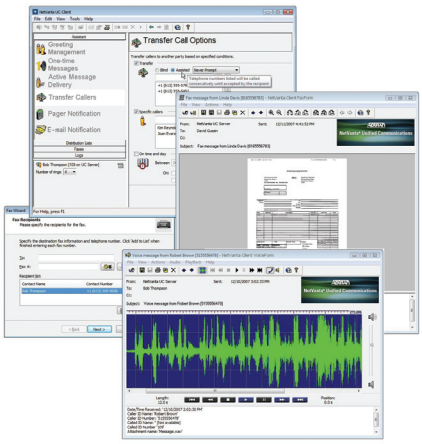

NetVanta Enterprise Communications Server

Enterprise IP PBX and Unified Communications Server

As a member of the NetVanta® Unified Communications (UC) family, the NetVanta Enterprise Communications Server is a software-only package designed for Microsoft Windows® platforms that provides a complete IP-based voice system for larger enterprises scaling from 15 to 2,000 users on a single server. This software also allows you to add centralized UC support for one or more external PBXs since it supports all the features of NetVanta UC Server. This feature-rich SIP-based platform offers a complete voice solution with advanced UC services like unified messaging, voice mail, integrated messaging, fax server, graphical drag-and-drop service creation, inbound and outbound IVR services, personal assistants, one number services, call redirection services, notifications, auto-attendants, audio conferencing, through-the-set/overhead paging, and more.

SIP Telephony

NetVanta Enterprise Communications Server incorporates a full featured, standards-based SIP server to provide common telephony features that you expect from legacy PBXs. Combined with SIP-compliant telephones and softphones, gateways for connection to your existing service provider, NetVanta Enterprise Communications Server provides the telephony services you need at your business location, branch offices, home offices and for users on the move.

Unified Messaging

Unified messaging is the ability to quickly and effectively retrieve and manage voice mail, faxes, and email messages, all from the familiar interface of your email client or from any telephone. The NetVanta UC Server integrates with Microsoft Outlook®/Exchange Server™, Lotus Notes®/Domino®, Google® Gmail, and a host of other email clients with Internet Message Access Protocol (IMAP4).

Fax Server

The NetVanta UC Server includes a full fax server. Desktop faxing is available from any Windows application supporting a print function. The built-in fax server provides advanced features such as DID fax, single number voice and fax number, and individual "fax on demand" using the multimedia personal call control capabilities. In addition, the NetVanta UC Server uses standard TIFF or PDF formats so that you can view faxes on any PC.

Text-to-speech Engine

The NetVanta UC Server includes a speech engine to provide text-to-speech conversion. This enables you to listen to email messages from any telephone and speak text from your auto-attendants, IVR applications, or Personal Assistants.

Auto-attendant and Personal Call Control

The NetVanta UC Server provides the ability to create multiple auto-attendants using its award-winning drag-and-drop, database-enabled, non-programmatic, graphical service creation environment. These assistants integrate with Microsoft Outlook contacts and internal/external databases, allowing employees to easily configure their own assistants to establish multifaceted business rules for call screening, call routing, find-me/follow-me, and call notifications, all depending on the defined rules like the caller ID, time-of-day/day-of-week, and many others.

Paging Server

The paging server allows live paging, record and review paging, and paging using pre-recorded announcements. Paging groups can be established to allow pages to be played over phone sets or overhead speakers in precise locations. Employees simply dial a code or use a speed dial from any handset and issue a page.

Administration

The NetVanta UC Server can be installed in one of two modes—standalone or within a customer's Active Directory. When integrated with Active Directory, the Microsoft Active Directory Users and Microsoft Management Console (MMC) Snap-ins can be used to administer and manage users. The NetVanta UC Server allows your IT staff to manage your business communications services using the same user accounts and security policies used in your Windows environment, without any programming or special integration. Adds, moves, and changes become easy, and security policies become universal throughout the company. In addition, with single user login, your users will never have to log into your business communications system separately.

Product Features

- Software-based IP PBX and unified communications
- IP PBX scaling from 15 to 2,000 SIP stations
- Microsoft Outlook integration with click-to-dial
- Full unified messaging: voice, fax, email
- Click-to-Dial (PBX dependent)
- Scalable architecture for future growth
- Multi-site support for centralized messaging
- Active Directory administration
- Conference server
- Overhead and handset paging
- Database integration to streamline business processes
- Inbound/outbound IVR
- ODBC-enabled IVR and CEBP
- Easy to create personal assistants with drag-and-drop service creation
- Personal, rule-based call control/redirection
- Text-to-speech
- Find-me/Follow-me
- One number for voice and fax

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Message Stores for Voice, Fax and Email

- Microsoft Exchange Server 2007, 2003, and 2000
- IBM Lotus Notes/Domino: Integration with Lotus Notes v6.51 and higher
- Novell® GroupWise®
- Industry standard IMAP4 servers
- Google Gmail
- Local storage on NetVanta UC Server

Contact Integration with Calling Line ID Support

- Contact match recorded in message
- Outlook MAPI and Internet mode 2007, 2003, 2002, and 2000
- Outlook Express®

Message Retrieval

- Telephone User Interface (TUI)
- Visual message management
  - Microsoft Outlook plug-in
  - Lotus Notes plug-in
  - NetVanta UC Client
- Other clients (provides message waiting light synchronization with Exchange integration)
  - Outlook Web Access (OWA)
  - RIM BlackBerry Enterprise Server (BES)
  - Windows Mobile® based Smartphones
  - Other Smartphone Devices–ActiveSync

Message Management Features

- Manage messages from any telephone
- Listen to voice, fax and email messages (text-to-speech)
- Replay, delete, save, skip, pause or rewind messages
- Forward voice, fax and email messages to another mailbox, contact email address or fax number
- Reply to voice and email message with a voice attachment
- Call back sender of voice or email message
- Calling line ID or contact match recorded in subject of message
- Message archiving for quality and audit purposes
- System and personal distribution lists: Manage lists from UC Client or over the telephone
- Contact searching: Listen to address, email and telephone information from a telephone

Fax Server

- T.38 soft IP fax or supported Dialogic media cards
- Receive fax
- Send fax from desktop
- Send fax from any Microsoft Windows application (supporting printing), database, or NetVanta UC Client
- Fax on demand from prepared faxes or from database
- Choose fax recipients from personal contacts (Outlook, Windows Address Book)
- Incoming DID fax directly to mailbox or database
- Uses standard TIFF/PDF image format when reviewing faxes or forwarding to external email address

Conference Server Features

- Mute self
- Mute others
- Disable entry and exit notifications
- Close conference to other callers
- End the conference
- Audible report of the number of participants

Paging Features

- Live paging using feature access codes and speed dialing
- Create custom paging services in the service creation environment
- Recorded audio paging
- Pre-recorded audio
- Caller recorded audio
- Retrieve and save audio in databases

Supported Paging Devices

- Unicast paging
- Multicast paging
- Computer sound card
- FXO/FXS devices integrated to paging system
- Dial plan paging (integration into legacy PBX)

Speech Engine

- Read email messages over the telephone
- Personal contact information using text-to-speech
- Database IVR responses using the results of database queries

Click-to-Dial

- Microsoft Outlook integration
- Make calls directly from Microsoft Outlook
- Active Directory Lookup

Auto Attendant and Personal Call Control Features

- 42 drag-and-drop service elements
  - 16 basic elements
  - 19 advanced elements
  - 7 database elements
- 27 elements include embedded database integration
- 23 built-in variables for date, time, parsed calling and called party numbers, names, matched contact name, unique identifier generation, etc.

Personal Calling Party ID Routing

- Calling line ID
- Contact integration
- Database access
- Find-me/Follow-me
- Blind transfer
- Assisted transfer (accept or deny)

Message Notification

- Message waiting lights
- Active message delivery
- Send email
- SMS support (email to SMS)
- Pager notification

Auto-attendant Features

- Dial-by-name or extension
- Time-of-day / day-of-week schedules
- Drag-and-drop visual service editor
- Local user time zone support

Standards

- RFC 3261 SIP: Session Initiation Protocol and companion RFCs
- RFC 2833 RTP Payload for DTMF digits, telephony tones and telephony signals

NetVanta UC Client Administration

- User administration
- User profiles and messaging
- Extensions and identities
- Telephones and gateways
- Authorizations
- Dialing plan and toll restrictions
- Features and system parameters
- Automated attendants and IVR
- Announcements
- Services
- Paging groups
- ODBC and personal table data source management
- Faxes, fax cover pages and fax queue
- Logging

Active Directory Administration

- Users and Computers MMC snap-in
- Users profiles and messaging
- Extensions and identities
- Telephones
- Authorizations
- Service discovery
- Global policies
- User information
- Single sign-on
- Authorization and permissions
- Delegation of control
- Authorization Manager (AzMan) role-based authorization
- Auto-populate primary identity address in Active Directory

ODBC-enabled Business and Personal IVR

- Database formats
  - ODBC-compliant databases
  - Built-in personal tables
- Database Capabilities
  - Retrieve, update, add, delete rows
  - Retrieved results navigation (move to first, last, next and previous rows)
  - Dial for data–similar to dial-by-name
  - Multimedia–voice, fax and text-to-speech support
  - Data types–audio, date, day of week, day of year, fax, logical, number, phone number, text, time of day, time range
- Call coverage to personal greeting

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NetVanta Enterprise Communications Server

Enterprise IP PBX and Unified Communications Server

IP PBX System Features

- Abbreviated dialing
- Advanced call queuing
- Answer detection
- ARS–automatic route selection
- Attendant access
- Automated attendant
- BLF–busy lamp field
- Call detail records
- Call forwarding
- Call forwarding–always
- Call forwarding–busy
- Call forwarding–no answer
- Call park and pickup
- Call transfer–trunk to trunk
- Meet-me conference bridge
- Dial plans
- Uniform dial plan
- Conflict dialing
- Hunt groups–sequential
- Ring groups
- Hunt/ring group–overflow
- Music on hold
- Night service switching (auto-attendant)
- Paging
- SIP paging–unicast and multicast
- SIP telephone set paging
- Sound card
- Dial plan paging (with legacy PBX)
- Ring groups
- Route selection–least cost routing
- Teleworker support (with third-party ALG)
- Toll control
- SIP trunking support (w/ third-party ALG)
  - FXO/FXS
  - E&M
  - T1-CAS
  - T1-PRI
  - T1-QSIG
  - E1-QSIG
  - SIP

IP Station Dependent Features

- Add held
- Auto-answer
- Call forwarding–off network
- Call hold
- Call hold reminder
- Call recording
- Call transfer–blind
- Call transfer–supervised
- Call waiting
- Call waiting–Caller ID presentation
- Call waiting–swap
- Call waiting–warning tones
- Caller ID blocking
- Caller ID presentation
- Conference
- Conference–add held party
- Conference–drop last party
- Distinctive ringing
- Do not disturb
- Hotline
- Last number redial
- Message waiting

Server Configuration

- Hardware (minimum)
  - CPU: Intel Pentium Dual-Core (E2140)
  - RAM:
    - 2GB
    - 4GB (Windows Small Business Server 2003)
    - 6GB (Windows Small Business Server 2008)
  - Hard drive: 80GB (usable space)–7,200 RPM
- Windows Operating Systems Supported:
  - Windows Small Business Server 2008
  - Windows Essential Business Server 2008
  - Windows Server 2008
  - Windows Server 2003
  - Windows Small Business Server 2003
  - Windows XP Professional
- Network Card minimum: 100 Mbps
- Peripherals: mouse, keyboard,

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