Aastra OneBox
Unified Messaging

With Aastra OneBox Unified Messaging you turn your Aastra communications system into a productivity tool. The users can communicate more efficiently, respond more quickly and increase productivity.

OneBox delivers a powerful suite of Unified Communications applications including advanced call processing, voice mail, e-mail integration, personal assistant, fax, speech, notifications etc.

OneBox implementation provides you:

✶ Increased availability and productivity

✶ High level of integration with your existing telephony solution

✶ Access to a broad range of functionality from a single interface

OneBox Main Functions

Interoperability

OneBox has the unique ability to leverage both traditional TDM and new IP communications systems. This is a very cost-effective solution, because it works with what you already have: your existing telephony system, e-mail system and data infrastructure. No other solution offers a higher level of interoperability.

✶ Native SIP integration with Aastra MX-ONE and Aastra 700

✶ Support for multiple telephony integration protocols including CAS, DPNSS and SIP

✶ Simultaneous integration with multiple telephony systems

✶ Support for multiple e-mail clients and stores

✶ Support for all types of data network topologies

Achieve High Availability and Disaster Recovery with OneBox

Multi-Server Option (Distributed Architecture)
The OneBox 5.0 multi-server system deployment minimizes single points of failure. This type of architecture is a perfect fit for OneBox 5.0 in conjunction with MX-ONE V.4.x which utilizes an identical approach. OneBox 5.0 is implemented using a mixture of two basic component types; a System Server and up to 20 Call Servers. The System Server acts as the brain and contains all of the processes and components that need to be centralized in order for the distributed system to function as a single voice mail system. The Call Servers act as the workhorses and handle the real-time functions on

the OneBox 5.0 system such as answering calls, recording messages, and performing call processing tasks. In such a system, if any of the Call Servers fail, capacity is reduced without the loss of OneBox 5.0 application functionality. Emergency preparedness can be further increased by deploying the Call Servers with a warm standby. Additionally, deployment of a single OneBox 5.0 system across multiple physical servers offers a built-in fault tolerance, as each server can function independently.

Messages delivered by:

Mail	*Fax*	*Voice mail*

Unified Messaging

Get instant access to your messages via:

Mail	*Fax*	*Computer*

Multi-Server with Neverfail Option -

High Availability Deployment

When system downtime simply can't be afforded, then an OneBox multi-server architecture with Neverfail High Availability is the right soultion. OneBox 5.0 with Neverfail offers a fully synchronized, uninterrupted hot standby server to achieve the highest level of survivability available. The hot standby of the System Server contains an up-to-date copy of the database from the System Server. All changes made to OneBox 5.0 on the System Server are replicated in real time to the Neverfail HA Server, including application configuration changes, user messages, recorded names, greetings, announcements, and more. Neverfail HA server continuously monitors the health of the System Server and, in the event that it detects a failure, immediately takes over. Neverfail always has an up-to-date copy of everything that was on the System Server, resulting in zero loss of functionality.

Multi-Server with Neverfail Option - Disaster Recovery

To ensure business continuity under any circumstance, act of terror, hurricane, fire, power outage and others organizations are implementing precautions so the effects of a disaster will be minimized. OneBox 5.0, together with Neverfail disaster recovery solution, provides a rapid recovery in the event of a local disaster. By adding a tertiary (offsite) System Server in a data centre to your OneBox 5.0 high availability solution, your organization can quickly resume mission-critical business operations. This is usually implemented as part of an existing disaster recovery plan.
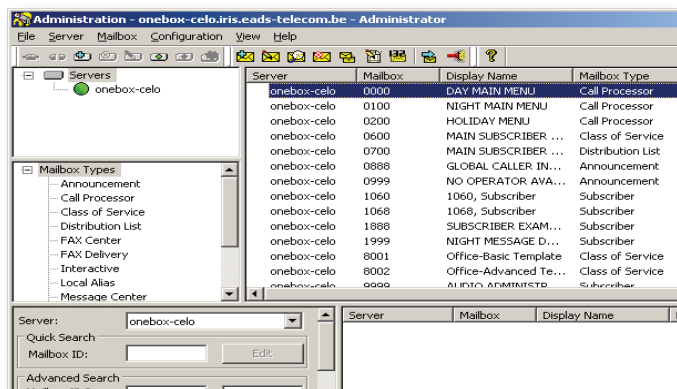
Aastra OneBox - Administration Main View

Networking and Global User Administration

OneBox meets your scalability challenges and consolidation objectives through sophisticated system networking and global user administration capabilities. With this handy feature, administrators can manage the subscriber and distribution list databases of all OneBox servers from a single global view.

Easy Administration
✴ Single administration interface for voice, speech, unified messaging, and fax

✴ Global user administration

✴ Supports single point of administration with Manager Provisioning

✴ Networking (AMIS, VPIM, Avaya Message Networking Server Support)

✴ Active Directory MMC Snap-In

Voice Mail, Unified Messaging and Call Processing

To help minimize user training, OneBox offers a variety of interfaces so your employees can use the same keystrokes they use now to access and process their messages. OneBox offers an alternative Telephone User Interface (TUI) that mimics many of the legacy voice mail systems. OneBox offers the most robust voice mail and call processing feature set, including customized front-end call handling, personal menus and advanced message notification. OneBox Automated Attendant acts as a virtual call center, routing incoming calls and providing your customers with around-the-clock access to everything from pre-recorded information and faxable documents to account inquiries and survey questionnaires. It can even support these applications in a variety of different languages.

A Fully Featured Unified Messaging Suite
✴ Full set of legacy call processing and messaging features

✴ Alternate Telephone User Interfaces (TUI) Octel® Aria®/ Serenade®, Avaya® INTUITY™ AUDIX®, Nortel® Meridian Mail, and Mitel® NuPoint with Centigram Interface, AVST Active Voice (NEC) Kinesis & Repartee as well as UM8500, AD-64, UM4730

✴ Interactive Voice Response (IVR)

✴ Speech and DTMF Automated Attendant

✴ Integrates e-mail, voice mail and fax into a single view

✴ Unified Messaging (UM) access via web interface, speech or DTMF via the telephone, e-mail client, and any mobile device

✴ UM e-mail client integration (Microsoft Outlook, IBM Lotus Notes , Novell GroupWise, Google Gmail, Microsoft Office 365 via IMBAD or any IMAP4 compliant e-mail system)

✴ Text-To-Speech

✴ Unified Messaging architectures: server-based, client-based, secured, and simplified

✴ Multi-language client support

✴ Multi-language support for system prompts

Personal Assistant

In today's fast-paced world, we all need some extra assistance to help us get through our day a little bit more efficiently. Put OneBox Personal Assistant (PA) to work for you and increase both your productivity and customer satisfaction. Whether you are in the office, in your car, in an airport, or someplace else without an Internet connection, OneBox Personal Assistant is at your service.

Some of the PA Features
✴ Presence and availability

✴ Find-me / Follow-me

✴ Contact access and dialling

✴ Calendar access and management

✴ Call waiting (whisper notification)

✴ Call recording

✴ Continuous connection

✴ Acknowledge, call divert and call transfer

✴ Missed call message notification

Mobile Availability Client

Mobile Availability Client is a web application specially designed for mobile devices like BlackBerry, iPhone, etc. This application is very useful for travelling Personal Assistant users who want to change their availability settings while on the move. Instead of calling the Voice User Interface or running the large Web PhoneManager, they can quickly and visually modify their availability from anywhere.
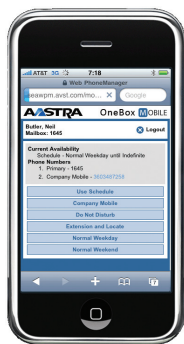
*Aastra OneBox
Mobile Availability Client*

Fax

If documents are key to your business, then OneBox Fax/RightFax is the right solution for you. OneBox Fax/RightFax from OpenText together with OneBox brings increased efficiency, flexibility and security to faxing and electronic document delivery.

Incoming fax

Default fax

Any fax
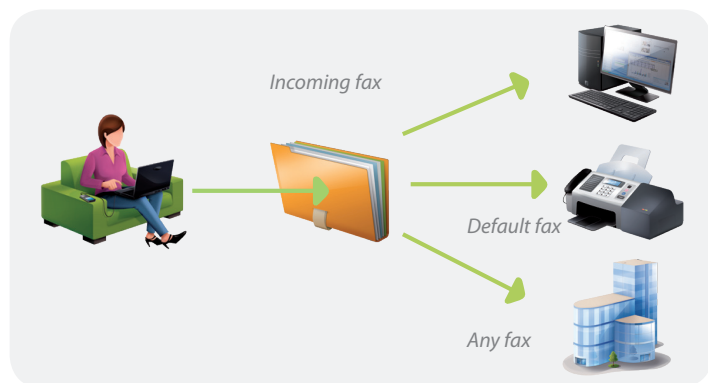
Aastra OneBox Fax

It's the ideal solution for companies in such fields as healthcare, financial services, manufacturing, education, law and government. OneBox seamlessly integrates with OneBox Fax/RightFax to provide organizations with a world-class Unified Communications solution.

✳ True Unified Messaging with the ability to electronically receive, send and manage voice, fax and e-mail at a single location

✳ With OneBox Automated Attendant any information stored in a Fax library is available to your customers around-the-clock

✳ Provides a single number for both voice and fax

Voice Intercept Messaging (VIM)

Voice Intercept Messaging (VIM) handles the presence and availability of the user. With VIM, OneBox is aware of the presence of a user and plays to the caller a variable greeting, giving information about the presence of the user. This greeting contains two elements: the reason of the diversion and the expected return time. After having announced the user's availability, VIM proposes actions to the caller. The VIM presence is synchronized with the Aastra MX-ONE call manager, via D.N.A. or Aastra CMG Server.

VIM provides following:

✳ User selected absence message

✳ Callers can leave a message or be transferred to an operator or a user's mobile phone.

✳ Pre-recorded messages set by numeric key pad

Notification

OneBox Notify is an outgoing call notification module that lets customers record and deliver outgoing messages easily. These could be anything from appointment reminders to schedule changes to emergency message notification. The information can be personalized by customer. As an example, outbound phone messages can be sent to remind customers about the time and date of their upcoming appointments.

The following notifications are available:

✳ One to many - message broadcast

✳ One to one - personalized message notification

✳ Customized announcements

✳ Reporting

OneBox supports a powerful message notification engine. Subscribers can be notified of the receipt of new messages in their mailbox using any combination of the following message notification tools:

✳ MWI to the telephone

✳ Outcall (immediately or daily)

✳ SMS

✳ E-mail

OneBox System Requirements

OneBox	System Requirements
OneBox Multiple Servers	4 to 384 ports on multiple servers, network for larger capacity
	1 system server and up to 20 call servers
	Each call server supports up to 3 separate telephony integrations
	(1IP + 2 TDM or 3 TDM), maximum of 10 telephony integrations
	Maximum 40,000 users, 20,000 of which can be UM/PA users
OneBox Single Server	4 to 96 ports without the speech function or 4 to 48 with speech, on a single server network for larger capacity
	System server and call server on a single server
	Supports up to 3 separate telephony integrations (I IP + 2 TDM or 3 TDM)
	Maximum 5,000 users
RightFax	Ideal for company, department or workgroup deployments
	Scalable from 1 to 30 channels
	Unlimited user licenses
OneBox Notify	Up to 48 OneBox Notify ports
E-mail Access/Client	Microsoft Outlook XP, 2003,2007, 2010 (32-bit and 64-bit)
	IBM Lotus Notes/Domino R7.0, 8.0, 8.5
Server	Microsoft Exchange 2000, 2003, 2007, 2010
	IBM Lotus Notes/Domino R7.0, 8.0, 8.5
	Novell GroupWise Server/Client 6.5, 7.0, 8.0
	Google Gmail, Mirapoint e-mail server, and any IMAP4 compliant e-mail system
Networking	VPIM and AMIS
Operating System/Server	Microsoft Windows Server 2003 (32-bit only), 2008 R2 (64-bit only)
	Windows XP Professional (voice mail only, maximum 16 ports. Unified Messaging and speech not supported under Windows XP)
Operating System/Client	Windows 7 (32-bit and 64-bit)
	Windows Vista Business (32-bit)
	Windows XP Professional (32-bit)

For the latest software compatibility and hardware requirements, please refer to the Product Description and Compatibility Matrix documents via your applicable sales representative.

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