



UNIFYING COMMUNICATIONS

Understanding the Benefits of Upgrading CallXpress®

AVST believes it is critical for customers to continually utilize the latest version of software. Proactive upgrades ensure optimal performance, continued feature enhancements, increased stability, and ongoing compatibility with emerging communications technology. The following feature matrix lists many of the features available with recent versions of CallXpress. For a complete list, please refer to the AVST Software Release History document, which is available from an authorized reseller.

Capacity

Capacity	OS/2	5.X	6.X	7.X	8.0	8.1X	8.2
Voice Ports – Supported number of voice ports on a single system	64	128	128	192	384	384	384
Call Servers – Supported number of Call Servers that ports can be distributed across					8	20	20
Voicemail Users – Maximum number of voicemail only users on a single system	4,000	8,000	8,000	20,000	40,000	40,000	40,000
UM Users – Maximum number of Unified Messaging users on a single system	2,000	4,000	4,000	10,000	20,000	20,000	20,000
Personal Assistant Users – Maximum number of Personal Assistant users on a single system				10,000 ¹	20,000	20,000	20,000
Text-to-Speech – Maximum number of Text-to-Speech resources	8	8	8	24	384	384	384
Speech Recognition – Maximum number of Automatic Speech Recognition (ASR) resources				48 ¹	384	384	384

¹ Requires CallXpress Speech Server under 7.x

Voicemail

Voicemail Features	OS/2	5.X	6.X	7.X	8.0	8.1X	8.2
Auto Login – From an external telephone, captured ANI/caller ID information will recognize the caller as a subscriber, prompting the caller to enter his/her security code.		X	X	X	X	X	X
Distribution List Management – Users can add and remove members to distribution lists they sponsor.				X	X	X	X
Distribution List Notification Suppression – Distribution lists can be set to suppress one or more of the following notification types – Message Waiting Indication, SMS/SMTP, Immediate Message Notification and Message Forwarding.				X	X	X	X
Force Security Code Change – An alternative to using Setup Tutorial, administrators can force subscribers to change only their security code the next time they log in to their mailbox.				X	X	X	X
G.729 – SIP phones configured to use G.729 compression can place calls directly to CallXpress without having to go through a gateway.					X	X	X
Global User Administration – Administrators of multiple, networked telephony servers can centrally and simultaneously manage the subscriber and distribution list databases of all servers from a global view.		X	X	X	X	X	X
High Availability / Survivability – High availability is achieved through port distribution across multiple survivable Call Servers combined with a Neverfail® secondary hot standby System Server with automatic failover.					X	X	X
Live Reply to External Calls – Users can reply to an outside call with a live call, just as it works with internal extensions. CallXpress captures the ANI/Caller ID information from the call or prompts the caller to enter a callback number which will allow the subscriber to press the Live Reply key to be connected with the outside telephone number.		X	X	X	X	X	X
Message Undelete – Users have the option of restoring deleted messages before logging off a session.		X	X	X	X	X	X
Multiple Extension MWI – CallXpress can provide message waiting indication (MWI) for multiple extensions associated with a subscriber mailbox.				X	X	X	X

Voicemail Features	OS/2	5.X	6.X	7.X	8.0	8.1X	8.2
Multiple Switch Integration – The server supports concurrent integration with multiple telephone systems.			X	X	X	X	X
Neverfail Disaster Recovery – With the addition of a Neverfail secondary or tertiary System Server at a remote location for disaster recovery, your data is protected against a fire, flood, hurricane, pro-longed power outage or any other major catastrophe that may occur.						X	X
Networking Directory Synchronization – Ability to automatically propagate the subscriber databases of networked servers with adds, changes, and/or deletions made on any system in the network.		X	X	X	X	X	X
Out-of-Office – Record a greeting to be used when you will be out of the office for an extended period of time, eliminating the need to re-record your personal greeting upon your return.		X	X	X	X	X	X
Place call from Contacts – Users may place a call from the GUI to an entry in the Microsoft® Outlook® Contacts database in the same manner as the Live Reply feature.		X	X	X	X	X	X
Read/Unread Messages – CallXpress can present unread messages first and hold read messages to the end of the list. Messages are also preceded by an announcement informing subscribers of the kind of message about to play.				X	X	X	X
Retrieve Messages by Sender – VUI users can find messages from a specific sender quickly and easily using simple voice commands.					X	X	X
Security Code Reset – Subscribers have the ability to reset their own security code using Web PhoneManager without requiring the assistance of a system administrator.							X
Simple Network Management Protocol (SNMP) Support – Allows CallXpress to communicate with system management applications, such as HP OpenView®, used by system administrators to manage large, globally distributed heterogeneous environments from a central location.		X	X	X	X	X	X
SMS Notification – Receive message notification through a Short Message Service (SMS)-enabled device, receiving notification that a voice or fax message has arrived, the sender (if subscriber, Caller ID, or ANI information is available), the date and time the message was received, and the number of unread messages in your mailbox.		X	X	X	X	X	X

Voicemail Features	OS/2	5.X	6.X	7.X	8.0	8.1X	8.2
SMTP E-mail Notification – Support for e-mail notification of incoming messages via SMTP. Optionally, the voice message can be attached as a .WAV file to the e-mail. The e-mail can also contain the URL to Web PhoneManager as a shortcut for Secure UM users.				X	X	X	X
Speech-based Auto Attendant – Harness the power of voice to build powerful and intuitive self-service applications that can drive your business productivity 24/7.					X	X	X
Speech Directory Groups – Narrow the auto attendant directory to only the subscribers that are members of the group or groups you specify which improves the recognition rate for companies with duplicate or similar sounding names.					X	X	X
Strong Password Support – Highly secure approach to subscriber password creation and usage. Limits use of trivial or easy to guess passwords, as well as prohibiting use of previously used passwords.				X	X	X	X
Trusted Login – CallXpress system administrators can define telephone numbers allowed to log a user into CallXpress. Once the CallXpress number is dialed, the user is automatically logged into their CallXpress mailbox without entering a password.				X	X	X	X
UCConnect™ – A Microsoft .NET Open Development Framework that allow you to rapidly create custom IVR applications that enhance your customer experience and streamline your business processes.						X	X
Virtualization – Take advantage of the cost, disaster recovery, and server consolidation benefits virtualization brings in a VMware® vSphere™ 4 environment.						X	X
Voice User Interface (VUI) – Subscribers use easy to remember spoken commands to manage their messages, place calls to other system users, place calls directly to phone numbers and manage their mailbox settings.					X	X	X

Unified Messaging (UM)

Unified Messaging Features	OS/2	5.X	6.X	7.X	8.0	8.1X	8.2
Citrix® Terminal Services Compatibility – CallXpress graphical user interface (GUI) can be viewed and accessed remotely using Citrix, enabling remote users to have a fully featured CallXpress GUI on their desktops PCs. Saves time for administrators deploying UM since all CallXpress software can reside on the Citrix server.				X	X	X	X
IMAP E-mail Server Support – Users of messaging servers that comply with IMAP4 compliant servers can manage all of their voice, fax, and e-mail messages in one central location both from e-mail inboxes or the telephone user interface.				X	X	X	X
Integrated Client Access (ICA) – Voice messages and fax messages can now be stored on the CallXpress server and accessed by any IMAP4 compatible e-mail client, minimizing use of storage space on the e-mail server.				X	X	X	X
Microsoft Exchange® and IBM® Lotus® Notes® Integration – Unified Messaging integration with Microsoft Exchange or Lotus Notes.		X	X	X	X	X	X
Multiple Exchange Servers – Supports an unlimited number of Microsoft Exchange servers configured with server-based unified messaging.		X	X	X	X	X	X
Partial Message Enumeration – For subscribers whose e-mail accounts contain extremely large numbers of new or saved messages, this feature enables CallXpress to retrieve messages incrementally in small groups instead of retrieving all at once.		X	X	X	X	X	X
RightFax™ Enterprise – Includes the ability to manage fax line cards installed on another computer platform on the same LAN as the main fax server platform, by deploying the RightFax Board Server on the platform where the fax line cards are installed. This feature improves the fax server's fault tolerance as well as the total amount of fax traffic it can handle at a time.			X	X	X	X	X
Secure UM/Secure Web Access – Unified Messaging users can manage their messages stored on the CallXpress server within Web PhoneManager using a web browser. Administrators can restrict message playback to telephone only or streaming audio so that messages cannot be forwarded outside of CallXpress.				X	X	X	X
Third-Party Fax Options – Administrators can configure system for communication with fax servers other than RightFax.				X	X	X	X

Unified Messaging Features	OS/2	5.X	6.X	7.X	8.0	8.1X	8.2
Voice Reply to E-mail – Allows the user to reply to any e-mail message with a voice response. Whether using the TUI or GUI to access e-mail messages, you can voice reply to any internet address. The response will be attached to an e-mail message in the form of a .wav file.		X	X	X	X	X	X

Personal Assistant

Personal Assistant Features	OS/2	5.X	6.X	7.X	8.0	8.1X	8.2
Advanced Call Screening – Allows you to acknowledge an incoming call with a brief message before putting them into your voicemail or divert (transfer) the call to another subscriber when you are unable to take the call and want to transfer the caller to someone that can help them.				X ²	X	X	X
AVST Mobile – An easy to use, yet feature rich application for Android and iPhone that allows you to manage your business calls and contacts while maintaining mobile number protection. Also allows you to manage your messages, availability, and mailbox settings.							X
AVST Mobile Web – A small footprint web application that allows you to quickly set your availability from any mobile device with a web browser.						X	X
Calendar Management – Microsoft Exchange or IBM Lotus Notes based UM users can listen to meetings and appointments for a given day, create new appointments and meetings, and accept/decline meeting requests from others.				X ³	X	X	X
Call Recording – Record your conversation so that you can listen to what was said at a later time.				X ¹	X	X	X
Call Transfer – Transfer your current call to another subscriber or to another device completely hands-free such as when you want to transition from your mobile phone to your office phone or vice versa when you enter or leave the office.				X ¹	X	X	X
Call Waiting (Whisper) – When you're on a call, Personal Assistant can discreetly enter the line and whisper to you that another call is coming in.				X ¹	X	X	X

² CallXpress Speech Server does not support call divert (transfer)

³ CallXpress Speech Server does not support IBM Lotus Notes

Contact Dialing / Management – UM users can dial people in their Microsoft Outlook Contacts or Lotus Notes Address Book simply by saying the person’s name.					X	X	X
Find-me/Follow-me – Directs your calls to the right location – work, mobile, home office – based on your schedule so you never miss an important call.				X ¹	X	X	X
Missed Call Notification – Notifies you of missed calls whenever the caller does not leave a message.				X ¹	X	X	X
Schedule-based Presence and Availability – Automate changes to your availability/presence by establishing your normal daily/weekly schedule. Easily override your normal schedule through a phone or web browser.					X	X	X

About AVST

AVST delivers the industry’s most interoperable Unified Communications (UC) platform that brings best-of-breed voice, mobility and business process applications to the enterprise. Unlike virtually every other UC vendor, AVST does not constrain customers into a single vendor lock-in approach. In fact, it’s the very opposite. By connecting new and existing technologies, AVST frees organizations from the constraints of a closed, single-source UC solution, unlocking the full potential of their communications infrastructure. With over 15 million users worldwide and three decades of innovation excellence, AVST is *unifying communications*[®]. To learn more about AVST, our products and partners, please visit www.avst.com or you can follow us at [Twitter](#), [Facebook](#) or [LinkedIn](#).

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