

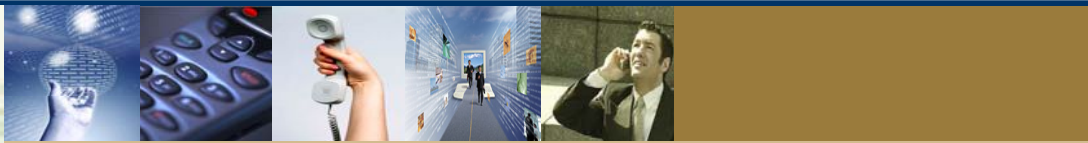


You speak...We listen.

UC BLUE™

WebSphere software

Lotus software



## VoiceRite Message Waiting

The VoiceRite Message Waiting Indicator over IP (MWIoIP) solution provides Message Waiting Indicator (MWI) control features for remote PBX via a centralized IBM Message Center platform, leveraging the Internet or other data networks for IP transport. The solution consists of a number of software components and some hardware modules used to integrate to specific switches.

### Features

MWIoIP offers you optimized queuing technology, statistical load monitoring, and diagnostics.

- Optimized Queuing Technology - enhances MWI throughput under heavy network conditions.
- Statistical Load Monitoring - lets you know when to add additional controllers to reduce queue time and provides separate performance statistics per switch.
- Diagnostics - built in diagnostic capabilities used for self-testing and easy installation.

Is reliability necessary for your network environment? MWIoIP was designed from the ground up to support recovery and minimize interruption of service for the end user. When a power outage occurs the software queues up MWI requests until network devices are restored. The architecture is designed to take advantage of multiple controllers for reliability and load sharing in the case of network or device failure.

MWI is designed to easily scale from 10,000 to over a million mailboxes and MWIoIP is easily configured to support multiple controllers per switch.

### The major benefits of this solution include:

The ability to set/reset MWI on disparate PBX switches in a decentralized telephony environment with a centralized messaging solution via TCP/IP.

Plug-in architecture to support multiple PBX technologies.

No long distance calls to provide MWI control.

Supports Rolm 9751, Avaya G3, Cisco CallManager and other PBX's



VoiceRite delivers Cisco certified products.

Do you want to control Message Waiting indicators in a mixed switch environment?

Message Waiting indicators have always been considered a set of proprietary protocols that are difficult to deploy. That is until now! VoiceRite Message Waiting solution unifies this environment via a pluggable and scalable architecture. With MWIoIP, you can leverage the IP network remotely to control the Message Waiting Indicator via TCP/IP.

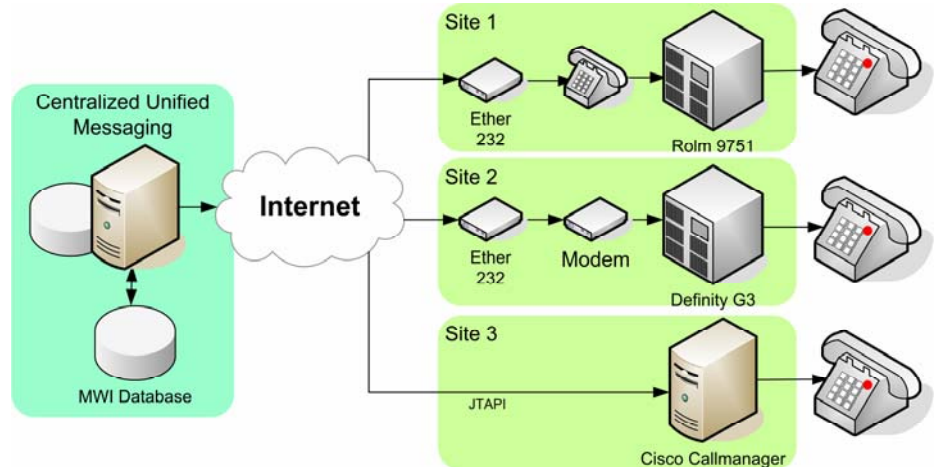
Leverage the IP Network and Remotely Control Message Waiting Indicators...

- Instant notification
- Remote control of your message-waiting indicator via TCP/IP
- Supports multiple PBX and Centrex technologies
- Built-in support for fail-over and scalability

#### Technical Specifications

- Object oriented design
- POSIX Compliant
- Incorporates thread pooling technology
- Cross platform plug-ins
- Socket Based TCP/IP for communication
- Round-robin load sharing
- Designed to take advantage of SSI Clustering technology

Look at a typical installation with IBM Message Center:



The primary Message Center node would be configured to run the MWIoIP Daemon process. VoiceRite installs a subscriber process and configuration database on this node. The remote extensions, switch types, and IP addresses of the integration devices, indexed to specific profiles, are stored in the configuration database.

Upon receipt or clearing of a voice message in Message Center, the MWIoIP Daemon signals the VoiceRite MWI Process with the request to set or clear the Message Waiting Indication. The process completes a database dip to establish the switch type, IP address, and local extension to set the indicator lamp from the profile provided by Message Center. This information is used to send a request in switch specific protocol to set or reset the Message Waiting Indicator at the remote switch. The request is transmitted to the remote IP address and the switch interaction is completed. Typical transactions times for set/reset are sub-second.

Multiple devices can be configured for the same switch to provide round-robin load balancing and fail over for high-usage installations. Physical switch integration may be completed differently depending on the switch type.

#### For More Information

If you would like more information on VoiceRite's MWIoIP, please call 954-653-2600 or email us at [sales@voicerite.com](mailto:sales@voicerite.com)



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[www.voicerite.com](http://www.voicerite.com)

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