



servonic Product Overview: Unified Messaging Server

Kernel

- Up to 60 channels per Kernel
- Multiple Kernels work with one Connector
- Multiple Connectors work with one Kernel
- Remote configuration and control
- Control of the services Fax - Voice – SMS - Mobile
- Sending check
- Inbound routing
- Outbound routing (e.g. destination-oriented, services-dependent)
- Control of sending permissions
- Sender Identification: number resolution – indication name/company in the subject
- D-channel information for charge accounting unit at PBX
- Spooling / load balancing with all channels
- Generation of single sending reports
- Log controlling
- Converting / rendering
- High availability: Monitoring tool IXI-Inspector and multiple-computer-concept
- Integration in company security concepts
- Client installation is not necessary

Major projects:

- MDS: optimal message distribution/several sites
- Optimal message routing with networked PBX's

Services

Fax

- Fax Group 3, T.30
- Priority control
- Headline generation
- Fax letter head and fax cover sheet
- Sending of faxes either via rendering at the Kernel or via printer driver at the client
- Render Connector with MHTML Support incl. V-Card
- Client installation is not necessary / rendering at the Kernel
- Client Tools available / fax printer driver, auto fax and mail merge fax integrated into Microsoft Word
also for CITRIX MetaFrame/Presentation Server / Windows Terminal Server
- OCR for automatic fax detection at the Kernel

Voice

- Voice box functionality
- Interception via telephone, remote inquiry e.g. via mobile phone
- Sending of voice mails

SMS Short Messaging Service / Pager

- Sending and reception of short messages
- For all GSM networks internationally and for pagers
- *Standard* for GSM, Modem, ISDN
- *Professional* for X.25, X.31 and TCP/IP
- SMS via fixed lines
- FlashSMS

TTS Text to Speech

- Sending of e-mails to telephones

IVR Interactive Voice Response

- Telephonic information systems

Enhanced Voice Package

- **Mobile:** Access to and control of the messages in the inbox via mobile phone/telephone
- Forward, answer, delete
- Automatic notification
- Automatic printing
- Personal Homepage
- **TTS** Text to Speech for having e-mails and faxes read
- **Auto Attendant** – Automatic telephone exchange

Communication

ISDN CAPI 2.0

- S₀ and S_{2M}
- Protocols: Public (e.g. DSS1), PBX cabling (e.g. Q-SIG), Supplementary Services (e.g. MWI/Message Waiting Indication, Call Transfer)

- Hardware sharing of resources with other services, e.g. RAS, Online

Voice/Fax over IP

- Signaling: H.323, SIP
- Voice: G.711, GSM 6.10, G.729, Speex
- Fax: T.38, SoftFax

Analog

- Eicon analog boards, modem

Connectors

- Connector and Kernel on one PC or separately
- Available e-mail functionality of the system environment is used and extended with additional services
- Single Store Architecture

Exchange Connector

for Exchange Server 2000 / 2003 for Exchange Server 2007

- Least Cost Routing via distributed Exchange Servers
- Sending, reception and delivery of the messages
Exchange Server- and site-comprehensive
- Address books are used, e.g. Global, Personal, Outlook Contacts
- Direct access to Active Directory and Information Store
- With or without extension of the schema

Domino Connector

- Lotus Notes/Domino Version 5.0x, 6.0x, 6.5x, 7.0x, 8.0x
- Direct access to Domino directories
- User administration directly in Notes
- Least Cost Routing via distributed Domino domains
- Sending, reception and delivery of messages, Domino domain-comprehensive

R/3 Connector for SAP Systems

- Certified from SAP for SAPconnect, supports multiple clientele
- SAP All-in-One, SAP Business Suite, SAP R/3, SAP ERP, SAPoffice

SMTP Connector

- Sending and reception via SMTP
- Access to inboxes/remote inquiry via IMAP
- Access to user data/permissions via LDAP
- For SMTP-based mail servers
e.g. Sendmail, Postfix/Cyrus, Open Exchange, Sun Java Enterprise System
- Clients e.g. Outlook Express, Pegasus, Eudora, Thunderbird, Netscape

Fax for Network Scanners

- HP MFP Multi Function Products, HP Digital Sender
- Lexmark OptraImage

Installation Preconditions

Supported Operating Systems:

- Win XP, Win 2003
- CITRIX MetaFrame/Presentation Server, Terminal Server
- VMware, Virtual Server

Installation Environments:

- Windows, Linux, Sun, Unix

Interfaces

- **NAV Connect:** Fax and SMS for Microsoft Dynamics NAV (Navision)
- Server: File API: generally, for ASCII and FX80,
Client: DLL, AFP Application Fax Printer Interface