Unified Messaging for Enterprises

Unified Messaging for Enterprises - Market Requirements

Currently, a common enterprise setup is to have separate voice and email messaging systems. Emails are received via a server such as Microsoft Exchange and are accessed through mail clients such as Outlook. Voicemail systems are independent systems accessed via a telephone.

Faxes are often received by stand alone machines and are typically manually sorted in order to be delivered to the correct end user.

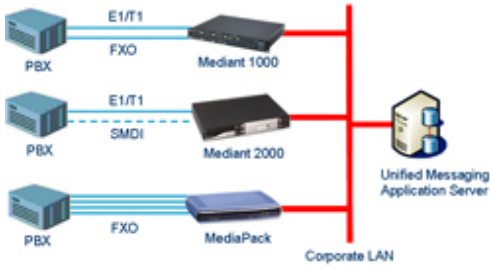
Next generation Unified Messaging systems add value to the end user by bringing new and valuable content including voicemail and fax messages to the inbox, making things easier for administrators by affording them one infrastructure to manage and a single set of tools for training purposes. These systems combine email, voicemail and fax messages. By utilizing speech recognition and generation technologies, unified access is allowed to the system via the desktop PC, the mobile device, or a regular phone.

Unified Messaging for Enterprises - AudioCodes Solution

The majority of organizations still have traditional PBX systems. For this type of system an AudioCodes gateway is inserted between the PBX and the UM server, translating from TDM to SIP, which is the chosen VoIP protocol for unified messaging systems.
A large number of Next Generation UM platforms are designed with SIP as the sole interface between the application and the outside world. Focusing on SIP yields a number of advantages to developers, but leaves the VAR/integrator with the challenge of interfacing the UM application to existing PBX equipment. The solution is to use a Media Gateway to provide the conversion between TDM interfaces on the PBX to the SIP interface of the UM application.

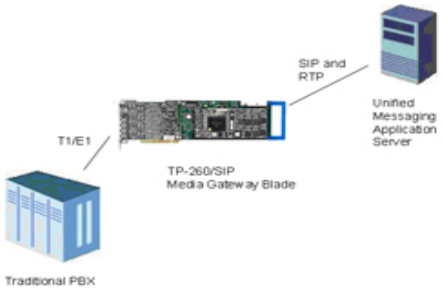
AudioCodes is working closely with leading UM vendors, lead by Microsoft, to test that AudioCodes gateways work easily and integrate seamlessly with many PBXs. The gateways support many of the most popular legacy PBXs, including: Nortel Meridian, Avaya Definity, Siemens, Mitel, NEC, Alcatel, Intercomm and others.

Unified Messaging for Enterprises



- Interoperability with many PBX vendors
- CAS, SMDI and QSIG support
- VoIPerfect™ Quality
- Standard T.38 Fax support
- Analog FXO and Digital interfaces
- Scalability from four-port FXO to 16 E1/T1 in one rack unit
- Reliability
- Onboard web management and EMS integration
- Integration with Microsoft Exchange 2007 Unified Messaging Platform

Unified Messaging for Developers



- SIP – Industry standard and open control protocol protects compatibility
- Up to 8 T1/E1s – high density in one PCI slot
- ISDN / CAS – full range of PBX signaling protocols simplifies installations
- Wide range of voice coders – allows for message and prompt compression
- T.38 – fax conversion simplifies integrated fax messaging
- No device drivers – eliminates operating system dependencies
- Tone Detection Features
- Advanced Call Progress Detection PCI form factor – enables one-box solutions and avoids branding confusion