T3main®
Feature Guide

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T3 Telecom Software, Inc.

T3 Telecom Software, Inc. may make changes at any time, without notice, to specifications, documentation, product descriptions, and plans.

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Introduction

T3 Telecom Software's T3main is a comprehensive presence-based voice processing application that serves as an adjunct to the PBX by providing the mailbox owner with a host of features and configuration options. T3main connects to a telephone system through analog or digital ports, SIP trunks or SIP stations, and is administered either locally or remotely using a web-based interface.

Please note: Not all of the following features are included in the base system. In addition, not all features are supported with every PBX.

Automated Attendant

The automated attendant routes incoming calls to the appropriate PBX extension without operator assistance. One of the benefits of the automated attendant is that it eliminates the bottleneck of calls at the operator's console, particularly during peak hours, and allows callers to reach their desired destination quickly. If a caller is not familiar with the PBX system's extension number, the automated attendant offers the caller the option of accessing a directory assistance function. The function prompts the caller to dial a number up to nine digits that corresponds to the letters in the party's name. The system then performs a lookup and announces the available options.

Departments

Each department's automated attendant functions can be configured separately. Up to 999 separate departments can be created, each with its own automated attendant greetings, day of week and time of day timers, operator, incomplete call destination and directory assistance.

Department Partitioning

Department partitioning allows for complete separation between departments or companies using one T3main system, allowing for complete "tenant" functionality.

Department Schedule

With the department scheduler an administrator can define schedules for each department that includes an operator destination, a no response destination, three different system greetings, a speech recognition greeting, conversion table and script destination. The schedule may be activated based on a time table that defines a range of dates and/or times of the day to accommodate holidays and special occasions.

Departmental Time Zone

Departmental time zone is a configurable setting that defines the appropriate time zone for programmable departmental parameters, such as time of day–based greetings and call routing rules.

Directory Assistance

T3main allows for incoming calls to the auto attendant to dial the first letters of the called party's first or last name.

Do Not Disturb

A mailbox owner can set "do not disturb" to have calls sent directly to voicemail.

Fax Detection

The T3main will transfer immediately to a designated mailbox, or PBX extension connected to a fax machine, if a fax signal is detected.

Follow-Me

A mailbox can be set up to forward a call to an external phone number before the call is transferred to voicemail. When using supervised follow-me, the mailbox owner can perform functions such as record the call, conference in another subscriber, or send the caller back to the mailbox owner's voicemail box.

Follow-Me Connect Verification

The mailbox owner can positively accept the follow-me calls by pressing a key to prevent calls from ending up in cell phone voicemail or other telephone answering devices.

Follow-Me Record to Mailbox

Allows the mailbox owner to record a conversation that has been answered at the follow-me number. The conversation is saved and sent to the mailbox owner's voicemail box as a new message.

Follow-Me Transfer Back

After the mailbox owner receives the call to the external device he can redirect the caller to another internal PBX extension.

Holiday/Date-Based Greeting

Holiday messages and their dates can be pre-programmed into the system. When the internal calendar matches one of these dates, the appropriate holiday greeting will replace the main greeting.

No Response Destination

A destination that incoming callers will be transferred to if they do not respond when prompted by the auto attendant. The system will validate if a caller is still connected to the system before a call is transferred to the no response mailbox. This enables the filtering of calls that were dropped by the caller, but were not disconnected by the central office or the PBX.

Operation Mode

Operation modes allow a department to operate under different modes such as day, night, emergency, lunch, or holiday. Each mode can have different conditions to handle calls (e.g., different greetings, operators, scripting routings). Operation modes can be set to change automatically or manually.

Simple Single-Digit Dialing

T3main's departmental conversion tables allow the incoming caller to easily navigate by using single-digit DTMF keystrokes to reach specific company departments, services or extensions.

Speech Recognition

T3main speech recognition automated attendant has the ability to interact with the caller using natural language speech in addition to the DTMF interface. Speech recognition does not replace, but rather enhances the existing auto attendant, and pre-existing DTMF functionality is still available.

Text-to-Speech

The system will use text-to-speech (TTS) to play back the name of a mailbox owner if the name has not been recorded. If there is no name listed, the mailbox number will be played back.

Time of Day Greeting

Time of day greeting is a time-dependent greeting (e.g., good morning, good afternoon, good evening).

Voice Messaging

Ad-Hoc Groups

A mailbox owner can send or forward a message to a group of mailboxes created on the fly, as opposed to predefined groups (see *Voice Messaging: Distribution Groups,* page 5).

Archive Mailbox

Messages can be archived by automatically copying from an originating mailbox to an archive mailbox. For example, hotel reception can access the archive mailbox to allow guests to recover messages after they have already checked out. Archived messages are stored by mailbox number and date for easy access.

Automatic Message Copy

Messages can be copied automatically from an originating mailbox to a destination mailbox. Specific types of messages (such as priority, group, or fax), can be selected for automatic message copy, and the automatic message copy can happen immediately or be assigned to copy only after a pre-selected amount of time.

Call Queuing

When the automated attendant detects a busy event from an extension it can be set to put all callers on hold in a queue and let each caller know his position in the queue. The T3main will attempt to transfer the caller to the extension after a certain period of time and if the extension is still busy the system will announce to the caller their position in the queue. While

holding, the T3main can play promotional announcements to the caller.

Call Record

The mailbox owner can record an incoming call by using a key press on the telephone key pad.

Call Screening

Call screening allows a mailbox owner to require that a caller state her name before a call is transferred to the requested extension. The name is played back to the mailbox owner and the owner can then accept or reject (i.e., send directly to voicemail) the call.

Caller ID (CID) Routing

Calls can be routed, based on caller ID information, to a mailbox or application. A complete or partial number (which includes only the area code, or area code + exchange) can be used. Caller ID routing tables are available at the system level, departmental level and for every voicemail box.

Cancel Operation

Allows a mailbox owner to cancel out of the current action and be brought back to the previous menu.

Change Message Time

The date and time of a message can be automatically updated when re-saved by a mailbox owner in order to extend message end-of-life.

Check Message Count

The mailbox owner can check how many new and saved messages are in his mailbox.

Confidential Message

A message may be marked as confidential and the recipient will be informed that it is confidential before the message plays.

Delete from Subscriber's Mailbox

A message may be deleted from another subscriber's mailbox by the subscriber who sent it, if it has not yet been listened to.

Distribution Groups

A new message can be sent, or a message can be redirected to multiple individuals, without having to input individual mailbox numbers. Distribution groups are either global (available to all mailboxes) or private (each mailbox owner can establish their own groups). The system can manage up to 99,999 distribution groups (private and global) with unlimited members and groups within groups.

End Recording Key

The administrator can define a specific key that callers must press to stop their recording (for example, #). This is useful to prevent accidental termination of a recording.

Envelope Information

Envelope Information includes time and date information, caller ID, sensitivity and urgency of the message. Envelope information can be programmed to automatically play with a new message or only play when requested by the mailbox owner. If set to play automatically, it can be programmed to play either before or after the voicemail message.

External Message Notification

The mailbox owner can schedule notification to external devices when a message is received, such as text message to cell, notification to pager, and call-out to another phone number.

First-time User Tutorial (Mailbox Set-up)

Assists the mailbox owner with the set-up of her voicemail box (change password, set up personal greeting).

Forward/Rewind

A configurable timer that defines how far backward or forward a message will skip when the mailbox owner uses the skip backward/forward key press during message playback.

Future Delivery

A mailbox owner can input a time and date to schedule a message for future delivery.

Hospitality Mailbox

A hospitality mailbox is a streamlined mailbox that allows guests (users) to retrieve room messages from any phone on or off the property and access voicemail and faxes through a web browser. The front desk can also retrieve messages for a guest as well as retrieve messages from the archive for a guest that has already checked out.

Key Ahead

Bypass a voice prompt by selecting a key press.

Mailbox Owner Language Selection

A default language can be set for each mailbox owner. This is the language of the prompts that a mailbox owner will hear when calling into his mailbox. If this feature is not set, the mailbox owner will hear the language identified in department settings.

Mailbox Time Zone

This configurable setting defines a time zone for the mailbox owner which is used during envelope information message playback. The owner will hear the message delivery time relative to their time zone.

Message Call Back

While listening to a message, a mailbox owner can initiate a call back to the caller (based on caller ID). In a supervised call back the T3main remains on the call, allowing the use of functions such as call record, transfer to voicemail, or transfer to another mailbox owner.

Message Cascading

An administrator can create a set of independent rules to determine what happens to a message after it is received in a mailbox. For example, when a message comes in to a sales group mailbox it is automatically copied to all members of that group. The administrator can also define cascade rules that will delete or save the messages from all the members as soon as one member has listened to the message.

Message Delete Confirmation

Message delete confirmation requires the mailbox owner to confirm message deletion by pressing an additional key. This option can be enabled or disabled by the system administrator.

Message Monitor

Also known as "answering machine emulation," message monitor allows the mailbox owner to screen messages as they are being left in his mailbox and pull the caller out of voice mail with a key press. The length of time the message will be heard over the mailbox owner's speakerphone is configurable.

Message Waiting Indication

The system will trigger a light on a phone when a new message is received. In addition, an indication on the phone display shows the mailbox owner how many phone messages are in the mailbox.

Notification of Non-Receipt

A mailbox owner may request notification when another mailbox owner does not listen to a specific message.

Octel® Prompt Emulation

In addition to the T3main's own telephone user interface, the system includes a prompt set that mimics the Octel® system. The Octel prompt emulation can be used on a mailbox-by-mailbox basis or system-wide.

Park and Page

A caller is notified that the called party does not answer and asks if the caller wishes to page the called party. This feature can be set to be used at all times or only during night and/or day mode.

Pause Message

A configurable timer that defines how long a message will pause when a mailbox owner uses the pause key press during message playback.

Personal Assistant

Personal assistant allows the caller to press a single digit during the mailbox owner's mailbox greeting to be transferred to another extension.

Personal Automated Attendant

T3main's mailbox conversion table allows the mailbox owner to provide a caller with directives to perform certain functions, such as transfer to assistant, replay greeting, contact pager, transfer to follow-me number, record a message, page

mailbox owner, send caller's telephone number to email.

Personal Schedule

A user can set up personal schedules to manage their calls, including routing a call to one or multiple destinations based on caller ID, time, or a combination of the two, as well as setting up alternate single digit dialing menus (see *Personal Automated Attendant*). With presence-based systems users can also set up rules to play different greetings based on the status set in Outlook (free, busy, out of office, and extended absence (automatic replies/out of office assistant)), caller ID, time, or a combination of the three.

Play New Messages Automatically

Play new messages automatically is a programmable parameter that allows new messages to be played automatically when a mailbox owner logs in (without pressing any digit to begin message playback).

Presence-Based Greeting Management

A specific greeting can be automatically played to a caller based on the presence status set in Outlook. Free, out of office, busy, and extended absence (automatic replies/out of office assistant) are the Outlook statuses that can be linked directly with the T3main.

Priority Message

A message may be marked as priority to be sent to the front of the mailbox owner's message inbox.

Programmable Menu Timeout

A configurable timer that defines the number of seconds the system waits for an entry from the mailbox owner before it times out.

Redirecting Messages

A mailbox owner can forward a message to another subscriber's mailbox or to a group of mailboxes.

Retrieve a Deleted Message

A mailbox owner can retrieve a deleted message and move it back to his saved messages folder up to one day after being deleted (or a longer period of time, as defined by administrator).

Return Receipt

A message may be marked as return receipt to request confirmation that the recipient received and listened to the message.

Review Saved Messages

A mailbox owner may listen to messages already moved to the saved folder.

Speed Control

Allows the mailbox owner to increase and decrease the speed of message play back.

Subscriber's Menu

The subscriber's menu provides the mailbox owner access to all available features of the voicemail system.

System and Department Language Selection

T3main supports multiple languages and can be used independently or simultaneously per system department group.

Variable Extension Length

Variable extension length is a configurable option that sets the number of digits that make up a valid extension number.

Variable Mailbox Length

Variable mailbox length is a configurable option that sets the number of digits that make up a valid mailbox.

Viometrics Voice Verification

Viometrics voice verification is an additional security feature that allows the mailbox owner to be verified using his voice signature rather than the common numeric password. The process has two parts: registration and authentication. The first time a mailbox owner accesses his mailbox, the system will prompt the mailbox owner to register by entering in an eight-digit registration number. If the number is correct, the owner will be prompted to train the system to recognize

his voice. This reference voiceprint is then used in the future to authenticate the user and allow access to private data or services.

Volume Control

Allows a mailbox owner to decrease or increase volume during message playback.

Wake-Up Call

A mailbox can be programmed to make two types of wake-up calls:
1. System makes daily wake-up call until deactivated by mailbox owner.
2. System makes a one-time wake-up call and is then deactivated. Can be set to enable or disable by the system administrator.

Fax Messaging

Clientless Fax

Clientless Fax allows the user to send and receive faxes directly from the email inbox. The user attaches a PDF document to the email message and addresses it to the voicemail platform which is configured as an SMTP server. Clientless fax can be used independently or in conjunction with the fax driver, is operating system– and device-independent, and supports authentication to prevent spam.

Fax Auto Print

The T3AutoPrint client allows automatic printing of incoming faxes to network printers in a Microsoft® Windows® network environment. The client connects using ftp (file transfer protocol) to the T3main server at pre-set intervals, downloads incoming faxes and prints them to a printer pre-defined for each user. Up to 30 printers can be defined in the network, each one associated with a printer ID. In turn,

users can select a printer where their faxes will be printed.

Fax from Desktop

Provides the ability to send faxes from the mailbox owner's desktop.

Fax Format

Fax documents sent from the mailbox owner's desktop may be formatted as PDF or TIF.

Fax Log

A web-based report displays the mailbox owner's outbound faxes. The fax log includes date, time, status of an outbound fax, fax destination, account and billing codes.

Fax-on-Demand

This component allows incoming callers to access a library of documents and select a specific fax document to be faxed to them.

Fax Mail

Fax mail allows a mailbox owner to receive faxes in his voice mailbox and view them via unified messaging (an email attachment) or use the telephone interface to re-route the incoming fax to a physical fax machine.

Fax Queue

A web-based report displays the mailbox owner's outbound faxes currently queued for transmission.

Fax Settings

The mailbox owner may set personal outbound fax settings, such as number of times to retry fax delivery based on busy or no answer and how long to wait between each try. Each fax user can transmit its own name and number (CSID) on outbound fax.

Incoming Fax DID

For inbound fax messages, a DID number may be associated with the mailbox. An incoming fax to this number will automatically trigger a fax tone and the fax will be stored in the mailbox.

Incoming Fax Target

Faxes may be re-routed from an incoming mailbox to a secondary mailbox.

Unified Messaging

Unified Messaging allows a mailbox owner to access voice and fax messages directly through the email inbox. The mailbox owner can also listen to emails as well as manage faxes directly from the voicemail box. When Microsoft integration (Msync) is enabled, users will also receive detailed contact information about the caller in the body of the email message that includes the recorded message.

Voicemail-to-Email

A mailbox owner can listen to voice messages as well as forward voice messages to any email address directly from the email inbox. Messages can also be reviewed over the phone while controlling playback through onscreen controls. When Microsoft integration (Msync) is enabled, an incoming call will look up the caller ID in the user's contact list. When there is a match, the voicemail notification will include the caller's cell phone number, business number, and email address in the body of the email.

Access Emails through Phone

Listen to, delete, save, reply to and forward emails through the phone. A text-to-speech converter reads back emails to the mailbox owner.

Fax-to-Email

Fax-to-email allows the mailbox owner to review fax information directly from the email inbox (including fax sender and number of pages), view fax messages onscreen with any TIFF or PDF image viewer and forward fax messages to any email address directly from the email inbox.

Print Emails to Fax

Forward emails to a fax machine so that they may be printed.

Redirect Fax Messages

Redirect fax messages from the voicemail box to any fax machine when the email inbox is not available for fax viewing.

Integration with Email Clients

T3main unified messaging provides seamless and fully synchronized integration with existing email clients without the requirement of a desktop client. This allows T3main unified messaging to be desktop operating system–independent and greatly minimizes administration and deployment workload.

Enterprise Mail Server Integration

Microsoft Exchange®

This is an enterprise mail server integration that uses EWS (Exchange Web Services).

IMAP4 Synchronization Agent

This is an enterprise mail server integration that uses IMAP4 and SMTP protocols to integrate with other email servers.

Independent Mail Server

T3 as an IMAP Server

This is an independent mail server configuration where voice, fax and deleted messages appear in a separate folder from the mailbox owner's primary inbox. Messages are synchronized with the T3main.

T3 as Secure Web Mail

This is an independent mail server configuration where voice and fax messages are accessed and synchronized with the T3main.

T3 as a POP Server

This is an independent mail server configuration where voice and fax messages are displayed in the mailbox owner's primary inbox. Messages are not synchronized.

Advanced Telephony Applications

Interactive Voice Response (IVR)

The T3main IVR enables any enterprise to automate database functions and provide callers with up-to-date instant information, 24-hour customer service, manage high traffic communications and automate repetitive tasks previously handled by customer service personnel. Text-to-speech and speech recognition can be incorporated into IVR applications.

PIN Numbers

Allows administrators to associate PIN Numbers with destinations and use this information within a T3main script application. For example, in a zip code locator an administrator can create a list of zip codes and associate them with a destination phone number. Based on the zip code the caller

inputs during the call, the call will be transferred to a predetermined destination.

PMS Integration

The T3main is a certified Guest Service System (GSS) partner with Comtrol's Lodging Link® product. Hotels can connect to T3main voicemail through Lodging Link using RS232 communication port or through a network using UDP.

Prerecorded Public Announcement

Administrators can schedule prerecorded announcements over the public address system by time and day to a specific page zone.

Script Language Programming

Customized routines, or scripts, are used for directing callers around the system. Scripts can

also be used to provide various choices to the caller as well as being the standard tool for setting up "Audio Text" mailboxes and building custom applications. Scripts have many different applications, including "intelligent call routing" whereby callers are routed based on time of day, day of week and other criteria such as caller ID. Scripts can also allow callers to interactively answer a questionnaire, providing callers with access to recorded information. It is possible to simultaneously operate scripts in multiple languages.

Outbound IVR (T3iCall)

T3iCall is a broadcast notification tool that is used for the automated dialing of a pre-existing list of numbers. An email can also be sent in combination with, or independent of, the call.

Speech Recognition (T3 Voice Control)

T3 voice control allows users to use spoken commands while navigating their voicemail box. From password entry to sending and receiving messages to changing personal options, the user can either speak commands or use touch tones to navigate their mailbox.

Voice Biometrics (T3 Viometrics)

Viometrics voice authentication is a security feature that allows the T3main system to authenticate a person using his voice signature for access to applications such as doors, call centers or conference bridges. Viometric authentication can layer additional security controls on each authentication such as account codes, caller ID, time of day, day of week and name.

Voice Transcription (T3vT)

T3vT is a fully automated process that converts voicemail to text (visual voicemail) so that voice messages may be read through an email inbox, handheld device, or IM client. These messages may then be archived, searched, copied, and printed just like any email.

Multi-Site Networking

Unique T3main networking capabilities allow multi-site companies to standardize on one solution for their messaging needs. Through the T3main's distributed architecture and proprietary networking protocol, transparent systems can be created across multiple locations and disparate PBX platforms to effectively utilize network resources.

AMIS

Using the industry standard AMIS protocol, mailbox owners on the T3main can transparently send and reply to messages from mailbox users located on dissimilar, but AMIS-enabled voicemail systems.

T3main Direct Cluster Networking (DCN)

T3main DCN consists of redundant and fully synchronized nodes. Each node maintains a complete T3main voicemail application, database and file system that resides on a single server. DCN offers two configurations: "active/passive" for organizations that require a highly available system at a specific site, and "all active" for organizations that have multiple sites and require redundancy across the network. T3main DCN can accommodate both the TDM and SIP protocols along with a mixture of PBX integrations.

VPIM

Using the industry standard VPIM protocol, mailbox owners on the T3main can transparently send and reply to messages from mailbox users located on dissimilar, but VPIM-enabled voicemail systems.

Administration

System administration is done remotely using standard web-based tools. Administrators can connect to the system through a direct connect data cable, or over an Intranet or the Internet using a null modem cable or a standard modem.

Administrator's Password

An administrator's password is required for access to all system administrator functions.

Callout Length

A definable maximum length for a number the system is allowed to callout.

Class of Service (COS)

Class of service controls each specific mailbox's activities including personal options, incoming calls, transfer supervision, ringer and housekeeping. The T3main can accommodate up to 999 COS of service definitions for maximum system flexibility.

Housekeeping

A configurable length of time that defines how long a new, saved, faxed or deleted message will be stored. Each COS definition has its own housekeeping timers.

Import Data

New mailboxes or caller ID routing numbers can be batch imported via a CSV file.

Mailbox Mapping

An incoming DNIS/DID can be mapped to a mailbox number.

Mailbox Password

A mailbox owner's mailbox is protected by a numeric security code. Maximum password length is nine digits. Optionally, a mailbox user can replace the numeric pass code with a biometric pass code using Viometrics voice verification feature.

Mailbox Role

The mailbox owner/administrator's interface is controlled by roles that manage mailbox owners' and administrators' viewing and administration permissions.

Mailbox Search

An administrator can search for specific mailboxes based on mailbox owner's name, department, class of service, etc.

Mailbox Status

A real-time report showing all mailboxes in the system that currently contain messages. This report can be displayed on an overhead projector to show mailbox owners their message status when they have no access to a physical phone with a message waiting light.

Mailbox Swap

Mailbox swap is a database swap between mailboxes that includes all feature programming, messages and greetings.

Mailbox Transfer

A single box or range of boxes may be moved to a new numbering plan. The transfer includes all feature programming, messages and greetings.

Maximum Greeting Length

A configurable option to set a maximum mailbox greeting length. Options are also available for those mailboxes requiring an unlimited greeting length.

Maximum Message Length

Mailboxes may be assigned a maximum message length that determines the length of a message the incoming caller can leave for that mailbox. Options are also available for those mailboxes requiring an unlimited message length.

Maximum Messages

Mailboxes can be set with the maximum number of messages they may receive. If the maximum is reached the caller will be notified there is no room in the mailbox.

Maximum Silence Timer

Maximum silence timer is a configurable option that sets the maximum silence duration within a message. If reached, the message recording will terminate and the caller will be offered additional options (send message, continue recording, rerecord, etc.).

Message Playback Order

T3main playback order allows each mailbox type (new messages, saved messages, email and deleted messages) to be independently assigned as first-in-first-out or first-in-last-out.

Minimum Message Length

Minimum message length can be set to prevent "hang-up" messages.

Push Mailbox

A range of mailboxes can be updated with a field change.

Quick Glance

Allows the administrator to see a list of all mailboxes with the following information: mailbox, extension, first name, last name, class of service, department, mailbox type, message waiting indicator, transfer mode, email client and call control client.

System Backup

The system can perform a daily or weekly backup of all system data including messages, greetings and configuration. The system can also automatically upload a backup to a remote FTP site and create multiple stored backup files.

System Monitor

Monitors the activity of the channels to display which channel is in use or on stand-by, which mailbox is in use and which mode the T3main is using.

Transfer Supervision

Automated Attendant calls can be set to transfer supervision type (none, partial or full). If fully supervised, the number of rings for no-answer result can be defined.

Variable Password Length

Variable password length is a configurable number of digits that make up a valid password number. Each department may have a different variable password length.

WebController

All administration can be managed through the WebController, a web-based interface. Administrators can create different roles for sub-administrators and mailbox owners to manage subsets of the system. Through the WebController administrators can also download log files, setup backup direct to FTP, restore from a backup, upload, run and roll back a service pack, reboot and halt the system, and set time, date and time zone. The WebController can be used on a secure or non-secure http port and is available in English or Canadian French.

Reporting

T3main records all activity from calls coming in or out of the T3main. By collecting this information, administrators can generate different reports. These reports help the system administrator manage and maintain the system to ensure optimum performance. Reports are available for viewing, printing or emailing and can be accessed from the reports menu on the WebController (see *Administration* section, page 12).

Full Report

This comprehensive report includes the following information: date, channel, time, department, mailbox number, duration of call, type of call (external caller or internal user), incoming or outgoing call, call result (answered or unanswered) and caller ID.

Mailbox List

This report displays a detailed list of all mailboxes and includes mailbox, extension, subscriber name, department, COS, usage, new messages, saved messages, email messages, fax messages, deleted messages and total messages.

Mailbox Usage by Date

This report displays the mailbox usage by date. The usage report records any activity made from the mailbox extension, which includes any calls received or made, whether they are external or internal.

Mailbox Usage Daily

This report displays mailbox usage information by date.

Message by Mailbox

This report provides a history of all messages by mailbox, including check-in time, saved time, and deleted time.

Message Activity

This report displays message activity by mailbox.

Outbound calls

This report provides information on all outbound calls placed by the T3main. The report includes mailbox number, date, time, result (answered/unanswered), call duration and number dialed.

Port Statistics

This report indicates summary activity per port on specified dates. Information includes the port or channel number, number of internal versus external calls, total number of calls, number incoming and outgoing calls, total duration, number of transfers and completions.

Script Logging Reports
This report displays a list of all the calls to a script mailbox including time, date, caller information and key presses.

System Group List
This report displays all broadcast groups in the system and shows if they are system groups or personal groups and whether they have recorded the group name.

System Hourly Statistics
This report displays the total activity of the T3main on an hourly basis for the dates specified.

System Statistics
This summary report displays the total activity of the voicemail for the dates specified.

Unattended Mailboxes
This report lists all the mailboxes that have been created but not yet activated through the subscriber's menu.

PBX Integration

Integration Protocols
The T3main supports multiple protocols for PBX integration including SMDI, In-Band, QSIG, Digital Station Emulation and SIP.

Codec Support
T3main provides built-in support for G.722, G.711 (ulaw and alaw) and G.729.

Security

Hardened Linux Platform
The T3main is running on a modified Linux platform which is minimized and secured. A built-in firewall allows access to user functions only.

Limited Dial-Out Digits
A limited number of digits are allowed in a dial-out according to class of service to prevent international toll fraud

Limited Password Entry Attempts
When a certain number of passwords entry attempts per call is detected, the T3main will immediately hang up the call to prevent automated dialers which try to expose passwords by "brute force" attacks.

Mailbox Lock and Administrator Notification
When a certain number of passwords entry attempts per mailbox is detected the T3main locks the mailbox to prevent further use and notifies the system administrator via email.

Secure Authentication for Exchange and IMAP
The T3main offers support for Secure IMAP for both incoming and outgoing connections.

Secure Authentication for Outgoing Email
Outgoing emails sent from the T3main are SSL encrypted and can be configured to use secure authentication.

WebController Limited Roles

The WebController can be defined to allow specific views based on IP ports.

WebController Secure HTTP Access

The T3main offers support for secure HTTP on the WebController.

Voice Authentication

Viometrics voice authentication is a security feature that allows the T3main to authenticate a person using his voice signature for access to applications such as doors, call centers or conference bridges (see *Advanced Telephony Applications*, page 11).