



Repartee[®] LX

Version 8.1.2

General Description

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About Active Voice, LLC

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 you to communicate on the most convenient and efficient way possible. Our complete line of reliable communications solutions can grow with your company 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.

Active Voice products are sold through a global network of independent telecommunications dealers, telephone equipment manufacturers, computer resellers and strategic partners. 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 associate 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 you do. We believe that our thorough research and sophisticated applications mean that you don't have to adjust your style to suit a machine. Active Voice products are easy to use, flexible, and customizable so that you can work in the way that makes the most sense for you and your organization.

Product Overview

Repartee® LX is a proven, yet innovative communications solution that can grow and expand with your business. No other telecommunications product will unify your communications like Repartee LX. With Repartee LX, you get an intelligently designed voice messaging system that has the options you need for your organization.

Repartee LX combines voice mail, automated attendant, audiotext, and fax detect and notify functionality into a completely integrated business solution that will help you communicate more effectively with the people who matter most to your business—your customers and co-workers. Built on a standard PC-based platform that operates on the Linux operating system, Repartee LX offers organizations investment protection and a solid growth path.

Repartee LX also comes with a wide range of optional packages that can enhance and expand the power of your voice messaging system. Feature packages that extend the functional capabilities of Repartee LX include Active Voice's Visual Messaging modules, ActiveNet® networking capabilities, Hospitality integration with 20 multi-lingual prompt sets and 21 guest languages.

When you add the Visual Messaging modules to Repartee LX, you really begin to unify your communications. Visual Messaging applications integrate Repartee LX with your Local Area Network (LAN) to give you control over live telephone traffic and messages—voice, fax, and e-mail—all from one place: your desktop PC. The Visual Messaging modules let you conveniently manage your incoming and outgoing calls, voice mail, and faxes directly from your desktop PC.

Repartee LX is available in 4-port increments up to 60-port configurations with more than 3000 hours of storage. It can support up to 65,000 voice mailboxes. We ship the Repartee LX system as a complete turnkey system with all required hardware and pre-loaded voicemail and system software. Each system also includes five free seats of the Visual Messaging applications.

Regardless of which configuration you purchase all of the optional software packages and complete help files come standard on the CD-ROM. For example, you want to add unified messaging with the ViewMail® for Microsoft® Messaging module, simply purchase an upgrade code from Active Voice and the software can be installed on-site or remotely.

Repartee LX Standard Features

Active Voice takes pride in its ability to offer the most intelligently designed and cost-effective voice messaging systems on the market. The dozens of powerful features that come standard with Repartee LX were designed with two things in mind: to improve your ability to communicate and to make Repartee LX easier and more efficient to use. Please review the following information for a description of what Repartee LX can do for your organization.

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 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 he or she is trying to reach is away or on the telephone. Voice mail allows a company to better manage its communications and its employees' time.

- **All subscriber group:** As users are added to the system, they are automatically added to this group.
- **Announcement of number and length of messages:** Repartee LX announces the number and length of messages.
- **Archiving:** The message archive feature allows subscribers to save messages longer than the preset system parameter.
- **Cut-through paging:** Repartee LX transfers telephone numbers entered by callers to paging devices, which enable subscribers to return important calls without checking voice mail. This feature is telephone system dependent.
- **Date and time stamp:** Subscribers may choose to hear the date and time stamp before or at the end of every message. Repartee LX indicates how long ago or the exact time and date that a message was received, providing subscribers with accurate information about their telephone and fax activity.
- **Extension Remapping:** Organizations can create "virtual extensions" so that users 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 given a "guest mailbox." Guest privileges allow a person to communicate with their host subscriber through voice messages.

- **Language selectable for each subscriber or guest:** The System Manager or subscribers can use the Mailbox Manager voicemail management interface to set which language each subscriber or guest hears. The subscriber or guest will hear prompts in that language when he or she calls the system to check voice mail.
- **Last in-First out / First In-First out (LIFO/FIFO):** System administrator can set LIFO/FIFO for entire categories of messages (e.g., all messages from other subscribers would be played back in either LIFO or FIFO order; message playback no longer grouped by subscriber name).
 - **Message order:** Allows users to hear messages in the order, which is most convenient.
 - **Playback order:** System administrator can set playback order separately for new messages and old messages for maximum flexibility and convenience.
 - **System-wide option.**
- **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.
 - **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.
- **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, re-record 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). 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.
- **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.
- **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 Repartee 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’s 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 can personalize their voice mailbox—set up their directory listing, record personal greeting, and set up security codes—through an easy-to-use, touchtone telephone conversation. Because self-enrollment is so simple, subscribers can begin using Repartee LX 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. Repartee LX 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 any number of digits up to ten, can be changed at any time from any touchtone telephone.
- **Subscriber-to-subscriber messaging: Repartee LX** is a powerful and flexible tool that substantially improves communications among co-workers. Subscribers can dial Repartee LX 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. 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:** Repartee LX 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:** Repartee LX allows subscribers to forward a copy of a message to another subscriber easily. Subscriber 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 24Kbps @ 6KHz, 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.

Mailbox Manager

This Web-based application brings many voice mail features to your desktop PC. The Mailbox Manager graphical user interface (GUI) gives subscribers the ability to configure and control personal mailbox settings in addition to the telephone user interface (TUI). With this new tool, users may modify greetings, security codes, notification, groups, conversation preferences and much more.

Mailbox Manager also reduces the workload for System Administrators, giving subscribers additional flexibility to customize Repartee LX to adapt to 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 LX 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 password:** Subscribers can change their telephone password.
- **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. By using Mailbox Manager to change call transfer options, callers and subscribers are connected quickly to provide good customer service and efficient personal administration of telephone traffic.

- **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
- **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 LX 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.

Automated Attendant

The Repartee LX voice messaging system 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, so 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 hour's 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 LX can be programmed to answer calls on the first ring so incoming calls are handled as quickly as possible.
- **Caller interviewing:** Repartee LX can interview callers with a series of simple questions (up to 20 questions) through the use of an interview box.
- **Call screening:** Repartee LX 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 LX can be programmed to set the clock forward or backward to automatically adjust for daylight-saving time.
 - **Directory listing:** A caller who does not know the extension can enter up to 30 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 LX automatically routes the caller to the subscriber's voice mailbox.
 - **Holiday greetings:** Up to 18 holiday greetings may be programmed one year in advance so the system automatically runs on night mode on holidays.
 - **Multilingual capability:** Each Repartee LX can support up to 21 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 the appropriate 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.
- **Multiple user interfaces:** Individual users on the same system have a choice of using menu options or Active Voice’s easy-to-use *1 for Yes, 2 for No*® interface.
 - **Menu options:** Repartee LX is so powerful and flexible that it offers a menu interface, as well as the yes-and-no interface. Menu options make it easy for experienced users to access all functions quickly.
 - **1 for Yes, 2 for No interface™:** Using the *1 for Yes, 2 for No* option, users access all functions by responding to simple yes-or-no questions.
 - **Quick keys:** Yes-and-no interface users can utilize the 4 through 7 keys to jump to specific options or features.
- **Music or unique messages for callers holding in queue:** Up to ten different on-hold prompts can be recorded for callers waiting in a subscriber’s queue. Prompts can be recorded to play information or music.
- **Numeric directory assistance:** Repartee LX provides directory assistance for outside callers without letters on their telephone keypad. Repartee LX 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, making dialing calls faster and more convenient.
- **Opening greeting:** Repartee LX 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.
- **Overhead paging:** Repartee LX can be linked with an overhead paging system (depends on the telephone system integration). For example, callers can be given the option to have Repartee LX page a subscriber if that person does not answer his or her extension.
- **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. 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 LX 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 LX can answer all or selected incoming lines.
- **Schedules:** To accommodate organizations with operating hours that vary from day to day, Repartee LX can maintain up to three 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 offices and organizations want to provide around-the-clock information to clients. The Repartee LX audiotext features allow an organization to make this information available to callers at all times. Repartee LX 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 the Repartee LX system 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 LX can prompt fax callers to add a brief voice message to describe their fax and tell whom it is for. 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.

Telephone System Integration

The process by which the Repartee LX system 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, thus limiting the use of some voice messaging features. How well a telephone system works with Repartee LX determines the level of “integration” with the Repartee LX system. These capabilities determine which Repartee LX system 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 the Repartee LX system 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 LX system integration delivers the following major features. Because of varying telephone system capabilities, however, it's possible that one or more of these features may not be available.
 - **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. There, the caller can leave a personal message.
 - **Message waiting indication:** When integrated with a telephone system that supports this feature, Repartee LX 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 keypad 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.
 - **ANI/Caller ID:** When available with the telephone system, the Automatic Number Identification (ANI) or Caller ID (CID) integration displays the telephone number of the outside caller on a desktop PC.

- **Integration methods:** The Repartee LX system integrates with the telephone system in one of three 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 LX.
 - **Serial integration:** This integration refers to a serial data link between the telephone system and Repartee LX. 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 Repartee LX to the telephone system, saving port usage to handle incoming calls.
 - **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. Repartee LX will then play the correct personal greeting based on the touchtones received.
 - **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 LX*. Each D/42JCTU board emulates up to four digital station sets; 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.
- **Immediate disconnects:** Repartee LX 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 LX to simulate a hunt group for telephone systems that do not have hunt-group capabilities.

Installation

Whether installing a Repartee LX VoiceMate® or individual Repartee LX components, the process involves the following steps: installing and testing the system key, connecting the telephone system, configuring the application, and backing up the system. For detailed information on installation, please refer to the Repartee LX Installation Manual.

- **Alternate operator destination on a per port basis:** Each port can be configured for separate operator positions.
- **Dial tone detection:** Dial tone detection minimizes call collisions and eliminates unnecessary port usage.

- **EasyMade® system setup:** Active Voice's EasyMade telephone system setup makes integration easy. Set up by simply selecting the desired telephone system, and Repartee LX automatically configures itself for the best integration possible. Advanced on-line help guides the installer through EasyMade and telephone integrations. Repartee LX supports more than 200 different telephone systems, including the popular Mitel, Rolm, Lucent, NEC, Nortel, and Toshiba systems.

The EasyMade method helps organize the communication needs of the company into the correct application design, and then provides a series of step-by-step instructions on how to program that information into the voice messaging system.

The EasyMade worksheets define everything that happens to a telephone call once it reaches an organization: how it is answered, transferred, and answered again. By filling out the worksheets prior to installing the system, the dealer and customer work together to structure the application around the most important considerations.

There are two basic steps to the EasyMade method: filling in the EasyMade worksheets and programming the application on the EasyMade application screens. Filling in the worksheets gives the dealer a better understanding of what the customer's requirements are and how to satisfy them. Once the worksheets are completed, it's easy to program the system because the line numbers and blanks on the worksheets correspond with the field numbers and labels on the screen. Each worksheet identifies which system screen it corresponds to.

- **Port independence:** Each port can have its own set of parameters. Ports can have parameters such as the language being used and the number of rings Repartee LX hears prior to answering.
- **System Manager conversation:** The system manager may access the system remotely and add mailboxes, reset passwords, change greetings, change schedules, and complete other tasks using this intuitive telephone system conversation.
- **System manager tutorial:** The written system manager tutorial provides an easy way for a system manager to learn adds, moves, and changes in Repartee LX.
- **Touchtone keypad mapping:** Repartee LX allows users to choose one of several different possible maps for the touchtone keypad. In many countries, telephone manufacturers have standardized the location of the letters that appear on a telephone keypad. However, on some manufacturer's telephone systems, keypads do not show the letters "Q" and "Z," while others may put them on the 1, 7, 9 or 0 key. Also, some languages have their own, unique alphabetic characters or do not use letters on the keypad at all.

Maintenance

The Repartee LX system 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.

- **Web Administration Console** By using the new HTML-based system administration console, Repartee LX 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 LX* system.
- **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 Repartee LX system.
- **On-line reports:** Repartee LX 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 Repartee LX 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 subscriber's old, and archived messages, and the subscriber'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 LX 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.
- **Remote maintenance:** With Repartee LX's remote maintenance feature, support and problem solving can be provided without an on-site visit. Dealers use remote maintenance to link a customer's Repartee LX to an off-site PC via the Internet or through a dial-up connection.

When the off-site computer and the customer's Repartee LX 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.

For complete information on installing and using remote maintenance, please see the Repartee LX Installation Guide.

- **Online backup** Using online backup, the system administrator can backup Repartee LX on a regular basis without taking the system down. This is beneficial for organizations that require constant voice messaging capabilities.

Specifications

Repartee LX is sold as a Turn-Key System with the Dell™ PowerEdge SC430 Celeron mini-tower Server. It is a completely assembled and tested system, with all of the voicemail and operating system software installed prior to shipping.

Hardware Specifications

Products:	Level I Repartee LX v.8.1.2
Released:	August 2006
Manufacturer:	Dell™ Computer Corporation
Manufacturer Model:	PowerEdge™ SC430 Celeron Mini-Tower Server
	PowerEdge 2800 Server

Repartee LX is also sold as Port Packages (Kits), in 4-port increments up to 60 ports. Active Voice Port Packages include all necessary voice mail and operating system software, End User Reference Cards, plus a USB key. Additional feature packages may be purchased with these packages for use with qualified Intel Dialogic voice boards on the Dell SC430 Celeron or a PC that meets our minimum requirements. Please refer to the current Repartee LX price list for the most current list of boards and components available from Active Voice.

Minimum System Requirements for 16 ports or less are as follows:

CPU: 800MHz
HDD: 10G (The HDD can be primary IDE drive, primary SCSI boot device 1, or primary SATA drive 2)
MEM: 256MB RAM
VIDEO: Generic VGA for remote only HTML interface; VESA 2.0 compliant video card for local/remote HTML interface
MONITOR: Generic monitor for remote only HTML console; Generic SVGA monitor that supports 1024x768@60Hz for local HTML interface
Pointing device: PS/2
CD-ROM (**IDE only**)
USB: OHCI/UHCI based controller
NIC (optional): for Visual Messaging, remote HTML interface and network based remote access.
Linux kernel 2.4.20-18.7 (Red Hat 7.2 with errata RHSA-2003:187-25) compatible device

Minimum System Requirements for more than 16 ports are as follows:

CPU: 1.5 GHz
HDD: 10G (The HDD can be primary IDE drive, primary SCSI boot device 1, or primary SATA drive 2)
MEM: 384MB RAM
VIDEO: Generic VGA for remote only HTML interface; VESA 2.0 compliant video card to support local/remote HTML interface
MONITOR: Generic monitor for remote only HTML console; Generic SVGA monitor that supports 1024x768@60Hz for local HTML interface
Pointing device: PS/2
CD-ROM (**IDE only**)
USB: OHCI/UHCI based controller

NIC (optional): for Visual Messaging, remote HTML interface and network based remote access.
Linux kernel 2.4.20-18.7 (Red Hat 7.2 with errata RHSA-2003:187-25) compatible device

Optimal System Requirements are as follows:

CPU: 1GHz

HDD: 20G (The HDD can be primary IDE drive, primary SCSI boot device 1, or primary SATA drive 2)

MEM: 512MB RAM

VIDEO: Generic VGA for remote only HTML interface; VESA 2.0 compliant video card to support local/remote HTML interface

MONITOR: Generic monitor for remote only HTML console; Generic SVGA monitor that supports 1024x768@60Hz for local HTML interface

Pointing device

CD-ROM (**IDE only**)

USB: OHCI/UHCI based controller

NIC (optional): for Visual Messaging, remote HTML interface and network based remote access.
Linux kernel 2.4.20-18.7 (Red Hat 7.2 with errata RHSA-2003:187-25) compatible device.

RAID is now supported on Repartee LX version 8.1.2.

Additional Feature Packages

- **ActiveNet®:** This multi-site messaging package for Repartee LX is ideal for companies that communicate via long distance with regional offices, vendors, or customers who have their own voice mail systems. ActiveNet 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 module. The PlusNet component makes many of Repartee LX's powerful subscriber-to-subscriber messaging features available for remote sites.

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.

PlusNet adds an enhanced level of security and system management, with features such as automatic synchronized directory updates between sites. When communicating with earlier Repartee systems, other Active Voice systems, or voice mail systems from other manufacturers, ActiveNet uses the industry standard AMIS analog protocol.

- **Hospitality:** The Hospitality Package 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.

The Hospitality systems use 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, their voice mailbox is automatically activated by the PMS. Upon check-out, any existing messages are saved for the guest, and the mailbox is automatically deleted from the system.

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.

- **Text-to-Speech using Nuance® RealSpeak™**
With Repartee LX's Text-to-Speech package, you can have 24-hour, two-way access to your Microsoft Exchange, Novell GroupWise or Lotus Notes 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. Allow your 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
- **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 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 Solutions

The Visual Messaging Applications are a suite of optional unified messaging and call management modules that can enhance your Repartee LX voice messaging 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.

Once you've purchased the Visual Messaging applications for your Repartee LX system, you can add seats of the different Visual Messaging modules as your organization grows. Each module—ViewMail, ViewMail for Microsoft Messaging, ViewCall® Plus, ViewFax™, the message integrations for Novell® GroupWise®, Lotus® Domino® — can be purchased separately or together to customize your Repartee LX system as your organization's requirements change.

ViewMail

A practical solution that simplifies the entire messaging process, ViewMail organizes messages on screen, making them much easier to manage than via the telephone. ViewMail displays a list of messages that you can quickly scan for important information. You can see who each message is from, the date and time it was sent, the length, and a subject if one were included. When used with Automatic Number Identification (ANI) and Caller ID, or when entered manually through the Repartee LX call screening feature, the name and number of the message sender 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 LX available on the desktop PC. It also provides additional capabilities that are possible only through the combination of the PC, the LAN, and the telephone. ViewMail can be used with Windows version Windows 2000 and XP™. Here's a quick review of some of these features:

- Archiving messages
- Call return on some telephone systems
- Copying or pasting messages
- Future message delivery
- Live Record
- 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

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

Repertee LX offers ViewMail for Microsoft Messaging (VMM), ViewMail for Lotus Notes (VML) and ViewMail for GroupWise (VMG) that 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)

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 (GUI). 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 a 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.

ViewCall Plus can be configured to access and interact with databases, work with spreadsheets, direct calls according to a set of pre-established rules, handle predictive dialing functions, and more. For example, ViewCall Plus can make calls from within an application such as Microsoft Access® or Outlook. Here are just a few of the features available with ViewCall Plus:

- 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
- Three integrated windows

ViewFax

ViewFax works within ViewMail and ViewMail for Microsoft Messaging, ViewMail for Novell GroupWise and ViewMail for Lotus Notes, 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 actually 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 features:

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

- Negative image
- Network printing

With ViewFax 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 Print-to-Fax features:

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

Integration for Microsoft Exchange, Lotus Notes[®] and Novell GroupWise[®]

The E-Mail Integration package consists of two combined modules that give you 24-hour two-way access to e-mail messages without a laptop or modem connection. The E-Mail Notify/Delivery module puts voice or fax messages in your universal mailbox along with your e-mail messages. Repartee LX handles e-mail over the telephone just like voice mail, identifying the sender and reading the subject and length of each e-mail message so you can easily skip through long or routine messages. You can reply, redirect, save, and delete e-mail simply by pressing touchtones.

With E-Mail Reader, you can hear and respond to e-mail right over the telephone using text-to-speech conversation, and then record a reply that is sent either or as a voice mail message or an e-mail with a WAV file attachment.. E-Mail Reader reads the text portion of any e-mail message and plays any attached WAV files. If you have a long e-mail that you'd like to see instead of hear over the telephone, you can even send it to any nearby fax machine.

E-Mail Notify/Delivery

- 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

E-Mail Reader

- 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

Feature Summary

General System Features

- Voice ports, 60 ports
- Fax ports, 8 ports
- 65,000 mailboxes
- Unlimited transaction boxes
- CD-ROM installation
- USB System key

Product Configuration

- Available as complete system
- Available as components

Upgrades/Migration

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

System Software & Hardware

- Operating system, Linux distribution provided by Active Voice
- Optional color monitor
- Keyboard and mouse
- Optional external modem, 56Kbps
- PCI voice boards supported: Intel Dialogic D/4PCI, D/4PCI-UF, D/42JCT-U, D/82JCT-U (Rev. 2), D/120JCT-LS, D/120JCT-LS (Rev. 2),
- PCI fax boards supported: Intel Dialogic VFX/41JCT-LS
- 7 PCI slot expansion chassis, optional

Level I Platform (max. port capacity 40)

- Intel Celeron® 2.66GHz
- Minimum RAM, 512MB
- Hours of storage, on-board approx. 3200
- SATA hard drive
- ISA card slots available, 0
- PCI card slots available, 2 (up to 9 with PCI expansion chassis)

Level II Platform (max. port capacity 60)

- Intel Pentium® 2.8 GHz
- Minimum RAM, 1GB
- Hours of storage, on-board approx. 3200 (with RAID)
- SCSI Hard drive
- ISA card slots available, 0
- PCI card slots available, 5 (up to 12 with PCI expansion chassis)

System Administration

- Windows-based console
- Intranet console access
- Dial up console access, included PuTTY SSH Client Software
- 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

Telephone System Integration features

- Analog, serial and digital 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 reports
- Extension list report
- Administrative access report
- Error log report
- Port usage
- Event log
- General subscriber report
- Distribution lists report
- Message traffic report
- Storage usage report
- Network reports
- Hospitality reports

Optional Feature Packages

- Text-to-Speech for Microsoft Exchange, Novell GroupWise, Lotus Notes
- ViewMail
- ViewMail for Microsoft Messaging
- ViewCall Plus
- ActiveFax with ViewFax
- Multilingual Prompts
- Networking
- Hospitality with PMS integration and multilingual guest 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 interface
- Record/edit voice name
- Record/edit all greetings
- Change telephone password
- Change e-mail password, including special characters
- 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 up message notification to any SMTP account (i.e. subscriber@hotmail.com)
- 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
- Message stack (FIFO/LIFO)
- 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 *Repartee LX* to answer and direct calls by playing greetings and responding to touch-tones. Callers listen to prompts and direct themselves to the person, 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 *Repartee LX* 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 *Repartee LX*.

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 *Repartee LX* in Dutch.

subscriber - a person who accesses the *Repartee LX* 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 *Repartee LX*.

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

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 LX* system; this includes both subscribers and callers.