



## The Most Widely Used Voice Mail System In The Independent Telco Market.....Period!

Today, people spend so much of their time away from home that Voice Mail is necessary to efficiently manage their personal communications. And considering the customer demand for Unified Messaging capabilities, you know that you have to offer a Voice Mail solution. AP Voice Mail, dependable, convenient, and loaded with features your customers want.

### Scalable & Reliable

The AP provides a central office grade platform providing up to 192 ports and as much as 4,000 hours of redundant message storage (with VM04 and AP Hardware Rev 3.0). Voice Mail is scalable allowing you to begin with as few as 100 mailboxes.

### Compatible

We are committed to compatibility testing and have an in-house lab with captive switches where we perform thorough testing to be certain the Voice Mail service will work on your switch. The AP interfaces to all TDM and next generation switches in a cost-effective and easy-to-manage system.

### Easily Managed & Implemented

When you deploy AP Voice Mail, we will assist in provisioning your switch. If you are replacing a Voice Mail system, we can automate the conversion of subscriber information in preparation for the cutover.

Using the concept of packages, you can consistently provision and market different levels of service. For the majority of customers, provisioning Voice Mail is reduced to a few mouse clicks in a single window.

We can also help customize a user guide for your subscribers and provide advertising campaign materials to help get you started promoting the service. A media kit for Voice Mail (including newspaper ads, radio scripts, billboard, direct mail and bill stuffers) is available to Innovative Systems clients with no additional fee.

## Unified Voice Messaging Features

The Application Peripheral (AP System) Unified Voice Messaging features give your customers the ability and convenience of retrieving and managing their voice messages from their e-mail account, their PC desktop, and from the Web.

### e-forward

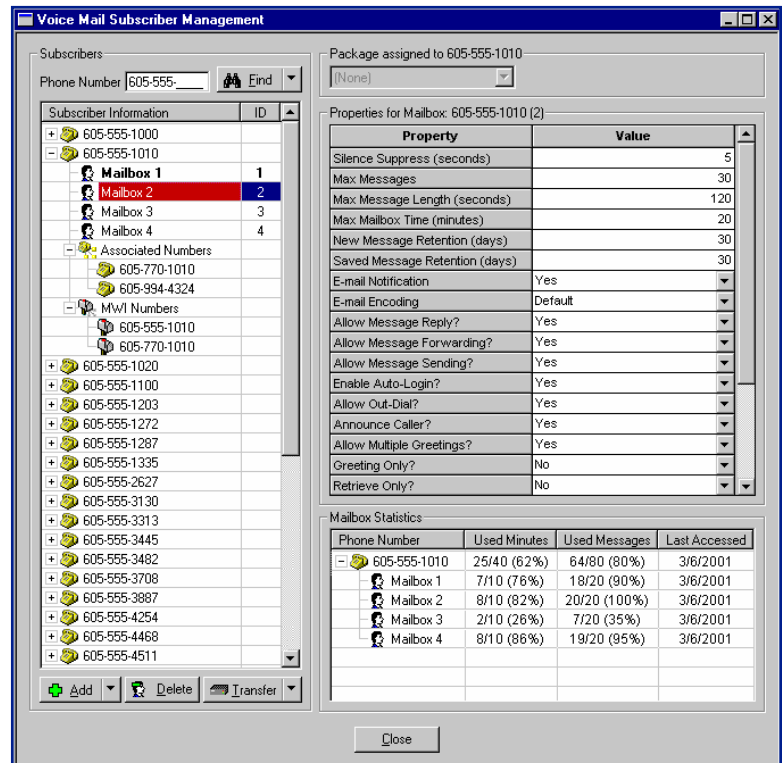
Allows customers to retrieve and play voice messages from their e-mail. *(Requires ISIA)*

### Phone Central

Is a PC application that allows customers to manage their voice messages and their personal Voice Mail settings from their PC desktop. *(Requires ISIA. Some features require AP Software Release 5.1 and VM04)*

### ManageMyPhone.com

Provides customers the ability to play to their voice messages and manage their Voice Mail settings directly from the Web. *(Requires ISIA)*



Easy to manage and administrate.

The AP Platform gives you flexibility to offer other advanced services in addition to Voice Mail.

*Leverage the features of AP Voice Mail to improve customer satisfaction  
and generate revenue for your company.*

## Unified Voice Messaging Features

<b>e-forward</b>	Converts a voice mail message to a compressed .wav file which is delivered to the subscriber's email address. If the calling party's name is in the AP Calling Name Database, the name and number appear in the message header. Requires ISIA.
<b>Phone Central</b>	Phone Central is a PC application where subscribers may play messages and maintain their personal voice mail settings. Requires ISIA.
<b>Web Page Administration</b>	Via Web interface, customers may play Voice Mail messages and maintain their personal voice mail settings. Requires ISIA.
<b>Screen Pop MWI</b>	Allows IPTV providers to offer message waiting indication on the TV.
<b>E-Mail-only Voice Mail</b>	When a subscriber is configured to be e-mail only, all Voice Mail messages are sent to the subscriber's e-mail address and are not stored on the AP.

## Mailbox Features

<b>Sub-Mailboxes</b>	Up to nine (9) sub-mailboxes can be configured per voice mailbox and do not affect the number of Voice Mail licenses used. Sub Mailboxes have private greetings and PIN numbers. The service can be configured to announce which of the mailboxes has new messages waiting.
<b>Prompt for Group Greeting</b>	If a subscriber is configured to use multiple mailboxes but has not recorded the group greeting, the system will remind them each time they Retrieve messages that the greeting is not recorded. Until the group greeting is recorded, callers will not be able to leave messages in sub mailboxes.
<b>Greeting Only Mailboxes</b>	Greeting-only mailboxes play a custom greeting but do not record messages.
<b>Multiple Greetings</b>	Subscribers may record up to ten greetings and then select which greeting they want to have active. For example, subscribers may record a regular greeting and an 'out of office' greeting.
<b>Insert .wav Files for Greeting</b>	Subscribers may insert a .wav file to use as their customized personal greeting.
<b>Retrieve Only Mailbox</b>	Configure mailboxes to allow only message retrieval; specific mailbox settings may not be changed. Ideal for situations such as hotels/motels where it is not desirable to allow subscribers to record custom greetings, change notification settings or other options.
<b>Language Settings</b>	Subscribers can choose to use either English or Spanish for their phone interface (applies to menus and prompts that the subscriber hears). Selection is made the first time a new subscriber logs into their voice mailbox but can be changed at a later time.
<b>Routing Mailbox</b>	A Routing Mailbox is similar to a greeting only mailbox. However, it is configured to collect up to 4 digits and then route the caller to another mailbox.
<b>Associated Numbers</b>	Multiple phone numbers can share the same voice mailbox. Message Waiting Indication can also be configured for each associated phone number.
<b>Out Dial (Transfer to Number)</b>	Allows the caller listening to a Voice Mail greeting to transfer to another pre-programmed number. Example: <i>"Leave a message or press '0' (zero) to be connected to my cell phone"</i> .
<b>Out Dial Administration</b>	Allows subscribers to manage their own Out Dial number by accessing their mailbox setup options.
<b>Private &amp; Shared Distribution Lists</b>	Subscriber may forward or send messages to distribution lists (either their own list or a list that belongs to another subscriber). The system supports up to 99 lists per Voice Mail customer.
<b>Manage Distribution List</b>	Subscribers can manage their private Voice Mail distribution lists via their mailbox setup options.
<b>Automatically Forward Messages to Distribution List</b>	Allows subscribers to configure a mailbox to automatically forward all voice mail messages to a distribution list. Every message left in the voice mailbox will forward upon receipt.

## Recording Messages (Caller)

<b>Busy Greeting</b>	If a call is forwarded to Voice Mail because the line is busy, the system announces, <i>"the party you have reached is on the phone"</i> before playing the subscriber's custom greeting.
<b>Edit Message</b>	Edit Message allows the caller to listen to their message, re-record their message, append to the end of their message or cancel the message. After the custom greeting callers hear, <i>"When you are finished recording, press # for further options or simply hang up"</i> .
<b>Message Tagging</b>	When leaving messages, callers have the option to tag their message as: <b>Urgent</b> - Message will be played to subscriber first (before other regular messages). <b>Private</b> - Message can not be forwarded. <b>Acknowledge</b> - When the message is retrieved, notification is sent back to the caller.
<b>Scheduled Message Delivery</b>	Subscribers have the option to record a message and schedule it for future delivery (message must directed to another AP Voice Mail subscriber).

## Retrieving Messages (Subscriber)

<b>Auto Login</b>	This allows subscribers to access their voice mail messages and settings without being prompted for their mailbox ID and password - as long as they are calling from the number subscribed to Voice Mail. Customers can enable or disable the feature.
<b>Skip Mailbox ID Entry</b>	If Skip Mailbox ID Entry is turned ON and auto login turned OFF, the subscriber is not prompted to enter their mailbox number. They will need to enter their password.
<b>Skip to First New</b>	This setting works in conjunction with the auto login capability so that subscribers hear their first new message without being required to press a key on the keypad. Auto login must be enabled for this feature to be valid.
<b>Envelope First</b>	Envelope data refers to the date and time of a recorded message and the Directory Number of the calling party. The system will play the information either before or after messages.
<b>Undelete Messages</b>	When subscribers delete a voice message, it will not be permanently deleted until they disconnect the call. While retrieving messages, subscribers can "undelete" a message by returning to the main menu, playing the message again, and then saving the message.
<b>Announce Caller</b>	Enable or disable the announcement of the calling party's Directory Number.
<b>Full Mailbox Warning</b>	When a subscriber's mailbox is full, the system warns that new messages will not be recorded until messages have been deleted from the mailbox. Callers hear that they cannot leave a message.
<b>Call Return</b>	While retrieving messages, subscribers can press a key to return the call of the person who left a Voice Mail message (without dialing the number) and then return directly to Voice Mail. This applies only to local calls.
<b>Reply to Message</b>	Subscribers may reply to a message without having to phone the person who left the message. Options are available to reply to a Phone (phone the caller), reply to a Mailbox or to Ask which option.
<b>Message Forward w/Introduction Send/Forward</b>	When subscribers forward a message, they may record an introduction to the message before it is sent to another mailbox or to a distribution list.
<b>Message to Multiple Mailboxes</b>	Allows subscribers to send or forward messages to multiple mailboxes at one time.

## Message Notification Features

<b>Daily Notification</b>	Subscribers can configure the system to notify them at a specific phone number and time if they have received new Voice Mail messages.
<b>Pager/Phone Notification</b>	This allows subscribers to receive notification via pager or another phone of all voice messages, or just those marked "urgent" (Voice Mail subscriber's option).
<b>Continuous Paging</b>	The system will continuously page a subscriber until all new messages have been retrieved. 11

<b>Sequential Notification</b>	This option allows subscribers to configure the service to notify a series of phone numbers when they receive new messages.
<b>Edit Sequential Pagers</b>	Subscribers using the sequential notification feature may change their numbers via their mailbox setup options.

## System Features

<b>Message Waiting Indication</b>	SMDI, SIP and Screen Pop message waiting indication.
<b>Require User Password Change</b>	This is an optional setting, controlled within Voice Mail packages, to require subscribers to change their password.
<b>Allow Zero-Length Passwords</b>	If a customer has programmed a zero-length password, no password will be requested to access Voice Mail.
<b>Flexible Number Delivery</b>	Allows your Telco to configure the Caller ID number that displays for notification calls (daily notification, pager/phone notification, etc.).
<b>Express Messaging</b>	Allows your Telco to configure specific access numbers that may be called where you can leave messages specifically for any mailbox without ringing their phone. When calls are received at the Express Messaging number, the service prompts the caller to enter the mailbox they want to leave a message for.
<b>Hotel Interface</b>	Hotel staff can manage a list of voice mailboxes, clear messages when guests checkout and record the greeting to be used by all voice mailboxes on the list.
<b>Short Message Suppression</b>	If this feature is used, the system announces, " <i>caller did not leave a message</i> " when a message less than 2 seconds is recorded. If the calling number is "unknown", no message is recorded and no message waiting indication is placed on the line.
<b>Multiple Time Zone Support</b>	The Voice Mail system supports customers in multiple time zones.
<b>Rename Mailbox</b>	This features allows the service provider to change a subscriber's telephone number and mailbox while still retaining messages, personal settings and greetings.
<b>Search by Associated Number</b>	APAC users have the ability to search for mailboxes by Associated Numbers.
<b>View-Only Administrative Mode</b>	APAC users can be configured to view Voice Mail information for a subscriber but not be allowed to make changes.

## Optional Service Capabilities

<b>Date, Time &amp; Weather Options</b>	When combined with the AP Weather Station interface, subscribers can select an announcement of the current date, time and temperature. The Weather Station service is licensed separately from Voice Mail.
<b>Auto Attendant / Bulletin Board</b>	When combined with the AP Automated Attendant service, subscribers can implement up to three levels of announcements with up to nine options per level. The Automated Attendant service is licensed separately from Voice Mail.