASHEET

With Unmatched Flexibility, CallXpress is the Future-Proof Unified Communications Solution

Companies both large and small are turning to CallXpress from AVST because of its dependability and unparalleled flexibility. CallXpress delivers advanced voice mail, call processing, unified messaging and speech-enabled personal assistant capabilities. It allows users to receive and respond to messages anytime and anywhere, which gives your employees the power to communicate and collaborate more productively. And it can be deployed in four different architectures – or a mix of them – to best suit the needs of your organization, both now and into the future. If your company is looking to reduce costs, increase efficiency and stay connected to your customers, then CallXpress is exactly what you need.

Increased Productivity

Unified Messaging

CallXpress provides your employees with 24/7 access to all of their messages—voice, fax and e-mail. All messages are available through your mobile phone via text-to-speech or computer desktop via Microsoft® Outlook®, IBM Lotus® Notes®, Novell® GroupWise®, or IMAP4-compatible e-mail system. When you have advanced accessibility like this, increased productivity and greater efficiency are a given.

Personal Assistant

The combination of the CallXpress speech server with Seneca® technology instantly turns any telephone into a powerful hands-free speech portal. Using intuitive speech commands, users can quickly and easily take/place calls, manage messages, access/schedule meetings, change system preferences and locate numbers.

Rules-Based Notification

In the office or on the go, your employees are never out of touch with CallXpress. The instant new voice or fax messages arrive, the recipient is immediately notified via e-mail, pager, phone call or SMS text messages. CallXpress also supports administrative alerts via SNMP or e-mail to inform system administrators of the health of the CallXpress system.

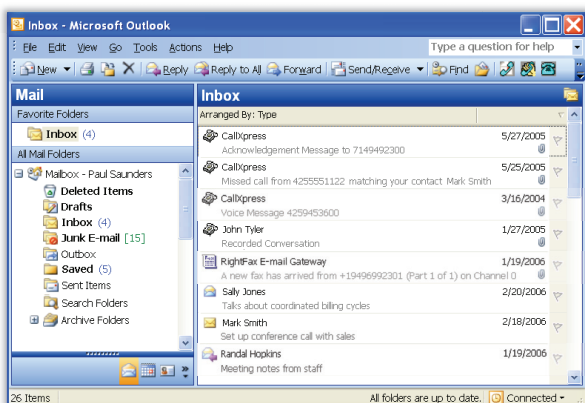
Customized Efficiency

Advanced Voice Mail

At the core of CallXpress is an advanced voice mail system that answers your calls when you can't. Thanks to a flexible telephone user interface that can emulate the TUI for Octel® Aria®, Octel Serenade®, Mitel® NuPoint with Centigram interface Nortel® Meridian Mail, and Avaya® INTUITY™ AUDIX®, CallXpress works seamlessly with first-generation voice mail systems. CallXpress also supports voice mobility by providing single number and single mailbox support for users who have both a PBX extension and mobile phone.

Automated Attendant

Advanced call processing capabilities allow CallXpress to act as a virtual call center, routing incoming calls and providing your customers round-the-clock access to everything from pre-recorded information and faxable documents to account inquiries and survey questionnaires. It can even support these applications in a variety of different languages if your company serves a multilingual customer base.



Voice

Fax

E-mail



RightFax®

The integrated fax solution lets you conveniently receive and store incoming faxes in your mailbox. You can also view and send faxes directly from your desktop, which saves you valuable time.

Administration

Unified Messaging Architecture

Four architectures of Unified Messaging are offered: Server, Client, Simplified, and Secure. Choose the architecture or mix of architectures that best fits your company's storage, access and security needs. CallXpress allows users to deploy any type and mix of unified messaging on a system, as well as allowing users to mix unified messaging and traditional voice mail users on the same system. CallXpress has a flexible design that facilitates growth and helps manage your approach to compliance and confidentiality.

Networking and Global User Administration

CallXpress meets your scalability challenges and consolidation objectives through sophisticated system networking and global user administration capabilities. With this handy feature, administrators can manage the subscriber and distribution list databases of all CallXpress servers from a single, global view.

Multiple IP-PBX and PBX Support

CallXpress has the unique ability to leverage both legacy and new IP telephone switching infrastructure. Not only does this help you reduce costs and provide you with productivity-enhancing services, it also allows you to transition your legacy telephone switching environment at your own pace. CallXpress supports over 250 traditional PBX and IP integrations, providing a secure migration path into the world of IP telephony.

Technical Specifications

Number of Voice Ports:

- 4-180 ports per server – up to 20,000 users on a single server, network for larger capacity

Number of Speech Ports:

- 4-48 speech ports per server – up to 10,000 users on a single server

Number of Unified Messaging Clients:

- Supports up to 10,000 users on a single server, network for larger capacity
- Supports Server-based, Client-based, Secure, and Simplified unified messaging architectures
- Offers clients in: Danish, Dutch, English, French, German, Italian, Norwegian, Spanish, Swedish and Finnish

Number of Fax Channels:

- 1-120 channels per server

PBX Integrations:

- Supports over 250 traditional and IP-PBX integrations
- Supports up to 3 circuit-switched PBX integrations per CallXpress
- Supports 1 circuit-switched PBX integration and 1 IP-PBX integration per CallXpress

E-mail Access:

Client

- Microsoft Outlook XP, 2003, and 2007
- IBM Lotus Notes R6.5, R7.0, R8.0

Server

- Microsoft Exchange 2000, 2003, and 2007
- IBM Lotus Notes/Domino® R6.5, R7.0, R8.0
- Novell GroupWise Server/Client 6.5 and 7.0
- Mirapoint® e-mail server 3.6
- Any fully IMAP4 compliant e-mail system

Other Access Options:

- Citrix MetaFrame Server 3.0

Networking:

- VPIM/AMIS networking

Operating System:

- Server: Microsoft Windows Server 2003, Windows XP Professional, Windows 2000 Server and Professional
- Client: Windows Vista® Business, Windows XP Professional, and Windows 2000 Professional

For More Information

For over 25 years, AVST has been shaping the evolution of communication, with more than 40,000 systems installed worldwide. Our award-winning CallXpress solution has been unifying communications for companies all over the world. So as the world of enterprise communications advances, you can be assured that AVST has your future covered. To learn more visit www.avst.com or contact us at +44 (0) 870 444 8403.