

SOFTWARE RELEASE NOTICE

AVST
CallXpress®

Version 7.91

Copyright Information

Edition Note

First edition. P/N 1081-50630-00 Rev 01

Information in this document applies to version 7.91 of CallXpress.

AVST reserves the right to revise this guide without notice.

Produced by the AVST Technical Communications Department.

Writer: Chris Sullivan

Trademarks

CallXpress and AVST are registered trademarks of Applied Voice & Speech Technologies, Inc.

Captaris and RightFax are trademarks of Captaris, Inc.

Lotus and Lotus Notes are registered trademarks and iNotes and Domino are trademarks of IBM Lotus Development Corporation.

Microsoft, Windows, and Active Directory are registered trademarks and Windows Vista is a trademark of Microsoft Corporation.

Macromedia and Flash are registered trademarks of Macromedia, Inc.

Novell and GroupWise are registered trademarks of Novell Inc. in the United States and other countries.

Intel and Pentium are registered trademarks and Xeon and Celeron are trademarks of Intel Corporation.

Dialogic is a registered trademark and Signal Computing System Architecture and SCSA are trademarks of Dialogic, an Intel Company.

Avaya, AUDIX, Aria, Intuity, Octel, and Serenade are registered trademarks of Avaya Inc., which is not affiliated with and does not sponsor, license, nor endorse this or other products of AVST.

Brooktrout Technology is a trademark of Cantata Technology Inc.

All other companies and product names are trademarks or registered trademarks of their respective holders.

Copyright Notice

Copyright © June 2008 Applied Voice & Speech Technologies, Inc. All rights reserved.

Printed and bound in the United States of America

No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Applied Voice & Speech Technologies, Inc.

Applied Voice & Speech Technologies, Inc.

27042 Towne Centre Drive, Suite 200

Foothill Ranch, CA 92610-2807

(949) 699-2300

<http://www.avst.com>

Table of Contents

List of Figures	v
List of Tables	vi
Introducing CallXpress Version 7.91	1
New Features at a Glance	3
Meridian Mail TUI	4
Redesigned NetConnect Digital Networking Configurator	4
Improvements to Web PhoneManager	6
Improvement to Unified Messaging for IMAP	7
Support for Exchange 2007	7
Support for Lotus Notes/Domino R8	7
Updates to Distribution Lists	8
Updates to Reports	8
Updates to NotifyXpress	9
System Prompts	10
New and Updated Telephone System Integrations	11
Special Upgrade Considerations	13
Linecard Changes	13
Other Linecard Changes	14
Dialogic Software Changes	15
Documentation Changes	15
Computer Platform Requirements	16
Minimum CallXpress Platform Requirements	16
Minimum Web PhoneManager Requirements	26
Minimum Standalone Integrated Client Access Server Requirements	28
Minimum Automated Agent Developer Platform Requirements	29
Minimum Automated Agent Remote Platform Requirements	30

Minimum NetConnect Digital Networking Platform Requirements.....	31
Additional Considerations for IBM Lotus Domino Unified Communications	33
Additional Considerations for Microsoft Windows Vista Users	34
Third-Party Software Compatibility (CallXpress Unified Messaging) ..	35
For More Information	38
Documentation Resources.....	38
Other Resources.....	40

List of Figures

New Digital Networking Configurator	5
New IMAP Configuration	7

List of Tables

CallXpress version 7.91 outband integrations *	11
Unsupported PCI-based Dialogic linecards	13
Recommended voice linecards for CallXpress 7.91	19
Approved Brooktrout fax cards	20
CallXpress version 7.91 feature and integration capacity by number of voice ports installed (see Note 13)	21
CallXpress version 7.91 feature capacity by number of sites, ports, or users supported	22
Web PhoneManager Browser and Operating System Support	27
Automated Agent developer platform requirements	29
NetConnect Directory Propagation server requirements	31
NetConnect Digital Networking server requirements	32
Server platform third-party software versions supported by CallXpress for IBM Lotus Domino Unified Communications version 7.91 (North America)	35
Third-party software versions supported by CallXpress Unified Messaging 7.91 for Microsoft Exchange, Lotus Notes and Domino, and IMAP (North America)	36
Third-party software versions supported by CallXpress Unified Messaging 7.91 for Microsoft Exchange, Lotus Notes and Domino, and IMAP (World edition-languages other than English)	37

Introducing CallXpress Version 7.91

It is our pleasure to introduce version 7.91 of CallXpress, our industry-leading unified messaging server software. This release brings new flexibility and ease of use to CallXpress subscribers while improving performance in the background.

This document introduces you to the new features and capabilities available in CallXpress version 7.91. The details of how it works can be found in the full set of documentation available through the following sources:

- ◆ **CallXpress Documentation Library CD.** Also provided with every copy of CallXpress, this documentation CD includes the following classes of documents: an installation guide describing the basic system; an administrator's guide describing how to administer the telephony server; integration technical notes covering the process of integrating the telephony server to one or more Private Branch Exchange (PBX) systems; spare parts documents describing installation of any special hardware purchased; online books and quick references for advanced applications such as Fax Networking or Unified Messaging; and online copies of the printed quick reference cards.
- ◆ **Help.** An index and table of contents to Help is available from the Help menu of each CallXpress administrative utility. Use context-sensitive Help for specific information about windows, dialog boxes and controls.

For more specific information about the documentation resources available to you, see "For More Information" on page 38.

 **IMPORTANT**

You may need to upgrade the hardware components on your CallXpress server platform or change the configuration of your telephone system before you upgrade CallXpress. Please read and familiarize yourself with the section “Special Upgrade Considerations,” later in this document, before you order CallXpress version 7.91.

New Features at a Glance

This new CallXpress release includes the following additions and improvements:

- ◆ Meridian Mail TUI
- ◆ Redesigned NetConnect Digital Networking Configurator
- ◆ Improvements to Web PhoneManager
- ◆ Improvement to Unified Messaging for IMAP
- ◆ Support for Exchange 2007
- ◆ Updates to Distribution Lists
- ◆ Updates to Reports
- ◆ New and updated integrations
- ◆ Support for six PCI Express (PCIe) linecards

The remainder of this section provides more information about each of these new features.

Meridian Mail TUI

New Emulation for the Nortel Meridian Mail Telephone User Interface (TUI)

CallXpress version 7.91 includes a new Meridian Mail option in the TUI Type list on the Presentation tab in the Subscriber and Class of Service mailboxes. When this option is selected, subscribers hear an emulation of the Nortel Meridian Mail telephone user interface (TUI) when they perform the following tasks:

- ◆ Using the main subscriber menu
- ◆ Reviewing incoming messages
- ◆ Sending new voice and fax messages
- ◆ Forwarding existing voice and fax messages
- ◆ Using the caller interface

With their most commonly used commands still available to them, existing Meridian Mail users can migrate to CallXpress comfortably, with very little effort. For reference information about this new TUI, refer to the online user reference and navigation map located on the CallXpress DVD.

Meridian Mail TUI Localization

The Meridian Mail TUI supports the following localizations:

- ◆ English – U.S. & U.K.
- ◆ French – North American
- ◆ Spanish – North American

Redesigned NetConnect Digital Networking Configurator

In CallXpress 7.91, the Digital Networking Configurator has been rebuilt from the bottom up. Not only does it provide a more intuitive interface, but the entire architecture has been redesigned. Rather than the legacy peer-to-peer (P2P) topology used in previous versions, the Configurator now routes all propagation data through a master server that controls changes to each node. This new 'star architecture' provides a more robust and reliable digital network, including:

- ◆ Increased digital networking capacity to support 75 nodes and 50,000 subscribers
- ◆ Eliminated need for dedicated digital networking server at each site
- ◆ Controlled timing of network administration updates by the recipient rather than the sender

Digital Networking Configurator Capabilities

After setting up a master server, the digital networking administrator can perform numerous tasks from the console.

- ◆ Setup new nodes and mailboxes
- ◆ Migrate the legacy P2P network to Star
- ◆ Maintain a 'mixed' network of P2P and Star combined
- ◆ Automatically detect missing elements from the network
- ◆ View the status of all propagation data across the network
- ◆ Perform backup and restore procedures
- ◆ Handle maintenance of the master server

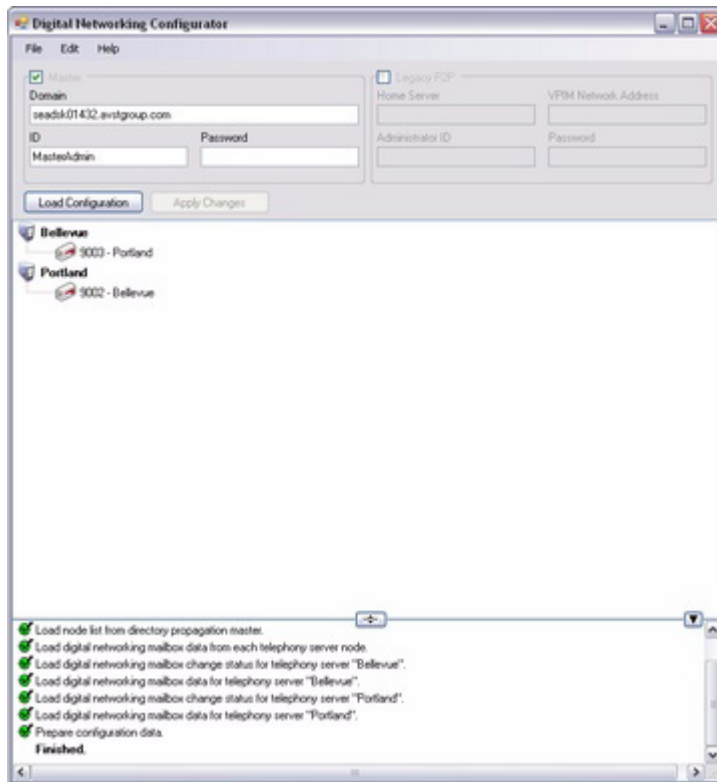


Figure 1. New Digital Networking Configurator

Improvements to Web PhoneManager

In version 7.91, Web PhoneManager contains a few important enhancements.

Live Reply

Web PhoneManager now offers the Live Reply option to allow subscribers to make direct 'live' calls to senders, regardless of how the subscriber receives messages. For example, a subscriber listening to a message on a handset can click the Live Reply link in Web PhoneManager, and the sender is called through the handset. Alternatively, a subscriber listening to an audio stream message can also click the Live Reply link to have the handset first ring and, once the subscriber answers, dial the sender.

Customizable User Resources Page

In the previous version of Web PhoneManager, administrators had no method for including or excluding the materials displayed on the User Resource Page. For example, users would see the Audix TUI Quick Reference Card and not understand the purpose of the file since they were not using that particular TUI.

With the current release, administrators are able to modify the links in the resources.xml file to hide or add resources displayed for their users.

Purge On Exit

In the previous version of Web PhoneManager, messages were set to purge based on a setting in the subscriber mailbox. When set to thirty days, for example, old messages accumulate, consuming unnecessary disk space.

With the current release, administrators have the option to edit the config.xml file to force a deleted message purge on logout. When set, this purge occurs automatically.

Improvement to Unified Messaging for IMAP

In response to customer requests, the IMAP interface has been modified to allow an SMTP path that is different from the IMAP server. This change offers the ability to have Unified Messaging in environments where the SMTP and IMAP servers are separate and distinct.

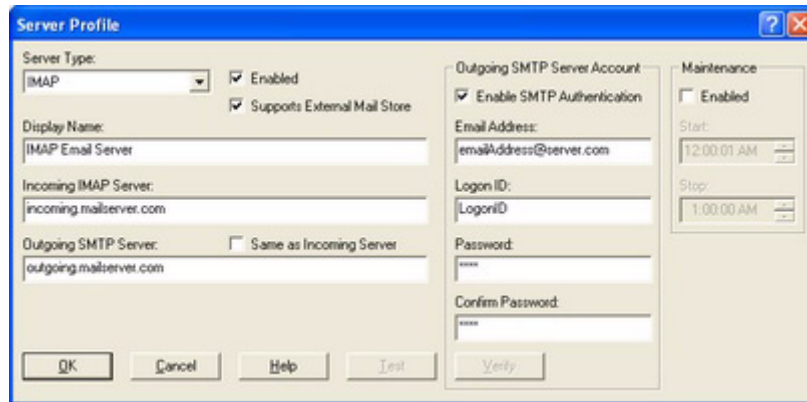


Figure 2. New IMAP Configuration

Support for Exchange 2007

In the Server-based Unified Messaging category, version 7.91 offers a full integration to Microsoft Exchange 2007, including a new 64 bit MWI application.

With CallXpress Unified Messaging for Microsoft Exchange 2007, subscribers can manage voice, fax, and email messages using Microsoft Outlook. CallXpress Unified Messaging accomplishes this by enhancing the Microsoft Outlook email client so that it can support voice and fax messages in addition to email messages.

Support for Lotus Notes/Domino R8

Also in the Server-based Unified Messaging category, version 7.91 provides support for Lotus Notes/Domino R8 32 bit version.

Subscribers can manage voice and fax messages along with email messages in their Lotus Notes Inbox folder. CallXpress Unified Messaging accomplishes this by enhancing the Lotus Notes email template so the new features are seamless in an environment already familiar to subscribers.

In addition, no longer are there separate templates for iNotes and regular Notes; both of these are now combined in a single template.

Updates to Distribution Lists

Notification Suppression

In previous versions of CallXpress, when a message was sent to a distribution list all subscribers to the list would be notified of the new message. In version 7.91, we allow system administrators to suppress such notifications on any of the following notification methods:

- ◆ Message Waiting Indication (MWI)
- ◆ Short Message Service (SMS) / Email (SMTP)
- ◆ Immediate Message Notification
- ◆ Automatic Message Forwarding

NOTE

Even though the notification of the message is suppressed, the message still appears as a new message in the subscriber's mailbox.

When notification suppression settings differ between the distribution list and the member distribution lists, then member lists inherit the notification suppression configuration of the parent distribution list. To understand the inheritance more clearly, remember these two rules:

- ◆ Suppression overrides non-suppression
- ◆ Non-suppression does not override suppression

NOTE

Notification suppression does not function across a network. Network recipients of a propagated distribution list with notification suppression enabled still receive notification.

Self Copy of Messages

Subscribers, who send messages to a distribution list that they themselves are a member of, will receive a copy of the message in their inbox. This change better aligns the way CallXpress distribution lists work with the way that e-mail system distribution lists work.

Updates to Reports

Crystal Reports Update

The latest version of Crystal Reports is now incorporated into CallXpress Reports. This upgrade allows a more sophisticated split-pane view as well as the ability to perform more robust reporting using Crystal Reports.

Subscriber CSV Additions

The subscriber CSV file now includes two fields from the SMS Tab in Subscriber mailboxes:

- ◆ SMTP Address
- ◆ Send Message Attachment

Users can include this information in any custom reports they generate.

Updates to NotifyXpress

Increased Capacity

NotifyXpress now supports up to 48 ports in order to better support higher volume notification campaigns.

Initiate Campaigns Using TUI

It is now possible to initiate a notification campaign remotely through a telephone. An administrator can call into NotifyXpress, record the desired notification message, and then select a pre-configured call list to which to send the message.

Short Text-to-Speech Phrases

NotifyXpress can now speak variable text phrases such as a person's name. Multiple text-to-speech languages may be used.

Multiple Switch Sections

The switch section to use for outbound calls on CallXpress systems with more than one switch integration can now be specified.

Multiple Speech Folders

NotifyXpress now has support for multiple script speech folders. Pre-recorded phrases used during notification campaigns can be segregated by folder.

Wildcard Support in Import

NotifyXpress now has support for standard file name wildcards in the import file specification. This allows the application to look for and import multiple files.

Increased Priority of Retries

The priority of subsequent call attempts to a destination when the initial call attempt was not successful can now be increased. This gives the subsequent call attempts, or retries, priority over the initial attempt for other scheduled calls.

System Prompts

Updated UK English Prompt Set

The UK English prompt set has been re-recorded in a new voice and now includes prompts for all TUI types.

New Russian Prompt Set

CallXpress now includes a complete Russian prompts set including all TUI types.

New and Updated Telephone System Integrations

CallXpress 7.91 provides to the following new integrations for this release:

- ◆ The **NEC Sphere Spherical IP-PBX SIP** integration for up to 48 ports.
- ◆ The **Dialogic 1008LS Media Gateway SIP Trunk** integration supports 8 analog lines of the telephone system and provides a network connection to CallXpress.

In addition, this release encompasses updates to the following integrations:

- ◆ The **Alcatel-Lucent OmniPCX Enterprise (4400) SIP Trunk** integration now includes failover capabilities and supports 96 ports on the IP integration
- ◆ The **Cisco Unified Communications Manager SCCP** integration has been updated for version 6.0 of the Unified Communications Manager (formerly CallManager) software.
- ◆ The **Nortel Meridian CS 1000** integrations have been verified against version 5.0 of the Succession software.
- ◆ The **Mitel MiAUDIO** based IP integration has been updated to use the 3.0 Software Development Kit (SDK) from Mitel which adds support for multi-CPU servers, Multi-core CPUs, and CPUs that use hyperthreading.
- ◆ CallXpress has been updated to include the **RADVISION** version 4 SIP stack which is the basis for all IP integrations.
- ◆ Full qualification of the **Avaya S8500/S8700 Communication Manager (CM) SIP** based IP integration was done using version 4.0 of the Avaya CM software.

Table 1 provides a complete list of the outband integrations that CallXpress version 7.91 currently supports.

Table 1: CallXpress version 7.91 outband integrations *

Manufacturer	Integration
Avaya	INDeX DPNSS Definity using D/42 or D/82 linecard Definity E1 QSIG S8500 / S8700 SIP
Alcatel	OmniPCX Enterprise (4400) SIP OmniPCX Enterprise (4400) E1 QSIG OmniPCX Enterprise (4400) T1 VPS
Ascom	Ascotel bcs64
Centrex	SMDI serial

Table 1: CallXpress version 7.91 outband integrations (continued)*

Manufacturer	Integration
Cisco	SMDI serial Unified Communications Manager SCCP CallManager Express SCCP CallManager E1 QSIG
Ericsson	MD110 E1 CAS TCP/IP MD110 E1 CAS MD110 E1 DPNSS MD110 VM TCP/IP MD110 VM
Fujitsu	9600 with SMDI serial
ITT	System 3100 serial
Mitel	3300 ICP (IP)* SX-2000 DPNSS SX 50/200/2000 MISU SX-200/2000 using D/42 or D/82 linecard
NEC	7400 IMX/ICS E1 CAS with MCI NEAX 2000/2400 with MCI SV7000/NEAX 2400 with MCI over TCP/IP
Nortel	Business Communications Manager using D/42 or D/82 CS 1000/Meridian 1 using D/42 or D/82 linecard CS 1000 SIP CS 1000 T1 QSIG Norstar using D/42 or D/82 linecard Norstar NTDIU Meridian 1 DPNSS Meridian 1 NTDIU
Plessey	iSX serial
ShoreTel	SMDI serial
Siemens/Rolm	Rolm 9751 9005 using D/42 or D/82 linecard (North America only) Hicom 300E using D/42 or D/82 linecard (North America only) Hicom 300E E1 QSIG HiPath 4000 using D/82 linecard HiPath 4000 E1 QSIG Realitis/iSDX DPNSS
Sphere	SMDI serial

* This integration may not be supported under some operating systems.

Special Upgrade Considerations

The release of CallXpress version 7.80 in May 2006 introduced a number of hardware and configuration changes, which are covered in this section. If you are upgrading a CallXpress server to version 7.91 from version 7.71 or earlier, please familiarize yourself with the information in this section first. However, if you are upgrading from version 7.90 or 7.90 SP1 to version 7.91, you do not need to consider this section. Your CallXpress server was already updated for these changes when it was upgraded to version 7.80.

Linecard Changes

Several of the Dialogic linecards that AVST has previously certified for use with CallXpress are not supported by Intel Dialogic System Release (DSR) version 6 or later. As a result, CallXpress 7.91 does not support these cards either.

Most of the affected linecards are ISA-based. If you are still running CallXpress on an ISA-based server platform, you will need to replace the platform and upgrade your Dialogic linecards to comparable PCI-based models listed in Table 3, later in this document.

DSR version 6 also eliminates support for some PCI-based linecards. If your CallXpress server uses any of the cards shown in Table 2, you will need to upgrade them to the recommended replacements (or to other linecard models that are listed in Table 3).

Table 2: Unsupported PCI-based Dialogic linecards

Linecard	Recommended Replacement
Dialogic D/4PCI	Dialogic D/4PCI-U
Dialogic D/320PCI	Dialogic D/320JCT-U
Dialogic D/240PCI-T1	Dialogic D/240JCT-T1-U

Other Linecard Changes

CallXpress version 7.91 now supports the following PCI Express (PCIe) linecards:

- ◆ D/120JCT
- ◆ D/240JCT
- ◆ D/4PCI
- ◆ D/41JCT
- ◆ D/42JCT
- ◆ D/82JCT

NOTE

The PCIe cards listed here are all x1; however, according to Dialogic, all but the D4 and D41 cards require the chassis to have the Power Budgeting feature or the card must be plugged into a x4 or greater slot to provide enough power to the card.

Dialogic Software Changes

If your CallXpress server platform does not have Dialogic System Release 6.0 PCI Update 190 installed, CallXpress Setup cannot complete without installing it. Before Setup can complete this process, you must remove any previous Dialogic System Software (DSS) installation from the server.

To remove previous versions safely, you must remove the components in the following order:

1. Remove all point releases.
2. Remove all service packs.
3. Remove the basic DSS installation.

Instructions on how to perform these tasks are included in all of the AVST Dialogic and Aculab spare parts documents.

NOTE

Before you attempt to remove DSS, use the Dialogic Configuration Manager to start up the Dialogic service and shut it back down again. This ensures that the service is stopped when you attempt to remove it.

Documentation Changes

With the release of version 7.91, the content in the online help for the Digital Networking Configurator and the *NetConnect Digital Networking Online Book* is synchronized. Both documentation pieces provide the same topics, procedures, screen shots, and field definitions. By doing so, we hope to make all information available regardless of the point of access.

We also introduce three new pieces of documentation:

- ◆ *ScheduleXpress: Enhanced Extension Specific Call Processing*
- ◆ *A Guide To Call Processor Mailboxes*
- ◆ *The CallXpress Reports Guide*

Computer Platform Requirements

This section describes the computer hardware and software configurations necessary to run CallXpress and provides compatibility information for Automated Agent, Captaris RightFax, and NetConnect Digital Networking installations.

Minimum CallXpress Platform Requirements

You must dedicate a platform to the operation of CallXpress, its client utilities, and its maintenance programs. This computer platform must satisfy the following minimum requirements:

IMPORTANT

The following list represents the basic minimum hardware and software required for version 7.91 of CallXpress. The hardware requirements for your implementation of CallXpress may be greater, depending on the features purchased for it, the type of integration installed with it, the amount of use it is expected to receive, and the hardware or software upgrades it is expected to need in the future. Contact AVST for specific hardware requirements based on your implementation.

IMPORTANT

AVST highly recommends placing RightFax 9.3 on a separate server if you are going to use a SQL database other than the embedded SQL that comes with RightFax 9.3. See the *RightFax Getting Started Guide* for more information.

- ◆ 20 gigabyte (GB) hard disk drive with an 8-GB drive C partition (this configuration supports 1,500 subscribers)
- ◆ 1.0 GHz Intel® Pentium III™ or better microprocessor (refer to Table 5)

- ◆ Sufficient full-length PCIe, PCI, or PCI-X expansion slots to support all required linecards, DSP cards, and digital interface cards. 5-volt cards require 5-volt PCI slots, while “universal” cards may be installed in 5-volt PCI, 3.3-volt PCI, or PCI-X slots. See Table 3 for the properties of the recommended cards.
- ◆ Appropriate RAM based on Table 5 later in this section
- ◆ Windows Server 2003 with Service Pack 2. For systems with 16 voice ports or fewer and no Unified Messaging support, Windows XP Professional with Service Pack 2 may also be used.
- ◆ Color VGA-compliant graphics adapter and monitor
- ◆ DVD drive compatible with DVD-R media
- ◆ Network interface card
- ◆ Remote connectivity through TCP/IP (preferred), or a Windows-compliant external modem and dedicated RS-232 serial (COM) port, to support remote administration
- ◆ Appropriately configured feature and license certificate files
- ◆ At least one USB port
- ◆ If integrating using an outband RS-232 integration, at least one dedicated COM port and serial cable to communicate with the telephone system
- ◆ If Short Message Service (SMS) support is installed, a dedicated modem to contact the SMS provider or the subscribers’ GSM-based mobile telephones (in addition to the modem used for remote administration); contact your SMS provider for their modem requirements and refer to the *SMS Online Book* for additional information. (Note that SMTP-based message notification and delivery, which is configured as an SMS provider, does not require such a modem; instead, it uses the network interface card and TCP/IP connectivity specified earlier in this list)
- ◆ If Voice Intercept Messaging (VIM) is installed on the platform, a dedicated COM port or TCP/IP network interface to communicate with the Dynamic Network Administration (D.N.A.) Server
- ◆ If integrating with a circuit-based switch, at least one SCOSA-compliant (SCbus) voice linecard, as listed in Table 3; no physical voice linecards are required with an IP telephony integration
- ◆ If installing a Captaris RightFax server on the CallXpress platform, one or more Brooktrout analog fax cards, as listed in Table 4

- ◆ To support fax features, Captaris RightFax 9.3 FP1b HF3, 9.0 SP2, or 8.7 with appropriate service packs (and hot fixes) to support a telephony gateway with CallXpress
- ◆ The processor and RAM requirements for CallXpress varies with the options and ports it must support. Tables 5 and 6 display the capacity of version 7.91 to support various combinations of features, users, and ports.

 **IMPORTANT**

Additional hardware or software may be required to use advanced applications of CallXpress. Refer to the appropriate online book for any additional requirements to use these applications.

 **IMPORTANT**

If you are considering upgrading from a CallXpress version prior to 7.8, examine Tables 5 and 6 closely to ensure that your server meets the platform requirements for the upgrade.

Table 3: Recommended* voice linecards for CallXpress 791

Linecard or Digital Interface Card	PCI Slot Requirements
Aculab E1/T1 Network Interface Card [†]	UniPCiversal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/4PCI-U	Universal (compatible with PCIe, 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/41JCT-LS	Universal (compatible with PCIe [‡] , 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/41JCT-LS Euro	Universal (compatible with 5-volt PCI, 3.3-volt PCI and PCI-X slots)
Diallogic D/42JCT-U	Universal (compatible with PCIe, 5-volt PCI, 3.3-volt PCI and PCI-X slots)
Diallogic D/82JCT-U	PCIe and 5-volt PCI
Diallogic D/82JCT-U-PCI-UNIV	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/120JCT-LS	PCIe and 5-volt PCI
Diallogic D/120JCT-LS-U	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/120JCT-LS Euro	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/160JCT-U	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/240JCT-T1-U	Universal (compatible with PCIe, 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/480JCT-1T1	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/480JCT-2T1	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Diallogic D/320JCT-U	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI-X slots)

* These cards all support the GSM 6.10 audio format and are therefore usable in IBM Lotus Domino Unified Communications Services environments.

† The D/160JCT-U and D/320JCT-U linecards must be installed in conjunction with an Aculab Digital Network Access Card.

‡ The PCIe cards listed in this table are all x1; however, according to Diallogic, all but the D4 and D41 cards require the chassis to have the Power Budgeting feature or the card must be plugged into a x4 or greater slot to provide enough power to the card.

Table 4: Approved Brooktrout fax cards

TruFax PCI Cards	TR1034 PCI Analog Fax Cards	TR114 PCI Analog Fax Cards
TruFax 100-R PCI Half Size	TR1034+P2-2L-R analog fax card	TR114+P2C analog fax card*
TruFax 200-R PCI Half Size	TR1034+P4-4L-R analog fax card	TR114+P2L analog fax card*
		TR114+P4C analog fax card*
		TR114+P4D analog fax card*
		TR114+P4L analog fax card*
		TR114+uP1L analog fax card†
		TR114+uP2D analog fax card

* Supported in both the 5-volt and universal PCI versions.

† For use only in the European nations that support the CTR-21 standard.

Table 5: CallXpress version 7.91 feature and integration capacity by number of voice ports installed (see Note 13)

	16 or Fewer Voice Ports	17–24 Voice Ports	25–48 Voice Ports	49–64 Voice Ports	65–96 Voice Ports	97–144 Voice Ports	145–192 Voice Ports
Onboard fax ports (see Notes 1 and 2)	up to 4	0	0	0	0	0	0
Text-to-speech channels	up to 4	up to 8	up to 8	up to 16	up to 16	up to 24	up to 24
TUI-based Email Access	Yes	Yes	Yes*	Yes*	Yes*	Yes*	Yes [†]
Unified Messaging/ Unified Communications	Yes	Yes	Yes*	Yes*	Yes*	Yes*	Yes [†]
Integrations:							
Inband (single)	Yes	Yes	Yes	Yes	Yes*	Yes*	No
Serial outband (including NTDIU-based integrations—see Note 4; single)	Yes	Yes	Yes	Yes	Yes*	Yes*	No
Dialogic D/82–based (single)	Yes	Yes	Yes	Yes	Yes	No	No
T1-based (single)	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes**
E1-based (single)	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes [‡]
Cisco Unified Communications Manager SCCP IP (see Notes 6)	Yes	Yes	Yes	Yes*	Yes*	No	No
Cisco CallManager Express IP	Yes	No	No	No	No	No	No
Nortel CS 1000 SIP	Yes	Yes	Yes	Yes	Yes	No	No
Other IP-based (single; see Note 6)	Yes	Yes	Yes	No	No	No	No
Multiple-switch	Yes*	Yes*	Yes*	Yes*	Yes*	No	No
Processor group (defined below)	A	A	B	C	C	D	D
RAM in MB	512	512	512	512	1024	2048	2048

* Before you order this configuration, contact AVST Sales Engineering to discuss the specific requirements of your system.

† These features are supported only on systems of up to 168 ports.

‡ E-1 based integrations are supported only on systems of up to 180 ports.

** T-1 based QSIG integrations are supported only on systems of up to 184 ports.

Processor Groups

- A. 1.0 GHz Pentium III or better
- B. 2.8 GHz Pentium 4 or better
- C. Dual 1.0 GHz Pentium III or better
- D. Dual 3.06 GHz Xeon or better

Table 6: CallXpress version 7.91 feature capacity by number of sites, ports, or users supported

Feature	Capacity*
Mailbox propagation between networked CallXpress servers	Up to 3 sites or 5,000 users system-wide
	Up to 30 sites or 15,000 users system-wide
Global User Administration	Up to 12 sites or 15,000 users system-wide
Automated Agent (see Note 10)	Up to 24 ports on the telephony server platform; up to 72 ports on a remote platform
Desktop Call Manager (see Note 11)	Up to 100 CallXpress users
Message-waiting indicator (MWI) support for Microsoft Exchange	Up to 1,000 CallXpress users per Exchange server platform, with an overall maximum of 10,000 users [†] (see Note 9)
MWI support for Lotus Notes and IBM Lotus Domino Unified Communications	Up to 5,000 CallXpress users [†] (see Note 9)

* If you need more capacity in any of these features, contact AVST Sales Engineering to discuss a solution to meet your requirements.

[†] These capacities assume that one CallXpress server is integrated with each messaging server (Microsoft Exchange or Lotus Domino) in the system. For the user capacities of systems involving disparate numbers of CallXpress servers and messaging servers, contact AVST Sales Engineering.

NOTE

For information about applications not covered in Table 5, contact AVST Sales Engineering.

Additional Notes Regarding Tables 5 and 6

1. To use onboard fax ports, the CallXpress server must be integrated with a Captaris RightFax fax server, which can be located on the same platform if it meets the minimum platform requirements for both CallXpress and RightFax. RightFax is a third-party server application available through AVST.
2. The CallXpress telephony server platform may **not** host the Captaris RightFax server-side document conversion (also known as Server-Side Application support or SSA) or the RightFax optical character recognition (OCR). If RightFax is configured to offer these features, it must be installed on a separate platform.
3. The numbers of text-to-speech channels shown in Table 5 are determined by the capabilities of the minimum hardware requirement for each number of voice ports. If your server platform exceeds this requirement, you can order more text-to-speech channels at any time to take advantage of its full capacity, regardless of the number of voice ports you have installed.
4. Each NTDIU-based or MISU-based integration defined on the CallXpress server is limited to 64 ports; adding port capacity requires that a second integration of the same type be defined. For more information, see the Integration Technical Note for the integration you intend to install.
5. All orders or inquiries involving co-located CallXpress servers (where *co-location* is defined as the installation of two or more CallXpress servers in the same physical location, serving a homogeneous group of users, typically to support high volumes of traffic) must be submitted through AVST Sales Engineering.
6. The NetConnect directory propagation server must be on a separate platform from the CallXpress server; the two products are incompatible on the same server.
7. For mission-critical CallXpress applications, AVST strongly recommends the use of an uninterruptible power supply (UPS), redundant hot-swappable platform power supply modules, redundant hot-swappable fans with washable air filters, and a RAID 1 disk drive array with hot spare.

8. Among systems using CallXpress ports to clear and set message-waiting indicators (MWIs), MWI response time can vary widely depending on the number of indicators being changed at a time and the number of ports that are available and designated for changing MWIs. A CallXpress messaging application that subjects the system to high levels of burst MWI activity (an application that includes an all-company distribution list, for example) may need additional CallXpress MWI port capacity to satisfy customer requirements for MWI response. If the CallXpress application being planned involves a large number of Unified Messaging subscribers, if large distribution lists are frequently used, or if the customer has specific requirements for MWI response time, contact AVST Sales Engineering for assistance in configuring the system.
9. CPU and memory requirements of Automated Agent scripts vary widely based on the requirements of the application. Therefore, some applications may require a faster CPU or more memory than listed in this table. Examples of applications that can exceed the requirements in this table include:
 - ◆ Database-intensive applications
 - ◆ I/O-intensive applications such as an application that reads or writes large text files
 - ◆ Computationally intensive applications, such as an application that searches or sorts large in-memory tables or does a large number of iterations for a calculation
10. The information in Table 5 assumes that Cisco Unified Communications Manager version 6.0 is used.

11. Port capacity may vary depending on the operating system in use. The following are the maximum limits for each operating system:

<i>Operating System</i>	<i>Maximum Number of Ports</i>
Windows XP Professional	16
Windows Server 2003	192

Minimum Web PhoneManager Requirements

Depending on its configuration, there may be as many as three server platforms involved in the deployment of Web PhoneManager. This section lists the specific requirements for each platform.

IMPORTANT

On the server platform where Web PhoneManager resides, the web server software (either Microsoft Internet Information Services or Apache Web Server) and the scripting engine software (PHP) must be present and running correctly before Web PhoneManager can be installed or configured. AVST cannot provide support for the web server or the scripting engine.

The *Web PhoneManager* online book discusses how to test these components using the *phpinfo()* function. Before contacting AVST Technical Support, the web server administrator must conduct this test to verify that both components are working properly and that the PHP SOAP and XSL modules are installed.

Site Requirements

- ◆ TCP/IP-based connectivity between the web server, the media server, and the CallXpress server

Microsoft Internet Information Server (IIS) Requirements

- ◆ Microsoft IIS 6.0 running on Microsoft Windows Server 2003 with Service Pack 2
- ◆ World Wide Web Publishing Server (World Wide Web Service) installed
- ◆ PHP 5.2
- ◆ To ensure web security using SSL, a certificate purchased from a Certificate Authority

Linux-based Apache Web Server Requirements

IMPORTANT

Most current Linux server distributions include copies of Apache and PHP. However, because those distributions are not updated between releases, you may need to download, build, and install the required versions of Apache and PHP.

- ◆ Current server-class Linux distribution such as Fedora, Debian, or OpenSUSE Linux
- ◆ Apache Web Server 1.3 or later
- ◆ OpenSSL 0.9.8c (optional)
- ◆ PHP 5.0 or later
- ◆ To ensure web security using SSL, a certificate purchased from a Certificate Authority

Streaming Media Server Requirements

- ◆ Microsoft Windows Server 2003 with Service Pack 2

CallXpress Server Requirements

- ◆ Windows Media Encoder, Series 9 or later

Subscriber Browser Requirements

CallXpress subscribers can use Web PhoneManager through a web browser on current releases of the Windows, Mac OS X, or Linux operating systems. Table 7 shows the current browser and operating system combinations under which AVST has tested and verified Web PhoneManager.

Table 7: Web PhoneManager Browser and Operating System Support

Browser	Windows 2003, 2000, or XP	Mac OS X	Linux
Microsoft Internet Explorer 7	✓	✓	
Microsoft Internet Explorer 6	✓	✓	
Mozilla Firefox 2	✓	✓	✓
Apple Safari 2		✓	

Minimum Standalone Integrated Client Access Server Requirements

IMPORTANT

For systems with more than 96 ports or 1,000 subscribers, Integrated Client Access (ICA) must be installed on a separate server platform. Each dedicated ICA server can support up to 3,000 concurrent connections and may support up to 5,000 subscribers, depending on how often your client application connects to the ICA server and how long it remains connected. Each CallXpress system can support multiple dedicated ICA servers for a maximum total of 10,000 subscribers.

If you are installing a standalone ICA server, the platform must meet the following requirements:

- ◆ 2.4 GHz Pentium 4 or better
- ◆ 512 MB of RAM
- ◆ Microsoft Windows Server 2003 with Service Pack 2
- ◆ 20 GB or larger hard disk drive with at least 10 GB of free space available (additional free space is required if the operating system will be installed on the platform over a network)
- ◆ DVD drive
- ◆ TCP/IP protocol
- ◆ Availability to both subscriber workstations and the CallXpress server platform over the LAN or WAN

Minimum Automated Agent Developer Platform Requirements

The Automated Agent developer platform is a platform dedicated to the development of Automated Agent IVR applications. Automated Agent developer platforms require the hardware and software components shown in Table 8.

IMPORTANT

The following list represents the minimum hardware required to develop Automated Agent IVR scripts. The hardware you require to develop Automated Agent IVR scripts may be greater. Contact AVST for specific hardware requirements.

Table 8: Automated Agent developer platform requirements

Platform Requirements	Windows Server 2003
Processor group	1.0 GHz Pentium III or better
RAM	512 MB
Hard disk space	20 GB with 10 GB free

- ◆ Appropriately configured feature key diskette when installed on the same platform as CallXpress (note, however, that this is recommended only for script development platforms, not for CallXpress platforms in normal service)
- ◆ Microsoft Windows Server 2003 with Service Pack 2, Windows XP Professional with Service Pack 2
- ◆ Microsoft Visual Basic® 6.0 Enterprise or Developer Edition with Service Pack 3 or later
- ◆ Color VGA-compliant display adapter and monitor
- ◆ DVD drive
- ◆ Sound card and microphone that support recording and playback of .wav files
- ◆ Sound editing software

The Windows Sound Recorder provides basic sound editing functionality. However, an editor with the ability to trim silence at the beginning and end of a phrase and to do other audio manipulations is recommended. Such an editor may be included with the software bundled with the computer's sound card. Refer to the "Recording Prompts" section of the *Automated Agent Getting Started* online book for more information.

- ◆ To run scripts in production mode, where you use telephone lines to call into or out of the system, you must install one or more SCSA-compliant (SCbus) voice linecards; refer to Table 3 earlier in this section for a listing of approved cards

Minimum Automated Agent Remote Platform Requirements

The Automated Agent remote platform is a computer platform dedicated to the execution of Automated Agent IVR scripts and connected to the CallXpress server through a LAN. Automated Agent remote platforms require the following hardware and software components:

IMPORTANT

The following list represents the minimum hardware required to run Automated Agent IVR scripts on a remote platform. The processor and memory requirements for a specific remote Automated Agent platform depend on the size, complexity, and number of scripts the platform runs; the developer of each script is responsible for determining that script's requirements.

- ◆ Microsoft Windows Server 2003 with Service Pack 2
- ◆ Color VGA-compliant display adapter and monitor
- ◆ Windows-compatible LAN adapter card
- ◆ DVD drive compatible with DVD-R media

Minimum NetConnect Digital Networking Platform Requirements

Directory Propagation Server

The NetConnect Directory Propagation server must meet the requirements shown below.

IMPORTANT

The following list represents the minimum hardware requirements for the NetConnect Directory Propagation server to function. The hardware requirements for your implementation of NetConnect Directory Propagation may be greater. Contact AVST for specific hardware requirements based on your implementation.

Table 9. NetConnect Directory Propagation server requirements

Number of Nodes	Number of Propagated Mailboxes	Recommended Server
Up to 20	Up to 15,000	T2000R2
21-50	Up to 30,000	I4000
51-75	Up to 50,000	Quad Core Xeon, 2.33 GHZ or better

In addition, the server should include the following:

- ◆ 2 GB of RAM
- ◆ 20 GB or larger hard disk drive
- ◆ DVD drive
- ◆ Network interface card compatible with your site's LAN
- ◆ TCP/IP network protocol installed
- ◆ Color VGA-compliant display adapter and monitor
- ◆ Windows-compatible Ethernet LAN adapter card with the TCP/IP protocol installed and configured
- ◆ Microsoft Windows Server 2003 with Service Pack 2

IMPORTANT

The Directory Propagation Server must be a dedicated machine as it is incompatible with the CallXpress telephony software.

Standalone Digital Networking Server

When running on a computer other than the CallXpress server platform, the NetConnect Digital Networking server must meet the requirements shown in Table 10.

IMPORTANT

The following list represents the minimum hardware requirements for the NetConnect Digital Networking server to function. The hardware requirements for your implementation of NetConnect Digital Networking may be greater. Contact AVST for specific hardware requirements based on your implementation.

Table 10: NetConnect Digital Networking server requirements

Platform Requirements	Windows XP Professional	Windows Server 2003
Processor group	1.0 GHz Pentium III or better	1.0 GHz Pentium III or better
RAM	256 MB	512 MB
Hard disk space	20 GB with minimum 10 GB free	20 GB with minimum 10 GB free

- ◆ Color VGA-compliant display adapter and monitor
- ◆ DVD drive
- ◆ Windows-compatible Ethernet LAN adapter card with the TCP/IP protocol installed and configured
- ◆ Microsoft Windows Server 2003 with Service Pack 2

Additional Considerations for IBM Lotus Domino Unified Communications

If you plan to install CallXpress 7.91 for use with IBM Lotus Domino Unified Communications, you must observe the following considerations:

- ◆ You must create a messaging server profile to allow CallXpress to communicate with the Notes/Domino server designated for IBM Lotus Domino Unified Communications. You can create this profile by selecting the Domino UC server type from the Server Profile dialog box, which you can reach from the E-Mail tab of the CallXpress Administration utility.
- ◆ The CallXpress server must contain only Dialogic voice linecards that support the GSM 6.10 audio codec, which is the codec used when a subscriber records a voice message within Lotus Notes. Refer to Table 3, earlier in this document, for a list of compatible linecards.
- ◆ Because IBM Lotus Domino Unified Communications uses GSM 6.10 as the standard format for all voice messages, a telephone system that is capable of handling voice data in GSM 6.10 format is required to support it. As a result, systems with IP-based telephone systems such as Cisco CallManager do not support IBM Lotus Domino Unified Communications directly. To support message playback through the TUI on such systems, you must select the **Convert GSM to Msg Format on TUI Playback** check box in the System Configuration dialog box within the CallXpress Administration utility.

Additional Considerations for Microsoft Windows Vista Users

Windows Vista, as Microsoft currently ships it, contains no support for the original 32-bit Windows Help format. At this point, AVST still uses 32-bit Windows Help in the following components of its software:

- ◆ “What’s This” Help for the Administration, Archive, Configuration, Diagnostics, Line Status, and Reports utilities
- ◆ General Help for the Automated Agent ActiveX control, the Integrated Client Access Configuration utility, the Digital Networking Administration utility, and the Unified Messaging client programs for Microsoft Exchange, Lotus Notes, IBM Lotus Domino Unified Communications, and IMAP

AVST is committed to using the new Help format incorporated in Windows Vista as soon as Microsoft releases the specifications for it. In the meantime, you can download a copy of the 32-bit Windows Help engine for Windows Vista at the following web address (URL):

<http://go.microsoft.com/fwlink/?LinkID=82148>

NOTE

For additional information about the 16-bit and 32-bit Windows Help engines and their restrictions in Windows Vista, refer to Microsoft knowledge base article 917607.

Third-Party Software Compatibility (CallXpress Unified Messaging)

The following tables show the third-party software versions supported by CallXpress Unified Messaging version 7.91.

Table 11. Server platform third-party software versions supported by CallXpress for IBM Lotus Domino Unified Communications version 7.91 (North America)

	Version	Service Pack	MWI for Domino	Lotus iNotes support
Operating System	Windows Server 2003	SP2	Yes	Yes
	Windows 2000	SP4	Yes	Yes
Lotus Domino Server	R6.0.3		Yes*	Yes [†]
	R6.5.5		Yes*	Yes [†]
	R7.0.2		Yes*	Yes
	R8.0		Yes*	Yes

*Domino Server software must be installed on a Windows 2000 Server platform with Service Pack 4 or a Windows Server 2003 platform with Service Pack 2.

[†]CallXpress Unified Messaging templates for Lotus Notes and iNotes are included on the CallXpress DVD for Notes / Domino R7.0.2 and R8.0 only. Templates for R6 are available directly from AVST Technical Support.

Table 12. Third-party software versions supported by CallXpress Unified Messaging 7.91 for Microsoft Exchange, Lotus Notes and Domino, and IMAP (North America)

	Version	Service Pack	MWI	Server Based UM Client
Operating System	Windows 2000	SP4	N/A	Yes
	Windows XP	SP2	N/A	Yes
	Windows Vista		N/A	Yes
Exchange Server	2000	SP3	Yes	Yes
	2003	SP2	Yes	Yes
	2007		Yes	Yes
Outlook	XP (v10.0)	SP3	N/A	Yes
	2003	SP2	N/A	Yes
	2007		N/A	Yes
Notes / Domino	R6.5.5		Yes*	Yes
	R7.0.2		Yes*	Yes
	R8.0		Yes*	Yes
Lotus Notes Client	R6.5.5		Yes	Yes
	R7.0.2		Yes*	Yes
	R8.0		Yes	Yes
GroupWise Server	6.5.5		No	Yes
	7.0		No	Yes
GroupWise Client	6.5.5		N/A	N/A
	7.0		N/A	N/A
Citrix MetaFrame Server	3.0		Yes	Yes
Mirapoint Email Server (IMAP)[†]	3.6		Yes	Yes

*Domino must be installed on a Windows 2000 Server platform with Service Pack 4 or a Windows Server 2003 platform with Service Pack 2.

[†]Mirapoint Email Server is supported under University of Washington namespace configurations only.

Table 13. Third-party software versions supported by CallXpress Unified Messaging 7.91 for Microsoft Exchange, Lotus Notes and Domino, and IMAP (World edition-languages other than English)

	Version	Service Pack	Server Based UM Client
Operating System	Windows 2000	SP4	N/A
	Windows XP	SP2	N/A
	Windows Vista		N/A
Exchange Server	2000	SP3	Yes
	2003	SP2	Yes
Outlook	XP (v10.0)	SP3	Yes
	2003	SP2	Yes
	2007		Yes
Notes/Domino	R6.0.3		Yes
	R6.5.5		Yes
	R7.0.2		Yes
	R8.0		Yes
Novell GroupWise Server	6.5.5		Yes
	7.0		Yes
Novell GroupWise Client	6.5.5		N/A
	7.0		N/A
Mirapoint Email Server (IMAP)[†]	3.6		Yes
Citrix MetaFrame Server	3.0		Yes

[†]Mirapoint Email Server is supported under University of Washington namespace configurations only.

For More Information

The following resources are available to assist you with CallXpress 7.91:

Documentation Resources

Every copy of CallXpress version 7.91 includes a Documentation Library CD containing all AVST technical documents that pertain to this release, in Adobe Acrobat (.pdf) format. The following documents are also supplied in printed form:

- ◆ *CallXpress Quick Reference Cards*

The following documents on the CallXpress Documentation Library CD may also be of help in assembling, configuring, and using your CallXpress server:

- ◆ *Administering CallXpress*
- ◆ *Installing CallXpress*
- ◆ (optional) Appropriate spare parts document for your linecards, if any
- ◆ (optional) Integration Technical Note for your outband integration, if any

Documentation for Advanced Messaging and Unified Messaging applications is also available on the CD. The series includes the following references:

- ◆ *Active Directory Snap-In*
(Docs\Telephony Server Online Books\ADSnapIn_olb.pdf)
- ◆ *Analog Networking*
(Docs\Telephony Server Online Books\AnNet_olb.pdf)
- ◆ *Application Design Worksheets*
(Docs\Telephony Server Online Books\Application Design Worksheets.pdf)
- ◆ *Automated Agent Getting Started*
(Docs\Telephony Server Online Books\Aant_olb.pdf)

- ◆ *CallXpress for IBM Lotus Domino Unified Communications*
(Docs\Telephony Server Online Books\UM_DUCS_OLB.pdf)
- ◆ *CallXpress for IBM Lotus Domino Unified Communications Quick Reference Card*
(Docs\Telephony Server Quick References\UM_DUCS_QRC.pdf)
- ◆ *CallXpress Unified Messaging for IMAP*
(Docs\Telephony Server Online Books\UM_IMAP_OLB.pdf)
- ◆ *CallXpress Unified Messaging for IMAP Quick Reference Card*
(Docs\Telephony Server Quick References\UM_IMAP_QRC.pdf)
- ◆ *CallXpress Unified Messaging for Lotus Notes and Domino*
(Docs\Telephony Server Online Books\UM_Notes_OLB.pdf)
- ◆ *CallXpress Unified Messaging for Lotus Notes and Domino Quick Reference Card*
(Docs\Telephony Server Quick References\UM_Notes_QRC.pdf)
- ◆ *CallXpress Unified Messaging for Microsoft Exchange 2007 Server*
(Docs\Telephony Server Online Books\UM_Exch_2007_OLB.pdf)
- ◆ *CallXpress Unified Messaging for Microsoft Exchange 2003 Server*
(Docs\Telephony Server Online Books\UM_Exch_2003_OLB.pdf)
- ◆ *CallXpress Unified Messaging for Microsoft Exchange Server 2000*
(Docs\Telephony Server Online Books\UM_Exch_2000_OLB.pdf)
- ◆ *CallXpress Unified Messaging for Microsoft Exchange Server 5.5*
(Docs\Telephony Server Online Books\UM_Exch_55_OLB.pdf)
- ◆ *CallXpress Unified Messaging for IMAP Quick Reference Card*
(Docs\Telephony Server Quick References\UM_Exchange_QRC.pdf)
- ◆ *Deploying the Online User Reference*
(Docs\Telephony Server Online Books\Olur_olb.pdf)
- ◆ *NetConnect Digital Networking*
(Docs\Telephony Server Online Books\DigNet_olb.pdf)
- ◆ *Fax Messaging*
(Docs\Telephony Server Online Books\Faxmsg_olb.pdf)
- ◆ *Faxtext*
(Docs\Telephony Server Online Books\Ftxtxt_olb.pdf)
- ◆ *Integrated Client Access*
(Docs\Telephony Server Online Books\ICA_olb.pdf)
- ◆ *Short Message Service (SMS)*
(Docs\Telephony Server Online Books\Sms_olb.pdf)

- ◆ *Short Message Service (SMS) Quick Reference Card*
(Docs\Telephony Server Online Books\Sms_qrc.pdf)
- ◆ *Simple Network Management Protocol (SNMP)*
(Docs\Telephony Server Online Books\Snmp_olb.pdf)
- ◆ *Voice Intercept Messaging (VIM)*
(Docs\Telephony Server Online Books\Vim_olb.pdf)
- ◆ *Voice Intercept Messaging (VIM) Quick Reference Card*
(Docs\Telephony Server Online Books\Vim_qrc.pdf)
- ◆ *Migrating OS/2-Based Systems*
(Docs\Telephony Server Online Books\OS2Migrate_olb.pdf)
- ◆ *Migrating Windows-Based Systems*
(Docs\Telephony Server Online Books\NTMigrate_olb.pdf)
- ◆ *AVST Online User Reference*
(Docs\Online User Reference\Index.html)

Other Resources

- ◆ For pre-sales technical support, call AVST Sales Engineering at (425) 951-1678.