# CallXpress® Transforms Learning Environments

## Faculty, Students, and Parents Stay Connected With CallXpress

From small school districts to large colleges and universities, AVST has been transforming learning environments with CallXpress for over 25 years. Discover how to increase mobility, seamlessly replace your aging voice mail system, and keep your students, staff and parents connected with CallXpress.

CallXpress is a world-class unified communications solution that offers advanced voice mail, call processing, unified messaging, faxing, and speech capability. With decades of experience in the communications marketplace, CallXpress increases real-time communication and simplifies message management.

When installed in the education environment, the effects of AVST messaging solutions are powerful:

- Increases awareness and communication
- Provides greater efficiency
- Lowers operating and administrative costs

### CallXpress Features

- Advanced call processing
- Speech enabled automated attendant
- Voice mail
- Emulates the telephone user interface (TUI) of the most popular first generation voice mail systems
- Unlimited voice and fax mailboxes
- Message notification
- Broadcast messaging
- Unified Messaging deployment flexibility
- Integrates into varied e-mail environments
- Supports over 250 traditional and IP-PBX integrations
- Inbound and outbound faxing
- Reliable with over 25 years of continuous development

### Advanced Voice Mail

At the core of CallXpress is an advanced voice mail system that answers your calls when you can't. Thanks to a flexible telephone user interface that can emulate the TUI for Octel® Aria®, Octel Serenade®, Mitel® NuPoint with Centigram interface, Nortel® Meridian Mail, and Avaya® INTUITY™ AUDIX®, CallXpress works seamlessly with first-generation voice mail systems. CallXpress also supports voice mobility by providing single number and single mailbox support for users who have both a PBX extension and mobile phone.

### Never miss another urgent message no matter where you are

CallXpress is the system that will keep faculty, students, and parents connected. It offers the reliability, security, and easy communication for all parties. And you'll never miss an urgent message, because CallXpress can notify you no matter where you are.

With CallXpress message notification, when a new message is received, an alert is sent right to your e-mail, pager, telephone, mobile or any SMS-capable device. Choose how you'd like to be notified – via a daily message reminder, immediate message or SMS notification – and even set up filters based on a specific user or message type ( e.g. voice, fax, or e-mail).

### Anywhere access to messages from your telephone or personal computer

CallXpress provides access to all voice, fax and e-mail messages from the telephone or computer. As a result, users may listen and respond to e-mails via the phone, forward faxes to nearby fax machines and complete other tasks.
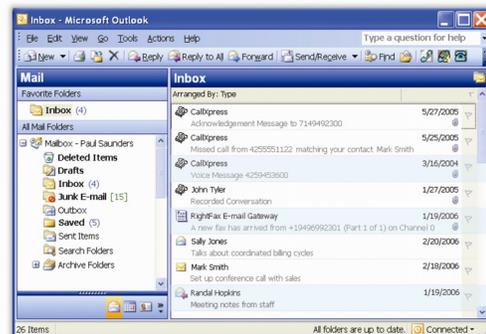
At the desktop, users manage all message types—voice, fax and e-mail—from a Lotus® Notes®, Microsoft Outlook® , or other IMAP 4-compliant e-mail inbox.

## Personal Assistant

The combination of the CallXpress speech server with Seneca® technology instantly turns any telephone into a powerful hands-free speech portal. Using intuitive speech commands, users can quickly and easily take/place calls, manage messages, access/schedule meetings, change system preferences and locate numbers.

## Give the phone system the intelligence to answer caller questions

Automated voice information is ideal for education environment applications such as class registration, financial aid administration, library assistance and on-line grade reporting. Here are a few examples of how CallXpress can transform your learning environment.

### Message Notification
- In case of an emergency, ability to provide broadcast messaging
- Message notification sent right to your e-mail, pager, telephone, mobile or any SMS-capable device

### Extension Sharing
- Supports multiple voice mailboxes per extension— the perfect solution for part-time or temporary staff members that share an office or the dormitory environment—ensuring confidentiality and reliability of messages
- Allows for anytime, anywhere access to messages
- Simplifies administration when staff members change locations, for example, to a new office or students move to a new dorm room

### Homework Hotline
- Students call in to hear a recording, or receive by fax a list of homework assignments or study tips
- Professors update the homework recording from any telephone, inside or outside of the school
- Students and professors increase communication and receive alerts of planned class activities or rescheduled class times.

### Lunch Line
- Allows for voice and/or fax access to the menu
- Provides a recording of the cafeteria menu(s) for the week

- Reduces cost of printing and mailing menus to all students

## What's Happening? Hotline

Community, parent, student and staff access to what's happening at the school. This information may include:
- Activity calendar
- Athletic schedules
- Bus schedules
- Directions to campus
- Up-to-date information source 24/7 via voice or fax
- Easier access to information leads to greater participation

### Career Connection
- Offers a menu of voice recordings or a fax library of job descriptions to callers
- Reduces the number of personnel needed to answer questions
- Organizes listings by department/date/location
- Distributes insurance application forms, contract negotiations, and other necessary hard copy documents via fax
- Allows for frequent updates, additions and deletions

### Registration
- Provides remote registration for classes or other school-related activities via the telephone
- Offers up-to-date recording of the current class schedule
- Eliminates the need for a live operator to take the call
- Minimizes the number of staff required for registration

### Report Card Connection
- Provides 24/7 access to grade information
- Eliminates expense of printing and mailing report cards

### Appointment Scheduling & Calendaring
- Allows callers to schedule meetings directly with staff members
- Alleviates time spent by office personnel taking messages for and relaying messages to faculty

**Technical Specifications**

*Number of Voice Ports:*
- 4-192 ports per server – up to 20,000 users on a single server, network for larger capacity

*Number of Speech Ports:*
- 4-48 speech ports per server – up to 10,000 users on a single server

*Number of Unified Messaging Clients:*
- Supports up to 10,000 users on a single server, network for larger capacity
- Supports Server-based, Client-based, Secure, and Simplified unified messaging architectures
- Offers clients in: Danish, Dutch, English, French, German, Italian, Norwegian, Spanish, Swedish and Finnish

*Number of Fax Channels:*
- 1-120 channels per server

*PBX Integrations:*
- Supports over 250 traditional and IP-PBX integrations
- Supports up to 3 circuit-switched PBX integrations per CallXpress
- Supports 1 circuit-switched PBX integration and 1 IP-PBX integration per CallXpress

*E-mail Access:*

*Client*
- Microsoft Outlook  XP, 2003, and 2007
- IBM Lotus Notes  R6.5, R7.0,R8.0

*Server*
- Microsoft Exchange 2000, 2003, and 2007
- IBM Lotus Notes/Domino® R6.5, R7.0, R8.0
- Novell GroupWise Server/Client 6.5 and 7.0
- Mirapoint® e-mail server 3.6
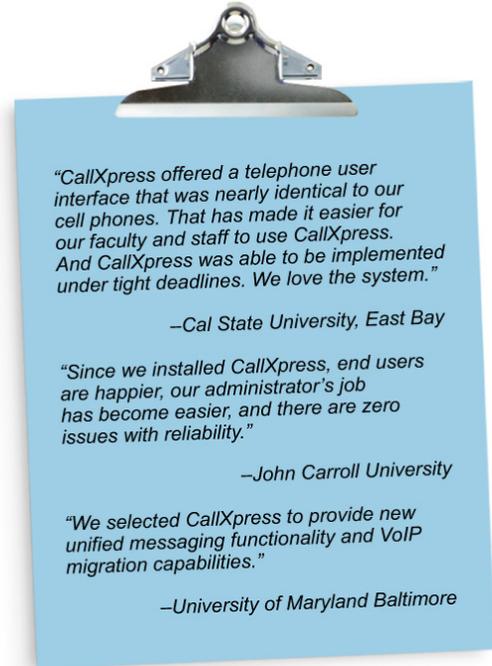- Any fully IMAP4 compliant e-mail system

*Other Access Options:*
- Citrix MetaFrame Server 3.0

*Networking:*
- VPIM/AMIS networking

*Operating System:*
- Server: Microsoft Windows Server 2003, Windows XP Professional, Windows 2000 Server and Professional
- Client:  Windows Vista® Business, Windows XP Professional, and Windows 2000 Professional

*"CallXpress offered a telephone user interface that was nearly identical to our cell phones. That has made it easier for our faculty and staff to use CallXpress. And CallXpress was able to be implemented under tight deadlines. We love the system."*

*–Cal State University, East Bay*

*"Since we installed CallXpress, end users are happier, our administrator's job has become easier, and there are zero issues with reliability."*

*–John Carroll University*

*"We selected CallXpress to provide new unified messaging functionality and VoIP migration capabilities."*

*–University of Maryland Baltimore*

**FOR MORE INFORMATION**

For over 25 years, AVST has been shaping the evolution of communication, with more than 40,000 systems installed worldwide. Our award-winning CallXpress solution has been unifying communications for companies all over the world. So as the world of enterprise communications advances, you can be rest assured that AVST has your future covered. To learn more visit www.avst.com or contact us at +1.949.699.2300.