



Octel 200 & 300 Message Servers

With Serenade Software

Voice messaging delivers important benefits to your organization. Octel® 200 and 300 message servers make it easy to bring these benefits on board with a proven architecture plus Lucent Technologies Octel Messaging Division's advanced Serenade™ software. You can count on fast, trouble-free PBX integration. Choose from a wide range of digital and analog networking options. Give users within your company easy access to voice and fax messages with Octel Visual Messenger™ and provide outside callers choice and control with Serenade's distinctive Caller Care. Octel servers expand easily to keep pace with your growing business. And an extra bonus for multi-national organizations: these messaging solutions are available in over 40 countries, providing global messaging no other vendor can match.

MESSAGING THAT WORKS FOR YOU

Serenade software includes a full suite of communications tools—voice messaging, fax messaging and call processing. OctelDesigner™ Applications offers advanced prepackaged or custom-designed messaging and computer telephony applications. These solutions give users inside and outside your organization access to information easier, faster and more efficiently—increasing employee productivity and elevating customer service. The range of applications includes: integrated call center, mobility, integrated Web, information access and delivery and integrated workflow applications. These applications leverage your investment in Octel messaging and computer telephony technologies. OctelDesigner Applications also include a comprehensive service offering of consulting, implementation, training and support to match your current and future business needs.

FAX MESSAGING MADE EASY

Serenade revolutionizes the way you send and receive faxes. Your employees can fax messages as easily as they send voice messages.

- Send, receive and process fax documents 24 hours a day from any location
- Print faxes to the fax device of your choice for controlled, secure delivery
- Route and redistribute faxes internally with an attached voice message
- Send external broadcast faxes using an OctelDesigner Application

THE BEST CALLER EXPERIENCE

Serenade handles callers with extraordinary care. They will never be stuck in “voice mail jail” because they can exit to an operator at any time.

Callers learn quickly if the person they are trying to reach is on the phone, away from their desk, or absent for an extended period, because users can leave extended absence greetings. If the person is not available, Serenade's Personal Assistance™ feature automatically transfers the caller to another designated person. A whispered announcement identifies who the caller is attempting to reach, simplifying communication for both the caller and the person answering the transferred call. If the second person is also unavailable, the caller will be transferred back to the *original party's mailbox* to leave a message. Transparent to the caller, this patented process ensures that people who contact your company receive the best care on each and every call.

VISUAL MESSAGING FROM YOUR PC

Octel Visual Messenger makes voice and fax messaging easier and more productive. The optional Visual Messenger is a personal computer-based management tool for mailboxes on Octel 200 and 300 servers. It enables you to:

- View your voice and fax message queue on your PC
- Point and click to hear, prepare and address messages
- View and send faxes from the desktop
- Move messages from the mailbox to your PC hard drive for long-term archiving
- Perform key mailbox administration functions from your PC
- Place calls directly from online directories

Octel Visual Messenger is an open, standards-based solution that can be implemented enterprise-wide on most Windows personal computers and within most networks. For many customers, this means it can be used today. No upgrades to personal computers, operating systems or networks required. It is easily deployed and administered and requires minimal user training.

Both Octel Visual Messenger and OctelDesigner Applications utilize the foundation provided by Octel Messaging's OpenOctel™ technology. This includes the Windows NT-based OctelAccess™ server that provides the link between your Octel message server and your data network.

DIGITAL AND ANALOG NETWORKING

Serenade supports analog and digital networking, an advantage that brings higher performance, lower cost and more efficient management to your messaging infrastructure. **Digital networking** allows you to utilize the same features and functionality you are accustomed to with analog networking by connecting your message server directly to your corporate data network and monitoring it using Simple Network Management Protocol (SNMP).

OctelNet™ enables full-featured voice and fax messaging between Octel message servers via analog connections. Octel Messaging's NameNet™ feature allows users to dial by name and hear name confirmation across the entire Octel network. NameSend™ is a fast and easy way to populate part or all of the names directory on all network nodes.

Serenade Messaging Options	
New User Tutorial	Walk step-by-step through the basic messaging functions (a helpful introduction for first-time users)
Power Through Messages	Take action at anytime while in the process of listening to a message
Undelete Messages	Messages that have been heard and deleted can be recovered anytime during the session
Context-Sensitive Help with Novice/Expert Prompts	Press "0" anywhere in the messaging process to learn about your available options. Switch automatically to expert prompting as you gain experience
LIFO or FIFO Message Retrieval	Choose the order in which you want to hear messages—as they are received or as they have been stored
Reply by Live Calling	Transfer immediately to a sender's extension, even across the network
Dial by Name	Address messages to anyone in the worldwide network by entering the letters of their name
Address Before or After Messaging	A recipient's address can be entered before and/or after composing a message
Name Scan	Scan all new and saved messages in your mailbox by listening to the senders' names to locate a particular message quickly
Add Addresses to Reply	Reply to a message and add more recipients if desired
Quick Messages	Record and send a message or fax without entering your mailbox
Outcall Notification	Receive call notification at a designated telephone or pager number

POWERFUL, RELIABLE PERFORMANCE

Octel message servers deliver unparalleled performance for organizations of all sizes.

- **Scalable, High Capacity**—Co-located Serenade servers can provide over 1000 ports of transparent capacity, making these servers ideal for corporate headquarters.
- **International Applications**—The servers' ability to operate in up to four languages concurrently means a large international company with headquarters in London, for example, can handle calls from other countries quickly and courteously without a language barrier.
- **Bandwidth Boost**—Concurrent distributed processing within the servers handles demanding traffic conditions without reducing response time. Triple-bus architecture boosts performance and reliability.

MAXIMUM AVAILABILITY

Octel message servers with Serenade software sets a new standard for reliability and serviceability. Hot-plug port cards permit routine maintenance procedures while the system is in service. Intelligent diagnostics enable fast, focused troubleshooting and problem solving. With multiple drives, customers can get redundancy to protect server software, selective messages, and names and greetings. For additional assurance of server availability, Octel Messaging Division offers optional LAN Backup and Restore.

BROAD RANGE OF INTEGRATIONS

Octel message servers integrate with virtually any PBX. This means you're not tied to one PBX vendor's solution—you can mix and match to create a network that meets your needs—today and as your business grows.

Octel with Serenade Specifications

	Octel 200	Octel 300
Ports	4 - 64	4 - 128
Hours of message storage	5 - 539	5 - 1,081
Mailboxes	250 - 5,000	250 - 10,000
Networked servers	up to 750	up to 750
Cabinet Dimensions	Octel 200 (Single Cabinet Only)	Octel 300 (Single Cabinet Only)
Height	24.8 in. (63.0 cm)	37.5 in. (95.0 cm)
Width	13.0 in. (33.0 cm)	17.5 in. (44.5 cm)
Depth	19.5 in. (50.0 cm)	19.5 in. (50.0 cm)
Weight	100 lb. (45 kg) max depending on configuration	220 lb. (100 kg) per cabinet
Clearance	Rear 6 in. (15.0 cm) Sides 1 in. (2.5 cm) Front 22 in. (56.0 cm)	Rear 6 in. (15.0 cm) Sides 1 in. (2.5 cm) Front 22 in. (56.0 cm)
Certifications	UL 1459, Second Edition • FCC Part 15, Part 68 • CSA C22.2, #225 • IC (DOC) CS03; EN 41 003; 1991, EN 60-950; 1992 Plus Amendments 1 & 2, EN 50-082-1; 1992, EN 55 022; 1994, BABT, JATE	



Octel 200 Message Server



Octel 300 Message Server

Octel Messaging's digital integration cards provide fast, reliable call answering and will integrate smoothly with many PBXs, including the Definity G1, G2, and G3 and Nortel's M-1 and SL-1.

EASY EXPANSION

Octel Messaging's Capacity on Demand™ makes the Octel 200/300 highly scalable and makes system expansions virtually transparent to end users. It also protects your investments in hardware, software, databases, applications, and most importantly, training. Purchase only what you need to meet current message traffic conditions, then easily increase capacity through software as your business grows.

EASY DAY-TO-DAY MANAGEMENT

Octel Mailbox Manager™ for Serenade, an optional product, is an easy-to-use Windows 95/NT-based application with a graphical user interface. Providing streamlined methods for centralizing mailbox management and maintaining distribution lists, Mailbox Manager helps system managers efficiently manage routine mailbox moves, adds and changes on one or more message servers.

COUNT ON OCTEL MESSAGING DIVISION

We'll make messaging work for you with a solution that meets your specific needs. Octel Messaging's worldwide maintenance and support network in conjunction with our partners will help keep your Octel Messaging solution running smoothly with flexible support options, fast response times and knowledgeable technical support staff.

The largest, most prestigious organizations and institutions in the world have chosen Octel Messaging Division—proof that our voice messaging solutions are solving real-world business needs. With over 100 million mailboxes in over 40 countries, it's a good bet that you will be joining your customers, vendors and other business partners when you begin using your own Octel message server.

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