



Repartee[®]
for Windows[®]

Repartee[®] for Windows[®] (Version 2.5)

General Description



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ABOUT ACTIVE VOICE

Active Voice is a global provider of unified messaging, computer telephony, and voice messaging solutions with over 185,000 systems sold in more than 60 countries. Our innovative solutions allow people to communicate on the most convenient and efficient way possible. Our complete line of reliable communications solutions can grow with an organization to meet its changing needs. Our products fit into any business environment—from small companies with as few as 10 people, to large enterprises with thousands of employees.

By developing sophisticated technology that is easy to use and can be customized to fit any work environment, Active Voice delivers solutions that meet the needs of its customers. Unlike other proprietary systems that work with specific telephone systems, our products integrate with a variety of popular telephone systems, and are based on open industry standards.

Active Voice products are sold and supported through a global network of independent telecommunications dealers, telephone equipment manufacturers, and computer resellers. Our solutions are deployed in a variety of industries, including government, manufacturing, healthcare, hospitality, education and financial services. Technical and sales support for Active Voice products are provided from its world headquarters in Seattle, Washington, and from local offices in Australia and the Netherlands. Experienced sales managers in the United States and Canada provide regional support from Quebec to California, and from Florida to British Columbia.

At Active Voice, we understand our customers and what they want from a communications solution. That's why we've always designed products that work the way they do. Active Voice products are easy to use, flexible, and customizable so that people can work in the way that makes the most sense for them and their organization.

PRODUCT OVERVIEW

The *Repartee*[®] for Windows[®] unified communications solution brings you the power of centralized message control by allowing you to manage your voice, fax, and e-mail over the telephone, from your PC using the Microsoft[®] Outlook[®], Lotus[®] Notes[®], Novell[®] GroupWise[®] e-mail inbox, or from the Internet. *Repartee for Windows* offers you advanced unified messaging, voice mail and automated attendant functionality, helping your organization become more responsive than ever. Through its optional suite of unified messaging, speech recognition, and desktop call management applications, *Repartee for Windows* provides you with the most complete unified communications solution available.

Our Visual Messaging applications integrate *Repartee for Windows* with your LAN to give you control over live telephone traffic and messages – voice, fax, and e-mail – all from your desktop PC. The ViewMail[®] for Microsoft Messaging module, for example, works with Microsoft Exchange[®] to allow you to access your messages from one familiar inbox. In addition, the ViewCall[®] Plus module lets you handle your live telephone traffic from your PC, and also works with the applications you use every day such as your Outlook contact list and your Access[®] database.

When you are not in the office, you can still access all of your messages via a telephone or wireless device from anywhere in the world. Using the optional *Repartee for Windows* Speech Recognition package, you can navigate your voice mailbox and change personal options, such as message notification and playback, using simple voice commands. When listening to e-mail messages over the phone, the optional *Repartee for Windows* Text-to-Speech package reads the subject line and sender information to you, allowing you to choose which message to listen to first, then proceeds to read the message content. No matter where you are, you can use the simplest tool of all – your own voice – to navigate your mailbox and set your personal options, thereby increasing your responsiveness and efficiency.

Repartee for Windows provides a foundation for future growth and customization. Built upon the Windows Server[™] 2003 platform, *Repartee for Windows* leverages the power, reliability and scalability of the Microsoft server operating system. By using the Windows-based system administration console, *Repartee for Windows* can be administered from any Windows PC on your LAN. This new console is intuitively designed and is accessible via an IP connection, making system administrators more efficient when managing the *Repartee for Windows* system. Windows Server 2003 also provides many of the disk maintenance utilities you already know, eliminating the need to learn new software interfaces.

Repartee for Windows is available in 4- to 96-port configurations, and supports up to 65,000 voice mailboxes and unlimited transaction boxes. *Repartee for Windows* is available as either a complete packaged system called a VoiceMate[®], or as individual components. A VoiceMate comes completely assembled and tested with all of the software installed on a choice of different PC platforms.

Regardless of which configuration you purchase, the optional software packages and complete help files are included on the CD-ROM. For example, if you want to add our Visual Messaging module, ViewMail for Lotus Notes, simply purchase an upgrade code from Active Voice and the software can be installed on-site.

REPARTEE FOR WINDOWS STANDARD FEATURES

Voice Mail

Voice mail allows outside callers and internal users (called subscribers) to leave detailed, private messages 24 hours a day, seven days a week. The recorded message is left in the caller's own voice with no intermediary, which eliminates misunderstood and inaccurate written messages and captures the tone of the caller's voice. Subscribers can access and listen to their messages from any touchtone telephone.

Research has shown that only one-third of all business calls achieve direct contact, yet 40 percent of all messages are "one way" messages that don't require a dialog. Voice mail saves time by allowing a person to leave a message immediately, even if the person the caller is trying to reach is away or on the telephone. Voice mail allows a company to better manage its communications and its employees' time.

- **Announcement of number and length of messages** *Repartee for Windows* announces the number and length of messages.
- **Archiving** The message archive feature allows subscribers to save messages longer than the preset system parameter.
- **Date and time stamp** At the beginning or end of every message, *Repartee for Windows* indicates how long ago a message was sent, providing subscribers with accurate information about their telephone activity.
- **Extension Remapping** Organizations can create "virtual extensions" so that subscribers can retrieve messages from multiple telephones. For example, a user with a desk telephone and a portable telephone can have calls forwarded to one voice mailbox automatically from both numbers and then retrieve messages from either telephone.
- **Guests** A guest is a person who is hosted by a particular subscriber and is given a "guest mailbox." Guest privileges allow a person to communicate with his or her host subscriber through voice messages.
- **Hacker protection features** *Repartee for Windows* offers a number of hacker protection features that can help to ensure the security of the system.
 - **Default security code** The system administrator can set a default security code that will be required before a subscriber can initialize a new mailbox. The default security code can be between three and 10 digits long and can be changed at the system administrator's discretion.
 - **Require subscriber security codes** The system administrator can require that subscribers set their own security code during the enrollment conversation. Subscribers can also be prevented from not having any security code set on their mailbox. These precautions help to ensure that unauthorized persons cannot access uninitialized mailboxes and prevent subscribers from enrolling

without setting a security code.

- **Language selectable for each subscriber** The system manager can set which language each subscriber hears. The subscriber will hear prompts in that language when he or she calls the system to check voice mail. (Additional languages must be purchased separately.)
- **Last in-First Out / First in-First Out (LIFO/FIFO)** On a system-wide basis, the system administrator can set LIFO/FIFO for entire categories of messages (e.g., all messages from other subscribers, would be played in either LIFO or FIFO order; message playback no longer grouped by subscriber name).
 - **Message Order** Allows users to hear messages in the order that is most convenient for them.
 - **Playback Order** The system administrator can set playback order separately for new messages and old messages for maximum flexibility and convenience.
- **Live Record** Conversations can be recorded and left as messages. The recorded message is left in the participants' own voices, eliminating misunderstood and inaccurate written transcripts, and capturing the tone of the conversation. This feature is telephone system dependent. There are three methods for Live Record:
 - **Via DTMF** To take advantage of this feature, the customer must have telephones with programmable keys that can initiate a silent conference with voice mail and provide an In-Band DTMF packet indicating which extension requested the record.
 - **Via ViewMail** To record a conversation, subscribers simply press the Live Record button in their ViewMail window during a conversation. Users then have access to Live Record from their desktop PC.
 - **Via ViewMail for Microsoft Messaging, ViewMail for Lotus Notes or ViewMail for GroupWise** To record a conversation, subscribers simply press the Live Record button in their ViewMail for Microsoft Messaging window during a conversation. Users then have access to Live Record from their Microsoft Outlook inbox.
- **Message editing by both inside and outside callers** With message editing, callers can edit all or part of a message they've just recorded—listen to the message, add to it, delete it, rerecord it, etc.
- **Message return receipts and receipt summaries** Return receipts give subscribers detailed information about each message he or she sends, including exactly when the recipient opened the message. For a group message, return receipts tell when everyone in the group opened the message (or for dispatch groups, who heard the entire message and when it was recorded). Receipt summaries quickly tell the user whether or not a particular subscriber opened any or all of the messages sent, and whether he or she left the sender any messages.

- **Message waiting notification** The telephone's message waiting indicator is activated when a subscriber has new messages.
- **Multiple user interfaces** Individual users on the system have a choice of using either an optional voice user interface (VUI) using speech recognition or standard DTMF telephone user interfaces (TUI).

Optional Speech Recognition VUI

- **Voice commands** Repartee for Windows supports the ability to navigate the mailbox and set personal options using simple voice commands.

Standard DTMF TUIs

- **1 for Yes, 2 for No™ interface** By inputting the DTMF digit 1 for Yes and 2 for No, users access all functions by responding to simple yes-or-no questions.
 - **Menu options** DTMF menu options make it easy for experienced users to access all functions quickly.
 - **Quick keys** Yes-and-no interface users can utilize the 4 through 7 keys to jump to specific options or features.
- **Outside caller group messaging** Outside callers can leave a message for a group of subscribers.
 - **Personal mailbox** Each subscriber within an organization can have a private voice mailbox. *Repartee for Windows* supports unlimited voice mailboxes.
 - **Receipt sent for messages saved as new** Subscribers who get message receipts will receive a receipt as soon as the recipient of a message listens to any part of the message, even if the recipient saves the message as new. Once the recipient has opened a message, the sender cannot cancel the message or change its special delivery options.
 - **Redirect to multiple subscribers with one introduction (RSI)** This feature gives users the ability to redirect messages to numerous users without having to record an individual introduction for each recipient.
 - **Rewind, pause, and fast forward** While listening to a message, users press "7" to move backward, "8" to pause, or "9" to skip forward in the message. When recording a message, users can press "8" to pause.
 - **Special delivery options** Users can mark messages with one or more of the following special delivery options: urgent, private, future, and return receipt requested. Subscribers can also change or add to the special delivery settings of a message after it is sent.
 - **Future** The sender can mark the voice message for delivery at a later date and time, up to one year later.

- **Private** The recipient of a “private” message cannot redirect the message to anyone else.
- **Return receipt requested** The sender of the message is told when the recipient hears the message. Subscribers can request return receipts for messages sent to individual subscribers or to groups.
- **Urgent** Messages marked with “urgent” will be heard first, before regular messages. Urgent messages from other subscribers and guests are played before urgent messages from outside callers. The system also tells subscribers how many new messages are marked urgent.
- **Speed control during message playback** Subscribers can slow down or increase the speed of each message during playback using the telephone keypad.
- **Subscriber-controlled groups** Subscribers can create, name, add, and delete subscriber groups right from their telephone.
- **Subscriber-controlled message delivery** Messages can be delivered to any telephone—home, work extension, pager, or mobile telephone. Each subscriber can have up to four separate telephone numbers and dialout schedules. The message delivery options can be sequential for each telephone number and programmed by the subscriber. A subscriber can use any touchtone telephone to turn message delivery on or off, or change the delivery times.
- **Subscriber self-enrollment** Subscribers personalize their voice mailbox—set up their directory listing, record personal greeting, and set up security codes—through an easy-to-use, telephone conversation. Because self-enrollment is so simple, subscribers can begin using *Repatee for Windows* immediately.
 - **Directory listing** Subscribers control whether they want to be listed in the automated attendant directory (see automated attendant features). Subscribers record and spell their name for the directory.
 - **Personal greetings** Subscribers record their individual personal greeting. Callers hear the greeting before they are given an opportunity to leave a message. Subscribers can change the content of their greeting from any touchtone telephone at any time as needed to reflect changes in their schedule or plans.
 - **Personal ID** This number, which is usually based a subscriber’s extension number, identifies subscribers to the voice mail system when they are calling to access their mailbox. *Repatee for Windows* allows subscribers to use personal IDs of varying lengths—from one to ten digits.
 - **Personal security code** In addition to his or her personal ID, each subscriber can also set a security code to safeguard his or her mailbox. The code, which can be between three and 10 digits as defined by the system administrator, can be changed at any time from any touchtone telephone.

- **Subscriber-to-subscriber messaging** *Repatee for Windows* is a powerful and flexible system that substantially improves communications among co-workers. Subscribers can dial *Repatee for Windows* directly to leave a message for a fellow subscriber without ringing that extension. In this way, co-workers can exchange routine information and ask questions without disturbing one another. Of course, it is still possible to dial a co-worker directly. If that person is unavailable, the call is automatically forwarded to the co-worker's voice mail and the caller is identified automatically (this feature is dependent on the capabilities of the telephone system integration.) The identification allows the co-worker to reply easily to the message.

- **Address messages to multiple subscribers** Subscribers can send a message to many other subscribers at once without creating a group for them.

- **Immediate reply** *Repatee for Windows* allows subscribers to reply to a message from another subscriber immediately after hearing it, without using touchtones.

- **Message cancellation** If the recipient hasn't listened to a message yet, the subscriber who sent the message can delete it and, if he or she wants, record a new message.

- **Multiple message action** Subscribers can reply to or redirect one message several times. For example, subscribers can listen to part of a message, interrupt it and reply, then start listening again and forward a copy of the message to another subscriber.

- **Message redirection** *Repatee for Windows* allows subscribers to forward a copy of a message to another subscriber easily. Subscribers can also record an introduction to the forwarded message.

- **Multiple replies to one message** Subscribers can respond to old or new messages as many times as necessary.

- **Voice sampling rate** The voice sampling rate is Intel® Dialogic® ADPCM VOX, 8Khz, 16 bit, mono, which provides a high standard of voice messaging.

- **Volume control** Subscribers can raise or lower the volume of a message by pressing the "5" key during message playback. To lower the volume of a message, press "5" once. To raise the volume, press "5" twice. To return the volume to normal, press "5" a third time.

Automated Attendant

Repatee for Windows acts as an electronic receptionist, answering and routing incoming calls automatically. Callers hear an opening greeting that gives instructions, information, and options. Using the automated attendant, callers can reach a subscriber directly by dialing the extension number during the opening greeting.

The attendant can answer several calls at the same time. It can place callers on hold,

inform the caller how many calls are holding ahead of him or her, and update this information periodically. It can screen calls, announce the name of the caller, and wait for confirmation from the subscriber before putting the call through.

In today's office environment, most telephone systems do not allow an outside caller to dial an inside extension directly. This means that all incoming calls must go through the receptionist, who routes them to the appropriate extension—a costly and time-consuming process. The automated attendant features relieve a company's receptionist of these routine telephone tasks. The receptionist can then give better personal service to the callers who need it most. And, if an organization uses a receptionist during the day, the automated attendant can be programmed to handle after hours calls only.

The automated attendant can also be set to answer a specific set of numbers so subscribers and outside callers who know the dedicated number can connect directly to the right person, and the receptionist doesn't have to waste time transferring calls.

- **Answer call on first ring** *Repartee for Windows* can be programmed to answer calls on the first ring so incoming calls are handled as quickly as possible.
- **Caller interviewing** *Repartee for Windows* can interview callers with a series of simple questions (up to 20 questions) through the use of an interview box.
- **Call screening** *Repartee for Windows* has the ability to screen calls that are transferred to a subscriber. The subscriber can decide whether to take a call, based on who is calling. When using this feature, the subscriber can, after hearing the caller's name, press "1" to accept the call or "2" to transfer the call to voice mail. Subscribers can turn call screening on and off by telephone.
- **Changeable voice prompts** All voice prompts can be re-recorded to suit the unique requirements of any organization or company.
- **Daylight-saving time schedule** *Repartee for Windows* can be programmed to set the clock forward or backward to automatically adjust for daylight-savings time.
- **Directory listing** A caller who does not know the extension can enter the first three letters of the subscriber's name (first or last, depending on how the system is configured) and the system routes the call appropriately. Callers are told the extension number for future reference. If the extension is not answered or is busy, *Repartee for Windows* automatically routes the caller to the subscriber's voice mailbox.
- **Holiday schedule** Holidays are programmed into *Repartee for Windows* each year so that the *Repartee for Windows* system automatically runs on night mode on holidays.
- **Multilingual capability** The system can support up to 23 different language prompt sets. One system can handle several different languages at once. Language choice can be per port or per user. In addition, a caller can choose a language from a language selection box.
- **Multiple personal greetings** Subscribers can record three separate personal greetings—a standard greeting, busy greeting, and an alternate greeting. The three separate greetings allow users to record a new greeting for holidays, vacations, or other special purposes, without having to delete their standard greeting.

- **Numeric directory assistance** *Repartee for Windows* provides directory assistance for outside callers without letters on their telephone keypad. It can be set up to guide the outside caller through directory assistance using numbers.
- **One-key dialing** This feature allows a caller to press a single touchtone digit instead of a series of touchtones.
- **Opening greeting** *Repartee for Windows* plays a pre-recorded greeting to callers when it answers a call. The organization's system manager records the greeting. The greeting typically includes the organization's name, how to reach an extension, how to reach the operator, how to send a fax, how to reach the directory, etc. During the greeting, callers can enter extension numbers, access the directory, or hold for assistance.
- **Operator assistance** Outside callers can press "0" for assistance at any time.
- **Personal secretary** The personal secretary feature enables individual users to have calls transferred to a specified extension when temporarily away from their desk or out of the office. This way, an individual's personal secretary or a knowledgeable person in the same department, as opposed to one main operator can handle important calls.
- **Primary or secondary answering** The *Repartee for Windows* system's automated attendant can be programmed to answer either all incoming calls or calls that are not answered by an operator after a pre-set number of rings. Also, *Repartee for Windows* can answer all or selected incoming lines.
- **Schedules** To accommodate organizations with operating hours that vary from day to day, *Repartee for Windows* can use up to four different schedules.
- **Subscriber-controlled call holding** Call holding gives a caller the option to hold for a busy extension to become available. The system can place callers on hold, inform them of their position in the holding queue, and update this information periodically. Subscribers can turn call holding on and off by telephone. In addition, certain subscribers can be restricted from being able to turn call holding on and off.
- **Subscriber-controlled directory listing** Individual subscribers can control whether they want to be listed in the directory. This is done by telephone.
- **Transfer to attendant** Callers with touchtone telephones can press "0" to reach a live operator at any time. Callers using rotary telephone can be transferred to the operator when no touchtones are entered.
- **Voice detect** This feature allows outside callers using rotary telephones to access the voice mail system by speaking, instead of by pressing touchtones. Callers make choices or respond to prompts by saying "yes" or remaining silent for "no," rather than pressing touchtone keys on one-key dialing menus.
- **Voice detect call holding** Voice detect call holding lets callers without touchtones hold by saying "yes" instead of pressing "1."

Audiotext

Many organizations want to provide around-the-clock information to clients. The

Repartee for Window system's audiotext features allow offices to make this information available to callers at all times. The voice messaging system can offer callers menu trees and messages that can vary depending upon the telephone number called or the time of day. Callers use touchtones to select an item or subject that they want to hear. Even multilingual services can be provided. The audiotext recording can be of any length, and there is no limit to the number of audiotext boxes available with the system.

Fax Detect, Route, & Notify

If *Repartee for Windows* hears a fax tone when it answers, it will automatically transfer the call to the fax machine, eliminating the need for a separate fax telephone number and dedicated outside line. *Repartee for Windows* can prompt fax callers to add a brief voice message to describe their fax and the intended recipient. The system notifies the receptionist that a fax has been received. The receptionist then redirects this message to the recipient's voice mailbox as notification that a fax is waiting. Fax notification is turned on or off through the system maintenance conversation.

Mailbox Manager

This Web-based application gives subscribers the ability to configure and control personal mailbox settings in addition to using the telephone user interface (TUI). With this application, users can modify greetings, security codes, notification, groups, conversation preferences and much more directly from their PC. Mailbox Manager also reduces the workload for system administrators, giving subscribers additional flexibility to customize *Repartee for Windows* to suit changing demands in their work environment.

- **Record/Edit** From a PC or a telephone, subscribers can record their directory name, and record and edit their personal greetings which *Repartee for Windows* plays to incoming callers.
- **Administer private distribution list** Subscribers oversee their private distribution lists, adding or deleting recipients as necessary.
- **Change directory listing status** Individual subscribers can control whether or not they want to be listed in the directory.
- **Change telephone and e-mail password** Subscribers can change their telephone and e-mail password from the Mailbox Manager application.
- **Change transfer options** Subscribers can turn call transfer on or off, and change the extension or telephone number to which incoming calls are transferred. When call transfer is turned off, incoming calls are sent directly to the subscriber's mailbox. This feature is particularly useful for employees who have offices in multiple facilities, frequently work at home, or work as part of a team that requires them to spend a significant amount of time in a colleague's office.
- **Set conversation options** Subscribers can specify whether or not they want full or brief menus, whether they want to hear the day and time stamp before or after a message, or if they want the voice mail system to greet them by name when they call in to retrieve their messages. (See also, "*Multiple user interfaces*" and "*Date and Time Stamp*")
- **Set message delivery options** Subscribers can establish rules governing message

delivery options for the type and urgency of message or frequency of delivery. For example, a subscriber can set the message delivery options so that when he or she receives urgent voice messages on Wednesday, *Repartee for Windows* will call the subscriber's home or cellular telephone to deliver them.

- **Set call screening and holding options** Subscribers can set call screening and holding options to handle incoming calls with ease.

TELEPHONE SYSTEM INTEGRATION

The process by which *Repartee for Windows* and the telephone system work together to handle calls is called "integration." Some telephone systems provide more features than others and work well with the voice messaging system. Other telephone systems lack certain features and thus limit the use of some voice messaging features. How well a telephone system works with *Repartee for Windows* determines the level of integration. These capabilities determine which *Repartee for Windows* features are available, and whether one of the integration methods or a special integration package should be used.

When integrated, both the telephone system and *Repartee for Windows* share information on the origin and destination of calls. The integration ensures that callers are routed to the correct subscriber voice mailbox when a subscriber is not available. It also notifies subscribers when new messages are pending and allows them to retrieve messages by pressing a single button.

- **Integration features** Typically, a *Repartee for Windows* integration delivers the following major features. Because of the telephone system capabilities, however, it is possible that one or more of these features may not be available.
 - **ANI/Caller ID** When available, the Automatic Number Identification (ANI) or Caller ID (CLID) integration displays the telephone number of the outside caller on a desktop PC using the ViewMail suite of Visual Messaging applications.
 - **Call forward to personal greeting** This feature makes it easy for callers to leave messages for subscribers who are busy or away from their desks. With this feature, incoming calls routed to an unanswered or busy extension are automatically forwarded directly to a subscriber's voice mailbox, from where the caller can leave a personal message.
 - **Message waiting indication** When integrated with a telephone system that supports this feature, *Repartee for Windows* will light a message waiting lamp, activate a display, or provide a stutter dial tone on the subscriber's extension when new messages have been received.
 - **Easy message access** With this feature, subscribers simply press one button on their telephone set to retrieve new messages from their voice mailboxes without entering a personal ID number. To prevent unauthorized message access, subscribers may also require a security code to be entered before message playback.

- **Integration methods** *Repartee for Windows* integrates with the telephone system in

one of four ways. These methods are based on how the telephone system provides call information when it forwards a call to a subscriber's personal greeting and how it receives message-waiting indication from *Repartee for Windows*.

- **In-band DTMF** Also known as an analog integration, this integration uses a series of in-band Dual Tone Multi-Frequency (DTMF) tones to communicate information to the voice messaging system. The telephone system ports are typically programmed as voice mail ports. The voice messaging system will then play the correct personal greeting based on the touchtones received.
 - **Serial integration** The integration is a serial data link between the telephone system and *Repartee for Windows*. The voice messaging system and the switch share information about each call by passing data over the serial data link. Message waiting lamp status is sent from the voice messaging system to the telephone system, saving port usage to handle incoming calls.
 - **Digital emulation integration** This package provides a digital integration using an Intel Dialogic D/42JCT-U or D/82JCT-U digital telephone emulation board installed in *Repartee for Windows*. Each D/82JCTU board emulates up to eight digital station sets. The board connects to the telephone system using one digital line for each voice mail port. This allows the voice messaging system and the telephone system to share information about each call transferred.
 - **Mitel IP integration** This method is specifically designed to integrate *Repartee for Windows* with a Mitel 3300 ICP phone system via a LAN connection. By integrating with the Mitel MiTAI protocol, the need for voice boards is eliminated, thus reducing the overall cost of the system.
- **Immediate disconnect** *Repartee for Windows* immediately disconnects when callers hang up, so ports free up immediately.
 - **Line resource management controls outdialing** This gives priority to incoming call traffic when performing outdialing operations.
 - **Pooled ringing** This allows *Repartee for Windows* to simulate a hunt group for telephone systems that do not have hunt-group capabilities.

MAINTENANCE

Repartee for Windows is designed to be as easy to maintain as possible. All system hardware requires minimal maintenance, and software maintenance, including backup and restore, is designed to be virtually foolproof.

- **Repartee System Administration Console** By using the Windows-based system administration console, *Repartee for Windows* can be administered from any Windows PC on your LAN. This console is intuitively designed and is accessible via an IP connection, making system administrators more efficient when managing the *Repartee for Windows* system.
- **Status Monitor** Use the Status Monitor utility to monitor the voice messaging system as it answers and routes calls, and dials phone numbers to deliver messages or turn on message waiting indicators. The Status Monitor utility displays any error messages for ports. You can also use the Status Monitor utility to reset ports if they become unable to answer or place calls.
- **Voice Mail Control Panel** *Repartee for Windows* includes a Voice Mail Control Panel utility with every system, which increases the efficiency and intuitiveness of installation, maintenance and troubleshooting. An installation checklist, a key display, links to documentation, and the ability to launch any *Repartee for Windows* system utilities from one place, are just a few of the features offered by this utility.
- **Disk full warning** When the number of minutes of message storage left on the system is equal to or less than a value specified by the system manager, the system asks subscribers to delete unnecessary messages.
- **General audio error notification** Selected system errors are communicated to system administrators via a message left verbally by the voice mail system.
- **On-line reports** *Repartee for Windows* can provide a great deal of information regarding an organization's incoming telephone calls. The information, generated in "reports," can be used to help make decisions about the organization, such as staffing levels, productivity, and telephone equipment needs. Reports can be viewed on the screen or printed on a printer connected to the voice processing system. Reports can also be copied to files and imported into many word processing, database, and spreadsheet programs. There are five types of on-line reports: usage reports, directory reports, busy ports report, call log, and error log.
 - **Usage reports** These reports give an indication of how much the voice messaging system is being used over time. These reports can be run for an individual guest, subscriber, extension number, or system ID. It's also possible to track usage of the entire voice messaging system.

The *Usage Bar Graph Report* shows the percentage of each hour that a person or box was using the voice mail system. The bar graph report for the entire system shows the percentage of each hour that the voice mail system's ports were in use. This percentage equals the number of minutes the ports were busy, divided by the number of minutes they could have been busy. The number of minutes they could have been busy equals 60 minutes multiplied by

the number of ports on the system.

When the *Usage Table Report* is run for an individual guest, subscriber, extension number ID, or system ID, the report totals the number of calls by system port and totals the number of minutes the calls lasted. A usage table for the entire system shows, for each hour of the day, the total number of calls answered by each system port and the total number of minutes the calls lasted. The report also includes grand totals for day, night and entire 24-hour periods.

- **Directory reports** Directory reports show the structure of the system, its subscribers, system IDs, and message groups. It's possible to run the report for everyone enrolled in the system, for all extension IDs, or for message groups.

Directory reports include a subscriber report, extension list, and group reports. The *Subscriber Report* lists each subscriber and guest enrolled in the system. The report includes each personal ID, the number of new messages waiting, the total number of new and old messages, the date the person last called the voice mail system, the number of days the system saves the person's old, and archived messages, and the person's access code.

The *Extension List* shows every subscriber on the system, with his or her extension number ID, and the system IDs for any transaction boxes and interview boxes the subscriber owns. This report does not include guests. For each subscriber, the report lists whether call transfer is currently on or off, the telephone number that calls will be transferred to, the call transfer type, the number of times the extension rings, call transfer options, and whether call holding is on or off.

The *Group Reports* provide information about message groups in the system. There are three different group reports: List of Message Groups (lists groups), Group Membership (lists members of groups), and Groups Including Person (lists all the message groups of which a subscriber or guest is a member).

- **Busy port report** The busy ports report shows the total number of times all or selected ports were busy. It also shows the average percentage of time the ports were busy during a specific time period. It's possible to run the report for all ports on the system, or for a selected group of ports.
- **Call log** The call log provides a record of every call *Repartee for Windows* answers, dials or transfers. The call log can be run for the entire system or an individual subscriber.
- **Error log** The error log lists system errors. The report lists each error code, the port on which the error occurred, and the date and time the error occurred. This report can be used to diagnose and solve system problems. The system manager can look up the error code on line and follow the steps to correct the error.

support and problem solving can be provided without an on-site visit. Dealers use remote maintenance to link a customer's *Repartee for Windows* to an off-site PC. When the off-site computer and the customer's *Repartee for Windows* system have been linked by a pair of modems and the remote maintenance software, both screens display exactly the same information. Keystrokes entered on either keyboard affect the displays of both. In addition, with the remote maintenance software it is possible to transfer files between the off-site computer and the customer's system, print files stored on the system with a printer connected to the off-site computer, and more. Simply put, remote maintenance allows the off-site computer to monitor or make adds, moves and changes from anywhere.

- **Online and offline backup** Using online backup, the system administrator can backup *Repartee for Windows* at any time without taking the system down. This is beneficial for organizations that require constant voice messaging capabilities. The offline backup utility allows the system administrator to backup *Repartee for Windows* after it has been taken down. In either case, the system administrator can specify the directory path for the backup.

ADDITIONAL FEATURE PACKAGES

Speech Recognition using Nuance® 8.5

By speaking simple commands into any telephone, you can navigate your mailbox and change your personal settings with the *Repartee for Windows* system's powerful Speech Recognition package. The most important advantage of using speech technology is that it's easy to use. Instead of struggling for the DTMF buttons on your mobile phone or memorizing a set of codes to play a message, you can use simple and intuitive speech commands to interact with the voice mail system.

Speech access can improve convenience and responsiveness. Next time you need to retrieve, review and respond to your voice mail, e-mail, and fax messages, imagine how much faster it would be if you could simply access and respond to all of them from one universal mailbox. Now think how much simpler it would be if you could do all of that with your voice - never having to click a mouse, touch a keyboard or input DTMF digits on a phone.

You can access and manage messages from wherever you happen to be using simple and intuitive speech commands via any phone. Access and navigate through your voice and e-mail messages and respond as needed. By incorporating the optional Text-to-Speech package, your e-mail will be read to you via text-to-speech. You can reply to and forward messages of any kind (including messages with attachments), just as you would using touch-tone commands or a desktop graphical user interface.

This technology becomes especially powerful as many states in the U.S. have begun to ban the use of mobile telephones while driving a vehicle. Most of these restrictions are waived for users who can use their mobile phone telephones in a fully hands-free mode. Using speech for control will allow you to keep your hands on the wheel and your eyes on the road while still having full access and control of your *Repartee for Windows* mailbox.

One of the most compelling cost-saving benefits of *Repartee's* new Speech Recognition package is that it can operate concurrently on the *Repartee for Windows* server, using the same voice boards as *Repartee for Windows*. A separate server and voice boards are not required, saving you costly hardware and maintenance expenses. Simply install up to 48 sessions on the Level I server or up to 96 sessions on the Level II server when you install or upgrade to *Repartee for Windows*, and enjoy the incredible power that speech recognition can bring to your organization.

Text-to-Speech using Nuance RealSpeak™

With the *Repartee for Windows* system's Text-to-Speech package, you can have 24-hour, two-way access to your Microsoft Exchange, Lotus Notes or Novell GroupWise e-mail messages without a laptop or modem connection. You can handle e-mail over the telephone just like voice mail. You can listen to any e-mail message using text-to-speech conversion, and then record a reply, which is sent either as a voice mail message or an e-mail with a WAV file attachment. You can reply, redirect, save, and delete e-mail simply by using voice commands or through your touch-tone keypad on the telephone, making you more efficient and accessible when away from the office. In addition, *Repartee for Windows* supports multiple text-to-speech languages, allowing your global employees to take advantage of these powerful mobility features.

- Access messages from any telephone or networked PC

- Access voice and fax mail messages in e-mail
- Automatically forward fax messages to e-mail
- Manage messages using the telephone interface
- Save an e-mail message as new or delete it via telephone
- Send e-mail to any fax machine
- Get information on attachments to e-mail
- Hear any text portion of an e-mail message on the telephone
- Hear message length
- Hear sender's name, address, and subject of the message
- Hear text file and WAV file attachments on the telephone
- Hear time and date the message was sent
- Send a voice reply to an e-mail message

ActiveNet® Networking

Repartee for Windows supports three types of networking packages, known as ActiveNet networking, to communicate via long distance with regional offices, vendors, or customers who have multiple remote systems: **AMIS** (Audio Messaging Interchange Specification), **VPIM** (Voice Profile for Internet Mail) and **AMIS PlusNet™** networking. ActiveNet networking allows users to send, redirect, delete, skip, save, or reply to remote messages quickly from any touchtone telephone. For Visual Messaging users, ActiveNet can take advantage of many features of the ViewMail, ViewMail for Microsoft Messaging, ViewMail for Lotus Notes and ViewMail for GroupWise modules.

- **AMIS Networking** AMIS is a telephony-based protocol in which messages are exchanged via the public telephone network. It is a purely analog protocol used by some legacy voice mail products to exchange messages using analog message playback and DTMF tones for communication and control. When communicating with traditional *Repartee* systems, other Active Voice systems, or voice mail systems from other manufacturers, *Repartee for Windows* uses the industry standard AMIS analog protocol.
- **AMIS PlusNet Networking** PlusNet enhances the AMIS protocol. With PlusNet's enhanced networking, advanced features such as unlimited number of messages per call, unlimited number of recipients per message, unlimited message length, time stamps, and message announcements using the sender's voice name are available. AMIS PlusNet adds an enhanced level of security and system management, with features such as automatic synchronized directory updates between sites.
- **VPIM Networking** VPIM is a digital protocol that transmits voice messages as digital files, allowing it to work up to five times faster than AMIS analog networking, which transmits the recorded voice. Digital networking yields better sound quality and significant cost savings. The sound quality of messages transmitted digitally does not deteriorate as messages are forwarded on the network. In addition, because digital messages can be sent across the Internet, the cost is less than transmitting analog messages over telephone lines. In short, digital networking streamlines communications and produces significant cost savings.

Features	AMIS	AMIS PlusNet	VPIM
Send, receive, and reply	X	X	X
Send and receive messages during the same call		X	
Send messages to subscribers	X	X	X
Send messages to groups		X	
Identify subscribers by extension	X	X	X
Identify subscribers or groups by name		X	
Hear sender/receiver's voice name		X	
Urgent messages	X*	X	X*
Private messages		X	
Return receipt: time of message transmission	X	X	X
Return receipt: time message was received		X	
Future messages	X**	X	X**
Time stamp reflects time of message transmission	X		X
Time stamp reflects time message was recorded		X	
Notification of message not received	X	X	X
Error notification: console and voice error notices	X	X	X
Directory update: automatic and manual		X	
Maximum number of messages per call	9	Unlimited	NA***
Maximum number of recipients per message	1	Unlimited	1
Maximum message length (in minutes)	8	Unlimited	NA***

*Messages are transmitted immediately, but the subscriber is not told the message is urgent.

**The receiving subscriber is not told the message was pre-recorded.

***VPIM messages are sent via an IP network and are not bound by the limitations of phone line transmissions.

Hospitality

The Hospitality Package for *Repatee for Windows* has been designed specifically for use in hotels and resorts to provide guests with personal, accurate, and timely messages. Features include personal greetings, security codes, guest directory, welcome messages, wake-up calls, and auto-login when checking voice mail messages.

Hospitality systems can use a Property Management System (PMS) to automate voice mail management. With the two systems acting as one and sharing important information, the guest messaging system is completely transparent. All check-ins and check-outs are managed directly by the PMS, and front desk personnel can register guests without accessing the voice mail system. When new guests check in, the PMS automatically activates their voice mailbox. Upon check-out, any existing messages are saved for the guest, and the mailbox is automatically deleted from the system. In addition it is possible to set up All Hotel Guest groups and distribution lists for broad messaging functionality.

The PMS integration offers many other features such as text message notification that vary depending upon the PMS version. With text message notification, guests are alerted when faxes or packages are waiting at the front desk. Guests know instantly when an important delivery arrives. With the PMS integration, hotels can offer additional guest services and expedite registration without increasing administrative costs or staff workload.

ActiveFax®

The ActiveFax feature package offers voice processing and facsimile capabilities in one easy-to-use system, giving you a powerful combination of voice mail, automated attendant, and audiotext coupled with complete facsimile functions. ActiveFax provides simple, direct facsimile transmission from outside callers to a your fax mailbox. Using fax-store-and forward capabilities, incoming faxes are sent directly to your personal fax mailbox until you choose to retrieve them. Using the telephone user interface, you can quickly and easily deliver the fax to any fax machine or save it for future transmission.

Visual Messaging Applications

Active Voice's Visual Messaging applications are a suite of optional unified messaging and call management modules that can enhance your *Repartee for Windows* system by linking your telephone and your LAN. Using an intuitive Microsoft Windows interface, the Visual Messaging modules bring calls and messages to your desktop PC, and make managing them as easy as clicking a mouse. Instead of listening to calls and messages one-by-one on the telephone, you can visually manage multiple calls or messages on screen and work more efficiently and effectively than ever before.

As your organization grows you can add seats of the different modules. Each module - ViewMail, ViewMail for Microsoft Messaging, ViewMail for Lotus Notes, ViewMail for GroupWise, ViewFax™, and ViewCall Plus - addresses a specific need and can be purchased separately or together to customize the *Repertee for Windows* system as your organization's requirements change.

ViewMail for Microsoft Messaging, ViewMail for Lotus Notes and ViewMail for GroupWise

ViewMail for Microsoft Messaging (VMM), ViewMail for Lotus Notes (VML) and ViewMail for GroupWise (VMG) give you the flexibility to send and receive different types of messages interchangeably from one universal mailbox. All of your messages—voice, fax, and e-mail—appear in your Microsoft Outlook, Lotus Notes or GroupWise inbox. Prioritizing is easy. It only takes a quick glance to see what types of messages have appeared. Just like an e-mail message, you can select which voice message you want to listen to first. Reply, redirect or archive your voice messages for later reference. In addition, all of the easy-to-use features of Outlook, Lotus Notes and GroupWise, including drop down menus, toolbar buttons, context sensitive help, and tool tips, are still available for you to use.

With VMM, VML or VMG, you use intuitive VCR-style buttons for playing messages. You can use the mouse to click on the Rewind, Pause, or Fast Forward buttons to move quickly through messages. A position slider shows where you are in the message and lets you move immediately to any part of the message. Using the mouse you can redirect a message to any subscriber, including groups of subscribers. You can also redirect voice over the Internet and save voice messages as WAV files when you attach them to an e-mail message.

VMM supports Outlook 2000 and 2003. VML supports Lotus Notes versions 6.0, 6.5 and 7.0. VMG supports GroupWise 6.5 and 7.0. These applications can be used on Windows 2000 and XP™ platforms. VMM, VML and VMG give you some of the same features as the basic ViewMail application, including:

- Archiving messages
- Copying or pasting messages to other applications
- Message status
- Multimedia playback and record
- Password controlled access
- Push button message control
- Return receipt

- Rules-based message handling (with Microsoft Exchange Server, Lotus Domino and Novell GroupWise)
- Save as WAV files
- Sorting messages
- VCR-style playback controls
- Visual and audio message notification
- Volume control
- Sending messages to the Internet
- Live Record (VMM and VMG only)

ViewMail

A practical solution that simplifies the entire messaging process, ViewMail organizes messages on the desktop screen, making them much easier to manage than on the telephone. ViewMail displays a list of messages that you can quickly scan for important information. You see whom each message is from, the date and time it was sent, the length, and a subject if one was included. When used with Automatic Number Identification (ANI) and Caller ID, or when entered manually through *Repartee for Windows* call screening feature, the name and number of the person who sent the message is also included. You can sort messages in any order and see details about them at a glance.

Intuitive buttons and icons make ViewMail easy to use. You can play and review selected messages, send a message to another subscriber, send a copy of a message to another subscriber, and delete messages from your mailbox—all with a click of a mouse.

ViewMail makes many of the powerful features of *Repartee for Windows* available on the desktop PC. It also provides capabilities that are possible only through the combination of the PC, the LAN, and the telephone. ViewMail can be used on Windows 2000 and XP. Here's a quick review of some of ViewMail's features:

- Archiving messages
- Call return on some telephone systems
- Copying or pasting messages
- Future message delivery
- Message cancel
- Message status
- Multimedia playback and record
- Password controlled access
- Push button message control
- Return receipt
- Save as WAV files
- Sorting messages
- VCR-style playback controls
- Visual and audio message notification
- Volume control
- Live Record

ViewFax

ViewFax works within ViewMail, ViewMail for Microsoft Messaging, ViewMail for Lotus Notes, and ViewMail for GroupWise to give you complete control of your fax communications. ViewFax displays faxes on screen and lets you send them to any printer instead of a fax machine. When you receive a fax, an icon appears next to the message in ViewMail. Each fax is stored automatically until you want to see it.

To review a fax, simply click on the icon to open it, and then press the Play button to listen to any voice annotation sent with the fax. To view the document, just click on the ViewFax button. Each page of the fax is displayed separately, and you can use the Page Board to skip from one board to another. You can even copy entire pages from a fax and paste them into other documents. Here's a quick summary of ViewFax's features:

- Copy, cut, and paste
- Fit to width or height
- Image contrast control
- Image magnification
- Image rotation
- Negative image
- Network printing

With ViewFax's **Print-to-Fax** capabilities, you can send faxes anywhere without leaving your desk. You simply load the Print-to-Fax driver on your PC. To fax a document, you then select the Print command from the application you're working in and choose the Print-to-Fax driver. Print-to-Fax also integrates with many popular personal database applications, so you can deliver a fax to any contact in just a few seconds. Here's a quick summary of ViewFax's Print-to-Fax features:

- Broadcast fax
- Custom covers
- Default covers
- Group faxing
- Preview faxes before sending
- Support for Personal Information Managers
- Future fax delivery
- Fax delivery confirmation

When using Print-to-Fax to send a document directly to a fax machine, *Repartee for Windows* will provide a notification in ViewMail, VMM, VML, or VMG of successful or failed delivery. The delivery notification will include the intended recipients fax number, CSID of the fax machine, date and time the fax was sent, and the number of pages that were successfully sent. This will ensure that you know whether or not your fax was received.

ViewCall Plus

ViewCall Plus gives you total control over all your incoming, outgoing, external, and internal telephone traffic by managing calls on a PC via a Windows graphical user interface. ViewCall Plus lets you manage live telephone calls in the same way that unified messaging lets you control voice mail, and it gives you the ability to manage data about each caller with the applications, such as Microsoft Office, that you use everyday.

With ViewCall Plus, you simply click the mouse to take calls, send calls to a voice mailbox, transfer calls to other extensions, ask callers to hold, or hear the caller's name. You can do all this from the desktop PC without picking up the telephone, which means you can handle several callers at once without interrupting conversations.

Three completely integrated windows let you control every aspect of your telephone traffic. The **Telephone Control** window shows the flow of calls to and from your extension and allows you to interact with callers without interrupting conversations. The **Call Log** window records all call activity and lets you sort or print information in any order; and it lets you use the information to return calls or add contacts to your database by dragging with the mouse. The **Contact List** manages data about each caller, including multiple telephone numbers, action items and notes, and lets you see on-screen information stored in your personal database before connecting with a caller.

For TAPI compliant telephone systems, ViewCall Plus also offers an **Enhanced Mode** that adds powerful new features such as the ability to drag and drop dialing information. So, if you want to make a call, simply drag the name from the contact list to the Telephone window, and ViewCall Plus will dial the correct number.

- Built-in Personal Information Manager (PIM)
- Caller identification (when supported by the telephone system)
- Call log
- Call screening
- Call sorting
- Call status
- Conference calling (Enhanced Mode)
- Drag-and-drop between windows (in Enhanced Mode)
- Integrates with more than a dozen popular PIMs
- Multiple call handling
- Push-button call management
- Request hold
- Route call
- Sort messages in any order and print
- TAPI telephone support
- Three integrated windows

FEATURE SUMMARY

General System Features

- Voice ports, 96 ports
- Fax ports, 8 ports
- 65,000 mailboxes
- Unlimited transaction boxes
- CD-ROM installation
- USB system key

Product Configuration

- Available as complete system in two platform choices
- Available as components

Upgrades/Migration

- Upgrades from Repartee OS/2 (versions 7.44 – 7.60)
- Upgrade within Repartee for Windows product line

System Software & Hardware

- Operating system, [Windows Server 2003 with Service Pack 1]
- Optional color monitor
- Keyboard and mouse
- Optional USB-based modem, 56Kbps
- PCI voice boards supported: Intel Dialogic D/4PCI, D/4PCIUF, D/4PCIU4S, D/41JCT-LS, D/42JCT-U, D/82JCT-U, D/82JCT-U (Rev. 2), D/120JCT-LS, D/120JCT-LS (Rev. 2), D/240JCT-T1 (Rev. 2)
- PCI fax boards supported: Intel Dialogic VFX/41JCT-LS
- 7 PCI slot expansion chassis, optional
- Integrated RAID, optional on Level II platform
- Tape backup, optional on Level I and Level II platforms

Level I Platform – Dell PowerEdge SC430 Celeron (max. port capacity 48)

- Intel Celeron® 4 2.66GHz
- Minimum RAM, 512MB
- Hours of storage, on-board approx. 1650
- SATA hard drive
- ISA card slots available, 0
- PCI card slots available, 2 5-volt PCI slots (up to 8 with PCI expansion chassis)

Level I Platform – Dell PowerEdge 830 Pentium 4 (max. port capacity 48)

- Intel Pentium® 4 2.8GHz
- Minimum RAM, 512MB
- Hours of storage, on-board approx. 1650
- SATA hard drive
- ISA card slots available, 0
- PCI card slots available, 1 5-volt PCI and 2 universal PCI-X slots (up to 9 with PCI expansion chassis)

Level II Platform – Dell 2800 (max. port capacity 96)

- Intel Xeon™ 2.8GHz
- Minimum RAM, 512MB
- Hours of storage, on-board approx. 3200
- 36GB SCSI hard drives
- ISA card slots available, 0
- PCI card slots available, one 5-volt PCI slot and 4 universal PCI-X slots (up to 11 with PCI expansion chassis)

System Administration

- Windows-based console
- Intranet console access
- Dial up console access, pcAnywhere
- Record names and greetings via local connect
- Record names and greetings via PC microphone
- TCP/IP support
- Extension Remapping
- General Audio Error Notification (GAEN)
- Edit telephone switch tones
- Backup, online and offline

Telephone System Integration features

- Analog, serial, digital, and Mitel IP integration
- Call Forward No Answer to user's standard personal greeting
- Call Forward Busy to user's busy greeting
- Message waiting indication
- Direct mailbox login - Easy Message Access
- Subscriber-to-subscriber messaging
- ANI/Caller ID captured with voice message
- Immediate disconnect
- Pooled ringing

Note: Not all integration features are available on all telephone systems.

Standard Fax Features

- Public fax box
- Fax detect
- Fax routing and notification

Reports

- Busy report
- Directory report
- Error log report
- Extension list report
- Message groups report
- Subscriber report
- Usage report
- Administrative access

- Port usage
- Event log
- General subscriber report
- Distribution lists report
- Message traffic report
- Storage usage report

Optional Feature Packages

- Speech Recognition
- Text-to-Speech for Microsoft Exchange, Lotus Notes, and Novell GroupWise
- ActiveNet Networking (AMIS, AMIS PlusNet, VPIM)
- Hospitality
- ViewMail
- ViewMail for Microsoft Messaging
- ViewMail for Lotus Notes
- ViewMail for GroupWise
- ViewCall Plus
- ActiveFax with ViewFax
- Multilingual Prompts

Automated Attendant Features

- Number of schedules supported, 4
- Rules-based call routing
 - ANI routing
 - DNIS routing
 - Port routing
 - Trunk routing
- Single-digit connection
- Call screening, subscriber controlled
- Call holding, subscriber controlled
- Alpha directory
- Numeric directory
- Spell name up to 30 characters
- Interview boxes
- Transaction boxes
- List subscribers in the directory by first or last name
- Voice detect
- Port independence

Mailbox Manager

- Web-based console
- Record/edit voice name
- Record/edit all greetings
- Change telephone password
- Change transfer options (extension, call holding, call screen, announce, confirm)
- Change directory listing status
- Set enhanced message notification/delivery options (delivery options for specific media type or specific users)

- Set conversation options (full vs. brief, time stamp before/after, FIFO/LIFO, greet by name, announce sender, announce message number, announce distribution list, volume level)
- Administer personal distribution list

Voice Mail Features

- Outside caller conversation options
- Configurable recording capacity per user
- Configurable maximum message length, inbound
- Configurable maximum message length, outbound
- Distribution lists, user controlled
- Private groups
- Public groups
- Dispatch groups
- Default security codes
- Self-enrollment
- Custom prompts
- Guests
- Message notification/delivery, user controlled
 - Each delivery
 - Batch delivery
 - Urgent delivery
 - Pager support
- Message cancellation via telephone
- Message cancellation via PC
- Access sent messages before recipient opens them
- Reverse/pause/fast forward
- Volume control
- Speed control
- Message receipt return, user controlled
- Message forward
- Message editing
- Urgent message
- Private message
- Background copy of redirected messages
- Full or Brief menus
- Address at the beginning or end of messages
- Multiple address message
- Menu after message
- Live Record
- Cut-through paging
- Scheduled holiday greetings
- Redirect a message to multiple subscribers with one introduction

GLOSSARY OF TELECOMMUNICATIONS TERMS

audiotext - a pre-recorded message heard by system users.

automated attendant - the function of Intelligent Voice Mail that allows *Repatee for Windows* to answer and direct calls by playing greetings and responding to touch-tones. Callers listen to prompts and direct themselves to the people, voice mailbox, or recorded information they need by pressing touch-tones. The automated attendant functions are:

- call handler
- call holding
- call screening
- inter-digit timeouts
- one-key connection from automated attendant subscriber list
- opening greeting
- operator assistance
- outside caller message editing
- primary or secondary answering
- rules-based call routing
- schedules

DTMF - Dual Tone Multi-Frequency, the technical name of the tones generated by a touch-tone telephone.

event - all *Repatee for Windows* system operations, including errors.

extension number - this number can represent a physical telephone and/or an electronic mailbox.

greeting - the call handlers to which all incoming calls are routed. The greeting gives the caller options and then routes the call appropriately.

groups - when sending a message to multiple recipients, the recipient list constitutes a group. The term applies both to distribution lists and when multiple messaging is employed.

PIM - Personal Information Manager, an address and telephone directory database.

prompt - a pre-recorded message or instruction heard by a caller when interacting with *Repatee for Windows*.

prompt set - a group of prompts that function together to provide information or instructions to callers. For example, "Dutch system prompt set" denotes all the prompts that are part of the system conversation allowing users to interact with *Repatee for Windows* in Dutch.

subscriber - a person who accesses the *Repatee for Windows* system using an ID number. In most cases, an employee will be assigned an extension number and ID number.

subscriber conversation - the prompts and/or transaction box heard when a caller is connected to a subscriber's extension or voice mailbox.

system administrator - an employee of the organization, usually a member of the IS department, who is responsible for administrating and maintaining *Repatee for Windows*.

system conversation - the prompts and/or transaction box heard when a caller is interacting with *Repartee for Windows*.

touch-tone telephone - a telephone that dials by producing DTMF tones; some telephones have the option of tone dialing (through DTMF) or pulse dialing (mimicking rotary telephones).

touch-tone(s) – the common name for the DTMF tones that can be produced by a touch-tone telephone; the buttons on a touch-tone telephone.

user - anyone accessing the *Repartee for Windows* system; this includes both subscribers and callers.