



UNIFYING COMMUNICATIONS

CallXpress® for Microsoft® Exchange®

DATASHEET

CallXpress Integration with Microsoft Exchange and Outlook®

Companies using Microsoft Exchange and/or Microsoft Outlook can take advantage of productivity-enhancing tools from CallXpress. CallXpress is a reliable unified messaging solution that seamlessly integrates with Exchange and Outlook. With CallXpress, users will never miss another important message of any type.

CallXpress users can receive their voice mail, faxes and e-mail messages in a single Outlook e-mail inbox, allowing them to prioritize, answer and store all types of messages quickly. In a ComGroup study¹, Microsoft Exchange desktop users reduced time to check messages by 57% using CallXpress. Since users are familiar with the Outlook inbox, minimal training is required.

With CallXpress, mobile users can receive all types of messages using mobile phones, web browsers, pagers, and PDAs. With one phone call, employees can access all voice, fax and e-mail messages. By adding the CallXpress Speech Server, users can use voice-activated commands to navigate the Inbox, Calendar and Contacts. Employees can also send and receive e-mails and voice messages with speech commands, working hands-free while driving or traveling.

USER FEATURES

Access All Messages on the Road

When out of the office, users simply dial into the CallXpress system and access all voice, fax and e-mail messages from any telephone with just one phone call. They can listen to all messages marked urgent, or any specific type of message. Through sophisticated text-to-speech technology, CallXpress can read e-mail messages over the phone. To view messages in a printed format, users can forward e-mails and faxes to the nearest fax machine. The CallXpress smart message notification system can be set to call any number when a

specific type of message arrives in the inbox. Notification can also be accomplished by sending a page, an SMS message or e-mail message.

Mobile users can also access their Exchange Calendar and Exchange Contacts with a cell phone, web browser or other mobile device.

Access All Messages in the Outlook Inbox

Desktop users can receive all incoming messages – e-mail, fax and voice – in their Outlook inbox for easy handling. Voice messages appear as sound file attachments (.WAV) to an e-mail message, and can be played over the desktop speakers or the privacy of the telephone. Messages are played using the Windows Media Player or the CallXpress Media Player, which gives options to listen, pause, stop, fast forward and rewind the recording.

Fax messages are received within the Outlook inbox via the market-leading fax server, RightFax™, or another fax server.

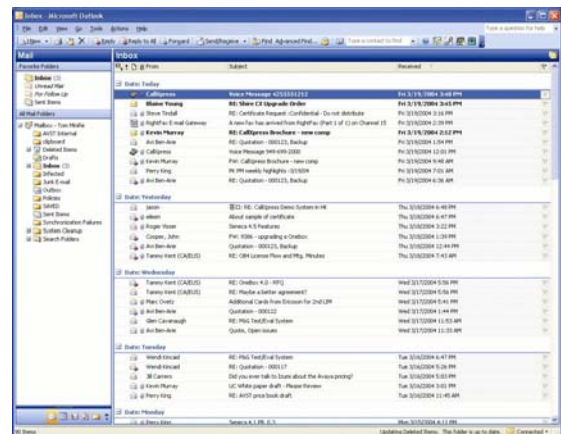


Figure 1 – Faxes, voicemails and e-mails displayed in Outlook Inbox.

Live Reply

To save time, users can automatically dial a phone number from Outlook by clicking on a contact or a

¹ ComGroup, Unified Messaging Time Savings Study, January 2000



message, and selecting Live Reply.

Hands-Free Speech Access to Exchange

CallXpress Speech Server provides speech-enabled message access, call completion and personal assistant applications. These hands-free features are designed for mobile users.

Using only speech commands, users can call in, navigate their Exchange inbox, listen to their e-mail and phone messages, and reply either via e-mail (sent as a .WAV file) or have a phone number dialed automatically. Mobile users can also use speech commands to access their Contacts to dial phone numbers. The Microsoft Exchange Calendar can also be fully utilized with speech commands. Users can create and respond to meeting requests, and retrieve appointments (by day of the week or calendar date). And because CallXpress captures screened names and Caller ID information when a caller fails to leave a message, users can return the call, either manually or using speech commands.

ADMINISTRATION FEATURES

Simple System Administration

CallXpress can be administered with minimal training through the Microsoft Management Console. CallXpress utilizes an Active Directory MMC Snap-In that supports a single point of administration through Active Directory. Administrators can utilize the MMC client to add, delete or modify user configurations. The snap-in does not adversely affect Active Directory performance the way that extending the Active Directory schema can, an approach used by other unified messaging systems.

Choose the Best Architecture for Your Needs

CallXpress supports both of the popular unified messaging architecture types: server-based unified messaging and client-based unified messaging, so companies can select the deployment that's best for the organization.

Support Thousands of Users

CallXpress supports as many as 20,000 voice mail users and up to 10,000 unified messaging users on a single Microsoft Windows Server platform. In addition, the networking module links multiple offices, whether located in one city or spread across the world. CallXpress supports both analog and digital networking formats as

well as the industry standard AMIS and VPIM profiles for networking with other vendor messaging systems.

Support for Multiple Integrations

Companies can simultaneously implement a combination of dissimilar traditional circuit-based PBXs or an IP telephone system with CallXpress. CallXpress supports one to three dissimilar traditional, circuit-based PBXs, or one circuit-based and one packet-based switch. And as an open product that works in both IP and analog environments, CallXpress integrates with more than 250 IP and circuit-based telephone switches.

REQUIREMENTS

CallXpress Server Requirements

- Microsoft Windows 2000 Server or Windows 2003 Server

Client Workstation Requirements

- Microsoft Windows 2000 Professional, Windows XP Professional, or Windows Vista Business
- Microsoft Outlook XP, 2003, or 2007

Exchange Server Requirements

- Microsoft Exchange Server 2000 or 2003

FOR MORE INFORMATION

For 25 years, AVST has been shaping the evolution of communication, with more than 38,000 customers. 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 rest assured that AVST has your future covered. To learn more visit www.avst.com or contact us at +1.949.699.2300.

