



**Callware**  
**TECHNOLOGIES™**

**Callegra .UC**

**Unified Communications**

**Feature Catalog**



\*\*\*Callware product features that make use of telephone specific functions, such as external transfers, conversation recording or Caller ID information, are wholly dependent on the capabilities of the associated telephone system. While every effort is used to ensure this Feature Catalog is accurate, Callware products are continuously being updated and modified. This may result in feature definitions that are incomplete, or no longer available. Please speak with a Callware authorized Solution Provider for details on which features and services are available with your telephone system.

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## Callegra .UC™ Server

### Microsoft Windows 2000 support

Callegra .UC runs on Windows 2000 Server offering the network integration and familiar administration your system administrators need to keep everything running smoothly.

### CT LABS Tested Certification

Callegra .UC was awarded the "CT LABS Tested" certification in October of 2002, verifying scalability, reliability and system performance. For a copy of the CT LABS testing report, visit

[www.callware.com/solutions.html](http://www.callware.com/solutions.html)



### PBX Integration

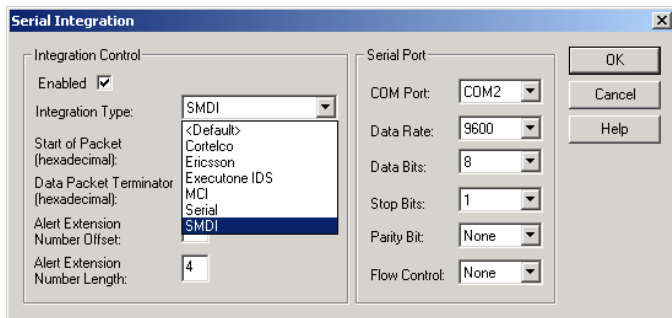
Callware voice mail products have successfully been installed on hundreds of different telephone systems due to the open and customizable nature of the telephone system integration capabilities inherent within Callware's products. While Callegra .UC ships with hundreds of pre-defined telephone system integrations, the application allows installers and administrators to create new integrations as well as fine-tune existing ones to optimize particular applications or installations to a specific telephone system.

### Caller Integration Methods

Callegra natively supports several methods of telephone system integration:

- Call Progress Tones
- In-band Data Packets
- Simplified Message Desk Interface (SMDI)
- Proprietary Out-of-band/Serial Integrations
- Digital Terminal Emulation
- T1

Additional proprietary and standards-based methods of integration will be developed as needed.



### Intel & Brooktrout Voice Boards

Harnessing the power and experience of leading voice board manufacturers, Intel and Brooktrout, Callegra is able to offer current technologies in real world applications.

### Enhanced Diagnostic Tracing

Filters are provided for event severity and focus on specific Telephony Server functions. This allows administrators or technicians to customize trace files for rapid focus and resolution of installation and setup problems, as well as system configuration diagnostics when expansion or other changes are desired.

### System Maintenance & Optimization

Nightly maintenance routines back-up user and system information and purge deleted messages that have exceeded their retention limits.

### Dynamic GUI Icons

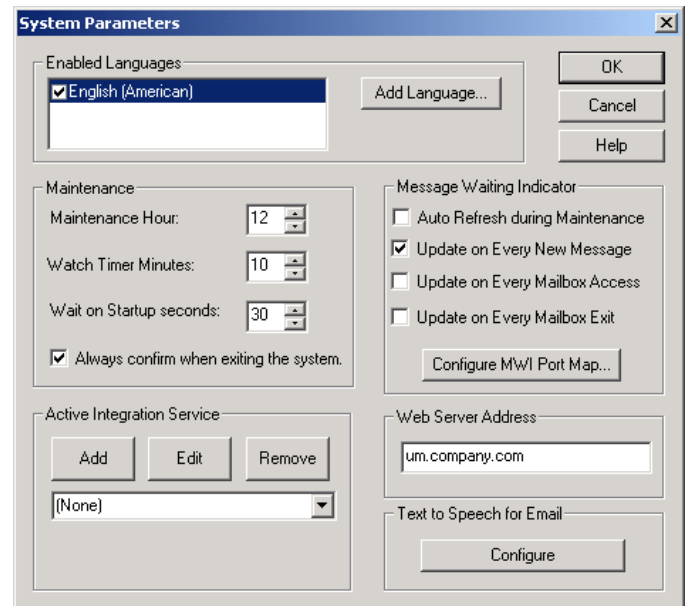
The dynamic GUI icons allow system installers and administrators to quickly obtain a high level view of Telephony Server activity. Being able to view port and channel status at a glance, makes it easier to focus on install and configuration issues, and provides a quick perspective for system expansion plans.

### MWI Controls

Message waiting indication is critical, especially for users at their desks. By offering multiple MWI configurations:

- On every new message,
- Only the first new message,
- On box entrance, and
- On box exit,

Callegra can be optimized for a particular telephone system and specific applications.



### Multi-Tenancing

Callegra .UC offers several key features to enable multiple applications or companies to share a single voicemail server, including:

- Port specific greetings,
- Dynamic port allocation, and
- Multiple/Discrete auto attendants.

Using these features, many smaller companies or branches of a large company can share a single voicemail server, but have the functionality of their own system.

### System Scalability

Callegra systems are able to scale from 4 to 144 ports per Telephony Server, with up to 1,000,000 mailboxes on the Data Center Server.

### Multi-Site Networking

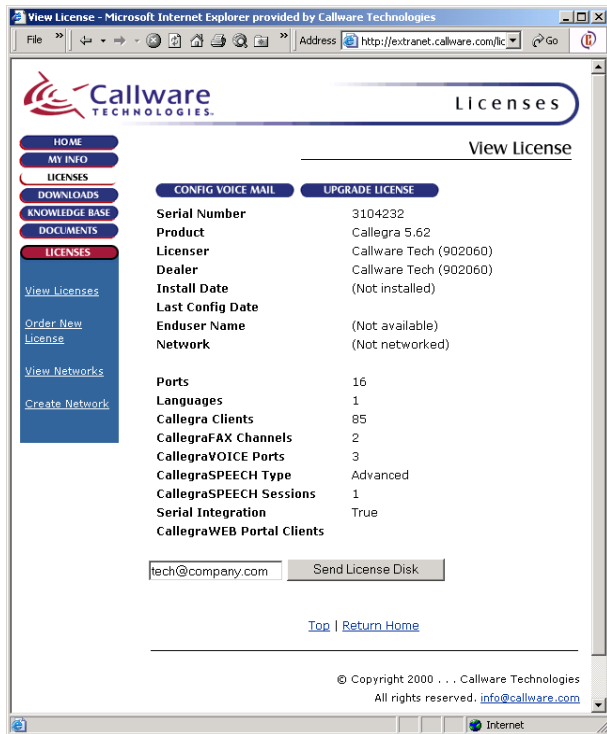
Callegra .UC Telephony and Client Servers can share a single Data Center Server allowing for many locations to operate as a single system scaling to hundreds of ports per network.

### Fault Recovery

The Callegra .UC architecture allows multiple Telephony Servers to be run in parallel with auto-recovery to minimize or eliminate any impact to callers in the event of a failure.

### On-line Licensing & Upgrades

System licenses and configuration codes are available to Callware's authorized Solution Providers and Distributors online. Initial configuration and subsequent upgrades can be performed at any time by accessing the Callware Extranet.



### On-line Help & Documentation

Help screens on the server and Compiled HTML Help files (.chm) available on the product CD-ROM are available to guide system installation and administration.

### Fax Tone Auto-Transfer

Callegra systems that are not licensed for CallegraFAX services can designate a separate fax machine extension. When Callegra receives a fax call, it will recognize CNG tone (being transmitted by the sending fax machine), and automatically forward the call to the designated fax machine.

### Box Alias Table (Inbound Routing)

Using box aliases allows integration information to be redirected to a different box than it would normally. This is frequently used with Centrex integrations to allow 3 or 4 digit box numbers to integrate with 7 or 10 digit identifier information.

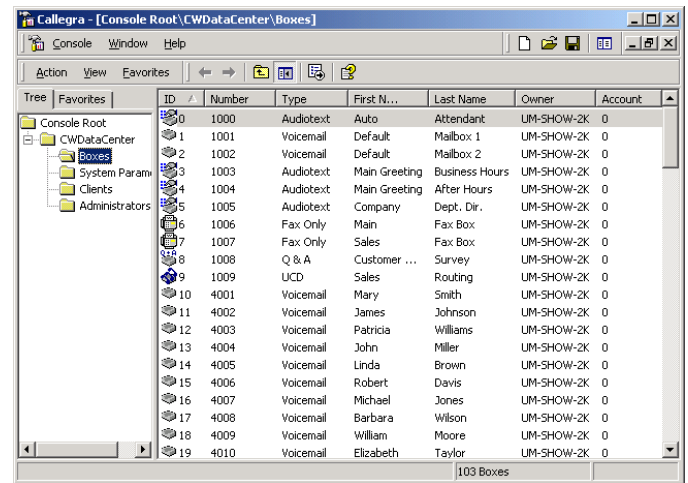
### Dial String Translation (Outbound Routing)

Dialing tables created by the system administrator allow voicemail out-dial applications to append user specific dial codes, route traffic based on local 10 digit dialing, and add trunk access or long distance codes.

## CallegraADMIN for Microsoft Management Console (MMC)

### Remote Access for Callegra Administration

Callegra Administrators are able to leverage the power and security of the Microsoft Management Console by using the CallegraADMIN for MMC snap-in. This brings complete mailbox administration to any configured computer within the domain of the Callegra server.



### Dynamic Box Administration

CallegraADMIN for MMC can create, modify and delete boxes on the fly, with the Callegra system online. Optimizations to the interface now allow for efficient and rapid management of system boxes with no impact to system performance.

### Services Organized by Area

System and mailbox services were re-organized by functional area so that more applications and functions can be completed easily and quickly, minimizing the need to setup a single function on more than one screen.

### Greeting & Passcode Lock

System administrators are able to retain box name, greeting and passcode control in systems where specific applications require these to remain unchanged (hospitality or student boxes for example).

### Global Distribution Lists

Callegra supports up to 50 system-wide global distribution lists. Only users with administration service rights can modify these lists, however they can be used for message distribution by all box owners. An unlimited amount of notification boxes can be setup each with it's own unique distribution list, which allows callers and mailbox owners to send voicemail messages to everyone on the list.

## System Utilities

Callware provided system utilities include:

- System Transaction logs (activity logs) and,
- WinSQL Lite database tools from Symmetric to view and manage the MSDE database.

Migration from previous 5.4x and 5.5x Callegra systems or other employee directories requires the use of Microsoft SQL tools. Please contact Callware Support Services (801-984-6230 or [Support@callware.com](mailto:Support@callware.com)) for complete details.

## Callegra™ Auto Attendant

The auto attendant is the front door for the company's callers. Callegra's integrated auto attendant capabilities provide an easy way for callers to reach specific departments or people in the company. The auto attendant can be used as the primary reception, answering all incoming calls to the company, or it can be set up to provide overflow or secondary support for a live receptionist.

### "0" For Operator or Another Extension

Callers can press "0" at any time during a greeting to be transferred to the Operator or another extension. This gives callers an easy way to reach the Operator, while allowing users to quickly move around the system.

### Multiple Call Routing Options

Audiotext boxes within Callegra systems can offer up to 250 distinct call routing options per box. Multi-layer menus can expand the number of routing options to be virtually unlimited.

The screenshot shows the 'Box Properties' dialog box with several tabs: User, Call Options, Connectivity, Greetings, and Voice Rec. The 'Call Options' tab is active. It features a 'Programmable Routing Options' table with columns for Key, Number, and Name. Below the table are input fields for Key, Number, and Name, along with 'Delete', 'Update', and 'Add' buttons. The 'Call Options' section includes fields for Operator Box, Maximum Audiotext Digits, Greeting Replay Time (sec), Number of Greeting Plays, Transfer On Timeout Box, and Transfer On Error Box. A 'Services' section at the bottom has a checkbox for 'Direct To Box'.

Key	Number	Name
1	4010	David Anderson
2	1005	Main Fax
3	1006	Sales Fax
4	1009	Product List
5	4000	CRM Survey

### Direct to Voicemail Transfer

Reception desks need to transfer callers directly to voicemail for many reasons. Using the direct to voicemail transfer settings in a designated audiotext box eliminates complicated dial around codes or duplicate guest boxes for in-house users.

## Directory Look-up

Callers can access the auto attendant directory to find departments and box owners. Using the touch-tone keypad, directory searching can locate box owners using first or last name.

## Scheduled Greetings

Callegra auto attendants can answer with up to six different scheduled greetings per day. This also allows administrators to designate different operator extensions.

## Holiday Greetings

Holidays can play havoc with an ordinary auto attendant. Being able to record and schedule up to 32 distinct holiday greetings allows administrators to designate specific caller options and operators for non-standard holiday related schedules.

## Import Professional Greeting

Using the CallegraADMIN for MMC snap-in, system administrators can import professionally recorded greetings or messages in WAV or PCM format for any box.

The screenshot shows the 'Import Greetings' dialog box. It has fields for Type (Greeting), Number (1), File Format (PCM WAV), Language (English (American)), and File Location (Main greeting bus hours.wav). There are 'Import', 'Cancel', and 'Browse...' buttons.

## Message Edit & Delivery Options

Callers have the option of leaving a message and hanging-up, or they can access Message Edit & Delivery Options once a message has been recorded. Options include:

- Entering a call-back phone number
- Message replay
- Message delete
- Message append or re-record
- Marking the message urgent
- Access the operator or enter another extension

## Auto Transfers

Keeping callers connected is critical to effective communications. Audiotext boxes, used in auto attendant applications can be set-up to automatically transfer callers to designated locations on or off site after an invalid entry or entry time-out has been reached.

## Special Applications

Callegra has several types of system mailboxes designed to increase the scope and number of applications available on the system.

- *Audiotext box:* Used mainly for auto attendant trees, audiotext boxes can also be used for unlimited announcement applications, general information and it offers call routing capabilities, without messaging capability.

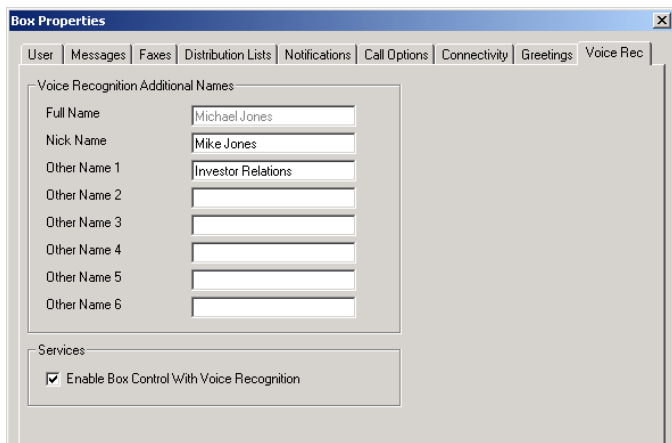
- **Teacher box:** Originally designed for use in Callware's Education Homeline K – 12 academic application, teacher boxes allow box owners to record up to 7 announcements, such as homework assignments by class or different events, which callers access through key presses. In addition, the teacher box allows callers to leave messages for teachers without interrupting their day.
- **UCD Call Routing box:** Uniform Call Distribution boxes take incoming calls and route them to designated lists of box owners.

## CallegraVOICE™

CallegraVOICE brings speech-enabled call routing and improved auto attendant functionality to the Callegra system. Integrated into the Callegra solution and powered by Nuance, the leading speech recognition and natural language server, Callegra's speech recognition module delivers the accuracy and robust performance required for a company's voice-driven messaging applications.

### Integrated Solution

CallegraVOICE is completely integrated with the Callegra system allowing for a single point of administration, removing the need for dual data entry and name synchronization. Building on Callegra's strong auto attendant, CallegraVOICE brings new functionality while residing on the same server as the Callegra system.



### Nuance Speech Recognition Engine

CallegraVOICE utilizes the Nuance Speech Recognition Server to provide world-class performance and excellent speech recognition.

### Voice Activated Call Routing

Callers can be quickly routed simply by speaking the name of the person or department they need to reach. By removing the need to remember extensions or spend time looking them up, productivity and satisfaction with Auto Attendant navigation are increased.

### Scalability

CallegraVOICE scales to 96 simultaneous speech recognition sessions per Telephony Server. Speech Recognition enabled hardware from Intel is required.

### Speech Enabled Employee Directory

CallegraVOICE enabled systems can be used by company employees to call each other. By removing the need to have multiple line appearances on every phone, and allowing employees to locate others by simply speaking the name or department they need makes everyone more efficient.

### Leading Hardware Support

Built to support the latest full duplex hardware from Intel, CallegraVOICE brings excellent noise filtering, echo cancellation, and barge-in support to the auto attendant. This allows callers to have excellent recognition whether calling from a wireline or a mobile phone, even in noisy environments.

### Speech Enabled Directory for Box Owners

Box owners will appreciate being able to forward and route messages and faxes throughout the Callegra system using the speech enabled system directory.

*\*CallegraVOICE can be implemented as an auto attendant option (auto attendant ports only) or as a fully integrated Callegra module. Speech enabled directory for box owners is only available on fully integrated systems.*

## Callegra™ Box Owner

### One Touch Record Service

With the touch of a single button, phone calls can be recorded in your voice mailbox, allowing for archiving, transcription, or later clarification. One touch record can be configured to sound an initial recording tone or silent record, and can capture conversations of up to 255 minutes.

### Independent Mailbox Feature Configurations

Each voice mailbox has complete feature customization flexibility independent of other box feature configurations, which allows for a virtually unlimited number of feature sets. The CallegraADMIN tool allows system administrators to easily copy common configurations as needed.

### Extension Number Control

Box owners who want to give callers the ability to contact them while out of the office can set up off-premise transfer options. The phone numbers associated with this option could be a mobile phone, home phone, secondary office or other location. Being able to change these numbers allows the box owner more control over their availability, without recording new greetings or directing callers to press more than one button.

### Call Screening

Call screening allows users to configure their mailbox greeting so that incoming callers are asked their name, and placed on hold. Callegra then presents the callers name to the box owner. The box owner is able to:

- Accept the call,
- Send it to voice mail, or
- Redirect the call to another extension

### Busy Call Holding

Box owners can configure their mailbox to allow callers who receive a "busy" message to hold for a moment and try again.

### Notification Control

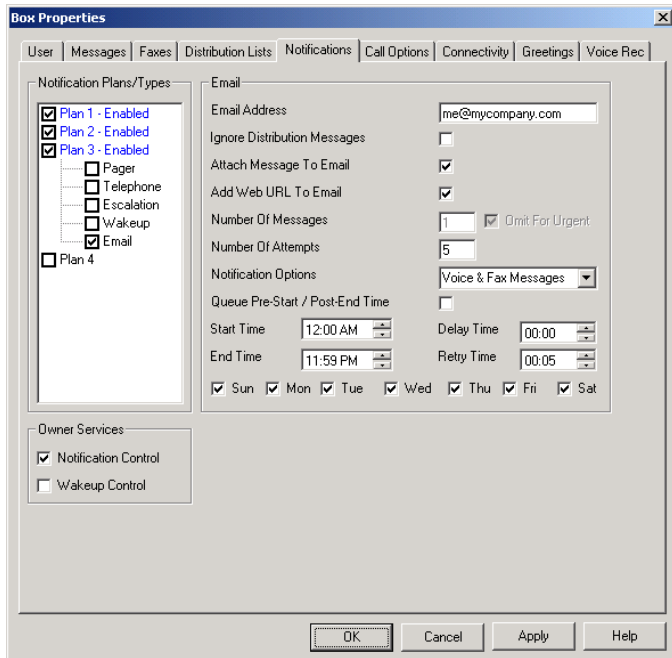
Personal box notification schedules and options for message type or urgency allow customized responses for your important communications by time of day and day of week. Activating a notification plan or changing the number to which notification is sent can be accomplished simply by following the prompts over the phone. External notification calls to voice enabled phone numbers (cell phones) allow automatic access to the message, with a password, without re-dialing the voice mailbox in order to retrieve the message

### Multiple Notifications for Voice and Fax Messages

Communication is critical to conducting business effectively, and frequently box owners need more than a message waiting light blinking on their desk telephone. By taking advantage of additional notification options, users can receive:

- Pager notification (numeric or SMS (Short Message Service)),
- Telephone call, or
- Email notification.

Message escalation to additional boxes is also available to ensure important messages are never missed.



### Email Notification

Email (SMTP) notification, a standard feature of Callegra .UC, can be configured to automatically deliver a copy of the voice or fax message as an email attachment to the inbox. Email notification includes the name or Caller ID of the sender, time stamp and the receiving box name or number. This information can also be forwarded to SMS capable devices (text pagers, mobile phones, etc.)

As an additional option, the email notification can be configured to also include a URL link to Callware's browser based visual voice and fax messaging client – CallegraWEB.

### Wake-Up Call

A wake-up call can be programmed for an extension, mobile phone, or any other number at any time specified. This call can function as an alarm clock, appointment reminder, etc.

### Message Escalation

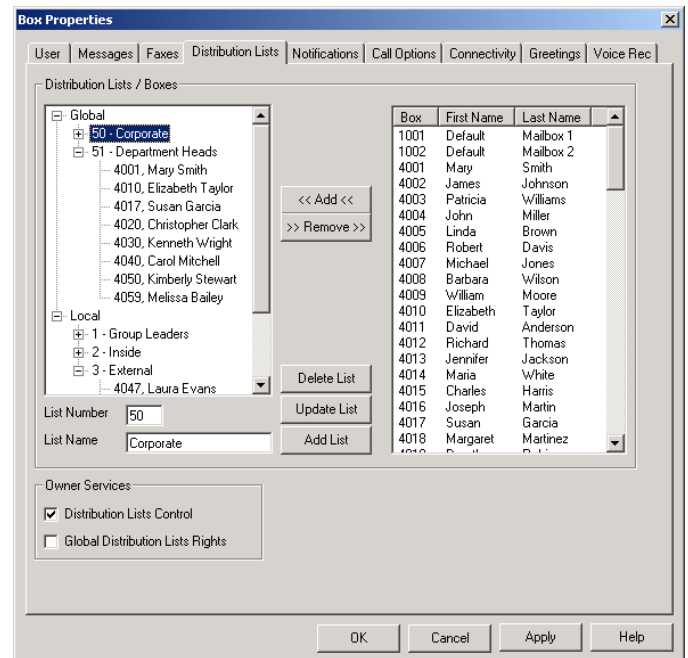
New voice or fax messages that have not been answered can be automatically escalated to another mailbox or distribution list. This functionality can be used for setting up automatic information distribution and can also act as a safety net; making sure important calls from customers are never missed. Message escalation can take place immediately following receipt of a new message, or a delay time can be built in.

### After Hours Notification Queuing

Mailbox owners who schedule their notification settings can receive a notification at the start of their schedule, if the mailbox already contains messages. This allows important messages that arrived outside the normal notification schedule to be handled appropriately.

### Personal Distribution Lists

Box owners can create up to 48 personal distribution lists for messaging to frequently used groups of boxes. Owners can record names for these lists so they can be easily identified over the phone in addition to visual recognition using the optional client interface. Alternately, designated voicemail boxes can be set up to automatically route single messages to multiple recipients using escalation to personal distribution lists. If a recipient replies to the message, the reply is sent only to the originator of the message, not the entire list.

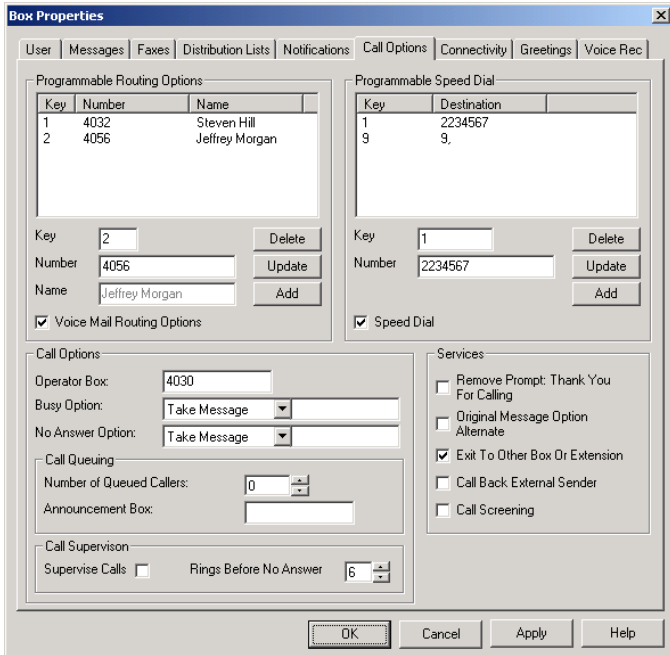


### Multiple Address Messages

Frequently, box owners need the ability to send or forward a message to multiple boxes, without setting up a permanent distribution list. The multiple address message service allows power users the speed and efficiency needed when several people need the same information.

### Speed Dial

Up to 9 different numbers can be programmed into the box owners' speed dial bin. These numbers can be accessed through the phone, and Callegra will transfer to that destination on request.



**Dial Sender (Internal & External)**

Getting in touch with someone who left a message is easy with Callegra's Dial Sender service. After listening to a message, users are given the option to transfer to the message sender. Internal or external callers can be reached at the touch of a button.

**Box Owner Initial Use Tutorial**

A new user tutorial is available to help new box owners initially record a name and greeting, set a passcode, and get familiar with the operation and options enabled within the box. The easy to use phone menus and User Guides make new user training quick and complete.

**Deleted Message Access**

Box owners who have mistakenly deleted messages can access their deleted messages (over the telephone or a Callegra Client) and restore them to their voice mailbox. The system administrator can designate the number of days that deleted messages are retained in a box. During this window of time, box owners have the ability to restore these messages.

**Message Reply and Forward**

Responding to a message gives box owners the options to:

- Reply to the sender,
- Forward with or without comments to other boxes, or
- Dial the sender.

If caller ID is available, or if the caller is asked to enter a callback phone number, box owners can be connected to external callers.

**Message Delivery**

Options available when leaving a message can include:

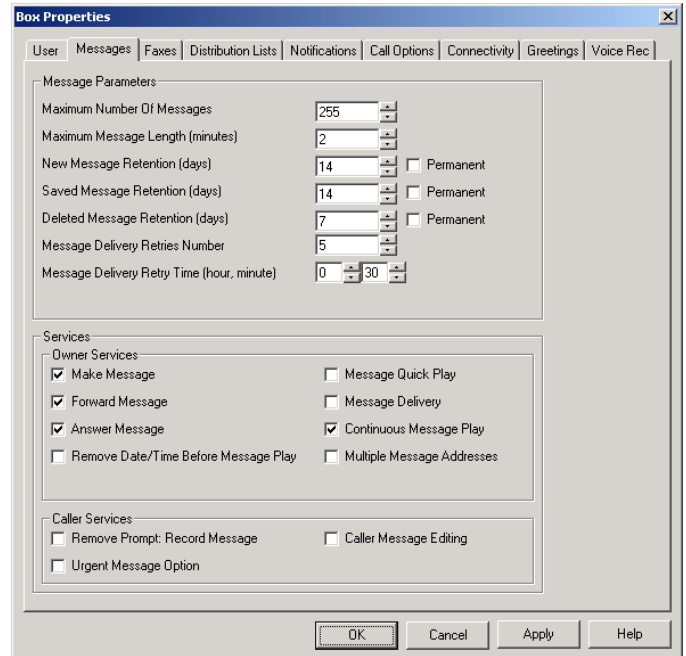
- Urgent
- Confidential
- Future Delivery
- Return Receipt Requested

**Message Parameters & Controls**

10,000 messages (or recorded conversations) of up to 255 minutes each can be recorded into voicemail boxes. Message playback is controlled by the user and includes:

- Skip backward or forward, leaving message status unchanged,
- Pause or review and fast forward in 5-second increments, and
- Select Latest-In, First-Out or First-In, First-Out playback with urgent messages always being presented first.

System Administrators can set the retention times (in days) for New, Saved, and Deleted messages, or can mark any of the message types permanent for manual clean-up only.



**Remote Programmable Greetings**

With up to 9 personal greetings per box, box owners are able to activate any one so that callers are presented with the most current and accurate information. Greetings can be up to 166 minutes in length.

**Scheduled Personal Greetings**

Up to 6 different personal greetings can be assigned to activate on schedule based on time of day and day of week.

**Alternate Busy/NA Extensions**

System administrators can setup an alternate extension for box owners. After ringing the primary extension, the alternate extension is tried giving callers more opportunity to reach someone live. In the event that the alternate extension is also not available, the caller is returned to the primary mailbox to leave a message or take advantage of additional caller options.

**Personal Caller Options**

Box owners can give their callers up to 9 routing options. This facilitates communication with callers. For example, when box owners are away from their desks, they can allow their callers to transfer to a mobile phone, another extension at the office or the operator

### Personal Box Operator

If a box owner wants to have callers routed to an executive assistant or department front desk, rather than corporate reception, an individual box operator can be assigned. This allows for a local response for callers seeking an operator.

### Rich Client Integrations

Box owners with Callegra Client licenses can access their mailbox over the Internet with CallegraWEB, or in their Microsoft Outlook Inbox with CallegraINBOX. Using email notification with the CallegraWEB link, any SMTP compatible client application (including Novell GroupWise, Lotus Notes, and others) can also leverage the power of unified messaging.

## CallegraFAX™

The CallegraFAX services module allows incoming faxes to be delivered directly to your Callegra mailbox. CallegraWEB and CallegraINBOX combine traditional inbound fax services with outbound desktop faxing from any Windows application, offering a completely integrated fax service solution.

### In-Bound Fax Routing

Box owners with private fax numbers receive faxes directly into their own Callegra mailboxes. In the absence of DID routing, faxes can be routed by entering an extension at the main system greeting, or general fax boxes can be monitored by a receptionist. Box owners only have to check their Callegra mailbox, to receive voice and fax messages.

### Fax Notification

New fax messages offer the same notification options as voice messages. When a new fax is received, notification can include:

- Message Waiting Indicator,
- Pager Notification,
- Telephone Notification,
- Email Notification including SMS (Short Message Service) paging to compatible devices.

### Email Attachments

Incoming CallegraFAX files can be received as email attachments, allowing box owners to receive faxes as TIF files, which they can manipulate using standard image viewers, supplied with all operating systems. Accessing faxes by email makes it easier for box owners who don't have immediate access to a fax machine, but can reach their Inbox.

### Fax Store & Forward

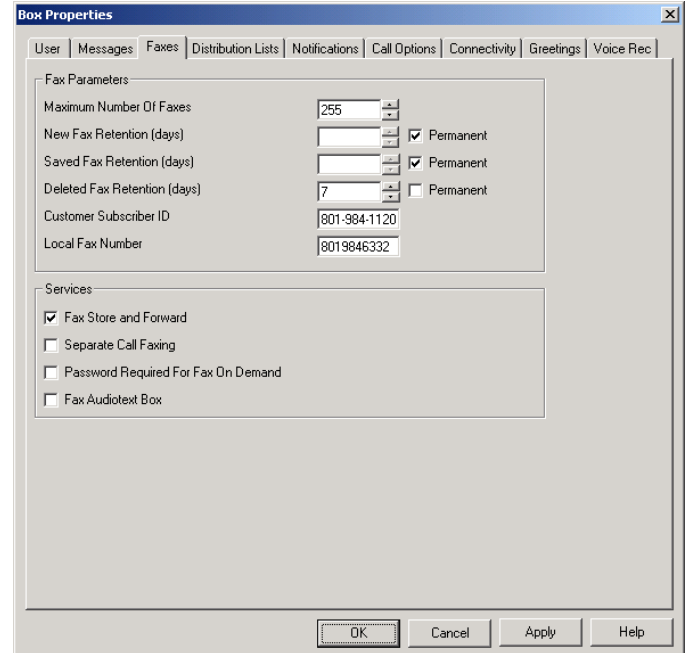
New faxes can be forwarded to other fax enabled boxes within the Callegra system via the telephone or any of Callware's client interfaces. In addition, faxes can also be directed to a fax machine, by entering the desired fax number.

### Owner Specific CSID

Each box enabled for CallegraFAX has a field for the Customer Subscriber Identification information. This information is displayed on the senders fax machine after connecting to an individual CallegraFAX box. Each box owners CSID can be up to 50 characters long, however, most fax machine displays show only the first 15 to 20 characters.

### Fax Retention

CallegraFAX boxes allow the system administrator to create a scheduled retention program for fax messages, which will auto-clean box owner's old fax files. System administrators can also set permanent file retention, which allows for manual clean up only.



### Fax on Demand

Callers desiring to retrieve information can be presented with a Fax-on-Demand system. This allows them to select pre-defined faxes, and have the system call and deliver them to a fax number they have supplied. CallegraFAX can also be programmed to require a passcode in order to retrieve a fax from the fax-on-demand system.

### Industrial Grade Fax Hardware

Brooktrout TR114 analog fax boards and Comtrol analog RocketModem cards bring commercial grade fax hardware to the CallegraFAX solution.

### Scalability

CallegraFAX can scale from 1 to 16 channels of fax per server, and can be integrated with all mailboxes on a system. Callegra mailboxes can hold up to 10,000 faxes.

*Callegra client connectivity is required for the following CallegraFAX applications:*

### Visual Fax Mail

CallegraFAX integrates with CallegraWEB and CallegraINBOX for Microsoft Outlook to allow box owners to view, print, forward and save their faxes using their desktop computer. All visual clients allow for downloading or archiving of the fax as a TIF file for manipulation or annotation with TIF compatible graphics software. Imaging for Windows is included with Microsoft Windows 98, ME, XP and NT/2000.

## Outbound Desktop Faxing

All Callegra client enabled boxes on fax enabled systems can use the CallegraFAX Print Driver. This allows box owners to send faxes directly from Windows applications by selecting the CallegraFAX printer in the application. This print-to-fax capability is available on network LANs and connections via a dial-up Internet Service Provider.

## Centralized Network Faxing

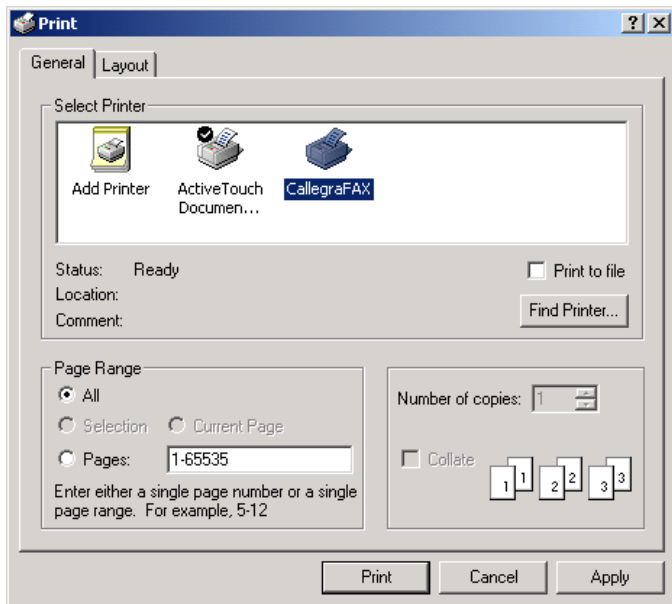
Callegra .UC's unique networking capabilities allow CallegraFAX capabilities to be centralized or consolidated onto selected Telephony Servers allowing fax capabilities throughout the system, while taking advantage of economies of scale and reduced hardware requirements.

## Microsoft Outlook Address Books

The Callegra FAX Print Driver supports the Microsoft Outlook XP Address books, including Contacts, and other Address Books that are available via LDAP.

## Fax to Email

CallegraFAX offers outbound fax to email in addition to sending faxes to other Callegra Box owners and standard fax machine transmission. The received digital fax document arrives in .tif format to be easily viewed by standard image viewer applications and has excellent legibility.



## Personal Broadcasts

Utilizing the fax print drivers, box owners can set up personal broadcasts which allow the same fax to be sent to multiple fax numbers. Fax broadcasts are subject to system schedule restrictions that may be configured to only allow broadcasts during off-peak hours.

## Fax Log

The CallegraFAX log is available within all Callegra client applications for the workstation. The log stores outbound desktop faxes, their current status (in progress, delivered, etc.), billing code, and the ability to resend at the click of a button. The status report can also be printed for permanent records.

## CallegraWEB™

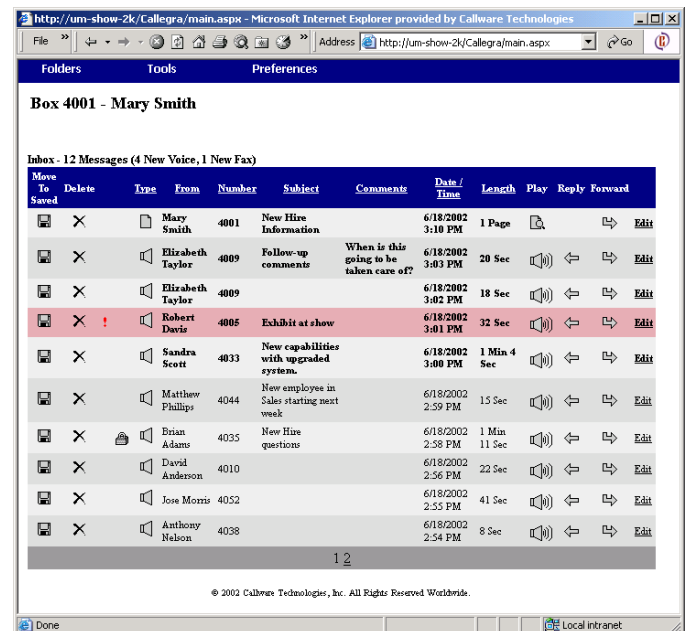
CallegraWEB is the exciting new browser based Internet client from Callware Technologies. The ability to access and control voice and fax messages over the Internet, using Microsoft's Internet Explorer and Windows Media Player, allows box owners to playback and record their voice messages via multimedia or from the telephone using the CallegraWEB browser interface. In addition, CallegraWEB allows box owners to view and print faxes, and to send faxes using the fax printer driver to other internal box owners and/or to single and/or groups of external fax numbers from any Internet capable computer. CallegraWEB was designed for efficient and quick connections using either a remote dial up or over a LAN.

## Microsoft Internet Technologies

CallegraWEB leverages the power of Windows 2000 with Microsoft's Internet Information Services (IIS) hosting the web server portion of CallegraWEB. IIS offers streaming services as well as native Windows administration that allows CallegraWEB to run on the same server as the Callegra voice mail engine. CallegraWEB has client support through Microsoft's Internet Explorer 6.0 or later.

## Intuitive Navigation

Easy navigation allows users quick access to their inbox, with personal box administration, optional downloads, and deleted messages a click away.



## Telephone & Multimedia Control

Verisign authenticated software controls allow CallegraWEB to offer telephone and multimedia support for box owners via the browser interface. Box owners enjoy the ability to playback messages using their PC's multimedia capabilities, but record messages and comments using the telephone. Multimedia control requires speakers for message playback and a microphone for recording.

### Embedded Windows Media Player

To facilitate multimedia playback of voice messages, CallegraWEB embeds the Windows Media Player. Windows Media Player streams message playback directly from the Callegra server enabling efficient playback of voice messages, even over a dial-up connection.

### TIF Format Faxes

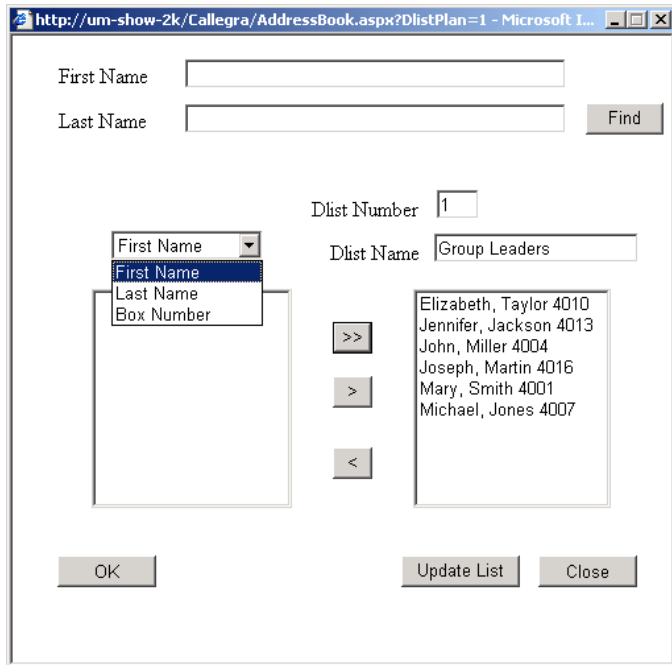
Whether downloading the file for archiving and manipulation or simply viewing online, CallegraWEB uses the standard TIF format supported with Microsoft Windows based workstations.

### Anywhere Access

Internet Explorer 6 and Windows Media Player 6.4 or later and an Internet connection are all that box owners need to access their voice and fax messages from anywhere in the world. No proprietary client software to install eliminates installation issues and offsite support headaches.

### Callegra Address Book & Distribution Lists

The full Callegra System Box Owner Directory is available to CallegraWEB users needing to address new messages, or forward existing ones. 'Click to sort' headers make finding another box owner or building distribution lists easy and fast.



### Send as Email

Creating new messages with CallegraWEB allows box owners to select to send the message through the normal Callegra voicemail system, or as an email to anyone. This allows someone completely outside the Callegra system to receive an email with a voice or fax file attached.

### Box Administration on CallegraWEB

Box administration for CallegraWEB includes:

- Extension # Control
- Change Passcode
- Change Long Distance Code
- Distribution List Controls

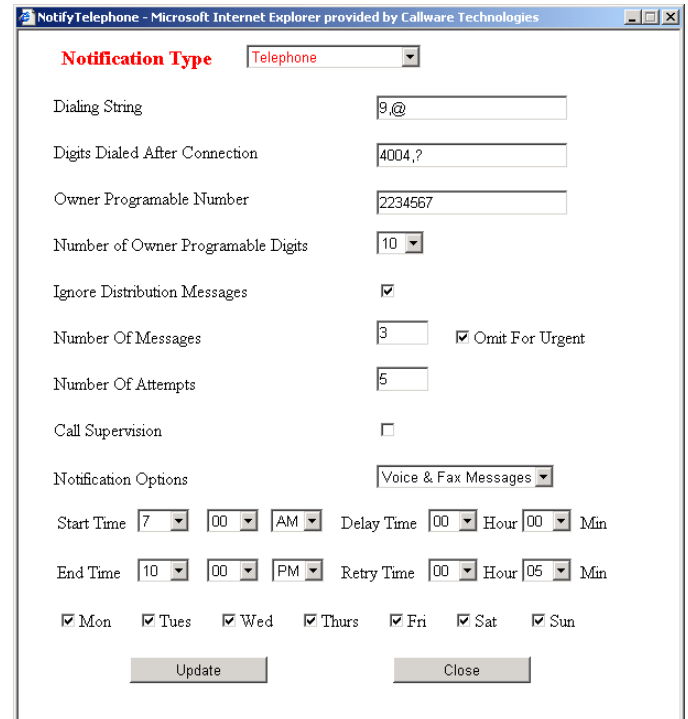
### Messaging Options

Message options, all from easy to use, intuitive windows include:

- Create Message
- Play
- Reply
- Forward
- Confidential
- Urgent
- Multiple Recipients
- Return Receipt
- Distribution Lists

### Notification Plan Edit & Control

- Enable/Disable
- Select Notification Type
- Edit the Plan Schedule
- Change Email Addresses
- Change Phone & Pager Numbers
- Edit Wake-up Call Settings



### Distinct Graphical Icons

Visual cues give CallegraWEB users a quick way to prioritize messages:

- New vs. Saved
- Urgent
- Confidential
- Voice vs. Fax

### Message Administration

- Max Message Length
- Retention Schedules
- Message Delivery Settings
- Fax Properties

### Faxing from CallegraWEB

Box owners on fax enabled systems can download the Callegra Fax Print Driver, which installs the CallegraFAX Printer into the client PC's printer directory. CallegraFAX can then be used to send faxes directly from the desktop to other fax machines from any Windows application. All sent faxes are recorded in the Fax Log, which also shows sent fax status (in progress, succeeded, failed). Faxes can also be resent at the click of a button.

### Greetings Control

Recording, playing, deleting, setting or changing greetings is controlled on the CallegraWEB Greetings page.

### CallegraTTS Setup

Box owners can setup the email inbox access information for CallegraTTS access (email reader) to their email over the telephone.

### Deleted Messages Access

Gain visual access to all deleted voice and fax messages and play or restore them quickly and easily.

## CallegraINBOX™ for Microsoft Outlook®

### Microsoft Outlook 2000 and XP

CallegraINBOX for Microsoft Outlook is supported on Outlook 2000 and Outlook XP. Not all functions may be available in both versions.

### Windows 98, ME, NT4.0, 2000, XP

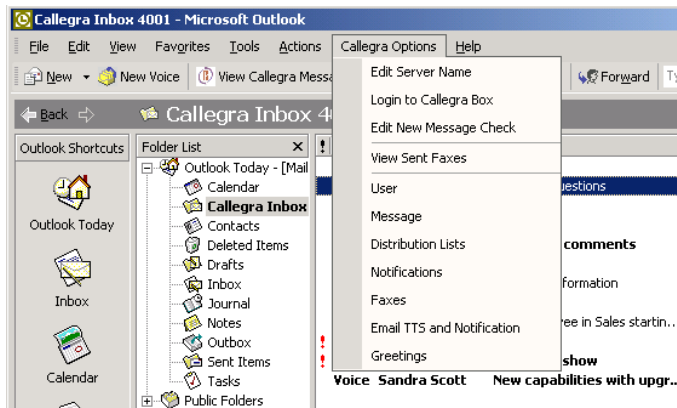
CallegraINBOX for Microsoft Outlook clients are supported on all Microsoft Windows desktops as early as Windows 98.

### Mail Server Independent

The unified messaging client for Microsoft Outlook operates as a client-side integration. This allows the unified messaging functionality to operate completely independent of the mail server. CallegraINBOX does not require Microsoft Exchange to operate, but can be used with any mail server to which Microsoft Outlook is connecting.

### Callegra Options Menu

A Callegra specific menu is added to the menu bar giving users access to box administration, message controls, notification settings and many more.



### Passcode Protected

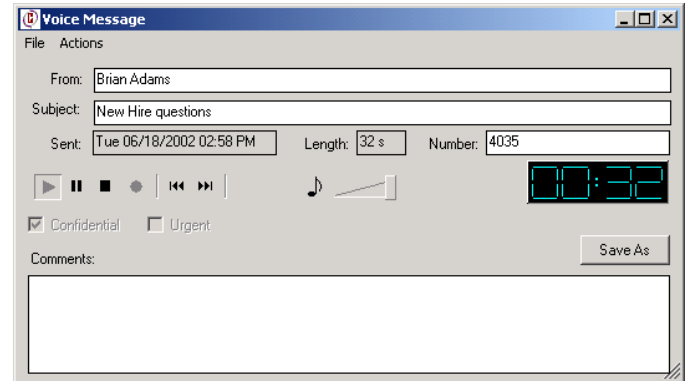
Opening Microsoft Outlook with integrated CallegraINBOX generates a Callegra mailbox login screen, allowing the user to enter their Callegra passcode.

### Telephone & Multimedia Support

Box owners can select telephone or multimedia playback and record, or have different preferences for each action. Multimedia support requires a desktop microphone and speakers.

### Intuitive Visual Message Control

Play, record, forward, and address messages from easy to use, intuitive Windows dialog boxes. Next and previous options allow for quick and easy message browsing.



### Send & Forward as Email

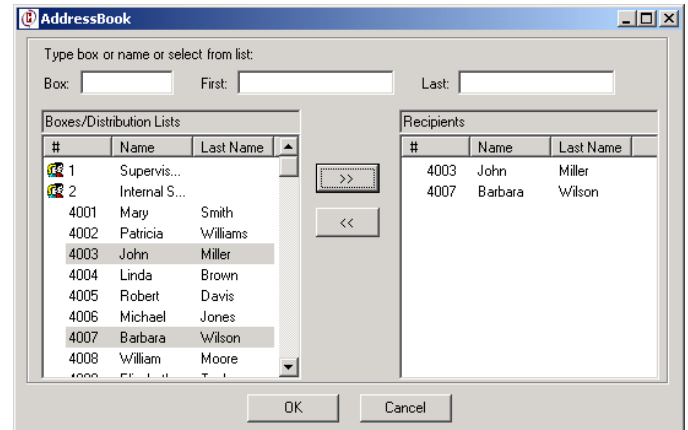
Box owners can quickly and easily send or forward any voice or fax message to anyone else via email. The voice or fax message file is automatically attached to the email.

### Confidential & Urgent Messaging

Sending messages with CallegraINBOX for Microsoft Outlook allows box owners to designate messages as confidential, which only allows the recipient to reply to the message, and/or urgent, which triggers special notification settings in their box.

### Integrated Callegra Address Book

Messaging is easy with the system address book providing names and extensions of all mailboxes. Being able to sort by first or last name, or extension, makes forwarding messages to one or several people easy; it's just point and click.



### Fax Print Driver

Sending faxes from Microsoft Windows applications is easy with the CallegraFAX print driver, which is installed with CallegraINBOX for Microsoft Outlook. Simply select the CallegraFAX printer and “print” the fax to send it to either an external fax machine, another fax enabled box on the system or an email address. Users can also create fax broadcasts for transmission during off-peak hours.

### Fax Viewers

Received faxes can be viewed with the default TIF viewer that ships with Microsoft Windows (Imaging for Windows). These TIF viewers can export fax files for long term storage. Fax messages can also be forwarded to other Callegra users using the Fax Forward button, or forwarded as a link to another email address using the normal Forward button.

### Xerox TextBridge OCR

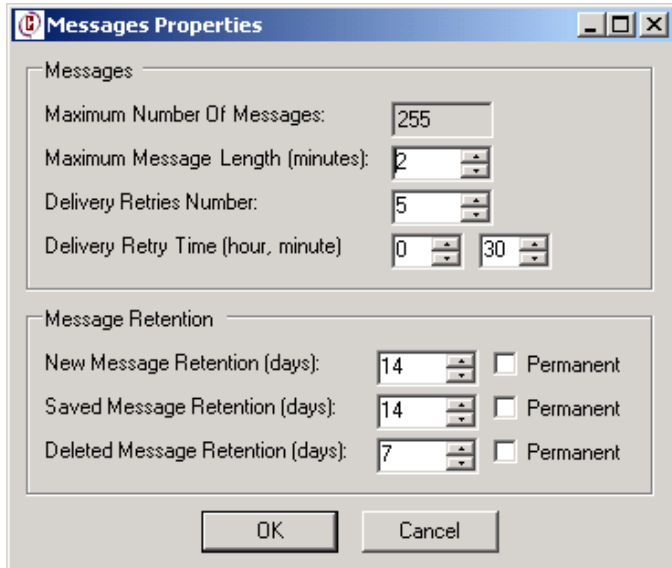
Save time and increase efficiencies when working with faxed documents. Conversion of received faxes into text is easy using Xerox’s TextBridge OCR integrated Optical Character Recognition technology, which is integrated into CallegraINBOX for Microsoft Outlook.

### Sent Fax Log

The CallegraFAX client capabilities allow box owners to view all faxes sent from the desktop. The log shows fax transmission status, and allows box owners to view the fax, resend it, or print the fax transmission report for permanent records.

### Message Store Controls

With CallegraINBOX, box owners can control the retention period for fax and voice messages within their boxes. This allows the user to personalize the way their box operates.



### Personal Greeting Controls

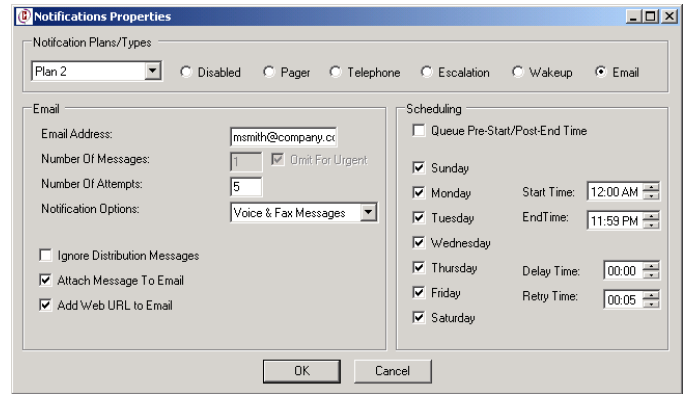
Using the CallegraINBOX for Microsoft Outlook preferences, box owners can record and activate the personal greetings in the box, as well as set a schedule for their box greetings if desired.

### Remote IP Access

Callegra client technology with CallegraINBOX for Microsoft Outlook utilizes TCP/IP connectivity. Whether on the LAN or dialed up to an Internet Service Provider, CallegraINBOX for Microsoft Outlook can attach and function using multimedia. System administrators can choose to utilize secure HTTP to ensure authorized remote access.

### Notification Controls

Setting the schedule for notification plans, or enabling/disabling as needed, as well as modifying email address, phone and pager numbers, even escalation locations (for backup coverage) can be accomplished through the CallegraINBOX for Microsoft Outlook interface.

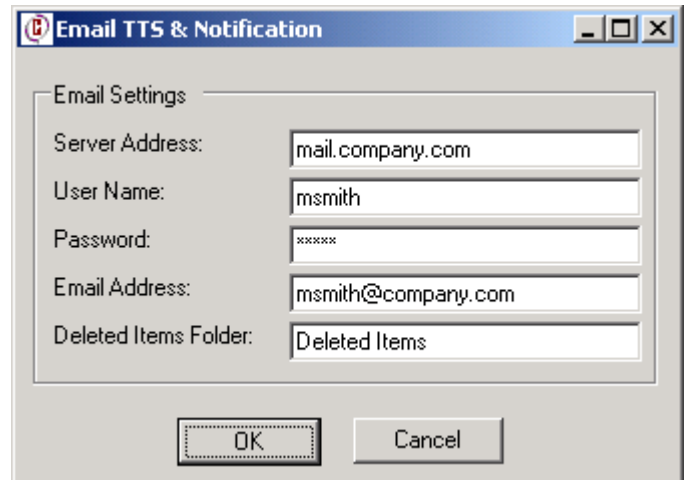


### CallegraTTS™

CallegraTTS bridges the gap between voice and data communications using leading edge text-to-speech capabilities. Managing email messages through any telephone is simple, understandable and effective. No need to power up a laptop or connect a PDA- a quick call to a Callegra mailbox allows users to retrieve emails as easily as they do voice and fax messages.

### Email by Phone

After entering a voice mailbox, box owners can access any IMAP compatible email message store. The system will read the sender, subject, and date/time, followed by the text of the email itself and announce any attachments.



## Message Management

Box owners can access any IMAP compatible email inbox. Box owners can save or delete new messages or send an email reply with a voice attachment, simply by using the telephone keypad.

## TTS BASIC

Featuring Microsoft's SAPI 5 Text-to-Speech engine, TTS BASIC is bundled as a value-added component in all Callegra systems. With the availability of either a male or female voice and up to 4 simultaneous users, TTS BASIC is ideal for occasional text-to-speech email conversion over the telephone. TTS BASIC is also available for Callware Solo VoiceMail systems.

## CallegraTTS ADVANCED

Through Callware's partnership with SpeechWorks, and the Speechify TTS Engine, CallegraTTS ADVANCED contains the latest concatenative text-to-speech technology, using sound bits of human speech to enable astounding levels of realism and playback comprehension. CallegraTTS ADVANCED is ideal for organizations requiring superior playback quality or larger system configurations.

## Scalability

TTS BASIC is available from 1 to 4 sessions, and CallegraTTS ADVANCED is available from 1 to 96 sessions. CallegraTTS integrates into your Callegra system without requiring additional voice board hardware.

## Box Owner Administration

Box Owners can use CallegraWEB or CallegraINBOX for Microsoft Outlook to configure CallegraTTS for use with any IMAP 4 compatible email message store such as Microsoft Exchange, Lotus Notes, and Novell GroupWise. Box owners can easily change or delete the settings as necessary. Callegra System Administrators can also set and modify CallegraTTS parameters for any user through CallegraADMIN for MMC.

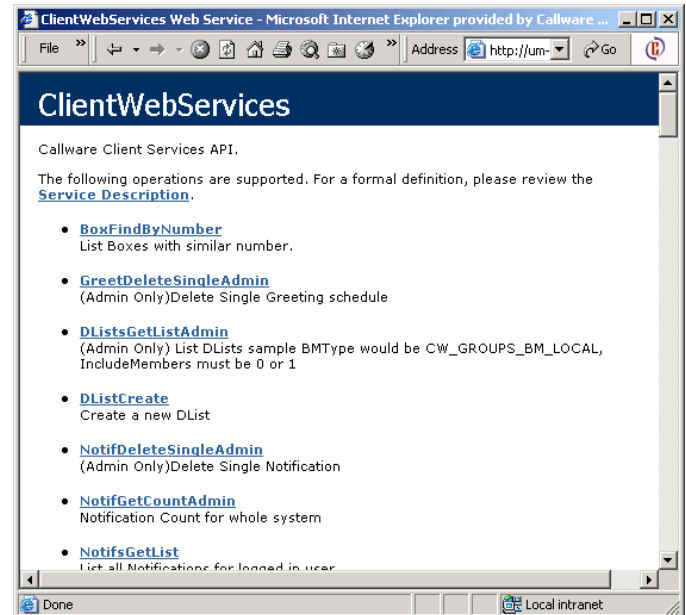
## Callegra .UC XML Web Services

### Web Services for Unified Communication & Messaging



Callegra .UC XML Web Services is the first Web Services based software development kit (SDK) available in the Unified Messaging Marketplace. By bringing this incredible capability to the unified messaging market, Callware positions itself not only as a provider

of world class unified messaging, but now also allows other developers to incorporate voice and fax messaging capabilities within their own applications. Please contact Callware directly to learn more about the Callegra .UC XML Web Services Platform by emailing [info@callware.com](mailto:info@callware.com), or visiting the Callegra .UC Developer website and applying for an account at [www.callware.com/develop.html](http://www.callware.com/develop.html).



## Scalability

Callegra .UC Web Services have the same scalability options as the standard Callegra .UC System. Up to 144 ports per Telephony Server, with up to 1,000,000 system users per Data Center Server.

## Network—Multi-site Ready

Callegra .UC Telephony Servers can run independent from the Data Center Server. Callegra .UC integrated installations can run with multiple network locations (allowing more than 144 ports per system via two Telephony Servers for example), and can also support remote Telephony Servers via High Bandwidth WAN Connections (allowing multiple site installations).