

OneBox™ Product Family  
Your One-Stop Solution for  
Voice Mail, Fax, and  
Unified Messaging





## Messaging

High technology should greatly increase productivity. However, research shows that managing multiple systems can actually decrease it. With so many different software and hardware functions for each application such as voice mail messaging, arranging appointments, faxing and managing correspondence, users may become confused and frustrated. Why, in this age of informational innovation, isn't there a **one-stop solution?**

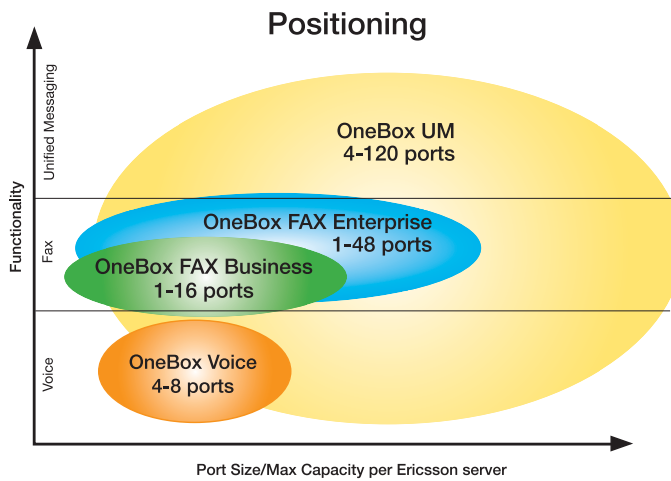
Now there is! Ericsson offers your organization a variety of high-tech yet easy-to-use communication options. Depending on your staff's needs, we provide messaging capabilities from standalone voice mail technology, inbound and outbound faxing, to highly interactive Unified Messaging.

OneBox is a state-of-the-art Unified Messaging application giving users access to their messages – anytime and anywhere. All messages – whether by voice, fax, or e-mail – are available through your mobile phone via text-to-speech or computer desktop via Microsoft Outlook or Lotus Notes. This instant accessibility leads to greater productivity, giving your company that vital competitive edge.

By providing your workforce with advanced voice mail, inbound and outbound faxing, or best of all, the Unified Message System, which combines these and other options, you are giving them that vital competitive edge, both individually and as part of a team.



**OneBox increases productivity at the office with all three message types displayed together on the desktop computer; message retrieval is fast, and prioritising easy.**



**OneBox Voice:** Voice mail, comes in 4 – 8 port analog configurations  
**OneBox Fax Business Server:** Inbound and outbound fax, comes in 1 – 30 channels analog or ISDN configurations. Max. 16 channels per server  
**OneBox Fax Enterprise Server:** Inbound and outbound fax, comes in 1-1024 channels analog, ISDN or digital configuration. Max. 48 channels per server.  
**OneBox UM:** Voice mail, fax and unified messaging, comes in 4 – 120 port configurations, Both analog and digital solutions are available.

## OneBox Voice

Designed for the small office with big demands, this voice mail system of up to eight ports enables users to record, reply, forward and send voice mail messages. OneBox Voice contains such advanced features as an automated attendant, plug-and-play installation, and runs on top of Microsoft Windows 2000 Professional operating system – all at a low cost. Perfect for a growing organization, use OneBox Voice as the stepping stone to unified messaging.

## OneBox Fax Business Server

OneBox Fax Business Server is an e-document delivery system ideal for the mid-size company, department or workgroup. With OneBox Fax Business Server, organizations can take advantage of a wide range of network faxing options, including creating, sending, and receiving documents directly from desktop

## OneBox Fax Enterprise Server

is a feature rich fax solution designed to work using interconnected servers, ideal for global companies that require flexibility and system-wide

control over fax communications. OneBox Fax Enterprise Server is a robust document delivery engine, providing companies the ability to electronically send and receive documents from virtually any business application securely via fax, or e-mail

## OneBox UM

OneBox UM is the state-of-the-art unified messaging applications giving users access to their messages – anytime and anywhere. All voice, fax, and e-mail messages are available by fixed or mobile phone, and at the computer desktop via Microsoft Outlook or Lotus Notes. This instant accessibility leads to greater productivity, giving your company a vital competitive edge.

Feature	OneBox Voice	OneBox Fax Business Server	OneBox Fax Enterprise Server	OneBox UM
Advanced Voice Mail	Standard			Standard
Automated Attendant	Standard			Standard
Voice Intercept Messaging (VIM)	Optional			Optional
Networking	Optional			Optional
Message Notification	Standard	Standard	Standard	Standard
Multiple Language Support (2 standard)	Standard			Standard
Advanced Inbound/Outbound Fax		Standard	Standard	Optional
Fax on Demand (Fax text)			Standard	Optional
Advanced Fax Application Suite			Optional	Optional
Unified Messaging				Standard
Text to Speech				Standard
Global User Administration				Optional
Single point of administration via DNA	Standard			Standard

■ Standard  
■ Optional



### Advanced Voice Mail

When users are busy on the phone or away from their desks, OneBox answers calls and allows callers to leave messages. Voice messaging can be used for non-real time communication in the same manner as e-mail. Users reply to or forward incoming messages, and initiate new messages to one or several receivers without the need to speak directly with the other party.

### Automated Attendant

OneBox allows each individual mailbox to be configured with various call processing capabilities. Depending on users' rights, incoming calls may be presented with a personalized menu of options that can be predefined with actions like:

- forward to mobile phone/home office
- forward to a secretary/assistant
- allow callers to dial another extension
- allow callers to send a fax
- allow callers to page the called party

The call flow for each mailbox is easily set up by the system administrator and can be activated/ de-activated

by the individual user. Automated attendant can also manage the work that is normally performed by the company telephone operator.

### Voice Intercept Messaging (VIM)

Knowing they will be unavailable to take calls, the user activates a diversion via telephone. Callers are told why the user is absent and the planned time for the user's return.

*"Johann Hollander is out for lunch and will be back at 1 p.m. Please leave a message after the tone or dial zero for the operator."*

Callers then have a range of options, including leaving a message, transferring to an operator or personal assistant, transferring to Johann's mobile phone, transferring to another number, or hearing the options again in another language.

### Short Message Service (SMS) Support

This feature allows users to obtain notification of messages on their mobile telephones and pagers. SMS support requires SMS service from a third-party provider, a modem dedicated to communicating with the

SMS provider, and mobile telephones and pagers compatible with the network used by the SMS provider.

### OneBox FAX Application Suite

The OneBox FAX Application Suite contains features such as:

**PDF Converter:** This feature allows PostScript and PDF files to be sent as outgoing faxes.

**E-mail Gateway:** This feature provides integration between a fax server and popular e-mail systems, such as Microsoft Exchange® and Lotus Notes. The E-mail Gateway allows users to send and receive faxes directly from e-mail clients.



## **Advanced Inbound/Outbound Fax**

Users may conveniently receive and store incoming faxes in their Microsoft Outlook or Lotus Notes mailbox. They can also view faxes directly from a fax manager application or most web browsers.

A received fax can be printed on a printer or forwarded to a fax machine. This enables them to maintain confidentiality and print out faxes 24 hours a day, at work, at home or when traveling.

Since faxes are sent and received directly to the user's desktop PC, sending a fax is just as easy as printing a document. When sending a fax, users can include introductory comments, specify future delivery, and restrict message forwarding. Recipients of fax messages can forward the fax to other subscribers and include introductory voice comments with the fax.

## **Fax on Demand (Fax Text)**

Fax on Demand allows a company to set up a library of fax documents that are easily retrievable by outside callers. Callers can retrieve documents either by:

- (1) Calling the system from any fax-phone and having the documents delivered on the same call, or
- (2) Calling the system from an ordinary phone and having OneBox deliver the documents to any fax machine.

## **Anytime Access**

Unified messaging allows users to access all messages – voice mail, fax mail, and e-mail – anywhere, any time, from your desktop client (Microsoft Exchange or Lotus Notes), Web browser, or telephone.

## **Text to Speech**

While away from the office, users can retrieve their e-mail messages over the phone by an advanced text to Real Speech engine in these languages: UK English, US English, French, German, Italian, Spanish, Dutch, Danish, Norwegian, Spanish, Portuguese, and Swedish.

## **Global User Administration**

Administrators of multiple, networked systems can simultaneously manage the subscriber and distribution list databases of all systems in the OneBox network. Additions, changes, and deletions of subscriber mailboxes and distribution list mailboxes are performed from a single global view.

## **Single Point of Administration via D.N.A.**

System administration of OneBox and the Ericsson PBX can be managed through the D.N.A. Application Suite. Moves, adds, and changes can easily be performed from the DNA Directory Manager and Extension Manager.

## **Networking**

The advanced networking of OneBox makes it the solution of choice for large, multi-site enterprises. OneBox supports both analog and digital networking formats as well as Voice Profile for Internet Messaging (VPIM) and the industry standard Audio Messaging Interchange Specification (AMIS) for networking with other vendors' messaging systems. With OneBox, you can network an unlimited number of systems together to create a solid, enterprise-wide communication solution.



## A day with OneBox

*Daniel Sheckter is a computer consultant at a company that has offices at three locations. Typically, his daily schedule takes him on the road where he will visit five or more customers. During these visits, he receives numerous fax, voice and e-mail messages from his office, his customers and his suppliers. Responding to each quickly and effectively is one of the challenges of his job. **The solution: OneBox Unified Messaging.***

### 8:10 Before reaching the office

From home, Daniel calls OneBox to find out what messages he has received. Using the telephone, he listens to urgent e-mail and voice mail messages from a major customer informing him that their corporate data network crashed during the night. Daniel's response: (1) He forwards the customer's e-mail with a voice mail attachment to his technician asking him to proceed immediately to the customer site and (2) He sends a voice mail message to inform his customer what steps he plans to take.

#### Message accessed

Voice mail messages (via telephone)  
E-mail (via telephone and text to speech)

#### Messages sent

Forwards e-mail with voice mail attachment  
Voice mail message



### 9:30 At the office

At his desktop PC, Daniel uses his Microsoft Outlook client to listen to a couple of additional voice mail messages that came in during his ride into the city. One is an e-mailed job application from a former colleague. This he forwards to the company's president and several department heads with a voice mail attachment. He also speaks directly to his technician at the crashed site and agrees to meet him and the customer's IT manager that afternoon.

#### Messages accessed

Voice mail messages (using Microsoft Outlook)  
E-mail message (using Microsoft Outlook)

#### Messages sent

Forwards e-mail (multiple addresses) with voice mail attachment

### 10:45 On the run

Visits to customers take up the morning and early afternoon. During these visits, he receives direct calls, SMS notification of new voice mail and, from the technician at the crashed site, an e-mail message. From his mobile phone, he accesses his e-mail (using text to speech) and forwards the technician's e-mail, which contains important information, to a fax machine at his next appointment.

#### Messages accessed

Voice mail (via telephone and text to speech)  
E-mail (via telephone and text to speech)

#### Messages sent

Forwards e-mail to fax machine



### 15:30 Roaming the premises

Daniel and the technician review a list of suspected reasons for the crash. Borrowing his colleague's laptop, he sends an e-mail attaching previously received voice mail messages via his web browser to a technical specialist for his opinion. Later, while moving around the customer's

premises, he's able to access incoming voice, fax and email messages and respond using his mobile phone.

#### Messages accessed

Voice mail (via telephone)  
E-mail (via telephone)  
Fax (via telephone)

#### Messages sent

E-mail (with voice mail attachment) through web browser  
Voice and e-mail messages



### 20:45 At the hotel

Daniel is staying at a hotel located down the road from a key customer he will meet early the next morning. Before eating a late dinner, Daniel checks his messages. Using text to speech, he listens to a detailed e-mail from his colleague confirming his suspicion: a defective router. He immediately sends a voice mail message to the vendor of the router, stressing urgency. Since it's too late to return calls from all the customers who have left messages that afternoon, he responds with a number of voice mail messages.

#### Messages accessed

E-mail (via telephone and text to speech)

#### Messages sent

Voice mail messages



## Using Ericsson's Fax Messaging System

### Incoming Faxes

Reinhard Hentshel is an attorney responsible for business development in a small yet growing law office in Bonn, Germany. To gain the attention of potential new corporate clients, he travels to various cities giving seminars for executives and mid-level managers.

For this reason, Reinhard depends on Ericsson's Fax Messaging System to handle all his messages at any hotel or convention center where he

is speaking. Reinhard can receive and store incoming faxes on his PC or laptop computer. The faxes can then be sent to a printer or forwarded to a fax machine at the hotel where he is staying.

This feature enables him to maintain confidentiality and print out faxes 24 hours a day at his office, at home or when he is traveling.

### Sending Faxes

When Reinhard sends a fax, he has the same capabilities of a voice message. He can include introductory comments, specify future delivery, and restrict his message forwarding.

## Technical Data

### Number of voice ports:

OneBox Voice 4 – 8 (maximum 8 channels per server)  
OneBox UM 4 – 120 ( maximum 120 channels per server)

### Number of Fax ports:

OneBox Fax Business Server 1 – 30 channels  
(maximum 16 channels per server)  
OneBox Fax Enterprise Server 1-1024  
(maximum 48 channels per server)

**Maximum number of Unified Messaging clients:**  
10,000 (SBUM) per server, network up to 256 servers

### Operating system:

OneBox Voice – Windows 2000 Professional  
OneBox Fax, OneBox UM Windows 2000 Server

### Minimum server requirements:

10 gigabyte (GB) hard disk drive with a 4-GB drive C partition  
433 MHz Intel® Celeron™ or equivalent microprocessor  
256 RAM  
Microsoft Windows 2000 Server with Service Pack 2 for OneBox Fax, UM  
Microsoft Windows 2000 Professional for OneBox Voice  
Color VGA-compliant graphics adapter and monitor  
DVD drive and 3.5-inch disk drive  
Universal PCI slots  
Altiris Carbon Copy 5.7 or Altiris Carbon Copy 5.7 or Symantec pcAnywhere™  
Built-in parallel port (Must be BIOS enabled)  
Windows 2000-compliant external modem  
Appropriately configured feature key diskette and hardware lock

If integrating using an outband RS-232 integration, a dedicated COM port and serial cable to communicate with the telephone system

### PBX integrations:

Available Ericsson PBX integrations include:

- MD110
  - Analogue
  - CAS
  - DPNSS
  - ISDN (fax only)
- BusinessPhone
  - Analogue

OneBox Family solution offers integration to the other PBX's. For information, please contact Ericsson

### E-mail access:

E-mail access means integration of e-mail, voice mail, and fax systems. Messages can be accessed via client PC application or telephone.

Full sever based UM client integration can be achieved with systems using:

- Microsoft Outlook 97, 98, 2000, Office XP (2002)
- Lotus Notes R4.6.6, R4.6.7, R5.0.5, R5.0.6a, R5.0.7a, 5.08, 5,09, 5,10 (Microsoft Platform Only).

Full server based UM telephone integration can be achieved with systems using:

- Microsoft Exchange 5.0, 5.5, 2000\*.
- Lotus Domino Mail Server R4.6.6, R4.6.7, R5.0.4, R5.0.5, R5.0.6a, R5.0.7a, R5.08, 5,09, 5,10 (Microsoft Platform Only).

\* required Microsoft Exchange 2000 for Message Waiting Indicator (MWI)

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Produced in January 2003  
EN/LZT 102 3329 RC  
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