



eOnTM
**Voice
Processing
System**

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eOn Voice Processing System

To remain competitive in today's marketplace, organizations need a solution for managing all voice, fax, and email communications that is scalable, affordable, and easy to administer. Furthermore, the need to access all message types from a single interface makes unified messaging capability paramount. The best way to meet these needs is by using reputable products from a single provider committed to communications.

And the best provider of a fully integrated messaging solution that meets these needs today is eOn Communications. eOn's Voice Processing System (eVPS) is the only voice processing system in the marketplace offering such an ideal combination of flexibility, scalability, system integration, and overall value.

The eVPS is available in four models: the rack-mountable Series 5000, the Series 3000, the Series 1000, and the Series 500. All four platforms offer extensive functionality and a highly efficient means of managing communications.



Multiple System Configurations

Series 5000

A server-class platform best suited for applications requiring higher port capacities, maximum unified messaging client seats, and built-in network integration. Basic system comes with 3,000 mailboxes and offers 8 ports and 100 hours of message storage, with expansion possibilities up to 48 ports and 700 hours. Offered in a rack-mountable configuration with the following system options:

- **Eight Port Upgrades** – to provide maximum capacity of 48 ports
- **Message Storage Upgrades** – to increase message storage from 100 hours to a maximum of 700 hours in 50 hour increments
- **Unified Messaging Module** - maximum of 300 seats in any combination of 25 and 50 seat packages

Series 3000

A mid-range system offering numerous expansion possibilities and support for unified messaging. Basic system comes with 2,000 mailboxes and offers 8 ports and 50 hours of message storage, with expansion possibilities up to 24 ports and 250 hours. Offered with the following system options:

- **Eight Port Upgrades** – to provide maximum capacity of 24 ports
- **Message Storage Upgrades** – to increase message storage from 50 hours to a maximum of 250 hours in 50 hour increments
- **Unified Messaging Module** - maximum of 150 seats in any combination of 25 and 50 seat packages



The Series 5000 eVPS server class platform represents the ultimate in system scalability.



The eVPS family of voice processing solutions offers port capacities ranging from 4 ports to 48 ports, enabling the eVPS to satisfy a variety of application requirements.

Series 1000

eOn's highly affordable, full-featured system targeted for smaller environments. Basic system comes with 250 mailboxes and offers 4 ports and 25 hours of message storage, with expansion possibilities up to 8 ports and 125 hours. Offered with the following system options:

- **Four Port Upgrade** – to provide maximum capacity of eight ports
- **Message Storage Upgrades** – to increase message storage from 25 hours to 125 hours in 50 hour increments
- **Unified Messaging Module** - maximum of 50 seats

Series 500

eOn's most affordable solution, providing four ports of voice processing for applications which do not require unified messaging, fax or networking capabilities (these options are not available on the Series 500). The Series 500 includes a fixed 25 hours of message storage and 100 mailboxes.

Upgrades

In addition to the port and message storage upgrades and Unified Messaging options listed for each platform above, the following system options are available for the Series 5000, Series 3000, and Series 1000:

- **Fax-on-Demand Module** – available in four-port increments
- **Fax Messaging/Broadcast Module** – available in four-port increments
- **VoiceClusters™ Digital Networking Module** – requires network card for digital networking between eVPS nodes
- **AMIS Analog Interface Module** – enables analog networking with other voice mail systems
- **Foreign Language Prompts** – enables multilingual applications

Auto Attendant

Highly flexible and easily programmable, the Auto Attendant package (standard with the eVPS) functions independently or in conjunction with an operator and features nearly limitless call routing and menu possibilities. Greeting options include greetings by time of day, day of week, port, or control group independent of port. The system also features programmable holiday greetings as well as on-call greetings for emergencies. Personal call handling options include directory and dial-by-name access, visual and audible call screening, call blocking, call queuing, and on/off premises call forwarding.

System Flexibility

The flexibility of the PC-based eVPS allows it to adapt to virtually any application or environment. Using control groups for grouping callers, the eVPS' flexibility is unsurpassed in departmental or multi/shared tenant applications, such as real estate and educational environments. In addition, all systems can support multiple languages simultaneously and language preference can be programmed by system, by specific group, or by individual user.

eVPS accommodates a variety of application requirements providing a tailored solution for each environment, while at the same time optimizing the use of system resources, such as system ports, message storage, and processor loads. eOn offers the scalability that voice messaging customers need in order to accommodate growth. In short, the flexibility of the eVPS is ready for practically any voice processing application.





Extensive User and System Administration Features

Individual users benefit from numerous value-added features available in all eVPS platforms – features that simplify everyday tasks and enhance your productivity. A menu-driven voice tutorial makes initial mailbox setup automatic, and single-digit menu commands with accompanying voice prompts, which may be bypassed, make navigation through the array of user options quick and easy. The eVPS offers practically limitless end user capabilities, including:

- Flexible mailbox scheduling for different times of day
- Automatic playback of new messages
- Enhanced message header information providing delivery/origination times, message length, number of pages (for fax messages), and other information
- Greeting override capability allowing users to override their pre-recorded greetings (ideal during travel periods)

The addition of optional unified messaging capabilities to an eVPS platform provides a level of control over personal mailbox settings that is equivalent to the telephone user interface.

In addition to the extensive user features, system administrators also benefit from the advantages of easy installation and day-to-day administration, advantages which have become a hallmark of the eVPS platforms. Graphical menus with drag-and-drop options, context-sensitive help, and the ability to create templates for repetitive tasks allows for accelerated setup, and several key features enable administrators to effortlessly manage the system:

- Advanced call activity logging, which is fully programmable by the system administrator
- Capability to record system greetings, system menus, notification messages, and distribution lists directly from the built-in System Manager application
- Importing of ASCII text-formatted fax broadcast and message distribution lists

Voice Messaging

The key to eOn's voice processing system is its ability to manage communications effectively for all users within an organization. eOn's platform accomplishes this through full system integration, whereby callers are routed to a mailbox and then receive the appropriate greeting based upon user-defined mailbox preferences. Additionally, an override greeting capability enables a user to temporarily override any established greetings in those situations where the user is traveling or out of the office.

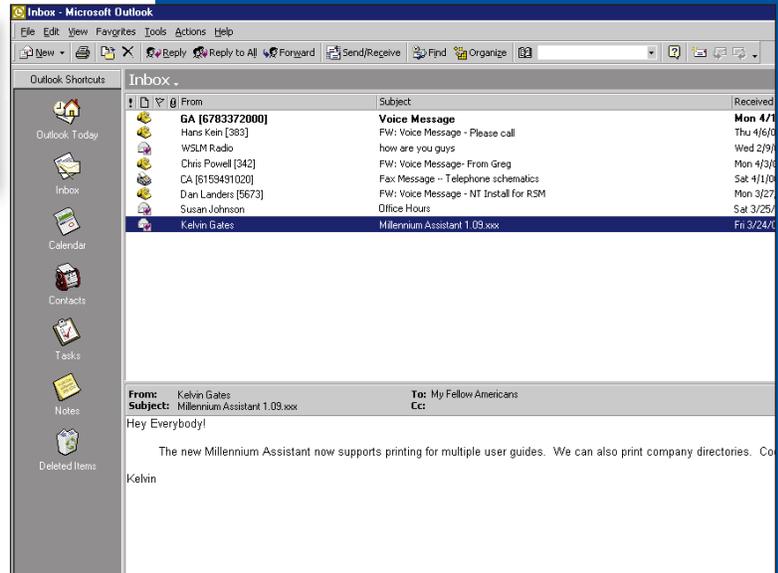
Delivered messages can be communicated to users in a number of ways, including LCD display, message-waiting lights, calling extensions, and outdialing to a cellular phone or a digital, voice, or text pager. Message notification includes message escalation, notification by message class, time of day, and day of week.

Unified Messaging

The eOn Unified Messaging Module includes many powerful capabilities, and combines all message management tasks in a single interface – Microsoft® Outlook®. In fact, eOn's Unified Messaging Module is integrated into Microsoft Outlook seamlessly so that users can access unified messaging features quickly and intuitively. For instance, the Outlook toolbar, Outlook Inbox, Windows Start Menu, Windows System Tray, and unified messaging client all provide ready access to features available in the graphical interface, such as mailbox maintenance, mailbox properties, and client options.

Additionally, once a voice message is received in the Inbox, double-clicking the message opens the unified messaging client, which displays all relevant information for the message, such as calling party name, number, and email address. Voice messages received can be listened to through either the telephone or the speakers of a multi-media PC, and can then be forwarded to individuals, distribution lists, or saved to a local drive. Message reply functionality can include either a telephone call from the PC directly to the calling party or simply a reply email.

With eOn's Unified Messaging, fax messages are displayed in much the same manner as voice messages. Upon receipt of a fax message, a fax message viewing icon is enabled, thus allowing you to display the contents of the fax. Users can forward the fax to individuals and/or distribution lists as well.

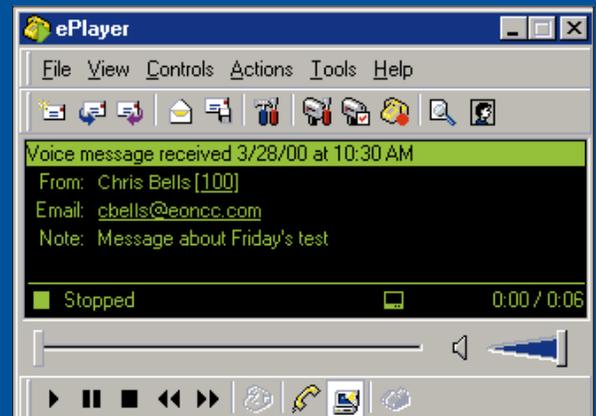


The Unified Messaging Module from eOn enables users to access and manage all voice, fax, and email messages together from a single interface: the Microsoft® Outlook® email client.

Our standards-based approach to messaging is an integral part of eOn's unified messaging capability and provides flexibility for integration with additional email servers and clients.



Visual Control – Gives users powerful control of announcements and distribution lists (personal and/or system).



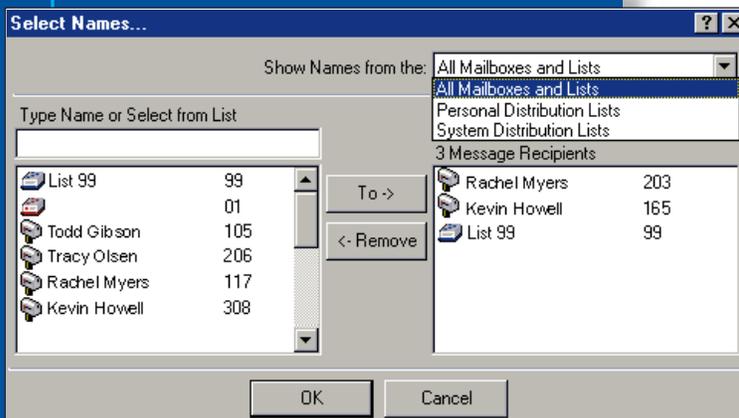
ePlayer – Serves as the “command center” for managing voice and fax messages.

Offers extensive, user-based control over mailbox features normally accessible through the telephone interface.

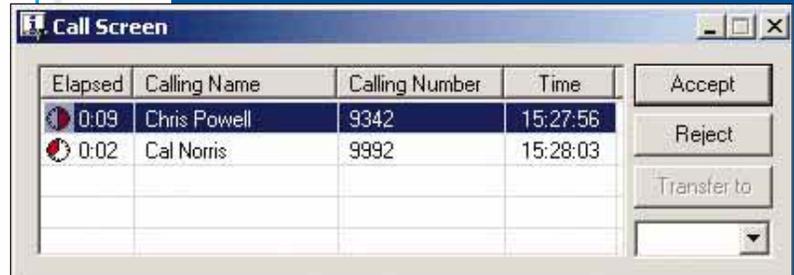
The Unified Messaging Module provides extensive visual control of personal greetings, personal announcements and distribution lists that can all be easily created and/or modified using a “wizards” guided approach. This enables the user to see the members of personal and/or system distribution lists without having to access the telephone menu structure. Further, personal greetings can be recorded and re-recorded to suit the individual user.

Flexible client seat licensing options enable scalable deployment of eOn's Unified Messaging Module across a wide variety of applications. Unified messaging client seats can be added in any combination of 25 and 50-seat increments up to the following maximums allowed for each platform: 300 seats for the Series 5000, 150 seats for the Series 3000, and 50 seats for the Series 1000. In addition, customers may add unified messaging capability to an existing suitably configured eVPS at any time using 25 or 50-seat client packages.

The eOn Unified Messaging Module supports Microsoft® Exchange Server 5.5 email server running on Microsoft® Windows NT® Server 4.0. On the client side, Microsoft® Outlook® 97/98/2000 email clients are supported and additional email server/client integrations, including Netscape, are planned to further extend the module's flexibility.



Easy Creation/Editing of Lists –
Familiar “point-and-click” interface makes adding/deleting of names from distribution lists easy.



Visual Call Screening –

Allows the user to visually control multiple incoming calls, with options to:

- Accept the call
- Route the call to voice mail
- Transfer the call to another party

Visual Call Screening

Even with all of the Unified Messaging Module's rich functionality, Visual Call Screening emerges as one of its most useful features. The Visual Call Screening feature, when enabled by the user, instantly displays a screen on the user's PC in response to any incoming calls. When an incoming call arrives, the screen displays the caller's name and telephone number, the time the call arrived, and the elapsed time the caller is on hold.

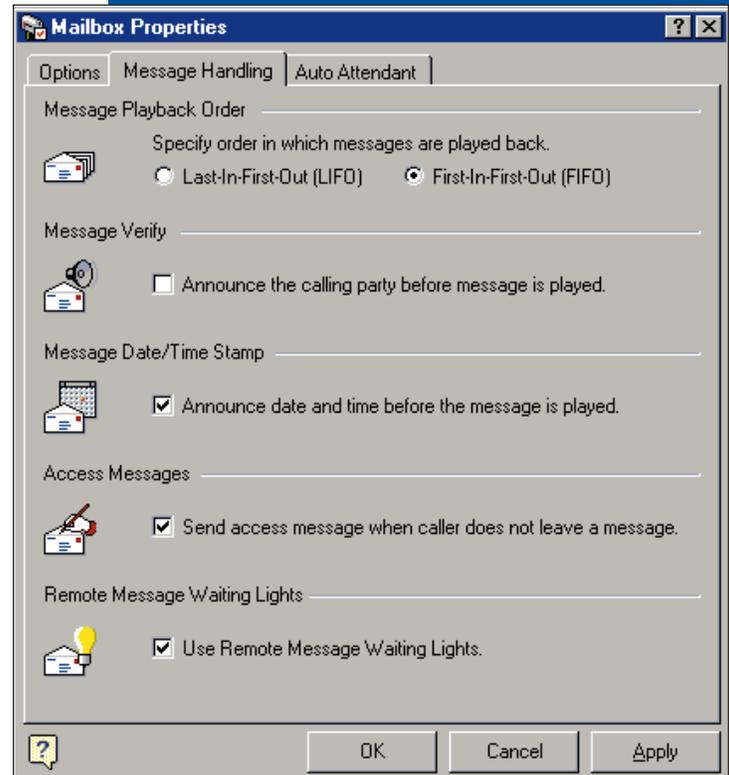
Visual Call Screening also works with multiple incoming calls. The user can selectively screen incoming calls and handle them accordingly, answering important calls first and sending less important calls immediately to the user's voice mailbox. Additionally, when incoming callers require more information, or redirection to another extension becomes necessary, the Visual Call Screening feature handles the task effortlessly.

Visual Mailbox Management

With the Unified Messaging Module, users have the ability to visually manage their mailboxes with the control and flexibility they expect. The addition of this highly intuitive PC-based interface enables users to manage three categories of mailbox-related items directly from either the PC or telephone:

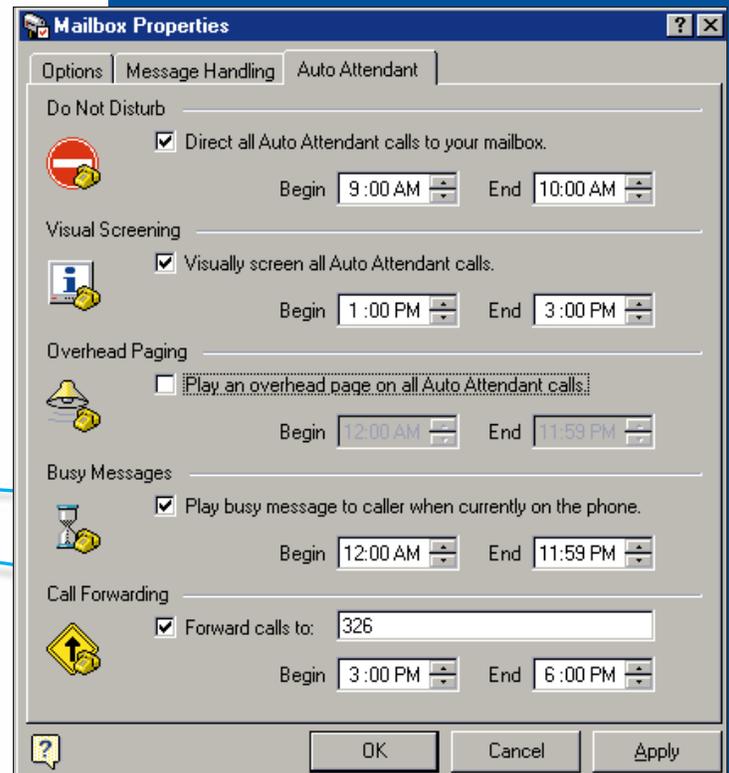
- **Mailbox Options** - Includes mailbox greetings, password settings, message notifications, personal announcements
- **Message Handling Options** - Includes ability to toggle message playback order, date/time stamp, calling party announce, and remote Message Waiting Lights
- **Auto Attendant Options** - Includes features that control how calls routed through the Auto Attendant are handled, such as Do Not Disturb, Call Screening/Visual Screening, Overhead Paging, Busy Messages, and Call Forwarding

One of the most important benefits of eOn's Unified Messaging is greatly enhanced messaging productivity for individuals or an entire organization. Managing mailbox options and having the ability to toggle message handling features represent just some of the capabilities users have in the rich graphical interface. Furthermore, by simply changing the telephone number that the ePlayer dials, users enjoy access to the full array of unified messaging features from remote locations.



Powerful Mailbox Management – Provides flexible control for:

- General Mailbox Options
- Message Handling Options
- Auto Attendant



Networking Capabilities

The ability to network an organization's voice processing and unified messaging capabilities with other Local/Wide Area Network (LAN/WAN) resources is always important given the need to maximize network utilization. Thus, eOn Communications has designed the eVPS to be fully network-aware, providing system connectivity to networks running under Microsoft® Windows®, Novell™ NetWare®, IBM OS/2 Warp®, and Artisoft LANtastic®. The eVPS supports the TCP/IP networking protocol so it can communicate with other devices utilizing TCP/IP.

The eVPS offers four unique means of networking an organization's voice processing capabilities: VoiceClusters™, AMIS, RMD, and centralized voice mail. Each of these cost-effective approaches to networking greatly extends the overall capabilities of the eVPS family of voice processing solutions.

VoiceClusters™ - A Unique Networking Capability of the eVPS

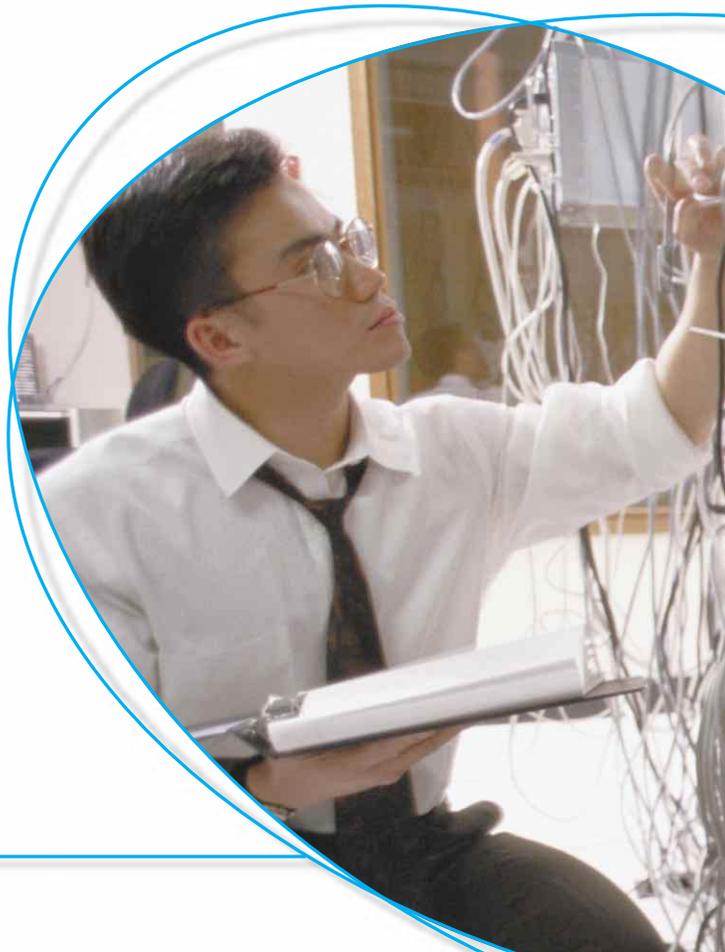
Adding TCP/IP support to the eVPS enables an organization to take advantage of eOn's digital networking connectivity product, the patents pending VoiceClusters™ Digital Networking Module. VoiceClusters™ technology links multiple eVPS servers together into a single, high-speed global messaging system. Now, existing wide area networks can exchange messages digitally between multiple system nodes at speeds up to 100 megabits per second over Ethernet connections.

This extremely flexible networking option permits users in one office to send and distribute voice and fax messages to multiple locations worldwide, thereby reducing transmission costs and message delivery time. The VoiceClusters™ Digital Networking Module is available as an option for the Series 5000, Series 3000, and Series 1000 platforms.

AMIS Analog Interface Module

The Audio Messaging Interchange Specification (AMIS) analog protocol allows integration of the eVPS with voice processing systems from other vendors. The AMIS analog protocol describes how different voice mail systems can network, thus giving eOn's AMIS Analog Interface Module a mechanism to transfer voice messages among voice mail systems with similar functions and different architectures.

The AMIS defines formats for identifying message originators and recipients, addressing messages, and sending, receiving, and replying to messages. Users on any voice mail system that supports the protocol can send a message to a user on any other voice mail system that also supports the protocol. Voice mail systems employing AMIS must support the analog component of the specification in order to allow communication with the eVPS.



Remote Message Delivery (RMD)

The RMD method is an analog-based, proprietary networking protocol included at no charge with every eVPS eOn delivers. RMD networking capability allows messages to be marked as private or priority and includes items such as the sender's name. Similar to our VoiceClusters™ capability, the RMD protocol is employed between two or more network nodes, and each node which requires RMD messaging capability must have an eVPS.

RMD utilizes the Public Switched Telephone Network (PSTN) to transmit messages in analog form between eVPS nodes. The RMD approach represents a very cost-effective way for transmitting voice messages in cases where analog messaging meets the demands of a specific application.

Centralized Voice Mail

With the centralized voice mail approach for the eVPS, networking capabilities help your business consolidate resources and ensure consistent call answering and routing across all locations. A single, centralized voice processing platform saves money, speeds information sharing between hub and remote locations, allows for multi-site distribution lists, and simplifies the task of adding new extensions.

Centralized voice mail controls message counts and message waiting lights for all stations on the network, lighting and extinguishing them nearly instantaneously. In addition, the system is able to automatically redirect unanswered calls to the personal greeting of the originally called station anywhere on the network. From individual stations or mailboxes, users can both send and forward messages to anyone on the network, as well as create custom mailing lists and/or distribution lists for any combination of users at any of the networked sites.



Fax Capabilities

eOn's software-based approach to providing a full range of fax capabilities gives you the functionality you need without the additional hardware investment other solutions require. Two fax options are available; the Fax Messaging/Broadcast Module and the Fax-on-Demand Module. Both modules give customers access to the complete array of eVPS fax features through a single administrative interface.

Fax Messaging/Broadcast Module

The eVPS Fax Messaging/Broadcast Module enables users to broadcast fax messages to a specified list that can be created, edited, and deleted by the system administrator. Another option is to program a mailbox, allowing users to create and modify up to 99 personal lists, each of which can contain up to 100 outdial elements such as mailbox ID, fax terminal numbers, or other fax broadcast lists. Also, the Fax Messaging/Broadcast Module enables users to schedule faxes to be broadcast during off-peak hours, thus taking advantage of lower rates.

When an incoming fax arrives, the message waiting indicator alerts the user just as it does for voice messages. The user can then listen to the voice cover page, identify the subject of the message and determine the appropriate distribution or retrieval method, such as default fax machine, alternate fax machine, or PC equipped with a fax modem. With the optimal Unified Messaging Module, faxes can be viewed and printed from the desktop. Faxes can be sent one at a time or selectively queued to be printed at the same time. In addition, with a single call made from a remote fax machine, a user can call into the mailbox, listen to voice messages and print fax messages directly to that machine.

Many programmable options are provided for the Fax Messaging/Broadcast Module, making it extremely efficient in handling fax messaging and broadcast activity. Fax messages can be forwarded to single users, multiple users, or broadcast lists, and, in addition, can be saved, deleted, or delivered to the user's desktop to be printed or forwarded. However used, the module's fax broadcast capabilities allow for easy setup of customized fax distribution lists for each user mailbox.

Fax-on-Demand Module

By adding eOn's Fax-on-Demand Module, customers can create a fax document library, a necessity for organizations seeking to establish better communications with their customers. The library of fax-on-demand documents can be placed in folders organized by department or by document category. Once organized, the eVPS makes it easy to code and number company documents, allowing direct access to specific document titles by prompting the user for the document number. Also, multiple documents can be selected in a single call using either a direct fax machine connection or by using the return call method, where the user enters a number for fax document delivery.

The Fax-on-Demand Module is especially suited for multi-tenant applications that require tight control over fax document libraries. In this particular application, a unique control group is set up for each tenant requiring fax-on-demand capabilities. Within the control group, separate folders can be created for technical support, marketing and sales, engineering, and training support.

For document security purposes, the system administrator can grant access to the entire fax library, or restrict access to certain documents based upon a pre-defined access code. The Fax-on-Demand Module supports a maximum of 100 folders across all control groups, however, the number of fax documents is limited only by available disk space and the number of unassigned mailboxes.



Voice Processing Integration

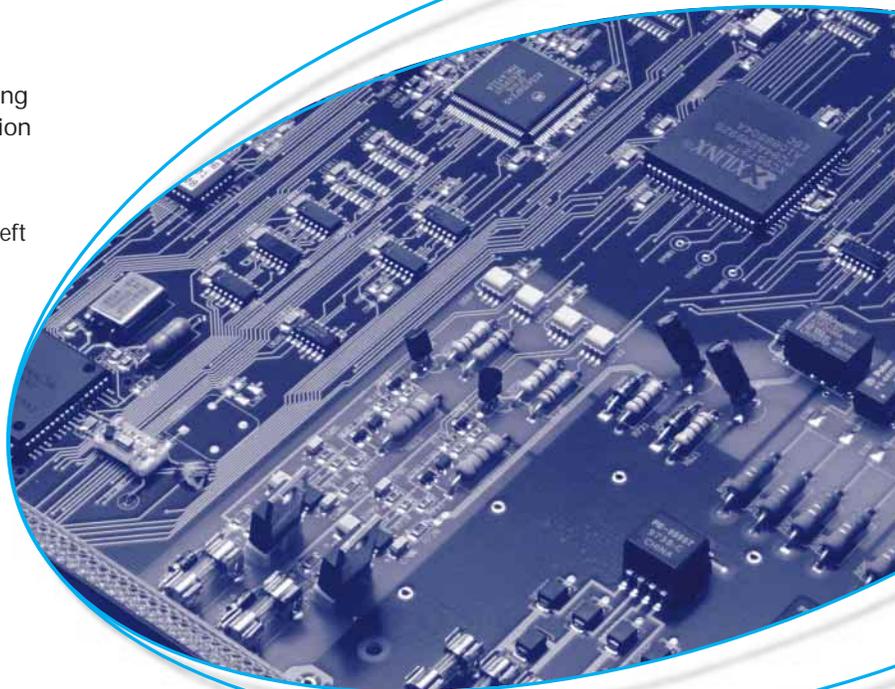
Through the seamless integration of media into a single, robust platform, the eVPS provides a sensible, cost-effective approach to meeting your communications needs. The eVPS is a voice processing solution that enables your organization to expand its capabilities as its requirements change.

Further, the eVPS is optimized to work with all of eOn's powerful communications platforms: the eQueue, eNterprise, and Millennium. The powerful combination of eOn's switching and voice processing solutions delivers an extremely tight integration, and many benefits not available elsewhere. Here are just some examples of how your organization can benefit from the optimized eVPS integration:

- Message waiting counts reflected on the telephone's display
- Calling party name/number for internal and external callers
- One-button call return and message response for internal and external callers
- Intelligent up-front paging, allowing the calling number to be displayed on a pager
- Caller hears the appropriate greeting – "away from desk," "on the phone," etc., based on the state of the telephone
- Multiple message forwarding, and forwarding of messages to multiple recipients/distribution lists
- Access messages feature, indicating that a mailbox was accessed but no message was left

For non-integrated environments, the eVPS platform integrates effectively with many telephone systems using inband, off-hook, E&M, and standard Simple Message Desk Interface (SMDI) protocol within a Centrex environment.

eOn's unwavering commitment to providing a completely integrated approach to voice processing sets us apart from the competition. Furthermore, our emphasis on continued integration development provides assurance that eOn continually implements state-of-the-art technology throughout its product line.



The Complete Solution

eOn's voice processing solutions provide totally integrated communications that address an organization's current and future voice processing requirements. The eQueue, eNterprise, and Millennium communications systems complement the eVPS in a way that ensures maximum productivity and ease of administration, combined with unmatched end user functionality and seamless upgrades.

eOn's eVPS is the best investment your organization can make in a total solutions approach to its messaging needs.

Technical Specifications

eOn Voice Processing System (eVPS) Technical Specifications

PARAMETER	Series 500	Series 1000	Series 3000	Series 5000
Number of Ports	4	4 or 8	8, 16, or 24	8, 16, 24, 32, 40 or 48
Hours of Message Storage	25	25 - 125	50 - 250	100 - 700*
Random Access Memory	16 MB	32 MB	64 MB	128 MB
Maximum Number of Mailboxes	100	250	2,000	3,000*
Digitizing Rate (Codec/DSP)	12 - 64 Kbps	12 - 64 Kbps	12 - 64 Kbps	12 - 64 Kbps
Cabinet Size (excluding monitor & keyboard)	Width: 7.00" (17.78 cm)	Width: 7.50" (19.05 cm)	Width: 7.63" (19.38 cm)	Width: 19.00" (48.26 cm)
	Height: 14.00" (35.56 cm)	Height: 15.75" (40.01 cm)	Height: 17.50" (44.45 cm)	Height: 7.00" (17.78 cm)
	Depth: 16.50" (41.91 cm)	Depth: 17.00" (43.18 cm)	Depth: 18.50" (46.99 cm)	Depth: 19.25" (48.90 cm)
Cabinet Configuration	Tower	Tower	Tower	Rack Mount
Cabinet Finish	Beige	Beige	Beige	Black
Monitor	15" Color VGA	15" Color VGA	15" Color VGA	15" Color VGA
Uninterruptible Power Supply (UPS)	Optional	Optional	Standard	Standard**
Network Interface Card (NIC)	Optional	Standard	Standard	Standard
External Modem	Standard	Standard	Standard	Standard
Remote Comm. Software	Standard	Standard	Standard	Standard

* Series 5000: Number of mailboxes and hours of message storage can be increased to meet specific application requirements. Message storage varies depending on selected compression rate and installed system options.

** Rack mount UPS is optional with the Series 5000.

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