Clearspan Unified Messaging

Product Overview

Clearspan® Unified Messaging goes beyond classic voicemail and provides users with the flexibility to use and manage their messaging service from anywhere, over any interface. Clearspan messaging provides all of the features of a traditional voice messaging solution, plus:

- Fax and video messaging.
- Message delivery to any specified email account.
- Message waiting notification delivered to the phone and to any specified mail or SMS account such as a cell phone.
- Integration of messaging capabilities with Clearspan services such as Call Back, Transfer, Escape to extension, and Instant voicemail.
- Integration of hybrid messaging systems within an enterprise.
- User and administrator self-provisioning and configuration through a Web interface.

Clearspan UM as a Standalone Application

Clearspan’s Unified Messaging can be deployed as a standalone application in conjunction with an enterprise’s existing PBX.

Sometimes enterprises need to replace their existing voicemail solution before they are ready to migrate their entire communications system. This may happen when the existing voicemail platform becomes obsolete or support is no longer available, or because they are ready to start enjoying the productivity benefits of a unified messaging solution.

Clearspan’s Unified Messaging application can be deployed into the existing environment, allowing the enterprise to keep their existing PBX, phones and other applications. Then when the time is right to move to a full VoIP environment, the enterprise can deploy Clearspan as their communications platform. End users won’t have to learn a new interface and the enterprise can maximize their investment.
Clearspan Unified Messaging Key Capabilities

Service Integration

- **Call Redirect to Voicemail** - All calls to a user can be redirected to voicemail based on:
  - Busy or no answer conditions.
  - Called party status (Available, Busy, On the road, Unavailable).
  - Calling line identity (CLID) or the Time-of-day (TOD).
- **Instant Voicemail** - All calls can be transferred to a specific voice mailbox without alerting the user.

User Message Configuration

- **Record Audio/Video Greetings** - Custom audio or video greetings can be recorded. Users can record and select multiple greetings for different needs such as when lines are busy, don’t answer, or are made unavailable. Audio callers are presented with the audio portion of the video greeting.
- **Interface Selection** - Listen to the audio portion of video messages via a phone.
- **Email Server** - Messages can be delivered to a private email account instead of, or in addition to, a default server.
- **Email Notifications** - Incoming message notifications can be sent to a selected email address or cell phone.
- **Escape Number** - Set up configurable escape phone numbers, such as assistant, pager, or cell phone, where callers are directed when dialing 0 during the greeting.

User Message Management via Voice Portal

- **Compose, Reply, Forward** - Compose messages, reply to messages and forward voice, video and real-time fax messages.
- **Purge messages** - Purge all messages.
- **Broadcast and Call back** - Broadcast messages to multiple users and callback message originator.
- **Urgent/confidential messages** - Mark messages as urgent or confidential.
- **Distribution lists** - Configure, store, and send messages using distribution lists.

User Message Access

- **Integrated Email Messaging** - Retrieve voice, video, and fax messages from any standard email client.
- **Phone Message Retrieval** - Retrieve voice, video, and fax messages from their phones by dialing their own extension or via a preprogrammed key.
- **Message Retrieval via Clearspan Communicator** (soft-phone) - Clearspan Communicator provides message waiting indication as well as ability to retrieve voice, video, and fax messages from the Clearspan Voice Portal.
- **Integrated Voice Portal & Auto Login** - Retrieve messages from any phone by dialing a group-wide voice portal phone number. Rapidly retrieve messages from the voice portal via auto login by pre-configuring work, cell phone, and home numbers for security authentication.

Message Storage and Format

Clearspan stores voice, video, and fax messages as email attachments in an external mail server.

- Supports common mail servers, including POP3, IMAP and Microsoft Exchange Server.
- Voice messages are encoded with DVI ADPCM encoding at 32 kbps and are attached to emails in MIME format.
- Video messages are encoded with the H.263 codec and stored as .AVI files attached to emails.
- Fax (T.38) messages are converted to TIFF email documents and delivered to the user’s mail server via SMTP.