



## How to Put Productivity into Overdrive...Without Overspending

In today's challenging environment, your organization needs to get more work done with less resources and time. That's exactly what CallXpress® 8 can help you do. This powerful Unified Communications platform turns your telephone system into a productivity tool. Your users and your business can communicate more efficiently, respond more quickly and cut down on wasted time.

So how does CallXpress help you and your company do more? CallXpress delivers a powerful suite of Unified Communications applications including advanced call processing, voicemail, unified messaging, personal assistant, fax, speech, and notification. These tools have been proven to enhance productivity of users and businesses.

Here's the best news. It's the most cost-effective solution on the market because it works with what you already have: your existing telephone system, e-mail system and data infrastructure. No other solution offers a higher level of interoperability. CallXpress allows you to leverage your existing investment and still increase productivity, rather than spend money to replace parts of your existing communications infrastructure.



### CallXpress® Platform



*CallXpress offers unprecedented interoperability and delivers advanced call processing, voicemail, unified messaging, personal assistant, fax, speech and notification capabilities. With CallXpress, an organization can protect and extend its existing data and telephony infrastructure investment – now and into the future.*



## Over 10 Million Users Trust CallXpress from AVST

Our existing customers are big fans of AVST, because they have experienced first-hand the benefits of CallXpress after using other types of systems. In fact, glowing reviews from CallXpress users often bring AVST new customers from around the world.

Customer loyalty is one reason why CallXpress has such a long history. It was first introduced nearly 30 years ago, and has been continuously developed to incorporate new technology, bringing ever-increasing features to today's organizations. AVST has a relentless pursuit of quality with the agility to respond quickly to customers' needs.

As part of our continuing customer commitment, AVST offers a user community and online forum where CallXpress customers can network with their peers and expand their product knowledge.

**10  
MILLION  
USERS**

**“On its first full business day in operation,  
CallXpress took over 48,000 calls.  
The system didn’t miss a beat.”**

Mark Reynolds  
Associate Director  
University of New Mexico

## CallXpress Helps You Do More

Imagine the benefits if you could manage your messages in half as much time. Imagine you had constant access to all your messages, whether on the road or in the office. Imagine you could respond to your voicemail and e-mail messages, schedule meetings and make calls while driving – all hands-free, using only your voice. All this would allow you to get more work done every day. Now, imagine that extra productivity from every person in your organization.

CallXpress can improve the productivity of your business, allowing you to reach your customers proactively and deliver timely information while reducing costs and human error.

That's the **power of productivity** that CallXpress delivers with our best-in-class applications.



“The ability to give users access to voicemail messages from their e-mail client, click to call from their contacts, and engage in voice activated activities to manage messages and calendar events can make an enormously positive impact on user productivity.”

Elka Popova  
North America Program Director  
Unified Communications  
Frost & Sullivan



## User Productivity Tools



### Unified Messaging

Unified Messaging lets you:

- Get instant access to your e-mail, voicemail and fax messages in one inbox
- Retrieve your messages wherever you are, using a phone, computer or mobile device
- Prioritize your voice messages more easily
- See all your messages at a glance

### Voice User Interface

Harness the power of your voice. With the CallXpress Voice User Interface, you can access your inbox anywhere, even while driving, through speech commands to:

- Access your messages ("Get new messages," "Get new e-mail")
- Navigate your message queues ("Next message," "Previous message")
- Process your messages ("Delete message," "Forward message," "Reply to message")
- Place calls to other system users ("Ring John Smith")
- Place calls directly to phone numbers ("Dial 3334444")



### Personal Assistant

#### Schedule-based Presence and Availability

- Place your call to the right location – work, mobile, home office – based on your schedule
- Use find-me/follow-me to ensure you never miss an important call

#### Interactive Call Screening

- A virtual personal assistant announces the caller and lets you choose to accept, acknowledge or transfer the call
- The patented acknowledge feature provides a unique call screening option where you hear the name of the person that is calling and you can record a customized message in recognition of their call

#### Manage Your Calendar

- Check and schedule meetings through Microsoft® Outlook® or IBM® Lotus® Notes® calendar

### Single Number/Single Mailbox Access

CallXpress saves you time and money by allowing you to:

- Combine your mobile phone and office phone messages into a single mailbox
- Provide users with a single phone number to contact you, rather than a mobile and a desk phone
- Place long distance and international calls from your mobile phone through CallXpress while traveling
- Transfer calls from your desk phone to your mobile when you need to leave your office in mid-conversation



### Message Notification

Never miss an important message again, whether in the office or on the go:

- Be notified the instant new voice or fax messages arrive via e-mail, pager, phone call or SMS text message
- Keep system administrators abreast of the status of your CallXpress system through administrative alerts via SNMP or e-mail



## Business Productivity Tools

### Communication Enabled Business Processes (CEBP)

CallXpress has powerful tools that build highly advanced call notification and interactive voice response (IVR) applications to improve business productivity. You can:

- *Click to call* lets you call your contacts from within Microsoft Outlook contacts or Lotus Notes address book
- Use automation to provide faster, more consistent information to your customers 24x7
- Remove the cost of expensive labor by offering self-service applications
- Reduce human error

### Outbound Call Notification

Automatically calls people to notify them of information such as:

- Appointment reminders, such as doctor's appointments, customized to each patient
- School notifications, such as cancellations or event notification
- Emergencies
- Marketing campaigns and sales follow-up
- Status of services such as flight delays, order status or payment due

### Create Customized Automated IVR Systems

By having callers go through menu trees using DTMF to get information, businesses can save money and speed up processes.

It's perfect for such applications as:

- Bank by phone, account status or billing
- Automatic financial reporting
- Campus directory
- 24-hour reporting line or technical support
- Store or employee locator



## Business Productivity Tools

### Automated Attendant

Callers can reach the appropriate person using a speech interface or DTMF. It provides reliable 24x7 call routing for applications such as:

- Intelligent call routing
- Operating hours
- Driving directions
- Corporate directories
- Audio menus
- Fax libraries

### Legacy Voicemail Replacement

CallXpress is the perfect solution for replacing your discontinued voicemail system. It allows you to:

- Take advantage of state-of-the-art and legacy features developed for nearly 30 years
- Meet your scalability challenges and consolidation objectives through sophisticated system networking and global user administration capabilities
- Use the telephone interface your employees are comfortable with by mimicking the command structure from Octel® Aria®, Octel Serenade®, Mitel® NuPoint with Centigram Interface, Nortel® Meridian Mail, and Avaya® INTUITY™ AUDIX®
- Manage your PBX and voicemail system from a single interface
- Upgrade to advanced Unified Communication features at your own pace with modular licensing
- Transition to IP telephony when you're ready, with an IP-Future Proofing Guarantee



*Users don't need extensive training to use CallXpress - it emulates the telephone user interface of the most popular first-generation voicemail systems.*

**“CallXpress ranked #1 as the primary voicemail system most used.”**

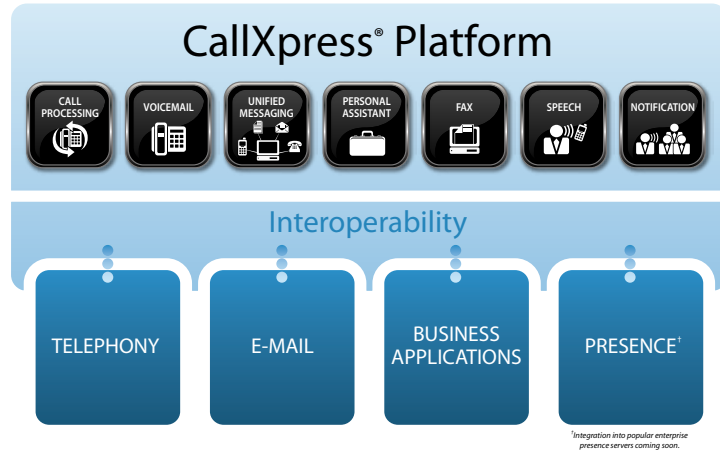
Source: Respondents to Voice Report's  
2009 National PBX Survey



## CallXpress Saves You Money

Your organization already has telephony systems, e-mail servers, and business applications. In fact, it's highly likely that you have a mix of telephony switches, especially if your organization has multiple or merged offices. Most vendors require you to replace these systems before adding productivity applications.

There's one solution that works with all your systems so you can extend their life rather than replace them. CallXpress is the leader in interoperability, integrating with more telephony switch environments than anyone else. You can realize the benefits of next-generation applications with a much smaller investment. Our open architecture platform is the key.



**“Enterprises must ensure that the communication solutions they invest in are interoperable.”**

Bern Elliot

VP Distinguished Analyst, Gartner

What is Unified Communications, and How Should You Approach It?

Publication Date: February 19, 2009

## Name Your Telephony System – CallXpress Integrates With It

Does your company have an Avaya, Alcatel®, Cisco®, NEC®, Nortel, Siemens® or Mitel telephony system? Or maybe one of each? You can use CallXpress – it supports up to 10 switches on one system. In fact, CallXpress offers integrations for all the major telephony vendors, over 250 TDM, IP, and Centrex options to choose from. It's also one of the few Unified Communications systems able to support multiple integrations—both traditional telephone systems and IP phone systems—on a single server.

## A Good Match for Any E-Mail System

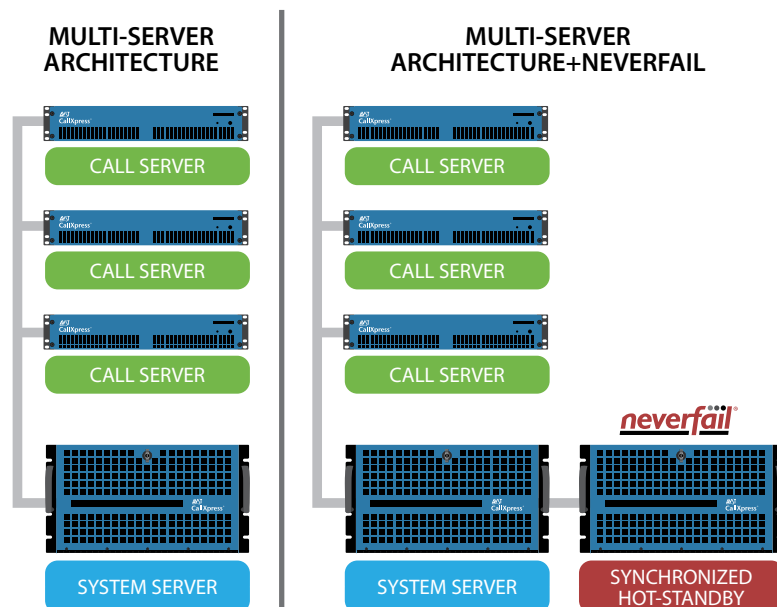
CallXpress unified messaging integrates with virtually any e-mail environment including Microsoft Exchange, IBM Lotus Notes, Novell® GroupWise®, Mirapoint®, and any IMAP compliant e-mail system. And if your company uses multiple e-mail environments, CallXpress can deliver unified messaging capabilities where competitors cannot.

## When Nothing Is More Important Than Reliability

Your employees must have continuous connection to their information and applications to keep you at the peak of performance. Downtime recovering from backup systems can't be afforded in today's 24x7 world. That's why CallXpress multi-server architecture contains two parts: the System Server, which is the brains of the operation and the Call Servers, which act as the workhorses. Combine that with Neverfail®, a fully synchronized, uninterrupted hot standby server and your organization can achieve the highest level of survivability.

Multi-Call Server Architecture with Neverfail delivers continuous high availability and disaster recovery initiatives by:

- Predicting issues and correcting them before they have impact through proactive real-time monitoring (of hardware, software and networking environments)
- Automatic failover to keep your users seamlessly connected without human intervention
- Keeping CallXpress applications running
- Real-time notification alerts sent to the System Administrator



## CallXpress Fits All Types of Infrastructures

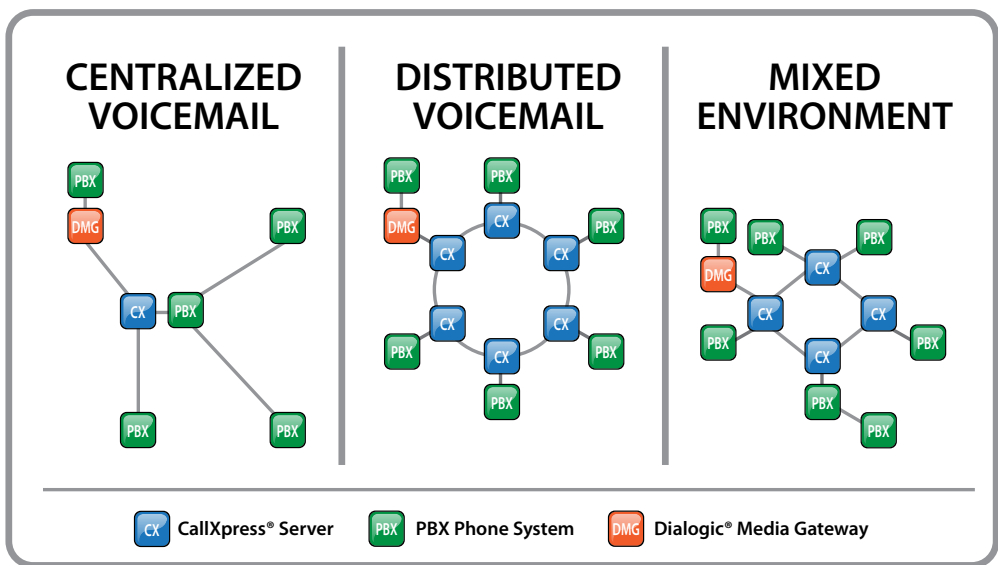
You may have one PBX and one voicemail system per physical site – or you can have a centralized voicemail platform. Whether your telephony infrastructure is distributed, centralized or a hybrid of the two, CallXpress offers advantages over competitors' products. It allows you the flexibility to set up the system the way that works best for your company.

### Distributed Architecture (one PBX/voicemail system per site)

CallXpress offers numerous competitive advantages in this type of architecture. It's easier to support multiple sites with CallXpress than with alternative products, thanks to our Global User Administration and Message Networking features. You can maintain all the systems and perform distribution list propagation from a single interface.

### Centralized Architecture (a single voicemail platform serving all your locations)

This type of architecture is a perfect fit for CallXpress, since reliability is critical. CallXpress offers the high availability you need when centralizing your infrastructure. The system supports multiple telephone integrations, as well as the Dialogic® Media Gateway.



## Unified Messaging Deployment Flexibility

Your company has its own set of priorities for storage, access and security, so it's important to select the right unified messaging architecture to meet your needs. And while most other solutions only offer one or two types of architectures, CallXpress offers four different types. In fact, leading industry analysts have rated AVST as leaders in unified messaging. CallXpress can be configured as Server-based (single store), Client-based (dual store), Secure, and Simplified, or a combination based on your needs. Each architecture has distinct advantages to help your organization grow and manage your approach to compliance and confidentiality.

## You've Got Plenty of Room to Grow

Whether your organization is growing or you are looking to centralize your solutions for easier IT management, it is important to invest now in solutions that can scale with your changing requirements. CallXpress ensures that you are prepared for change by providing incredible scalability of up to 384 voice ports.

**“When it comes to unified messaging, flexibility is key. As companies evolve, and as rules, regulations and business environments change, administrators need to have the flexibility to adapt to those changes. AVST’s four unified messaging architectures (Server-based, Client-based, Secure, and Simplified) enable companies to manage the transition to unified messaging, deploying any mix of unified messaging that they wish in order to best fit their needs and unique environments.”**

Blair Pleasant  
President and Principal Analyst  
COMMFusion

# PRODUCT FEATURES

## Interoperability

- Supports over 250 Traditional TDM, IP-PBX, and Centrex Integrations
- Supports Multiple Telephony Integration Protocols Including SMDI, Digital Station Emulation, QSIG, CAS, DPNSS, SIP
- Simultaneously Integrates with Multiple Telephone Systems
- Supports Multiple and Disparate E-mail Clients and Stores
- Support for all Types of Data Network Topology

## High Availability and Deployment Flexibility

- Multi-server Architecture to Minimize Points of Failure
- High Availability Achieved Using Port Distribution Across Multiple Survivable Call Servers
- Optional Fully-synchronized, Uninterrupted Hot Standby Neverfail Server
- Database Replication Protects Against Database Failures within a Single CallXpress System
- Distributed, Centralized, Hybrid Architecture Support
- Supports Dialogic Media Gateway or Remote Survivable Call Servers for Multi-site Locations

## Administration

- Single Administration Interface for Voice, Speech, Unified Messaging, and Fax
- Global User Administration
- Supports Popular Single Point of Administration Tools
- Networking (AMIS, VPIM, Avaya Message Networking Server Support)
- Active Directory MMC Snap In
- Message Archiving, Retention Policy, Discovery, and Disposal (3rd party application required)

## Voicemail and Call Processing

- Full Set of Legacy Call Processing and Messaging Features
- Alternate Telephone User Interfaces (TUI) – Octel Aria, Octel Serenade (VMX), Mitel Nupoint with Centigram Interface, Avaya INTUITY AUDIX, Nortel Meridian Mail
- Interactive Voice Response (IVR)
- Speech and DTMF Automated Attendant
- Message Notification
- Multi-language Support – US English, UK English, Arabic, Brazilian Portuguese, Danish, Dutch, European Spanish, Finnish, French, German, Italian, North American Spanish, Norwegian, Russian, and Swedish

## Unified Messaging

- Integrates E-mail, Voicemail and Fax into a Single View
- Unified Messaging (UM) Access via Web Interface, Speech or DTMF via the Telephone, E-mail Client, and any Mobile Device
- UM E-mail Client Integration (Microsoft Outlook, Lotus Notes, Novell GroupWise, Mirapoint, or any IMAP4 Compliant E-mail System)
- Text-to-Speech
- Voicemail-to-Text (subscription to 3rd party service required)
- Addresses Unified Messaging Issues with Compliance, Confidentiality and Capacity
- Unified Messaging Architectures: Server-based, Client-based, Secure, and Simplified
- Unified Messaging Architecture Configurable per User
- Multi-language Client Support: Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Spanish and Swedish

## Personal Assistant

- Presence and Availability
- Find-me / Follow-me
- Contact Access and Dialing (“Call Bob Harris”)
- Calendar Access and Management (“Get my appointments for today”)
- Call Waiting (whisper notification)
- Call Recording
- Continuous Connection
- Acknowledge, Call Divert and Call Transfer
- Missed Call Message Notification

## Mobility

- Hands-free Mobile Access through Intelligent Voice User Interface (VUI)
  - Access and Message Management
  - Place Calls
  - Manage Incoming Calls
  - Maintain Mailbox Settings
  - Supported Languages: US English, UK English, and Australian English
- Single Number / Single Mailbox
- Unified Messaging
- Personal Assistant

## Fax

- True Unified Messaging with the Ability to Electronically Receive, Send and Manage Voice, Fax and E-mail at a Single Location
- With CallXpress Automated Attendant any Information Stored in a Fax Library is Available to your Customers Around the Clock
- Provides a Single Number for both Voice and Fax

## Notification

### NotifyXpress™ Outbound Call Notification

- Customized Announcements
- Reporting

### Message Notification

- MWI to the Telephone
- Outcall (Immediate or Daily)
- SMS
- E-mail

## TECHNICAL SPECIFICATIONS

### *CallXpress Multiple Servers*

- 4 to 384 Ports on Multiple Servers, Network for Larger Capacity
- 1 System Server and up to 8 Call Servers
- Each Call Server Supports up to 3 Separate Telephony Integrations (1 IP + 2 TDM or 3 TDM), Maximum of 10 Telephony Integrations
- Maximum 40,000 Users, 20,000 of which can be Unified Messaging Users

### *CallXpress Single Server*

- 4 to 96 Ports on a Single Server, Network for Larger Capacity
- System Server and Call Server on a Single Server
- Supports up to 3 Separate Telephony Integrations (1 IP + 2 TDM or 3 TDM)
- Maximum 5,000 Users

### *RightFax®*

- Unlimited Fax Channels

### *NotifyXpress*

- Up to 48 NotifyXpress Ports

### *E-mail Access*

#### Client

- Microsoft Outlook XP, 2003, 2007
- IBM Lotus Notes R6.5, R7.0, R8.0, R8.5

#### Server

- Microsoft Exchange 2000, 2003, 2007
- IBM Lotus Notes/Domino R6.5, R7.0, R8.0, R8.5
- Novell GroupWise Server/Client 6.5 and 7.0
- Mirapoint E-mail Server, Citrix® MetaFrame Server, and any IMAP4 compliant E-mail System

### *Networking*

- VPIM, AMIS, Avaya Message Networking Server Support

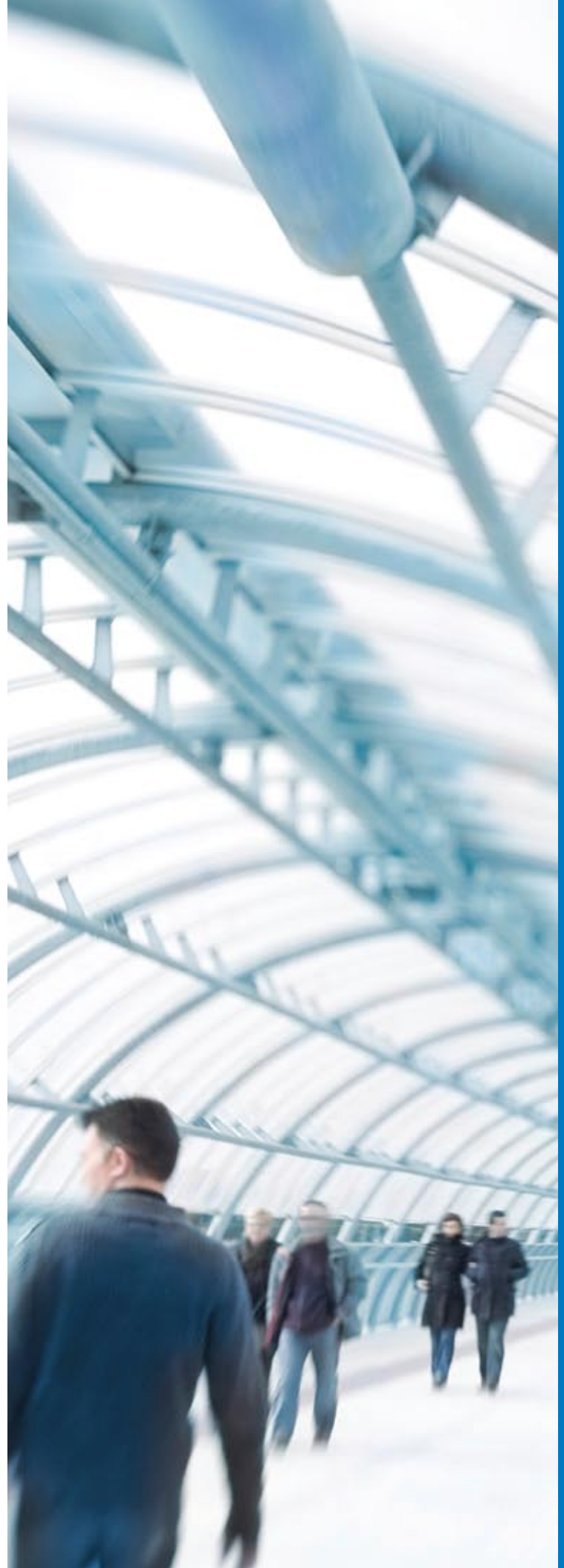
### *Operating System*

#### Server:

- Microsoft Windows® Server 2003
- Windows XP Professional (Voicemail only. Unified Messaging and Speech not Supported under Windows XP.)

#### Client:

- Windows Vista™ Business
- Windows XP Professional



For nearly 30 years, AVST has been shaping the evolution of communications, with more than 10 million users worldwide that have relied on CallXpress. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered.



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