

# emaGEN

## Digital Messaging Platform



emaGEN is Telrad Connegy's powerful Unified Messaging solution that offers a wide range of integrated capabilities including Voicemail, Automated Attendant, Interactive Voice Response IVR, Speech Recognition and Text-to-Speech. The emaGEN Digital Messaging Platform is designed to meet the demands of today's fast-paced business environment with the latest in voice technology, combined with the stability of a Linux operating system.

## What is Unified Messaging ?

Unified Messaging is the ability to receive messages in a variety of formats, from voice to email, which can be accessed via the emaGEN system from multiple locations, including a PC or a cell phone.

Unified messaging allows a user to receive voice mail messages in an email inbox. These messages are downloaded as WAV files and can easily be transmitted over a corporate network (WAN or LAN) or via the Internet. Two different listening options are available when retrieving messages. The mailbox can be set up to dial an internal extension and play the message over the speaker of that station, or playback over the speaker of a PC or a laptop.



*Unified messaging is the perfect solution for processing a variety of messages such as email, voice mail, and fax.*

### emaGEN Configurations

	Mailboxes	Unified Messaging	Call Control Client	Text to Speech
LE 64	64	X	X	X
A. 4-8	Unlimited	O	O	O
B. 4P-12P	Unlimited	O	O	O
B. 8P-12P	Unlimited	First Five Free/ O	First Five Free/ O	O
D. 8P-28P	Unlimited	First Five Free/ O	First Five Free/ O	O

Fax	Speech Recognition	IVR	SMDR
X	X	X	X
O	O	O	O
O	O	O	O
O	O	O	O
O	O	O	O

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## Standard emaGEN Features:

The emaGEN Digital Messaging Platform delivers an exceptional array of features, making it one of the most powerful solutions available today.

### Main System Features:

- Web Based Administration
- Announcer Messages
- Call Answer Mode
- Dial "0"
- Fax Tone Detect
- General Delivery Mailbox
- Interview Mailbox
- Message Waiting Notification
- Multilingual Ability
- Special Dates
- System Day/Night
- System Back Up
- Tenant Service
- Voice Mail Reports
- Class of Service

### Standard AUTOMATED ATTENDANT Features include:

- Greeting Hours
- Caller ID Routing
- Camp on to Station
- Dial By Name/Directory Assistance
- Direct Access to Mailbox
- Message Handling
- Special Greetings

Message sending options include:

- Urgent
- Confidential Message
- Future Delivery

### Standard STATION USER Features Include:

- Auto Copy of Unheard Messages
- Automatic Message Purge
- Call Record
- Call Screen
- Call Screen External
- Copy or Transfer Message
- Station User Features
- Date and Time Tag
- Mailbox
- Message Notification
- Distribution Groups
- Tutorial
- Indexed Messages
- Leave a Message
- Personal Greetings
- Reply To
- Transcription
- Undelete Message
- Voice Mail Transfer
- Voice MSG Key

## Optional Features:

emaGEN offers a wide variety of additional options that help to optimize the messaging environment of businesses of all sizes.

### Available SYSTEM OPTIONS include:

- Unified Messaging
- Text to Speech
- Call Control Clients
- Speech Recognition
- Fax Capability
- Web Based SMDR
- IVR (Integrated Voice Response) Engine

### Multiple call transfer options include:

- Record message in the user mailbox
- Transfer the caller in a variety of ways:
  - To an external number
  - To another extension supervised or unsupervised
  - To the main greetings
  - Have the caller enter their call back number to be presented to a beeper or in an email.

### Multiple call forwarding choices such as:

Auto Attendant options include:

- Forward on day no answer
- Forward on day busy
- Forward on lunch no answer
- Forward on lunch busy
- Forward on emergency busy
- Forward on emergency no answer
- Forward on night busy
- Forward on night no answer

Calls can also be forwarded from the system in each of these instances.

Please Note: DID and DNIS calls will follow the same forwarding options as "forwarded from system."



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The emaGEN Digital Messaging Platform is simple to use and easy to manage. The system was designed to improve the way end-users process messages and handle day to day communications.

emaGEN improves message management:

- Prioritize calls with call screening
- Account for every call received
- Never miss a message...even when out of the office
- Access "Rolodex" via the telephone
- Access voice mail programming through a web interface
- Multilingual options available
- Easily customized to meet any business need

emaGEN delivers state-of-the-art voice transmission quality and can be easily upgraded or expanded.

- Fits needs of small to large business enterprises
- Multiple configurations, including 4 port systems with 64 mailboxes (LE64)
- Available in 4, 8, 12 & 28 port configurations
- Allows up to 999 separate tenants to share one emaGEN system
- Interfaces with other voice products
- Custom developed to enhance the Telrad Connegy family of systems

Every configuration of emaGEN delivers complete system capabilities, and can be integrated easily into an existing system.