

AltiGen IP-PBX Feature Overview



AltiGen's focus is on delivering world class VoIP communications solutions which meet all of your business requirements. AltiGen's IP PBX servers are a completely integrated unified communications platform for businesses looking to stay ahead of the technology curve.

Benefits of AltiGen's VoIP Server Technology

- Easily scaled in both size and capability with support for 5-5000 users
- Simplified extension and multi-site administration
- Unified corporate appearance over multiple locations
- Industry standard Intel® servers and Microsoft® operating systems
- Concurrent support for legacy analog and newer VoIP SIP phones
- Investment protection from available Service Plan options

AltiGen's distributed architecture applications can be deployed in a single location or distributed across multiple offices with centralized administration – providing a single unified appearance of your system with complete feature transparency.



AltiGen's powerful communications solutions offer the following capabilities:

- IP Desktop Phones
- Meet Me Conference Bridge
- Windows Soft Phone Client
- Auto Attendant
- IVR
- Voicemail/Unified Messaging
- Call Center applications
- Automatic Call Distribution
- Call Recording
- Outbound Dialer
- Call Reporting
- Audio Conferencing
- Operator Console
- Windows Administration

Integrated Call Center

AltiGen's cost effective yet powerful call center application automatically route inbound calls to the right person or department – first time, every time. Route calls by Caller ID, DNIS, Agent Availability, Customer Priority, and more. The integrated Call Center Supervisor module allows you to stay in control, monitoring lines, queues and workgroups – even monitor, coach and join calls to maximize the member service experience.

Why AltiGen?

With more than 10,000 customers worldwide, and SMB market focus, AltiGen is the clear leader in SMB IP PBX's exclusively deployed on the Microsoft platform. The integrated AltiGen and Microsoft solution enables companies to truly enjoy a complete, integrated Unified Communications experience. No matter how a company's customers' and employees' choose to communicate, AltiGen and Microsoft have the solution.

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Unified Communications

AltiGen's IP-PBX integration with Microsoft Exchange Server 2007 aims to break down the traditional walls between disjointed messaging systems. Exchange Unified Messaging offers a revolutionary advance in the way we communicate and collaborate. Communications have finally become truly integrated.

While traditional communications systems delivered messages into several different types of stores—voicemail systems, e-mail servers, and stand-alone fax machines—with Exchange Unified Messaging all types of messages are stored in one system. Voicemail messages, for example, are delivered directly into your inbox. You see them right beside your e-mail when you open up Outlook, offering powerful new ways to collaborate more effectively. For example, you can forward a voicemail or fax. You can even take notes in your voicemail message or search for old voicemail messages.

Built on industry standards such as Intel servers and the Microsoft Windows and Exchange Server operating systems, AltiGen's IP PBX seamlessly interoperates with your current data infrastructure – thus avoiding costly network upgrades, while offering a low total cost of ownership.

AltiGen's integration with Exchange Unified Messaging is based on many significant technological advances. However, at the end of the day it's the simplicity, flexibility, and convenience it offers that makes it so beautiful. You, not your messages, get to choose the ways you access your messages.



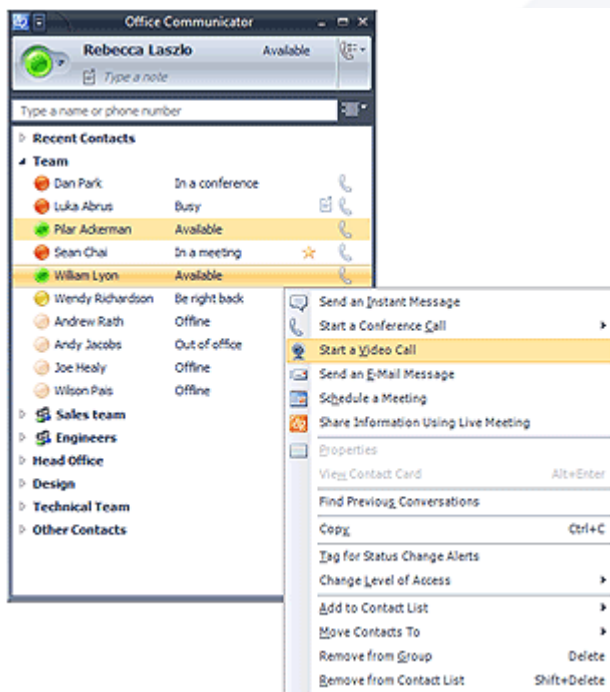
Office Communicator 2007 and Presence Management

Office Communicator 2007 is a unified communications client that helps people be more productive by enabling them to communicate easily with others in different locations or time zones using a range of different communication options:

- Instant messaging (IM)
- Presence
- Voice
- Video

Presence provides instant visibility of employee availability, empowering your users to make an informed decision as to when and how to make contact with a colleague or partner. It provides a way for employees to control their availability and preferences as to whom, when and by what method others can make contact.

- Increased efficiency in communicating with others
- Reduced decision making times
- Improved collaboration



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True Mobility for Your Workforce

Many manufacturers are touting "Mobility" as the latest buzzword. However, all mobility solutions are not the same. And more importantly, mobility without accountability can be risky. With AltiGen's unique mobility solutions, your company can realize all of the benefits without the risk.

Benefits of Mobility:

- Current or prospective customers can always reach employees.
- Traveling employees stay connected to the office.
- Sales spend more face to face time with customers.
- Key employees that move can be retained full or part time.
- Company can search for employees outside local area if necessary.
- Office overhead reduced with remote employees.

AltiGen VoIP Phone Systems offer Transparent Mobility Options:

A customer calling in doesn't need to know your employee isn't sitting at a desk in the office. Using Extension Anywhere or Voice over IP, you can transfer, intercom and conference even when you're not in the office.



Extension Anywhere

Activate any phone (cellular phone, etc.) as a fully capable office extension.

One Number Access

Allows specific callers to reach you at up to four different telephone numbers.

Voice over IP Remote Extensions

Deploy AltiGen VoIP Phones in Remote Locations

Outlook Voice Access

Check your voicemail, email, calendar over the phone from any location

Outlook Voice Access: Anywhere Access with a Phone

To these many great access methods, AltiGen's VoIP Phone Server combined with Exchange Unified Messaging adds another: Outlook Voice Access (OVA). Whereas before when you called into a voicemail system, all you got was your voicemail, with OVA you get full access to all your communications. You can still access your voicemail, but now you can access your e-mail messages and calendar as well.

In addition to simply giving you access, OVA allows you to collaborate and take action from your phone. Let's suppose you're stuck in traffic on your way to a meeting. You call into OVA and check your calendar. You can even send out notifications to all attendees that you will be late to your next meeting and make an estimate of how late you might be. If things get really bad, you can cancel the meeting entirely or even clear your calendar for the whole day. As you wait for the traffic to clear, you can have your e-mail messages read to you, deleting or replying to each message as appropriate.

AltiGen IP-PBX Feature Overview

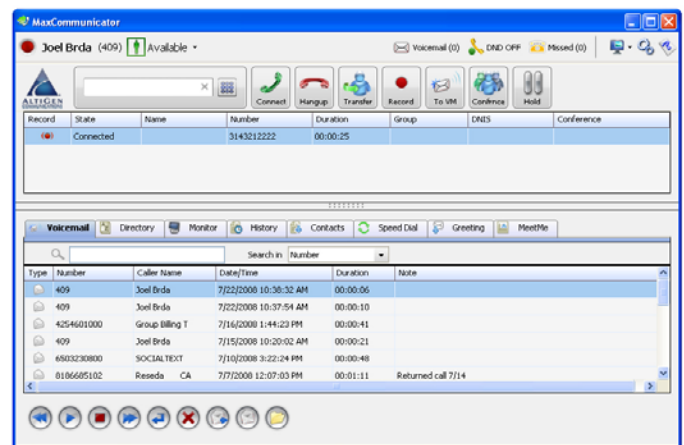


Microsoft Windows® based Max Communicator Client

MCC, a Windows PC based client application, brings quick and efficient call control, voicemail management, and extension configuration to the end user's desktop.

With advance control features, MCC lets you manage all calls through a simple GUI interface. Through this intuitive client software, you can:

- View the caller ID of incoming calls
- Handle multiple calls
- Place calls on hold
- Transfer calls
- To voicemail
- Other extensions
- Auto Attendants
- Conference multiple calls
- Dial numbers located in System and Personal speed dial lists
- Return calls from your stored voicemail lists
- View your extensions call history
- Voicemail Management



Meet-me Conference Bridge

AltiGen's VoIP Audio Conference Bridge delivers a next-generation audio conference solution with an intuitive, easy-to-use interface that pays for itself through the elimination of expensive audio services.

With support for up to 30 participants in a single call, AltiGen's intuitive interface makes it easy to schedule conferences, manage participants, and email conference invites.

Complete Conference System:

- Up to 30 Attendees
- On Demand Conferencing
- Auto Conference Scheduling
- Email Conference Invites
- On-Demand & Full Time recording of conference calls
- Easy User Set Up
- Mute and un-mute participants
- Selectively drop participants
- Control user rights to the bridge via customized permissions
- Setup precedence / priority scheduling rights



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Integrated Call Center

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ACD

AltiGen has Advanced Call Queuing and Automated Call Distribution capabilities for managing members' calls into workgroups for member services, collections, and lending departments.

- Flexible Automatic Call Distribution options
- Skills Based Routing
- Support for Remote Agents
- Agents can login to multiple workgroups

Agent Software

AltiAgent is a Windows desktop client application designed to improve the agent performance in a workgroup, Contact Center or Call Center environment.

- View the Workgroup/ACD queue
- Monitor workgroup status
- View their current performance statistics
- Control their Agent State via login/logout/wrap-up

Supervisor Capabilities

AltiSupervisor gives workgroup managers the right tool set to effectively manage their workgroup queue.

Queue Management

- Monitor the queue
- Pick calls out of queue
- Reroute calls "on the fly"
- View Agent States

Supervisor Monitoring

- Silent Monitor
- Supervisor Coaching / "Whisper"
- Barge-In
- Queue Alerting

Reporting Capabilities

AltiReport is a web-based reporting application that can generate up to 40 detailed CDR reports, including personalized reports according to agent, workgroup, and DNIS. A report summary and analysis is also available for each report.

AltiReport supports multiple users through unique login credentials. Each user can setup customized queries, maintain "favorite" reports, and setup automatic report delivery via email through customized schedules.



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Standard IP-PBX Features

Account Codes - allows the user to input an account code on each call to track telephone usage in order to bill back to clients or create a record of calls specific to a project and to budget and forecast expenses. **Forced Account Codes** force the user to input an account code on each call to track telephone usage. The administrator can configure which extensions are required to enter an account code, and also configure the option to require an account code for long distance calls and international calls, but not local calls.

Business Hours Profile - allows for setting morning and afternoon business hours for each day of the week. Multiple business hours can be configured in a system. Also, multiple Business Hours profiles can be assigned to DNIS Routing and Trunk In Call Routing entries.

Busy or Ring No Answer Call Handling - sends calls to voice mail, another extension, or **AA** if the called extension or group is busy or does not answer.

Call Forwarding and **Remote Call Forwarding** - sends all calls to another extension, to a workgroup/hunt group, or to an external telephone number. This allows users to redirect their calls to another location, such as home or a branch office. Call Forwarding can be set up either at the source extension or at the destination extension on the system (Remote Call Forwarding). There is 10-hop limit on forwarded calls.

Call Park and Pick Up (Station) - users can park calls at one station to be picked up at another station. Up to 50 calls may be parked at one station simultaneously. Calls parked to a group are protected. Only group agents or the person who parked the call can pick it up.

Call Park and Pick Up (System) - users can park calls at the system to be picked up at another station. An ID is assigned to the call when parked. The user can pick up a parked call by entering a feature code and the Parked ID.

Call Park Ring Back Identification to Operator - when parked calls are not picked up, the operator is rung.

Call Restrictions - restricts users from dialing specific long distance area codes and phone numbers. Reduces the risk of toll fraud.

Caller ID - fully supports the Bellcore Caller ID standard and displays alpha and numeric caller ID and name on a standard analog telephone with a display. Up to 64 characters are transmitted and displayed. If your local exchange carrier provides enhanced caller ID, such as caller name, this information will also be displayed.

Caller ID Routing - the system administrator can define Caller IDs in a routing table and set different routing options.

Centrex Transfer - allows the user to transfer or forward calls to an external telephone number. Once the transfer is complete, the trunk lines are released.

Conference Call (Station) - the system supports conference calls with up to 6 parties, including the dialing extension. You can speak privately to each person before adding the person to the conference. The conference initiator can mute conference members from MaxCommunicator and AltiAgent.

Conference Call (MeetMe) - multiple parties can call into a pre-scheduled conference bridge to join a conference call. The conference host can mute or drop conference members.

Configurable Phone Display - the system administrator can configure the Caller ID, Name, or DNIS number displayed on a phone set.

Conversation Recording - an extension user can record a conversation to voice mail or, with the appropriate license, to a central folder.

Dialed Digit Translation - allows the administrator to select a single dialed digit that can be assigned to route a call to any destination. **First Digit Translator** allows the administrator to select a single dialed digit that can be assigned to route a call to any destination. **Extension Dialed Digit Translator** allows predefined dialed digits by an extension to be translated into a different dialing string. The digit manipulation option allows you to remove or add digits to a number dialed by the extension.

Dial Last Caller - allows user to dial the last caller using #69.

Direct Inward Dial (DID) - allows an incoming trunk call to directly access an extension without IVR intervention.

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Directory Name Announcement - the extension user's directory name will be announced to the caller before the call rings to a phone.

Distinctive Call Waiting Tone - allows three different *call waiting tone* cadences to distinguish between internal, external, and operator calls.

Distinctive Ringing - allows three different *ringing* cadences to distinguish between internal, external, and operator calls.

Do Not Disturb - blocks all calls coming into a specific extension and sends them to preprogrammed destinations such as voice mail or the operator.

Extension Activity Display and Greeting - allows users to select from a set of predefined or customized activity codes that can be played or displayed when the user is absent. A greeting associated with the activity can be recorded and played to the caller. The activity is displayed if the caller is a MaxCommunicator, AltiAgent, or IP phone user.

Extension Based Feature Profile - the system administrator is able to create an extension feature profile that includes enabling and disabling of extension features.

FSK-based Message Waiting - allows message waiting that is based on frequency shift keying (FSK), a modulation technique for data transmission.

Hands Free (dial tone mute) Mode - by pressing **#82**, allows a user to leave handset off-hook or use a headset without having to hear the dial tone.

Hands Free (Intercom) Mode - by pressing **#81** while on their speaker phone, users can receive internal calls without having to pick up the handset to answer.

Holiday Routing - routes inbound DNIS and trunk calls on designated holidays to specified destinations. You can create separate routes for business and non-business hours on half-day holidays. Multiple Holiday Profiles can be configured in a system. Also, multiple Holiday Profiles can be assigned to DNIS Routing, Caller ID and Trunk In Call Routing entries.

Hop Off Calls over VoIP or T1/PRI Tie Trunks - multiple systems at the same or remote locations can be linked through VoIP or T1/PRI networks. Also, this feature provides toll savings on long distance calls by allowing users to dial a remote system via VoIP or T1/PRI trunk and then the destination phone number through PSTN.

Hunt Group - a group of extensions can be set up to perform call coverage, so that if the first extension is busy, the next extension is hunted until a free extension is found. If all extensions are busy, the incoming call will be queued and listen to background music.

Individual and System Call Pick Up - allows users to answer a ringing telephone from another station.

Intercom Call—by pressing **#93** on an analog phone, users can make an intercom call to an AltiTouch 510 or an AltiGen IP phone. If the phone is in idle state, the phone speaker will be turned on, and the voice path is connected. If the target phone is busy, the caller will hear a busy signal. This feature can be enabled or disabled per extension by the administrator.

Line Park—allows for a set of 99 lines to be used as a park pool, where trunk incoming calls can be parked automatically, (by routing/call handling treatment in MaxAdministrator). Park Lines are organized into groups, with up to 99 groups supported. Parked Lines can be assigned to an IP phone programmable key for call pickup. Line Park group have busy queuing and time out transfer options.

Live Call Handling—allows a caller to hear a ringback tone when the extension user is in voice mail, paging, transfer, or conference state. Designed primarily for the operator, the call is shown as "ringing" in AltiConsole.

Meet-Me Conference—MeetMe conference scheduling, monitoring and control.

Mobile Extension—allows any phone, such as a home phone or cell phone, can be turned into a PBX office extension. A Mobile Extension has most of the PBX system's call control and call center features.

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Multi-lingual support - supports multiple sets of system and custom language phrases. Up to 9 different sets of language phrase can be configured. A language preference tag can be assigned to the extension user or selected by the incoming caller. The system plays the specified language when the extension user accesses system features or the external caller reaches a voice mail box.

Multiple Call Waiting with Personalized Greetings—a personal queue that allows users to handle multiple incoming calls by letting callers wait in queue until the user answers the call. This allows users to transfer or park calls before answering the next call in queue. Users may also record and use personalized **Initial** and **Subsequent** greetings to be played for callers in queue.

Music on Hold—allows callers to hear music or pre-recorded messages while waiting on hold. Music source can be either from an external audio device connected to a telephony board audio input port, or from a pre-recorded music file played by a VoIP board.

One Number Access—a feature that eliminates “telephone tag” by allowing the caller to find the extension user through preset numbers, according to a designated schedule. Setup is available through the One Number Access tab of Extension Configuration and/or the MaxCommunicator and AltiAgent client applications. An **ONA password** is optional. The user can press any key to pick up an ONA call. **ONA Call Screening** allows a user to enable a call screening option to ONA, where a caller is prompted to record a caller name to continue ONA.

Operator Off-line—when this feature is enabled, all calls are directed to the AA. When the caller dials 0 and the operator is not available, the call is routed to the operator mailbox.

Out Call Routing Configuration—allows outgoing calls to be directed to particular trunk routes, based on a configured dialing pattern.

Outside Call Blocking—when this feature is enabled, access to outside lines is temporarily disallowed.

Paging (IP)—allows paging over IP to a group of internal IP phones.

Paging (analog trunk or station port) - allows paging through a Zone paging device connected to an analog trunk or station port.

Paging (Audio-Out Port)—allows paging through a speaker connected to an audio output port.

Personal Call Park and Pick Up—users can park calls at one station to be picked up at another station. Up to 50 calls may be parked at one station simultaneously. Calls parked to a group are protected. Only group agents or the person who parked the call can pick it up.

Single Call Waiting - allows users to put an existing call on soft hold and take a second call upon hearing a Call Waiting tone. The user can then alternate between the two calls.

SIP Third-Party Devices—allows certified third-party SIP devices (for example, a 3rd party IP phone) to register as an IP extension. **Note:** A license is required to enable this feature for an extension. (Release 5.2)

Station Log In/Log Out - enables system users to move an extension number from one station to another, or deactivate an extension.

System and Station Speed Dial- allows programming of frequently used telephone numbers for speed dialing. Up to 60 system speed numbers can be programmed. Up to 20 station speed numbers can be programmed for each extension.

System Backup and Restore - allows back up of configuration data and voice mail boxes, based on a configured schedule.

Transfer Caller to AltiGen Voice Mail System - allows user to transfer outside caller into the AltiGen Voice Mail System by pressing **FLASH # 40** while connected to the caller.

Transfer Caller to AA - allows a user to transfer a call to an AA by pressing **FLASH #15** and then the 2- or 3-digit AA number.

Virtual Extensions - an extension that is not associated with a physical port, but allows access to the AltiGen Voice Mail System features and telephone sharing.

Workgroup Call Pickup - allows agent or supervisor to pick up a specific call in queue.

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Advance Call Distribution Features

Advanced Queue Management Application - enables advanced queuing options:

- One-level AA menu selection from queue
- Advanced queue overflow for configuration of overflow conditions and actions

After Hours Handling for Workgroups - a workgroup can be assigned a Business Hours Profile through MaxAdministrator. Also, after hours routing decisions can be configured for each day of the week. When a call is forwarded to this workgroup after hours, the call is routed automatically, based on the routing decision for that day of the week.

Agent Login/Logout - allows huntgroup/ workgroup members to log in and out of a group so that incoming calls bypass the workgroup member (agent) who has logged out and the call is automatically routed to other login agents.

Agent Logout Reason Codes - allows a workgroup member to enter a reason code when signing off. Up to 20 reason codes may be defined.

Agent Set to Not Ready When RNA - when a workgroup call rings an agent and is not answered, this feature automatically sets the agent state to Not Ready.

Agent Auto Logout When RNA - when a workgroup call rings an agent and is not answered, this feature automatically sets the agent state to Logout for that particular workgroup.

Call Queuing - places caller in a queue to wait until an ACD group member becomes available.

Call Queue Announcement - before a call enters a workgroup queue, the system announces the expected wait time or call queue length to the caller.

Call to Queue Alert - agents can be alerted via a beep and a screenpop when a call enters the workgroup queue.

Distinctive Ringing for Workgroup Calls - allows workgroup incoming calls to use a different ringing cadence from normal calls.

Inter Call Delays - can be used to set delays before the system sends the next call to an extension after the agent finishes an outbound call or other non-workgroup call activity.

Login/Logout/Keep Login Status on system startup or reboot - all group members can be set to the "Login" or "Logout" state at system startup or reboot. By default, group members are set to "Keep Login Status."

Multiple Queue Announcements - allows each group to have its own set of unique audio announcements. Up to five announcements can be configured for each group. The intervals between announcements can also be configured.

Multiple Workgroup Membership - allows each extension to belong to multiple groups. The system can be configured with a maximum of 64 groups (workgroup/hunt groups/paging groups).

Multiple Workgroup Log In and Log Out - lets group members quickly log in and out of multiple groups. (#54 and #56)

Picking/Transferring Calls from Group Queue - enables an extension to pick any call in queue using AltiAgent or AltiConsole. AltiSupervisor is also able to transfer a workgroup queued call to any extension, workgroup, AA, voicemail or outside number.

Priority Queuing - allows for calls in queue to be associated with a priority. The call priority can be assigned through Caller ID routing, DNIS routing, AA, or other add-on applications. Call distribution is based on the call priority and queue time. Call priority can be escalated if queue time exceeds a certain limit.

Queue Announcement - before a call is sent to a group queue, expected wait time and call position are announced.

Quit Queue Option - a caller can press "#" or "0" to leave a workgroup queue to transfer to group voice mail, AA, extension, another group, or an operator.

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Ready/Not Ready - agent can set state to “ready” (#90) or “not ready” (#91) to inform the system whether the agent is able to receive the next call while logged in to a workgroup.

Real Time Monitoring

- Workgroup’s calls in queue, longest queue time, # of calls exceed service level threshold, and service level
- Number of agents in Login, Logout, Idle, Busy, Not Ready, Wrap-up, DND/FWD, or ERROR state.
- Workgroup and Agent’s performance summary data output to client applications.

Service Level Threshold - a time value for callers waiting in queues. The performance statistics show when workgroup calls are queued for longer than a prescribed value.

Single/Multiple Call Handling for Workgroups - allows the workgroup administrator to select single or multiple calls handling operation for workgroup agents when holding a workgroup call.

Skill-Based Routing - this feature includes the following capabilities:

- Assigning skill level requirement (SKLR) to caller
- Assigning skill level (SKL) to agent
- Matching caller’s SKLR to agent’s SKL
- Setting skill coverage and escalation rules

Supervisor Silent Listen - allows a workgroup supervisor to silently listen to a call between workgroup agent and caller. Personal calls can also be silently listened to by a workgroup supervisor.

Supervisor Barge In - allows a workgroup supervisor to barge into a call between workgroup agent and caller. Personal calls can also be barged in to by a workgroup supervisor.

Supervisor Coach (Whisper) - allows a workgroup supervisor talk to a workgroup agent without the other party hearing.

Queue Overflow Handling - routes incoming calls to an alternate destination when the queue reaches one of the following conditions:

- Calls in queue exceed defined limit
- Longest queue time exceeds defined limit
- Specified percentage of calls in queue with queue time longer than defined servicelevel threshold

Workgroup activity data logging - in addition to CDR data, the following data are logged to a database during workgroup operation:

- Agent activity - Login, Logout, Not-Ready, Wrapup, DND/FWD, Error
- Agent’s call summary per workgroup
- Agent’s call statistics for all workgroups
- Workgroup operation summary

Workgroup Activity Monitoring - allows real-time monitoring of workgroup information—group status, call queue status, details of group queue entries, and agent status. Activity summary is available through a group view window in MaxAdministrator, AltiAgent, and AltiSupervisor.

Workgroup Call Distribution - calls can be distributed to the first available group member, or among group members according to the following options:

- Ring First Available Member
- Ring Next Available Member
- Ring All Available Members
- Ring Longest Idle Member
- Ring Average Longest Idle Member
- Ring Fewest Answered Calls
- Ring Shortest Average Talk Time
- Skill-Based Routing

Wrapup Time - allows a group member some time in between calls to wrap up on notes, prepare for the next call, or log out of the group. This wrapup time is configurable on a per-agent basis.

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Auto Attendant Features

The AA features provide quick and courteous processing of all incoming calls. An AA can be configured to serve as a primary attendant or as a backup to a receptionist.

Dial By Name - allows a caller who does not know your extension number to spell your name using the telephone key pad. The system will search the Directory and make a match on the name to connect the caller to the intended party's extension. The caller can match first OR last name when dialing by name.

Data-Directed Routing - allows the routing of calls directed by the caller's input (digit or text). Third-party applications can be used to route incoming calls based on caller information.

Digit Collection - caller can be prompted to enter numbers, which are then collected and used for routing the call.

Direct Station Transfer - allows the AA to handle all incoming calls instead of being answered by an operator. Callers can dial an extension number to reach a specific station or use the name directory to find an extension number.

Mailbox Access- allows employee to log into voice mail box from AA when calling in from outside.

Multiple AA Support - allows up to **255** auto attendants.

Name Directory Service - allows callers to hear a list of employees and their extension numbers.

Programmable Time-Out Handling - allows the administrator to select the action the system should take if there is no digit dialed by the caller within a specified number of seconds.

Set Call Priority - allows the administrator to assign a priority level to an AA menu.

Set Skill Level Requirement - allows the administrator to assign a skill level requirement to an AA menu.

Web-based Call Processing - allows the AA to accept calls placed over the AltiWeb application.

Voice Mail Features

The Voice Mail System is a message management system that provides the calling and the called parties with enhanced communication features. It allows greater accessibility, faster reply time between parties, and reduces the frustration of telephone tag. The voice mail system includes the following features:

Configurable voice mail playing order - Administrators can configure users' voice mailboxes to play the oldest or the newest message first.

Disable a Mailbox - voice mailboxes can be disabled so that callers cannot leave messages.

Future Delivery - allows users to record a message to be delivered at a specific time and date in the future, up to one year in advance.

Information Only Mailbox - a mailbox can be configured to announce customized prerecorded information when accessed. This mailbox does not allow callers to leave a message, but only to listen to the message announcement (personal greeting) from the mailbox. To repeat the message, callers are instructed to press the # key.

Making a Call from the Voice Mail System - allows users to make a call from within the Voice Mail System by pressing # at the Main Menu and entering the internal extension or external phone number. This is especially useful while traveling where users can respond to all messages and make *other* calls not associated with a message, all with *one* call into the Voice Mail System. This can result in significant savings. The use of this privilege is configurable on a per-user basis.

Message Management - receives, sends, forwards, deletes, and replies to messages.

Message Notification - designed to alert you of new voice messages in your mail box by calling an extension, phone or pager number. A notification schedule can be set for business hours, after business hours, at any time or at a specified time. You have an option of being notified of all messages or only urgent messages.

Personal/Activity Greeting - allows users to record personal and/or activity greetings in their own voice to be played when callers reach their voice mail.

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Press "0" Option for Extension in Voice Mail - allows a caller to press "0" while listening to an extension's greeting. The "0" can be configured by the administrator to forward the user to operator or other destinations.

Priority Delivery - allows caller to set the priority of message delivery such as normal or urgent.

Private Messaging - allows users to leave a private message in their voice mail for the expected caller.

Reminder Calls - are used to remind you of important meetings, things to do or people to call.

Remote Access - allows users to access the Voice Mail System from outside by dialing into the AA and pressing # to log in; or pressing ### from any internal extension to access any voice mail box.

Return to AA - after leaving a voicemail message and pressing # to send it, incoming trunk callers are prompted with the option to return to AA to try another path or person.

Set Call Forwarding from Voice Mail - users can set up Call Forwarding from within the Voice Mail System. This allows users to set up Call Forwarding while away from the office.

Voice Mail Distribution List - allows the user to use system distribution lists or personal distribution lists for forwarding voice mail. Up to 100 distribution lists can be created. Each distribution list can have up to 64 entries, and any entry can be another distribution list.

Zoomerang - allows users to listen to messages in the Voice Mail System, make a return call to a party who left a message, and then return to the Voice Mail System to continue checking the next messages, all in a single call into the Voice Mail System. If the caller ID information is not captured, the user may enter the "call back" number manually.

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System and Administration Features

AA Configuration File Export- lets you export your complete AA configuration to an html file.

Alerting - An announcement can be sent to Voice Mail when the e-mail server disk is full.

“Apply To” Feature - applies changes (only the field that was changed) to multiple extensions, trunks or channels instead of having to change them one at a time.

Call Detail Reporting (CDR) - the system collects and records information on outgoing and incoming phone calls, such as length of call, time of call, number of calls. This data is written to an internal database.

Configurable Emergency Number - For international use, allows the system administrator to set up country-specific emergency numbers.

DNIS Routing Tables - incoming trunk calls can be routed to an AA, extensions, workgroups, hunt groups, and so on, based on DNIS numbers configured in the system administration routing tables.

E-911 Calling Support - allows an administrator to designate a number of trunks (Triton Analog or PRI) for dedicated E-911 use. CAMA trunks are supported by analog trunk ports.

E-mail and Voice Mail Storage - can be placed on drives other than the system drive.

Emergency (911) Call Notification to Extension/Outside Number - when any extension dials an emergency number, the system can make calls to pre-configured extensions or outside numbers. A system can have more than one emergency notification number configured.

Extension Checker - a tool that checks the security status of every extension in your system.

Extension Password Protection for Application Logins - the system maintains a counter for each extension to track CTI client application login failures. When eight successive failures are reached, the system disables login connection for 1 to 24 hours to prevent password intrusion. Applies to login from MaxCommunicator, AltiAgent, AltiSupervisor, AltiConsole, CDR Search, and other add-on applications.

Feature Profiles - allows administrators control over user access to system feature codes.

Monitor List - lets you configure an extension’s privilege to see other extension’s call activity through MaxCommunicator or AltiAgent.

Password Security - allows administrators to lock extensions that have been “attacked” with false password attempts and to set default system passwords for newly created or newly assigned extensions.

Out Call Routing Configuration - allows outgoing calls to be directed to particular trunk routes, based on parameters assigned in the Out Call Routing table.

Remote Administration - a version of the MaxAdministrator application that can be installed on a Windows 2000/2003/XP client computer to remotely administer one or more systems.

Transmit Extension Calling ID - each extension can be configured with a calling ID. When an outgoing call is made by this extension through PRI or IP trunks, the calling ID is displayed as the Caller ID to the receiving caller.

Voice over IP Features
VoIP features include:

Bandwidth Control for VoIP Sessions - Each server can configure the maximum concurrent VoIP sessions based on its Internet or intranet bandwidth. This feature is to ensure that voice quality will not be impacted if too many VoIP sessions are connected at the same time.

Codec Profile - Multiple codec profiles with different settings can be created and applied to different locations. Each profile can have a different codec, jitter buffer, and packet length to accommodate different IP connections.

AltiGen IP-PBX Feature Overview



DNIS Name Display and Routing over IP Tie Trunk - allows for DNIS information to be transferred to the other system when routed over IP tie-trunks. DNIS name of matched entry can be displayed at AltiConsole, MaxCommunicator, AltiAgent, and handset.

Caller ID/Name Sent Over IP Tie Trunk - SIP supports sending the caller's name, so SIP and H.323 calls may display different caller ID information.

DTMF payload embedded with RTP (RFC 2833) - this feature helps to resolve DTMF tone detection and regeneration when using G.723.1 or G.729 codecs. Low bit rate compression can distort DTMF tones during compression and cause the far end device to not be able to recognize the DTMF digits. RFC 2833 specifies a separate RTP payload format to carry DTMF information to ensure the other side can recognize the tone properly.

Dynamic Jitter Buffer - due to various delays in the IP network, audio packet streams may be delivered late or out of order. The system is able to buffer incoming packets and re-sequence them by maintaining a queue. This queue is adjusted dynamically to accommodate different network environment characteristics.

Echo Cancellation - due to bandwidth limitations and device loading, long delays may occur during packet delivery process, which worsens the echo effect voice speech. Echo cancellation is provided to maintain reasonable voice quality.

G.711 Codec - toll quality (64K) digital voice encoding, which guarantees interoperability and better voice quality.

G.723.1 Codec - a dual rate audio encoding standard, which provides near toll quality performance under clean channel conditions.

G.729 A+B Codec - speech data encoding/decoding standard of 8 Kbps.

Global IP Dialing Table - The IP Dialing Table is configured in Enterprise Manager. The IP Dialing Table configuration is used to create location-based routing in the Enterprise.

H.323 Tie-Trunk Support - Ensures backward compatibility to systems using AltiGen's AltiWare versions prior to 5.1.

IP Extension Auto Failover - when an IP extension is unreachable, the system will automatically fail over to a pre-configured Mobile Extension.

IP Group Paging - allows the use of voice paging to IP phone users in a group.

NAT Configuration for SIP/H.323 - When AltiServ is behind NAT with a private IP address, this feature helps to resolve IP address resolution problems when communicating with an external VoIP device.

Silence Detection and Suppression - when silence suppression is enabled and silence is detected, the system stops sending packets to the other side. The other side does not receive any packets and plays silence.

VoIP Hop-Off Call Support - allows an extension to access a PSTN trunk on the remote system and "hop off" to dial an outside telephone number. This hop off feature can be enabled or disabled on the remote system. Outcall restrictions for hop off calls are configurable.

SIP Trunk Support - MAXCS enables AltiGen's system to connect to IP-based trunking service providers via SIP.

SIP NAT Traversal - Allows MAXCS to connect to a remote SIP phone or IPTalk behind NAT without changing the NAT setting at the remote location.

Support for RFC 2833 (DTMF payload embedded with RTP) - Supported in SIP trunks only. This feature helps to resolve DTMF tone detection and regeneration when using G.723.1 or G.729 codec. Basically low bit rate compression will distort DTMF tone during compression. The far end device may not be able to recognize the DTMF digits. RFC 2833 specifies a separate RTP payload format to carry DTMF information to ensure the other side can recognize the tone properly.

Support for both SIP and H.323 Tie Trunk - When setting up a system-to-system VoIP tie trunk, either SIP or H.323 protocol can be used.

AltiGen IP-PBX Feature Overview



Multi-Site VoIP Management Enterprise Manager

VoIP domain - when networking multiple AltiGen systems from different sites, one system can be assigned as VoIP domain controller to propagate configuration data to member systems.

Directory Synchronization - when a new extension is added to one of the member systems and configured as Global extension, the VoIP domain controller will propagate this extension to all member systems. Every member system within the VoIP domain will be able to see the extension number plan of other systems.

Multi-site Call Routing - when a user dials an extension number that is not a local extension number, the system will search the Domain extension list. If a list is found, the system will dial the number by using the IP address and extension number stored in the Domain extension list.

Domain User Management - The VoIP domain controller can resolve the conflict if duplicated extension numbers are created in different member systems. This feature also manages extension relocation. When an extension user is relocated to another member system, its voice mail and greeting can be moved along with it.

Global Least Cost Routing - when multiple systems are in different area codes or countries, the administrator can set up Global Least Cost Routing to route long distance or international calls through member systems. The routing rules are propagated to all members automatically.

Global Dial-by-Name and Greeting Synchronization - Caller using the dial-by-name feature from any system within the VoIP domain can search the entire global directory. The global extension's greeting is replicated to all systems within the VoIP domain.

Global Extension Relocation by User - When a global extension user travels to any site, the user can dial #27 to log in to the local server. Enterprise relocates the user's extension setting and voice mail to the local server and activates the extension as a physical extension. All member systems receive an update notice from Enterprise Manager to change the routing destination.

Global DID Number List - The DID number field is part of the global extension configuration. When a call comes in with a DID number, the system looks for a local extension with the same DID number first. If the system cannot find a matching local extension, it will match the global extension DID number and route the call.

Global Extension Appearance - With proper configuration, the IP phone user can see the following information for a global extension in the VoIP domain: line state (idle, busy, ring, error), extension status (DND), and activity (presence). This information can be displayed in MaxCommunicator/AltiAgent/AltiConsole and on the IP phone. Limitation: For display only; user cannot answer calls for the global extension.

Global Intercom - An extension user can dial #93 + Global Ext. to intercom a Global extension (through a SIP tie trunk)

AltiGen IP-PBX Feature Overview



Unified Messaging

Exchange Integration - provides message synchronization between MAXCS and a Microsoft Exchange server on the LAN. This feature allows for dynamic synchronization of mail between the two servers so that deleted messages from one server get automatically deleted in the other server. Similarly, a new message sent to one server is transmitted to the other server. This way, the message can be accessed or deleted from either server. For example, when a voice mail is deleted from MAXCS, it is automatically deleted from the Exchange server too. In addition, MAXCS supports the Exchange Server 2007 Bridged access to Exchange 2007. In this mode, the AltiGen voice mail provides an option to the user to access Exchange 2007's speech enabled auto attendant. MAXCS also supports Native VM integration with Exchange 2007. In this mode, AltiServ uses Exchange 2007 as "Native VM" storage for a system-wide integration with all the AltiGen extensions as a unified messaging enabled Exchange account.

Mail Forwarding - allows you to forward voice mail to an e-mail address. The destination address can be an IP address such as *100.200.101.201*, or a domain name such as *altigen.com*.

Remote Download of Messages via Internet - allows users who are traveling and/ or working at home to download all new voice and e-mail messages in the Voice Mail System Post Office Box via a local internet access line.

Optional Add-On Software

AltiConsole - a Windows-based Attendant console connected to MAXCS over a network; emulates a standard, hardware-based Attendant console through software; has the flexibility of adding new features through software without changing the hardware.

MaxCommunicator - a Microsoft .NET-based desktop call control and Windows pop-up application that interacts with the system, providing easy-to-use dialing, call control, monitoring, and voice mail management capability.

AltiAgent - a workgroup user version of MaxCommunicator; in addition to MaxCommunicator features, it also provides call statistics, call wrap up with data entries, workgroup login/logout with reason codes and agent ready/not ready status.

AltiSupervisor - allows a workgroup supervisor to view an agent's real-time activity, login/logout an agent, view workgroup and agent operation statistics, Listen/Barge-in/Coach agent's conversation. In the MAXCS ACM version, the following features are available:

- Color coded priority in queue
- Change caller's priority
- Record agent's conversation with indicator

AltiReport - application that can report an agent's and workgroup's operation details, including summary, analysis, and charting.

Advanced CallRouter - a call handling application that matches incoming call data or collected digits against a customer's CRM record to determine how to route the call. It has the capability to set call priority and caller's skill level requirement.

CDR Search - a call reporting tool that allows administrators to search CDR files for records that meet selected criteria, and allows workgroup supervisors to get workgroup CDR statistics.

IPTalk - an IP softphone to allow a MaxCommunicator or AltiAgent user to log in to a system as an IP extension. IPTalk supports G.711 and G.723.1 codec only.

SuperQ - a Java-based application designed to queue and distribute calls for call centers with workgroups located in different geographic locations or across multiple AltiGen servers. SuperQ enables call centers to combine teams of workgroups from multiple locations into one virtual team.

VRManager - allows administrators/supervisors to convert, schedule backup/delete, and query recorded files.

SDK Tool Kit - offers a complete set of tools including APIs, documentation and sample programs, to enable a developer to begin programming rapidly and efficiently. It includes a self-installing CD-ROM containing AltiGen SDK software. Session-based licensing is required for both Basic API and APC API interfaces.