



Clearspan Unified Messaging

Product Overview

Clearspan Unified Messaging goes beyond classic voice mail and provides users with the flexibility to use and manage their messaging service from anywhere, and over any interface. Clearspan messaging provides all of the features of a traditional voice messaging solution, plus:

- » Fax and video messaging
- » Message delivery to any specified e-mail account
- » Message waiting notification delivered to the phone and to any specified mail or SMS account such as a cell phone
- » Integration of messaging capabilities with Clearspan services such as Call Back, Transfer, Escape to extension, and Instant voicemail
- » Integration of hybrid messaging systems within an enterprise
- » User and administrator self-provisioning and configuration through a Web interface

Message Storage and Format

Clearspan stores voice, video, and fax messages as e-mail attachments in an external mail server.

- » Supports common mail servers, including POP3, IMAP and Microsoft Exchange Server.
- » Voice messages are encoded with DVI ADPCM encoding at 32 kbps and are attached to e-mails in MIME format.
- » Video messages are encoded with the H.263 codec and stored as .AVI files attached to e-mails.
- » Fax (T.38) messages are converted to TIFF e-mail documents and delivered to the user's mail server via SMTP

Clearspan Unified Messaging is next-generation messaging that provides unparalleled user flexibility. Retrieve and manage messages through a variety of interfaces including phone, email, cell phone and softphone. Configure messaging in multiple ways to best meet each users specific needs from the office employee to the road warrior.

The Clearspan solution embodies the true meaning of Unified Communications, combining all end-user communication tools into a single, integrated, enterprise-wide infrastructure accessible from any device for dramatically increased productivity.

A critical productivity tool, Unified Messaging is easily deployed and configured to provide immediate impact.

Clearspan Unified Messaging Key Capabilities

The table below represents a sampling of the key capabilities of Clearspan Unified Messaging

Capability	Description
Service Integration	
Call Redirect to Voicemail	All calls to a user can be redirected to voice mail based on: Busy or no answer conditions Called party status (Available, Busy, On the road, Unavailable) Calling line identity (CLID) or the Time-of-day (TOD)
Instant Voicemail	All calls can be transferred to a specific voice mailbox without alerting the user.
User Message Configuration	
Record Audio/Video Greetings	Custom audio or video greetings can be recorded. Users can record and select multiple greetings for different needs: such as when lines are busy, don't answer, or are made unavailable. Audio callers are presented with the audio portion of the video greeting.
Interface Selection	Listen to the audio portion of video messages via a phone.
Email Server	Messages can be delivered to a private e-mail account, instead of, or in addition to, a default server.
Email Notifications	Incoming message notifications can be sent to a selected e-mail address or cell phone.
Escape Number	Set up configurable escape phone numbers, such as assistant, pager, or cell phone, where callers are directed when dialing 0 during the greeting.
User Message Access	
Integrated E-mail Messaging	Retrieve voice, video, and fax messages from any standard e-mail client.
Phone Message Retrieval	Retrieve voice, video, and fax messages from their phones by dialing their own extension or via a preprogrammed key.
Message Retrieval via Clearspan Communicator (softphone)	Clearspan Communicator provides message waiting indication as well as ability to retrieve voice, video, and fax messages from the Clearspan Voice Portal.
Integrated Voice Portal & Auto Login	Retrieve messages from any phone by dialing a group-wide voice portal phone number. Rapidly retrieve messages from the voice portal via auto login by pre-configuring work, cell phone, and home numbers for security authentication.
User Message Management via Voice Portal	
Compose, Reply, Forward	Compose messages, reply to messages and forward voice, video and real-time fax messages.
Purge messages	Purge all messages
Broadcast and Call back	Broadcast messages to multiple users and callback message originator
Urgent/confidential messages	Mark messages as urgent or confidential
Distribution lists	Configure, store, and send messages using distribution lists

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