



INTUITY™ AUDIX® Multimedia Messaging System

Breaking Down the Barriers to Universal Messaging

Lucent Technologies has long been a leader in developing advanced voice messaging solutions. Now, with *INTUITY™ AUDIX®* Multimedia Messaging, we have put the best of everything we have learned into a universal solution for all your voice, fax, and e-mail communications.

INTUITY AUDIX Multimedia Messaging builds employee productivity and helps you use your resources more efficiently by supporting the ways people work. It lets them manage all their messages exactly as they prefer, using the communications tool that's convenient at any particular time, wherever they happen to be.

Best of all, with *INTUITY AUDIX* Multimedia Messaging, you can have a unique service resource at your side: Lucent Technologies professionals equipped with the most powerful, comprehensive tools to help you administer and manage your system, and turn your messaging into a competitive advantage.

INTUITY AUDIX Multimedia Messaging was voted "Best Groupware Product" by the Electronic Messaging Association.



Scalable Growth in Size and Function

There's an *INTUITY AUDIX* System just the right size for your company, from a single system for as few as 10 employees to worldwide networks handling up to 500 locations and 500,000 users, each with a personal mailbox. You can add storage capacity and voice ports in easy increments that maximize your messaging investment.

Flexible Voice Messaging

INTUITY AUDIX voice messaging capabilities help you answer calls 24 hours a day, 7 days a week, and let you route calls to the correct extension, offering personalized greetings and taking messages accurately. You can send a message to a mailing list of up to 1,500 names with extension number addressing, as well as to an individual, and get confirmation the message has been received. (For more than 1,500 names, you can have nested lists.) Annotate and forward a message or reply. Or, tell the system where to call you when you get a message.

As an automated attendant, the *INTUITY AUDIX* System routes calls to individuals, departments, or routine announcements. It can offer multiple bulletin board announcements accessible from its main menu. Its greetings, prompts, and time-out options can be set up flexibly for time of day, holidays, and other needs.

Just think of the revenue you'll protect and gain by making it easier for customers to get through. Add in the lower cost of sales and reduced distribution expenses because messages are received and call-backs are eliminated.

And with as many as nine different languages on a single system, **INTUITY AUDIX** voice messaging can serve your customers in the language of their choice—a big plus for specialized customer service and multinational operations.

Increased Productivity with Advanced Messaging

The flexible **INTUITY AUDIX** Multimedia Messaging System can be adapted to your specific business needs. For example, you can bring fax and voice messaging together in one multimedia mailbox, providing easy access to both in a single session. This means you can listen to your voice messages and manage your incoming, stored faxes with one phone call.

Fax Messaging also extends voice mail productivity tools—such as forwarding, broadcasting, distribution lists, and priority/private labels—to faxes. You can send your faxes to the nearest fax machine or broadcast them to any number of coworkers simultaneously. Or, if you're on the road, attach a voice comment and forward the faxes to a colleague for handling.

Further expanding the universal messaging capabilities of the **INTUITY AUDIX** System is the Lucent Technologies **INTUITY** Message Manager, a powerful PC application for effective management of all messages from one place—e-mail as well as voice and fax. With Message Manager, messaging will be faster and more convenient, with:

- The ability to receive, send, forward, broadcast, annotate, and manage all your messages right on your desktop PC—or, when you're working off-site or traveling, on your notebook PC
- Point-and-click convenience that helps you quickly find and respond to urgent messages among many messages
- The ability to efficiently save messages to PC files for future reference.

Customer Service from the Field

Problem: When you are on the road without a laptop, how can you respond to a customer's e-mailed questions?

INTUITY AUDIX Solution: Access your universal mailbox and use text-to-speech to hear the list of questions e-mailed by the customer. On the same call, forward the e-mail message and a voice comment to your help desk. Within minutes, a technical expert can send the answers to a local fax machine, and you can call the customer with the answers.

INTUITY AUDIX System Capabilities

- Voice Messaging
- Message Manager
- Fax Messaging
- E-mail (internal)
- Internet Messaging (integration with Internet-standard e-mail servers and clients)
- Lotus Notes Synchronized Integration
- Digital Networking
- Text-to-Speech
- Text-to-Fax
- Distribution Lists
- Security Enhancements
- Languages Supported: US English with numbers, UK English, Latin American Spanish, Castilian Spanish, Canadian French, European French, German, Brazilian Portuguese, Dutch, Greek, Japanese, Mandarin, Cantonese, Taiwanese, TDD
- Switch Integration: All Lucent Technologies switches, including **DEFINITY**® ECS, **DEFINITY ProLogix**™ Solutions, and the **MERLIN LEGEND**® System; virtually any Centrex System; and systems manufactured by Ericsson, Intecom, NEC, Nortel, and Siemens¹

Message Manager makes messaging more productive than ever by bringing voice messaging functionality and desktop convenience to fax and e-mail handling.

Expanded Messaging That Protects Your Investment

Enhancements to **INTUITY AUDIX** Multimedia Messaging leverage your existing messaging investments by integrating with a wide choice of e-mail systems and client interfaces—including Lotus Notes as well as a growing list of Internet-standard servers such as Microsoft Exchange and HP OpenMail, and clients such as Outlook, Eudora Pro, and Netscape.²

INTUITY AUDIX Multimedia Messaging frees you from the confines of media, the constraints of connectivity, the limits to access, while protecting your existing investment in user interfaces, training, administration, and LAN infrastructure as well as voice mail and e-mail hardware and software.

The **INTUITY AUDIX** System makes all your messaging systems more powerful and more versatile, because now you can access all your messages—voice, fax, and e-mail—from a single

INTUITY AUDIX Multimedia Messaging Capacities					
Maximum Capacities	MAP 5	MAP 40	MAP 100	High Capacity Option	VS
Users (Medium Usage)	780	3,600	5,800	46,00	300
Total Ports	18	42	76	512	12
Voice Ports	18	42	64		12
Digital Networking Ports	4	8	12		4
Hours of Storage (nonmirrored)	155	425	1,255	10,000	45

Maximum capacities are determined by the applications supported. Maximum voice port capacity may be reduced by 6 for other Lucent **INTUITY** boards. **INTUITY AUDIX VS** is available for the **MERLIN LEGEND** System only.

universal mailbox, through either a PC or a telephone. You can add a voice comment to an e-mail message to clarify a point; reply to e-mail with a voice message; or attach a file to a voice, fax, or e-mail message.

Internet Messaging also lets you extend your multimedia messaging reach to people and places outside your business network by sending true multimedia messages over the Internet to anyone with an e-mail address. Plus, Internet Messaging extends this flexibility to your customers and colleagues as well—giving them a choice of media, for more satisfying and timely communications with your business.

It adds up to faster and more complete communication, smoother information flows, closer collaboration among distant workgroups, and better customer service.

Universal Connectivity for Superior Networking

The right-medium, right-device universality of **INTUITY AUDIX** Multimedia Messaging is enhanced through the system's dual connections to:

- Voice networks through your Lucent switch (or most digital PBXs), for access from phones and fax machines anywhere in the world

- Data networks (LANs, WANs, and the Internet) through its TCP/IP interface.

INTUITY AUDIX Multimedia Messaging integrates seamlessly and cost-effectively with your Lucent Technologies communications switch, enabling you to take advantage of advanced capabilities such as centralized messaging and common message sets, call coverage, call forwarding, and more—all with the built-in reliability of your Lucent switch.

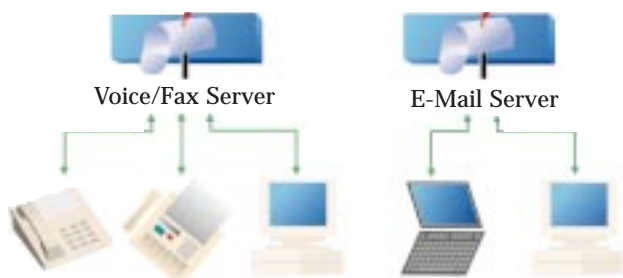
INTUITY AUDIX Multimedia Messaging provides a full range of networking options for linking locations across the country and around the world. Digital networking capabilities include TCP/IP networking as well as DCP and RS-232 protocols. And with AMIS analog networking, you can reach virtually any voice mailbox in the world.

Project Team Collaboration

Problem: How can you support a project team scattered around the country and constantly on the go, with varying access to voice, e-mail, and fax messaging?

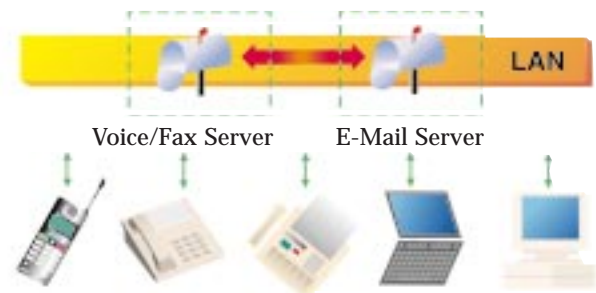
INTUITY AUDIX Solution: Team members can access their universal mailboxes to create, retrieve, and forward messages using either a telephone or a PC—whichever is most convenient wherever they happen to be.

Before Multimedia Messaging



Voice/fax and e-mail servers operate independently of one another. No universal access.

With **INTUITY AUDIX** Multimedia Messaging



Voice/fax and e-mail servers work together to create a universal mailbox. Messages are managed across the network, allowing universal access to all messages via phone or PC.

In addition, Lucent **INTUITY** Interchange allows you to link all the messaging systems in all of your offices—including systems from different vendors—into one network, reducing costs and increasing productivity. It can support up to 500 nodes and as many as 500,000 subscribers, to grow along with your business and your messaging needs.

A High Capacity Option links multiple Lucent Technologies **INTUITY AUDIX** servers via a LAN to meet all the messaging needs of large locations and campuses: single number access, enhanced availability, scalable growth, simplified administration, and smooth implementation, as well as universal mailboxes.

Stronger Security

As messaging assumes a greater role in your overall communications solutions, you need to take every step to ensure that information is secure and confidential. Lucent Technologies continually works to enhance the security of **INTUITY AUDIX** messaging, and has added three new capabilities:

- Administrative log-in passwords are aged, requiring periodic changes to thwart hackers.
- User passwords cannot be sequential (12345), repeated (55555), or the user's extension. This makes random guesses less successful.

Requirements for Multimedia Messaging

- Server Connection
 - Requires a continuous connection between e-mail servers and **INTUITY AUDIX** servers via LAN or WAN
- Software:
 - **INTUITY AUDIX** System 4.0 (or later) Multimedia Messaging Server
 - Internet Messaging on the **INTUITY AUDIX** server integrated with Microsoft Exchange 5.0 (or later), HP OpenMail 5.10 (or later), or cc:Mail 8.0
 - Telephony OneStop on Lotus Notes server with Lotus Notes 3.3 (or later) or OS/2³ 2.1 or 3.0 (or later)
- Client Workstations:
 - Windows 3.1 (or later) or Windows 95⁴; clients without an integrated messaging audio player must have a player capable of playing WAV files or Lucent Technologies **INTUITY** Message Manager 4.0 (or later).

Instant Testimonial

Problem: When a customer leaves a voice message praising your product in the most glowing and articulate terms, you have a perfect testimonial. How can you get it onto your Web site?

INTUITY AUDIX Solution: Forward the voice message to your Web master, who (after getting the necessary approvals) saves it as a file and places it on your Web site—an instant testimonial made more powerful by the customer's own voice.

- The existing restriction allowing transfers only to valid extensions can be changed only by contacting the Lucent Technologies Fraud Prevention Group.

Support Your Business Can Count On

With **INTUITY AUDIX** Multimedia Messaging, your universal messaging solution can be backed by Lucent Technologies support for virtually everything from integration and installation to ongoing maintenance, depending on your business needs.

In addition, the Lucent Technologies commitment to Year 2000 Compliance helps further protect your investment and ensure that your messaging—and your Lucent Technologies total communications solution—will meet your needs well into the future.

To learn more about how **INTUITY AUDIX** Multimedia Messaging will enhance collaboration, personal productivity, and use of resources for your business, contact your authorized Lucent Technologies representative. Or, visit our Web site at [www.lucent.com/enterprise].



Lucent Technologies
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³ OS/2 is a trademark of IBM Corporation.

⁴ Windows and Windows 95 are trademarks of Microsoft Corporation.