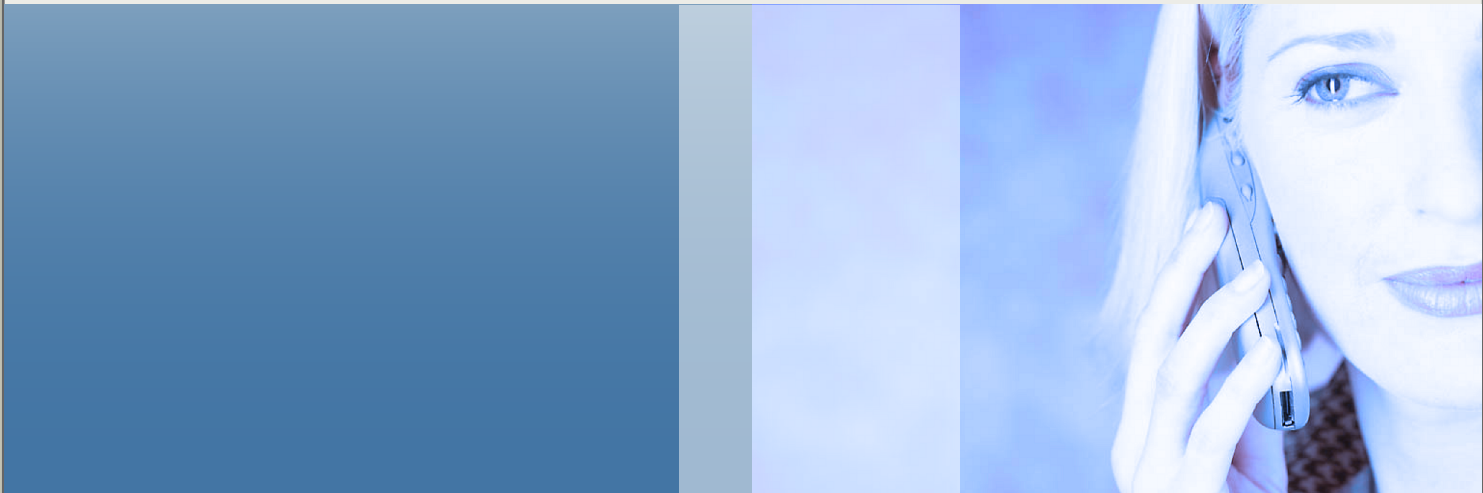




IWATSU[®]
VOICE NETWORKS



Iwatsu TOL-IVM Voice Messaging



PRODUCT GUIDE

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This manual was written for TOL-IVM systems with version 7.x software. In some cases, available feature operations may differ from those listed in this manual, depending on the hardware, software and programmed functions in your Iwatsu Enterprise-CS and Iwatsu TOL-IVM system. For more information contact your authorized Iwatsu distributor.

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Note: The UL model name for the Iwatsu Enterprise-CS is ADIX-ECS.

Part Number: 108720

SPECIAL NOTICES

If the System is equipped with Telephony over Transmission Control Protocol/Internet Protocol (TCP/IP) and Session Initiation Protocol (SIP) wired and/or wireless facilities, the user may experience certain compromises in performance, reliability and security due to transmission facilities QOS and bandwidth problems, even when the Equipment performs to the specification.

USER(S) ACKNOWLEDGES THAT THEY ARE AWARE OF THESE RISKS AND THAT THEY HAVE DETERMINED THESE RISKS ARE ACCEPTABLE FOR THIER APPLICATION OF THE EQUIPMENT. USER(S) ALSO ACKNOWLEDGE(S) THAT THEY ARE SOLELY RESPONSIBLE FOR ENSURING THAT THEIR NETWORKS AND TRANSMISSION FACILITIES QOS AND BANDWIDTH ARE ADEQUATE FOR THE PURPOSE INTENDED AND THEIR NETWORKS AND TRANSMISSION FACILITIES ARE ADEQUATELY SECURED AGAINST UNAUTHORIZED INTRUSION.

TOLL RESTRICTION

The Toll Restriction feature of the Iwatsu Enterprise-CS system is one method of preventing fraud (i.e., the making of unauthorized toll calls) by users of the system. The chance of fraud may be reduced but may not be eliminated. Only a complete program which includes but may not be limited to inspection of telephone call billing, use of call detail recorders, and other such devices, systematic monitoring of all telephone call activity, and implementing corrective measures can minimize the possibility of fraud. Iwatsu Voice Networks and/or its Third Party manufacturers / suppliers hereby disclaim any express or implied warranty that its equipment is technically immune from or prevents unlawful and/or unauthorized utilization that may result in unauthorized toll calls. Iwatsu Voice Networks hereby warns Distributor that such is possible.

DISA

The Direct Inward System Access (DISA) feature, with the ability to allow outside parties to connect to the internal services of Iwatsu Enterprise-CS, may provide a means for fraudulent calls to occur. Only a complete program which includes, but may not be limited to, inspection of telephone call billing, use of call detail recorders, and other such monitoring devices, systematic monitoring of all telephone call activity, frequently changing DISA authorization codes, and implementing corrective measures can minimize the possibility of fraud. Iwatsu Voice Networks and/or its Third Party manufacturers/suppliers hereby disclaim any express or implied warranty that its equipment is technically immune from or prevents unlawful and/or unauthorized utilization that may result in unauthorized calls. Iwatsu Voice Networks hereby warns Distributor that such is possible.

Use of Call Recorder, Station Monitor, Station Coaching and Voice Mail Record

In certain states it is illegal to intercept, listen to, and/or record telephone calls. In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception, listening to, and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to confirm the laws of the jurisdiction in which you utilize such features(s). Iwatsu Voice Networks and/or its Third Party manufacturers/suppliers disclaim any responsibility for improper or illegal use of the Call Record, Station Monitor, Station Coaching, and VM Record Feature and disclaim any obligations to render legal advice concerning this feature.

Support of Enhanced 911

In order to comply with regulations for support of Enhanced 911 service that may be in effect in the local jurisdiction that the Iwatsu Enterprise-CS system is installed, the Iwatsu Enterprise-CS provides for Enhanced E911 support by either using optional third party equipment, or configuring the system to use assigned telephone numbers (ANI) for defined areas, or a station or group of stations. The Distributor is hereby warned to check local laws as to Enhanced 911 support requirements, and that the configurations of the Iwatsu Enterprise-CS not contravene any such statutes, and to properly warn the End User (Purchaser) of the Iwatsu Enterprise-CS of the possible legal implication of the use of this feature.

Electrical Safety Advisory

It is recommended that an AC surge arrestor of the form and capacity suitable for the model of Iwatsu Enterprise-CS purchased be installed in the AC outlet to which the system is connected.

Music-On-Hold

In accordance with U.S. Copyright Law, a license may be required from the American Society of Composers, Authors, and Publishers or other similar organizations, if radio or TV broadcasts are transmitted through the music-on-hold feature of the telecommunications system. Iwatsu Voice Networks and/or its Third Party manufacturers/suppliers hereby disclaim any liability arising out of unlawful and/or unauthorized utilization use of the music-on-hold feature.

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Introduction

The Iwatsu TOL-IVM Voice Messaging system is the embedded voice mail/automated attendant call processing system for the Iwatsu Enterprise-CS IP-PBX platform. This system streamlines call processing and voice messaging for customers and employees. With Iwatsu TOL-IVM calls to your business are answered with greetings specific to the number dialed, person or department reached or caller ID of the outside caller. You employees can manage their voice messages from their phone or computer. Optional unified communications and mobility options are also available extending the reach of the Iwatsu TOL-IVM out to your cell phone.

The table below provides a high-level overview of the Iwatsu TOL-IVM system and supported features.

Iwatsu TOL-IVM Configuration Overview	
Platform	ECS APPSRV Card
Integration	SIP Ports
Number of VM/AA Ports in Base Configuration	4 ports
Maximum Number of Ports Supported	16 ports
Number of Standard Mailboxes & AA Menus	50
Maximum Number of Mailboxes & AA Menus	400
Number of Standard UC Clients	0
Maximum Number of UC Clients	25
Number of Standard Fax Server Ports	1
Maximum Number of Fax Server Ports	2
Number of Companies	1
Number of Speech Recognition Channels	Optional Upgrade
Number of Text to Speech Channels	Not Supported on APPSRV
System Features	
Administrator	Standard
Automated Attendant	Standard
Backup and Restore	Optional external hard drive or storage required
Caller ID Routing	Standard
Company Dial-by-Name Directory	Standard
Company Profile	Standard
Custom System Prompts	Standard
Distribution List	Standard
DNIS Routing	Standard
Fax Detection	Standard
Fax Server	One Port Standard
Feature Groups	Standard
Flexible Mailbox Numbering	Standard
Flexible Greetings based on number dialed, department or person reached	Standard
Guest Mailbox	Standard
LDAP Synchronization	Standard
Login: Remote and Local.	Standard
Logs	Standard

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System Features (Cont.)	
Message Lamp	Standard
Multiple Languages (Optional)	Upgrade
Operator	Standard
Operator Schedule by Language	Upgrade
Reports	Standard
SMTP Relay (Forward Voice Message to Email)	Standard
Supervisor Menu	Standard
User Settings Management	Standard
Mailbox User Features	
Automatic Message Forwarding	Standard
Busy / Hold Option for Outside Callers	Standard
Call Queuing	Standard
Call Record	Standard
Call Screening	Standard
Certify Message	Standard
Change Location	Upgrade
Custom Telephone User Interface (TUI)	Standard
Custom Voice Menu	Standard
Customized Greeting	Standard
Distribution List	Standard
Fax (Inbound)	Standard
Fax (Outbound)	Upgrade
Forward a Message	Standard
Future Message Delivery	Standard
Greeting Management	Standard
Listen to Email Over the Phone	Upgrade
Listen To Messages from Web Browser	Standard
Mailbox Password	Standard
Mailbox Tutorial	Standard
Record Conversation Warning	Standard
Record Greeting Over Phone	Standard
Remote Mailbox Access	Standard
Reply to Message	Standard
Rerecord Message	Standard
Return Call	Standard
Save Message	Standard
Send a Message	Standard
Time and Date Stamp	Standard
Urgent Message	Standard
Voice Message Folders	Standard
Voice Message Management	Standard
Wake Up Call	Standard

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Advanced Mobility (UC) Client Features	Features supported with Advanced Mobility Client (UC License)
Availability	Standard with Mobility Client Upgrade
Call History	Standard with Mobility Client Upgrade
Call Manager	Standard with Mobility Client Upgrade
Call Manager - Answer	Standard with Mobility Client Upgrade
Call Manager - Answer and Record	Standard with Mobility Client Upgrade
Call Manager - Dial	Standard with Mobility Client Upgrade
Call Manager - Hold	Standard with Mobility Client Upgrade
Presence	Standard with Mobility Client Upgrade
Call Manager - Retrieve a Call from VM	Standard with Mobility Client Upgrade
Call Manager - Take Message	Standard with Mobility Client Upgrade
Call Manager - Transfer	Standard with Mobility Client Upgrade
Caller ID Screen Pop	Standard with Mobility Client Upgrade
Change Location	Standard with Mobility Client Upgrade
Distribution List	Standard with Mobility Client Upgrade
Find Me / Follow Me	Standard with Mobility Client Upgrade
LanTalk	Standard with Mobility Client Upgrade
Location Management	Standard with Mobility Client Upgrade
Location Management - Location Greeting	Standard with Mobility Client Upgrade
Location Management - My Locations Calendar	Standard with Mobility Client Upgrade
Location Management - Set Current Location	Standard with Mobility Client Upgrade
Notification	Standard with Mobility Client Upgrade
Notification - Sound	Standard with Mobility Client Upgrade
Notification - Users	Standard with Mobility Client Upgrade
Outdial	Standard with Mobility Client Upgrade
Outlook Toolbar	Standard with Mobility Client Upgrade
Record All Calls	Standard with Mobility Client Upgrade
Review Current Availability and Location	Standard with Mobility Client Upgrade
Smart Tags	Standard with Mobility Client Upgrade
Send Fax Message	Standard with Mobility Client Upgrade
Synchronized Messaging	Standard with Mobility Client Upgrade (IMAP Required)

Advanced Mobility (UC) Client Features (Cont.)	
UC Mobile	Standard with Mobility Client Upgrade
UC Mobile - Access Workgroups	Standard with Mobility Client Upgrade
UC Mobile - Android, Blackberry, iPhone, Windows	Standard with Mobility Client Upgrade
UC Mobile - Call Log	Standard with Mobility Client Upgrade
UC Mobile - Dialer	Standard with Mobility Client Upgrade
UC Mobile - Directory	Standard with Mobility Client Upgrade
UC Mobile - LanTalk	Standard with Mobility Client Upgrade
UC Mobile - Set Location	Standard with Mobility Client Upgrade
UC Mobile - Workgroups	Standard with Mobility Client Upgrade

ECS SIP Voice Mail Integration Requirement

Important: The Iwatsu TOL-IVM voice mail automated attendant ports register as SIP ports in the Iwatsu ECS. Therefore, an IX-MBU card is required in the system.

Iwatsu TOL-IVM Feature Description

System-Wide Features

Automated Attendant

Any of the 50 Iwatsu TOL-IVM voice mailboxes may be defined as an automated attendant voice menu. Based on the incoming caller ID, outside line or number dialed (DNIS) the TOL-IVM can be programmed to answer with a specific automated attendant voice menu. The menu can be programmed to play a specific greeting, offer options such as single digit dial to reach a department, individual, voice mailbox, company directory, etc. For example, whenever an outside caller dials 972-929-0242 the TOL-IVM answers the call and accesses voice menu 1 that is programmed to play, "Thank you for calling Iwatsu Voice Networks. You can dial the three-digit extension number of the person you are trying to reach or stay on the line to speak with the operator. Press 7 for the company directory."

As an optional feature, the Automated Attendant may be upgraded with Speech Recognition allowing callers to say the name of the person or department they are trying to reach.

Business Hours

Business hours is a company-wide setting where the working hours of a business are assigned. This programming is used to assign specific greetings to play for callers based on time of day or day of week. For example, play the day greeting (greeting #1) Monday through Friday from 9 a.m. until 5 p.m. Play the after hours greeting (greeting #2) Monday through Friday from 5:01 p.m. until 8:59 a.m. and all day Saturday and Sunday.

Admin Broadcast Messages

The Admin Broadcast Messages feature allows the administrator to send messages to all users in the company.

Holidays

A Holiday greeting can be recorded to greet callers on days designated as Holidays in the TOL-IVM system. There is no limit to the number of holiday dates you can enter. You can run a report that will list each holiday programmed in the system and the defined greeting for the holiday.

Key Mapping

Single digit access (Key Mapping) fields are used in conjunction with the company greetings to allow callers to transfer to a desired department or individual by pressing a single digit (1 through 9). For example, the company greeting might say, "Good morning, you have reached Iwatsu Voice Networks. For the sales department press one. Dial two for support or dial star to search for your party by name."

Creating a key mapping sub menu allows the user to create a series of different key mapping definitions based on different times and days of the week. For example, if a caller presses 1 in the morning, they are transferred to Sales. However, if they press 1

when the company is closed, the system transfers the call to an office in another time zone where operations are still open to handle the call.

In addition to the programmable key mapping the following keys are programmed by default:

- Dial * to access the company directory.
- Dialing # prompts the caller to enter a password to login to the system.
- 0 Dials the Operator.

Automated Attendant Transfer (Supervised, Busy, Busy/NA,)

The Iwatsu TOL-IVM system may be programmed to support Supervised or Blind transfers from Automated Attendant to a mailbox user. If Blind (Unsupervised) is selected the caller being transferred to an extension is placed on hold while the system dials the desired extension. Once the extension is dialed the call is released from the Iwatsu TOL-IVM port and the Iwatsu TOL-IVM no longer has control of the call. Typically, this setting is selected for internal calls. If Supervised transfer is selected the caller being transferred to an extension is placed on hold while the system dials the desired extension. If the extension is busy or does not answer the Iwatsu TOL-IVM instructs the caller with other options such as leave a message or try another extension. If the extension is not busy the call is released from the TOL-IVM ports and the TOL-IVM no longer has control of the call.

Administrator

Administrators have added privileges allowing them to add, edit, and delete a company, feature group, remote site, routing table, voice menu, customize a TUI, add, edit and delete mailboxes, access log files, perform backups and run reports.

Caller ID Routing

Calls can be routed to specific voice menus or mailboxes based on the incoming caller ID. Individual users can create rules based on incoming caller ID. For example, block calls from certain numbers or play a specific greeting based on caller ID.

Company Profile

Iwatsu TOL-IVM Voice Mail supports one company profile as a standard feature. Additional company profiles may be added as an upgrade to support "multi-tenant" applications, i.e., two separate companies residing within the one building, sharing the same phone system. The company profile defines the basic call handling rules for the TOL-IVM automated attendant, company directory, business hours and user interface.

Contacts

The Iwatsu TOL-IVM system has an internal contact list that can be created and accessed by the mailbox users. In addition, TOL-IVM will integrate with personal contacts and contact lists created in other programs.

Company Dial-by-Name Directory

The Company Dial-by-Name Directory is set up in ascending order with respect to mailbox number. Callers may access the dial by name directory by pressing the <*> key when they reach the auto attendant, or they may listen to the complete company directory (arranged in ascending order according to mailbox) by pressing the <*> key a second time. If a user does not wish to be listed in the dial by name directory, this feature may be deactivated based on the mailbox profile.

As an optional upgrade, installing Speech-Linx automatic speech recognition software to enable the company directory to be searched by having callers say the name of the person they are trying to reach.

Custom System Prompts

Any of the several hundred system prompts may be rerecorded by the system administrator to fit the needs of the business. Contact your authorized Iwatsu distributor for details on rerecording the system prompts.

DNIS Routing

Calls can be routed to specific voice menus or mailboxes based on the DNIS number received with the call. Individual users can create rules based on DNIS.

Fax Detection

Iwatsu TOL-IVM can be programmed to detect fax tone and route the call to a fax machine or the TOL-IVM fax server. TOL-IVM includes one fax server port.

Fax Server

Iwatsu TOL-IVM includes one fax server port for incoming fax routing to individual voice mailboxes. Voice mailboxes enabled with the UC Client feature may also send faxes directly from their PC using the TOL-IVM fax server. A maximum of two fax ports may be installed in the Iwatsu TOL-IVM system.

IMPORTANT! TOL-IVM fax server is not recommended for companies whose business is dependent on the sending and receiving time sensitive faxes or faxing of legal documents. Also, the TOL-IVM fax server does not support fax using G.729 voice compression. Fax over SIP trunk is not supported.

Operator

TOL-IVM is configured to dial the operator by default when a caller presses 0. In addition, the system can be defined to select the appropriate operate based on language.

Feature Groups

A feature group contains a series of mailboxes that have been assigned the same features and functions as the mailbox profile. These features include recording limits, message expiration, notification, transfer supervision, transfer options, and mailbox options.

Each feature group can be customized for a specific office or application. For example, multilingual feature groups may be created to meet the needs of a multicultural staff or customers. Different group configurations can be created for executive mailboxes, guest mailboxes, and users who are offsite.

Guest Mailbox

Guest mailboxes can be created for temporary employees or guests that require a mailbox for only a short time. A unique feature group can be assigned to guest mailboxes.

IMAP (FUTURE)

An optional feature of Iwatsu TOL-IVM voice mail is IMAP (Internet Message Access Protocol). IMAP enables full synchronization of different message stores from a single point of access. For example, use Google Mail to access and respond to all your voice

mails, emails and faxes. Deleting a voice mail from Google Mail deletes the voice mail from the TOL-IVM voice mail system. Note: IMAP requires an upgrade of the IX-APPSRV card solid state flash drive.

Languages

The Iwatsu TOL-IVM voice mail system is fully multilingual, and can support several languages for answering calls, transferring calls, and for playing system prompts. While the system ships with English as the default language, you have the option of adding one or more of the French, Spanish, German, Italian and Dutch language modules. When installed the TOL-IVM allows you to choose the language used to play system prompts, holiday greetings, business hours and company greetings. The language may also be selected that is used to display information on the Administration Console.

Note: The optional language module must be installed for the language to take effect.

LDAP Synchronization

The LDAP Import Utility allows you to import user information such as mailboxes and contacts from your Active Directory servers or from text files into the TOL-IVM database. This utility is suited for applications where you may already have existing user information prior to installing Iwatsu TOL-IVM.

Login: Remote and Local

The Iwatsu TOL-IVM system, administrator menus and voice mailbox menus are fully password protected and may be accessed locally or remotely.

Logs

For trouble-shooting purposes the system can be programmed to keep logs of all system activity.

Message Playback Order

Each mailbox may be configured to play messages either FIFO (plays the oldest message first, newest message last) or LIFO (plays the newest message first).

Message Storage Options

You can assign storage limitations for messages and message lengths. Programmable options include:

- Maximum Number of Messages
- Maximum Message Length
- Maximum Greeting Length
- Minimum Message Length
- Days to Keep Sent Messages
- Days to Keep Read Messages
- Maximum Recorded Conversation Length

Mailbox Almost Full Warning

You can assign the maximum number of messages allowed in a mailbox before the user hears a "mailbox almost full" message upon accessing their voice mailbox.

Number of Rings

The number of times the voice mail will ring a destination when attempting a transfer may be programmed in the system. This setting is useful for off-premise transfers to ensure that the call returns to the TOL-IVM voice mailbox if the off premise destination does not answer.

Operator Schedule by Language

When the system is operating in multiple language mode the default operator may be programmed based on the language selected.

Outcall Retry Timer

This timer defines the length of time the system will wait before making another outside call when the first call failed. This timer is used with the message notification feature.

Reports

The Iwatsu TOL-IVM voice mail system allows you to generate a variety of reports on key areas of the system including calls per hour, port usage and mailbox usage. These reports help you adjust server load and performance to ensure maximum productivity.

Security

Based on system programming a mailbox will be automatically locked if a person tries to access it too many times by entering the wrong password. If a mailbox is locked the administrator must unlock it in order for access to be granted with the entry of the proper password.

Skip Greeting Termination Keys

When listening to a mailbox greeting pressing the designated Skip Greeting Termination Keys provides the immediate option to stop playing the greeting and leave a message.

SMTP Relay (Voice Mail Forward to Email Address)

The Iwatsu TOL-IVM can be programmed to send all new voice messages recorded at a mailbox to an email address. The voice message is attached as a WAV file.

Voice Mail Ports

The Iwatsu TOL-IVM voicemail system comes standard with 4-ports. It may be upgraded to a maximum of 16 ports.

Voice Mailboxes

The Iwatsu TOL-IVM voicemail system comes standard with 50 voice mailboxes and may be upgraded to a maximum of 400 voice mailboxes. The capabilities of each Mailbox will be directly related to the Company and Feature Group that it is associated in. The mailboxes may also be divided into different Organizational Units. Organizational Units can be viewed as a "folder" which organizes the numerous Mailboxes on the system. For example, you can create an OU named "Sales" for all users that belong in the sales team. OU will also allow the end users to find someone easily through the Directory. Mailboxes may be customized by the users to configure their addresses, locations and other miscellaneous settings.

Voice Mailbox User Features

Automatic Message Forwarding

Mailboxes may be programmed to automatically forward a voice message left at the destination mailbox to other mailboxes and extensions.

Busy/Hold Option to Outside Callers

When this option is enabled, an outside caller trying to reach a busy extension will be given the option to hold for the extension, leave a message for that extension, or try another extension. While on hold, callers may leave a voice message by pressing <*>.

Call Recording

The Iwatsu TOL-IVM may be programmed to automatically record all incoming calls to a specific extension, or extension users may manually choose to record a call by pressing the record key on the phone. Calls are recorded to the user's voice mailbox and can be accessed and managed the same as any other voice message. The maximum recording length is programmable.

Call Screening

Call Screening enables mailbox users to have the system ask the caller to either speak their name prior to the TOL-IVM automated attendant transferring a call to their extension. Before the call is transferred, the user hears the caller's name and is prompted by the system to accept the call press <1>, to send to another extension press <2>, to accept and record conversation press <3>, to send to your Mailbox press <#>. In addition to the recorded name, UC Client users (optional upgrade) can be enabled to have the Iwatsu TOL-IVM pop up screen a on their Microsoft Windows PC with the Caller ID information with an incoming call.

Call Queuing

If this option is enabled, callers to a busy extension are given the option to be placed in a queue to hold or leave a message.

Call Forwarding

When enabled by the mailbox user, instead of ringing the Mailbox user's location, the system will forward the call to the destination defined for their Mailbox. Typically the forward destination is a cell phone or another extension.

Distribution List

Each TOL-IVM Mailbox user can create distribution lists consisting of other TOL-IVM voice mailboxes. Once distribution lists are created they can be used as destinations for messages.

Forced Messaging

This option prompts the caller to press a key to leave a message rather than to start recording right away.

Certify Message

When leaving a voice message for another user you can mark it as "certified" so you receive a confirmation that your message was opened by the intended recipient.

Confidential Message

When leaving a voice message for another user you can mark it as "confidential." When the message is opened the recipient will hear a prompt indicating it is a confidential message before the message playback. Confidential messages cannot be forwarded.

Custom Telephone User Interface

The Iwatsu TOL-IVM Telephone User Interface (TUI) may be customized to better serve the requirements of individuals and departments in your company or to maintain a

similar operation as your legacy system. Custom TUIs include specific announcements, access to features such as message counts, distribution list setup, notification setup, and specific mapping of features to keys on the telephone dial pad.

Distribution List

Mailbox users can create distribution lists consisting of one or more message recipients. Distribution lists enable mailbox users to send or forward a voicemail to more than one user simultaneously.

Future Message Delivery

When making a message for another user you have the option of assigning a future delivery time and date.

Greetings

Each mailbox user can record one or more of their own personal greetings. Based on the type of call, your status when receiving a call, or time of call the Iwatsu TOL-IVM will play a specific recorded greeting.

Default personal greeting. This greeting will play as the default greeting unless other greeting options listed below are programmed.

Busy greeting plays when you are on the phone.

Name greeting plays the mailbox user's recorded name as the greeting.

Specific greeting based on caller ID.

Mailbox Password

Each mailbox user is required to enter their password to gain access to their voice mailbox and features of the messaging system.

Message Lamp

When a new message is recorded in the voice mailbox assigned to an Iwatsu Enterprise-CS extension, the message lamp key LED programmed on that extension will flash red. After accessing your voice mailbox and listening to the message the message lamp key LED will turn off.

Message Management

From your mailbox you have access to the following message features:

- Listen to Unread Messages
- Listen to Read Messages
- Send a message
- Append to message
- Reply to a message (sender only / sender and recipients)
- Delete message
- Save Message (Message Retention Days)
- Forward Message to another user or distribution list
- Append to message
- Send standard or certified message

Mailbox Tutorial

Voice mailbox users are prompted to use the tutorial when accessing their mailbox in order to set up customized voice mailbox features such as recording their name and greetings.

Notification Options

The TOL-IVM can be configured to notify you when you have a new message. Notification may be sent to a pager, outside phone number or email address.

Remote Mailbox Access

Extension users may access their mailbox remotely by dialing the main greeting and pressing <#>. After pressing <#> they will be prompted to enter their pass code giving them access to their voice mailbox.

Personal Operator

Individual mailboxes may be configured with their own personal operator. Outside callers are given the option of transferring to the defined personal operator when listening to the mailbox greeting.

Play Name during Transfer:

When this option is enabled the TOL-IVM will play the Mailbox user's recorded name when the caller is being transferred to the Mailbox.

Record Conversation Warning

When this feature is enabled callers will hear a recorded message informing them that the call is being recorded. This feature is commonly used in conjunction with automatic call recording. **Note:** In certain states it is illegal to intercept and/or record telephone calls.

Return Call

When listening to a voice message in your inbox you will have the option to have the TOL-IVM system callback the sender.

Time and Date Stamp

When listening to a voice message in your inbox you will have the option to listen to the time and date the message was recorded.

Urgent Message

After recording a message, callers will be prompted to mark the message as urgent prior to delivery.

Voice Menu

Mailboxes may be configured to answer calls with a customized Voice Menu offering callers a variety of choices such as transferring to another extension or department or search for you at a different number.

Wake-Up Call

When enabled, mailbox users can program a wake-up call. At the designated time, the TOL-IVM will call their extension.

Web Client Features

The TOL-IVM Web Client provides visual voice mail access from a web browser. Use the Web Client to manage your messages, configure your mailbox settings and access your contacts.

Call History

View your incoming and outgoing call history.

Change Your Password

Change your mailbox password.

Distribution List Management

Use the Web Client to Create and edit your distribution lists. There is no limit to the number of distribution lists a mailbox user can create.

Greeting Management

Use the Greeting Management menu to change your active greeting, listen to your recorded greeting, record and delete greetings.

Message Management

You can fully manage your voice mail messages through the telephone user interface or the web client.

- Listen to messages
- Compose new message
- Reply to message
- Forward message
- Copy message
- Move message
- Delete message

Message Notification Options

Manage your message notification options and schedules to determine if and when you are notified of a new message saved in your Iwatsu TOL-IVM voice mailbox.

Message Playback Options

Set your message playback options when listening to your messages from a phone.

- FIFO – First In First Out play oldest message first
- LIFO – Last In First Out play newest message first
- Playback Message from Phone
- Playback Message from PC

My Contacts

Use the TOL-IVM web client to manage your contacts. This contact list is accessible through the Iwatsu TOL-IVM telephone user interface.

- Add Contact
- Delete Contact
- Import Contacts
- Search for Contacts
- Call Contact

Wake-Up Call

You can set a wake-up call from the TOL-IVN web client. Enter the time and date of the wake-up call and the destination phone number or extension.

Advanced Mobility (UC) Client Manager Features

Call Handling

Use the Mobility (UC) Client Manager to setup the default call handling options for your extension. You can choose to turn on incoming call screen pops, call record, and set the default action for a call.

The screenshot shows a configuration window for call handling. It includes several sections:

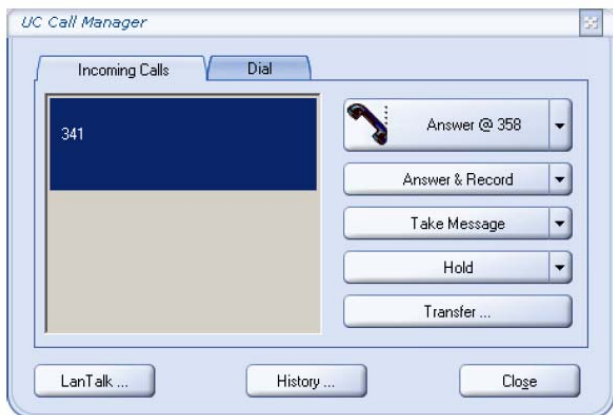
- Caller ID / Call:** A dropdown menu set to "Pop".
- Checkboxes:** Support IP Dialer, Use Phone Formatting, Support Smart Tags, Record all incoming calls, and Outbound Call Control.
- Default Action:** A dropdown menu set to "Take Call".
- Mailbox:** A text input field.
- Phone Number:** A text input field with a dropdown arrow and a "..." button.
- Location:** A dropdown menu with "(Available)" text to its right.
- Personal Information Manager:** A dropdown menu set to "None".
- Checkboxes:** Auto Add Record on Not Found, Search Public Contacts, and Eliminate New Call Pop-up, if found.
- Dialer:** Radio buttons for Server Dialer and Local Dialer.

Call History

View your call history from your PC desktop, Microsoft Outlook or mobile phone.

Call Manager

When a new call arrives at your extension the Call Manager screen pop presents you with information about the call and different call handling options. Options will change based on the current call status. For example, if a caller is leaving you a voice mail message you will have the option to retrieve the Call from Voice Mail.



Call Record

UC Client users can record calls on demand or program the system to record all of their calls. The calls are recorded and saved in the user's voice mailbox.

Events & Notifications

Personalize your PC to play a sound file based on different TOL-IVM events and notifications. For example, play a sound every time a new voice mail message is left in your mailbox, or animate the UC Client icon in the tray of your Windows PC whenever another user sends you a LanTalk message.

LanTalk

LanTalk is the instant messaging module that allows you to chat with other users over IP. Using LanTalk you can reach anyone who is logged into the same IP Server as your own. You can also send LAP and SMS messages via LanTalk. LanTalk can be accessed in a number of ways:

- Menu options in UC Client
- In the Directory window
- From Outlook employing the toolbar



Location and Availability

Advanced Mobility Clients can set their location and availability status from any number of devices including PC, mobile phone and Iwatsu ICON phone. Based on time of day,

meeting schedule or for any other reason you can think of set the TOL-IVM to send your calls to your specified location when you are available and take a message when you are not. Multiple locations can be programmed with availability filters that let only the most important calls ring through.

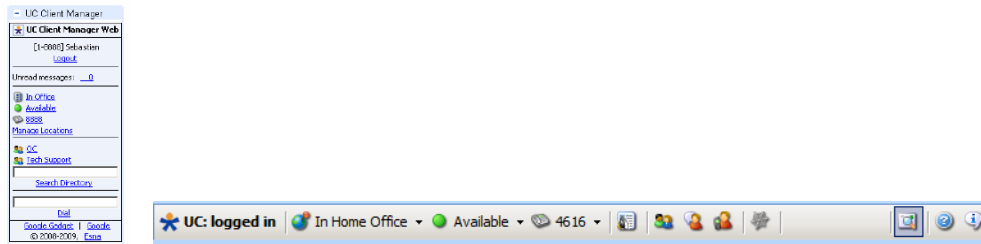
Outdial

Use the UC Call Manager to place an outside call from your PC.



Outlook Toolbar / Web Gadget

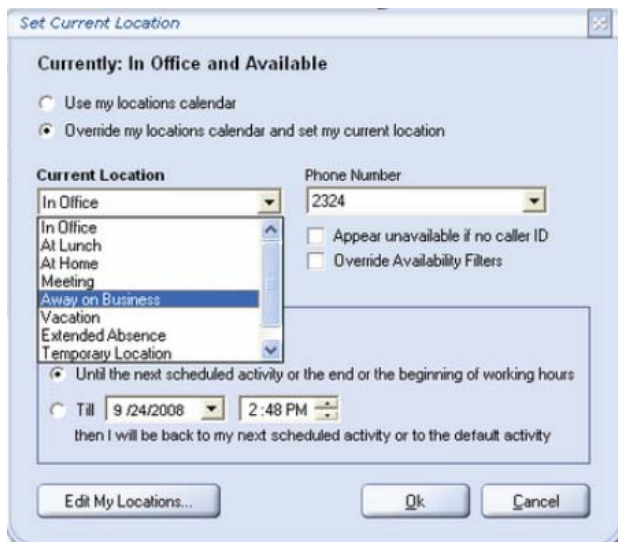
Access the Iwatsu TOL-IVM UC features from a Microsoft Outlook toolbar or Web Gadget (for use with web-based applications such as G-Mail). Use this toolbar to set your location and availability, record a new voice message, access the company directory to dial or see the location and availability of coworkers.



Presence

View the current location and availability of your co-workers using the directory.

- User can program their presence and availability based on location (e.g., away on business, in a meeting) from any device
- Exceptions allow only the most important calls to reach you
- Presence and location fully integrated with calendar program such as Microsoft® Outlook® to automatically change user availability status based on calendar entry
- Colleagues and customers are informed of each user's availability and location status.

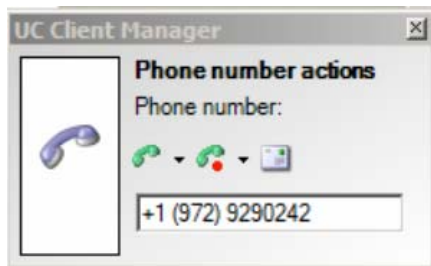


Retrieve Call From Voice Mail

When a caller is leaving you a voice message use the Mobility (UC) Client Manager to retrieve the call from voice mail. The caller leaving the message will hear a prompt altering them that you are now available. The Iwatsu TOL-IVM then transfers the call to your current location.

Smart Tags

Smart tag dialing prompts your Windows PC to access the Iwatsu TOL-IVM to dial an outside number any time you copy a telephone number to your PC clipboard.



UC Client Manager

UC Client Manager is a desktop application that allows you to access communication features such as text messaging to any device, location status, call control, instant messaging, and unified messaging.

UC Mobile Client

With UC Mobile Client installed on your Android, Blackberry, iPhone, or Windows Smartphone you can dial contacts, set your location and availability, see the location and availability status of co-workers in real time, send secure text messages access your call logs and manage your messages.

IWATSU TOL-IVM VOICE MESSAGING PRODUCT GUIDE



Unified Messaging

The Iwatsu TOL-IVM voice mail system, when enabled with IMAP TSE (optional software and hardware required) synchronizes all of your message storage servers to work as one. With Unified Messaging enabled you can access all of your emails, voice mails and faxes from any device. Messages can be marked read or deleted, forwarded, replied to from any device with all message stores simultaneously updated. For example, if you listen to and delete a voicemail on your Google Android Smart Phone, the message lamp on your Iwatsu desk phone will stop flashing and the message will be deleted from your Microsoft Outlook inbox.

Workgroups

UC Client Manager allows for the creation of workgroup lists for general messaging purposes.

Hardware Description

IX-APPSRV Card

The Iwatsu IX-APPSRV is an Intel PC powered by an Intel Atom processor embedded in the Iwatsu Enterprise-CS IP-PBX. It serves as the PC host for the Iwatsu TOL-IVM voice mail system.

Specification

- Intel Atom N270 Processor.
- 32GB Solid State Drive
- Microsoft Windows XP
- 2GB SO-DIMM RAM.
- 3 USB Ports.
- DVI-D and VGA Ports.
- LAN - 10/100/1000 Mbs with Realtek 8111 DL Gigabit Ethernet Controller.
- Enabled for
 - Browser-based Iwatsu ECS and Enterprise TOL-IVM Programming.
 - CTI Applications – Virtual DSS, Call Director, and QueVue.
 - Iwatsu Ticker and Text Web.

IX-APPSRV Backup

The data for this card should be backed up on a regular basis to an external device such as a network drive or a USB flash drive. The Backup copy should not be stored within the IX-APPSRV SSD drive. Note: Backup media is not provided with the IX-APPSRV card.

ECS SIP Voice Mail Integration Requirement

Important: The Iwatsu TOL-IVM voice mail automated attendant ports register as SIP ports in the Iwatsu ECS. Therefore, an IX-MBU card is required in the system.

TOL Platform Comparison

The table below provides a comparison between Iwatsu TOL-IVM, Iwatsu Enterprise TOL SBE and Iwatsu Enterprise TOL Elite.

TOL Software Version	TOL-IVM	Iwatsu TOL SBE	Iwatsu TOL Elite
Configuration Overview			
Platform	ECS APPSRV Card	Dell PC	Dell PC
Integration	SIP Ports	SIP Ports	SIP Ports
Hours of Storage	Every 10 MB of hard drive space equals one hour of voice message storage.		
Number of VM/AA Ports in Base Configuration	4 ports	4, 8, 12, 16 ports	4, 8, 12, 16 ports
Maximum Number of Ports Supported	16 ports	16 ports	144
Number of Standard Mailboxes & AA Menus	50	100	20,000
Maximum Number of Mailboxes & AA Menus	400	1000	20,000
Number of Standard UC Clients	0	25	50
Maximum number of UC Clients	25	150	10,000
Number of Companies	1	1	1
Number of Standard Fax Ports	1 shared	1 dedicated	1 dedicated
Maximum Number of Fax Ports	2	8	8
Number of Speech Recognition Channels	Upgrade	Upgrade	2
Number of Text to Speech Channels	Not Supported on APPSRV	2	2
Maximum combined VM/AA Ports, Welink Conference Ports and Dedicated fax ports	16	32	32
Voice Messaging System Features			
Administrator	Standard	Standard	Standard
Automated Attendant	Standard	Standard	Standard
Backup and Restore	Optional external hard drive or storage required	Optional external hard drive or storage required	Optional external hard drive or storage required
Caller ID Routing	Standard	Standard	Standard
Company Dial-by-Name Directory	Standard	Standard	Standard
Company Profile	Standard	Standard	Standard
Custom System Prompts	Standard	Standard	Standard
Distribution List	Standard	Standard	Standard
DNIS Routing	Standard	Standard	Standard
Fax Detection	Standard	Standard	Standard
Fax Server (Inbound)	Standard	Standard	Standard
Fax Server (Outbound)	Standard ¹	Standard	Standard
Feature Groups	Standard	Standard	Standard
Flexible Mailbox Numbering	Standard	Standard	Standard
Flexible Greetings based on number dialed, department or person reached	Standard	Standard	Standard
Guest Mailbox	Standard	Standard	Standard
LDAP Synchronization	Standard	Standard	Standard
Login: Remote and Local	Standard	Standard	Standard
Logs	Standard	Standard	Standard
Message Lamp	Standard	Standard	Standard

¹ Requires UC Client.

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TOL Software Version	TOL-IVM	Iwatsu TOL SBE	Iwatsu TOL Elite
Multiple Languages (Optional)	Upgrade	Upgrade	Upgrade
Operator	Standard	Standard	Standard
Operator Schedule by Language	Upgrade	Upgrade	Upgrade
Reports	Standard	Standard	Standard
SMTP Relay (Forward Voice Message to Email)	Standard	Standard	Standard
Supervisor Menu	Standard	Standard	Standard
Unified Messaging (IMAP synchronized)	Upgrade ²	Standard	Standard
User Settings Management	Standard	Standard	Standard
Mailbox User Features			
Automatic Message Forwarding	Standard	Standard	Standard
Busy / Hold Option for Outside Callers	Standard	Standard	Standard
Call Queuing	Standard	Standard	Standard
Call Record	Standard	Standard	Standard
Call Screening	Standard	Standard	Standard
Certify Message	Standard	Standard	Standard
Change Location	Upgrade	Standard	Standard
Custom Telephone User Interface (TUI)	Standard	Standard	Standard
Custom Voice Menu	Standard	Standard	Standard
Customized Greeting	Standard	Standard	Standard
Distribution List	Standard	Standard	Standard
Fax Inbox	Standard	Standard	Standard
Forward a Message	Standard	Standard	Standard
Future Message Delivery	Standard	Standard	Standard
Greeting Management	Standard	Standard	Standard
Listen to Email Over the Phone	Upgrade	Standard	Standard
Listen To Messages from Web Browser	Standard	Standard	Standard
Mailbox Password	Standard	Standard	Standard
Mailbox Tutorial	Standard	Standard	Standard
Record Conversation Warning	Standard	Standard	Standard
Record Greeting Over Phone	Standard	Standard	Standard
Remote Mailbox Access	Standard	Standard	Standard
Reply to Message	Standard	Standard	Standard
Rerecord Message	Standard	Standard	Standard
Return Call	Standard	Standard	Standard
Save Message	Standard	Standard	Standard
Send a Message	Standard	Standard	Standard
Time and Date Stamp	Standard	Standard	Standard
Urgent Message	Standard	Standard	Standard
Voice Message Folders	Standard	Standard	Standard
Voice Message Management	Standard	Standard	Standard
Wake Up Call	Standard	Standard	Standard
Advanced Mobility / UC Client Features			
Availability	Upgrade	Standard	Standard
Call History	Upgrade	Standard	Standard
Call Manager	Upgrade	Standard	Standard
Call Manager - Answer	Upgrade	Standard	Standard
Call Manager - Answer and Record	Upgrade	Standard	Standard
Call Manager - Dial	Upgrade	Standard	Standard

² Future. Requires upgraded solid state flash drive installed on APPSRV card.

IWATSU TOL-IVM VOICE MESSAGING PRODUCT GUIDE

TOL Software Version	TOL-IVM	Iwatsu TOL SBE	Iwatsu TOL Elite
Call Manager - Hold	Upgrade	Standard	Standard
Presence	Upgrade	Standard	Standard
Call Manager - Retrieve a Call from VM	Upgrade	Standard	Standard
Call Manager - Take Message	Upgrade	Standard	Standard
Call Manager - Transfer	Upgrade	Standard	Standard
Caller ID Screen Pop	Upgrade	Standard	Standard
Change Location	Upgrade	Standard	Standard
Distribution List	Upgrade	Standard	Standard
Find Me / Follow Me	Upgrade	Standard	Standard
LanTalk	Upgrade	Standard	Standard
Location Management	Upgrade	Standard	Standard
Location Management - Location Greeting	Upgrade	Standard	Standard
Location Management - My Locations Calendar	Upgrade	Standard	Standard
Location Management - Set Current Location	Upgrade	Standard	Standard
Notification	Upgrade	Standard	Standard
Notification - Sound	Upgrade	Standard	Standard
Notification - Users	Upgrade	Standard	Standard
Outdial	Upgrade	Standard	Standard
Microsoft Outlook Toolbar	Upgrade	Standard	Standard
Record All Calls	Upgrade	Standard	Standard
Review Current Availability and Location	Upgrade	Standard	Standard
Smart Tags	Upgrade	Standard	Standard
Send Fax Message	Upgrade	Standard	Standard
Synchronized Messaging	Upgrade (IMAP Required)	Standard	Standard
UC Mobile	Upgrade	Standard	Standard
UC Mobile - Access Workgroups	Upgrade	Standard	Standard
UC Mobile - Android, Blackberry, iPhone, Windows	Upgrade	Standard	Standard
UC Mobile - Call Log	Upgrade	Standard	Standard
UC Mobile - Dialer	Upgrade	Standard	Standard
UC Mobile - Directory	Upgrade	Standard	Standard
UC Mobile - LanTalk	Upgrade	Standard	Standard
UC Mobile - Set Location	Upgrade	Standard	Standard
UC Mobile - Workgroups	Upgrade	Standard	Standard
Administrative Tools			
Admin Console	Standard	Standard	Standard
Web Reports	Standard	Standard	Standard
Custom Reports	Standard	Standard	Standard
Export Data to Text File	Standard	Standard	Standard
LDAP Support	Standard	Standard	Standard
Password Rules and Security Policies	Standard	Standard	Standard
Organizational Units Structure	Standard	Standard	Standard
Mailbox Templates	Standard	Standard	Standard
Service Recovery Management	Standard	Standard	Standard



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