



Alcatel 4635 Voice and Fax Messaging

What's best for your company? Customers who are in touch, or those who receive no answer and hang up? What's best in your company? Teams who constantly exchange information, or employees who can never reach each other? Not much doubt. So perhaps you should opt for Alcatel's flagship 4635 Voice & Fax Messaging system. It keeps you talking.

The Alcatel 4635 is an industry-leading voice messaging solution, seamlessly integrated in the Alcatel **OmniPCX Enterprise** business communications system. Its natural, intuitive Alcatel Advanced Reflexes™ Telephone User Interface saves you time and makes you efficient. And your staff's reachability is vastly simplified, since the Alcatel Ubiquity Solution allows everyone to hand out just a single telephone number. Then there's the Alcatel Visual Messenger – it integrates Lotus Notes® and Microsoft® Outlook® e-mail clients to enhance your messaging power and versatility. And since the Alcatel 4635 now supports the IMAP4 standard, your users can access their voice mail right from their e-mail client of choice – no need to reconfigure all the workstations.

The Alcatel 4635 networking capabilities provide all these features beyond a single site to the whole company. Indeed, beyond your company, to suppliers, partners, customers. That makes you a true Borderless Enterprise.

Being responsive – with ease

The best of Voice Messaging Services to keep your communications going. The Alcatel 4635 streamlines your operations and saves everyone time thanks to its powerful and flexible greeting capabilities, information access, and delivery functions.

- Flexible individual greetings - the user's individualized welcome center, simple but efficient, with a selection of greetings, standard or personalized for different situations – no reply, busy, or extended absence.
- A wealth of message notification possibilities – users at their desk get LED, icon, or voice guides on their phone sets or message notification in their e-mail client of choice (more on this later); users on the move can be notified on any specified telephone or pager number. In addition, SMS notification for GSM sets is available as a turnkey solution through the Alcatel Application Partner Program.

- Powerful message manipulation capabilities to keep everyone up to speed – every message can be shared, easily replied to, or forwarded to one or more recipients, tagged “urgent” for faster delivery, tagged “private” for confidentiality. Then you may want to record a conference call and sent it to absentees. That’s “Record-on-Line”, helping you improve efficiency and save resources.

The result is enhanced collaboration between the employees of the “Borderless Enterprise” and a boost to customer care.

Reflexes™ ease of use

All these features and functions are made easy by the superior ergonomics of the intuitive messaging interface on Alcatel Reflexes™ sets. So your user efficiency increases thanks to several unique features such as mailbox content overview, message envelope information display, and full soft key guidance.

The “learn and use” interface makes operation easy for everyone. (And remember, smooth and rapid learning reduces your costs.) That said, you can use any set to access the Alcatel 4635 voice mail service – internal or external to the Alcatel **OmniPCX Enterprise**.

Automated Attendant – an enterprise welcome service

The Alcatel 4635 does more than enable your staff to leave and receive voice messages. It can act as a full-featured enterprise welcome service – especially important for taking external callers in hand – and ensure that no calls go unanswered. The Automated Attendant can guide callers to one of your departments or employees. It also provides your switchboard with additional support during peak periods.

The Automated Attendant can offload your contact center or customer services department by providing callers with information about your company or a specific department. It gives callers a series of choices, such as obtaining the voice information service, calling a specific contact, or simply leaving a message, etc.

But the key advantage of the Automated Attendant is that it keeps callers communicating with you, not with competitors!

More mobility

Alcatel’s Ubiquity solution, in association with the Alcatel 4635, gives your mobile workforce a new dimension in efficiency and accessibility. This “one number, one voice mail” solution guarantees your mobile staff full access to all voice and fax mail services. They can record a welcome message to fit their changing geography, forward calls from their desktop set, and more. For people who are off site, the Ubiquity solution integrates cellular phones, offering a personal voice assistant for incoming calls, but also enabling staff to be contacted on their cellular phones in urgent situations.

Faxes too

The Alcatel 4635’s fax capability delivers substantial added value your voice mail by:

- storing voice and fax in a single, universal mailbox
- adding voice annotations to faxes
- fax store and forward - fax overflow - fax broadcast - fax on demand
- viewing, printing, and composing faxes.

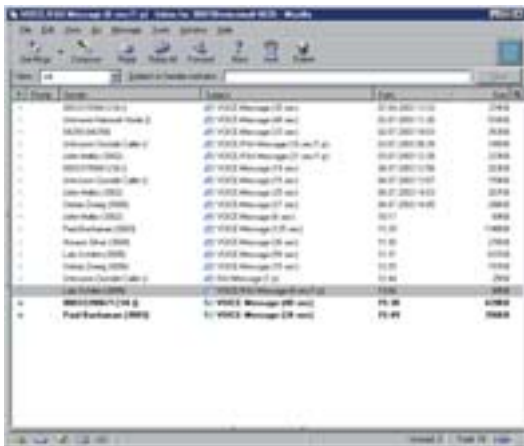
One for all... voice – fax – e-mail

What about putting all your messaging together into a single platform – combining the versatility of your PC with the Alcatel 4635's wealth of messaging functions? That's the advantage of the Alcatel 4635 Visual Messenger, integrating voice/fax messages into Microsoft® Outlook® and Lotus Notes®. Visual Messenger enables you to put the power of the Alcatel 4635's voice/fax messaging into your existing e-mail environment. The Alcatel 4635 Visual Messenger also enables users to view and send faxes from the PC desktop (Adobe® Acrobat® and Microsoft® Office documents), reducing your need for fax machines, servers, or modems.

- the possibility to view your entire voice, fax, and e-mail message queues on your client of choice
- efficient message review with the screen player
- message folders/archives – store voice/fax messages in e-mail folders, forward voice/fax messages as e-mail messages, etc.

And you get this without the headaches – your prior investments are safe, your growth strategy is safe, and your budget is safe because there are no further deployment costs to come. In short, no impact on your workstations, your e-mail infrastructure, your future plans.

More messaging



The good news is that the Alcatel 4635 is an open system, providing a standard IMAP4 interface to the messages stored on it. All major vendors of electronic mail systems commonly support the IMAP4 standard. So regardless of the client you use – Lotus Notes® (Release 5 and above), Microsoft® Outlook®, Outlook Express, Netscape Messenger – you can review your Alcatel 4635 mailbox alongside your other e-mail accounts. That adds up to outstanding message management:

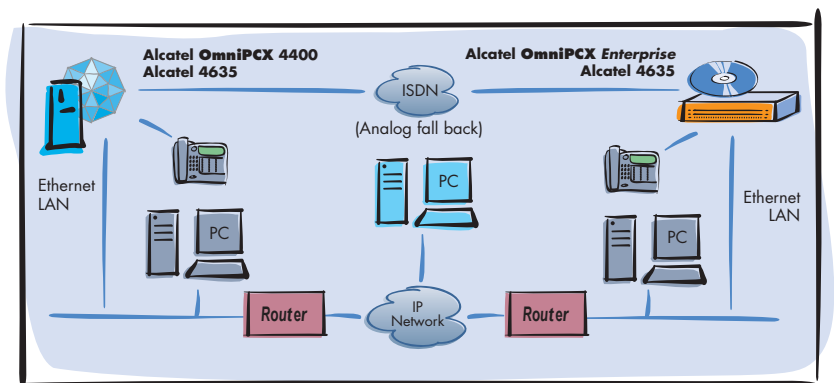
- a single sign-in for your e-mail and voice/fax messages

Networking solutions to fit your enterprise

The Alcatel 4635 is a key enabler for streamlining information exchange in multi-site or multinational companies. All its features and productivity enhancements can span your entire enterprise through seamless networking.

Basic networking

Basic networking uses the Audio Messaging Interchange Specification (AMIS) for sending, receiving, or replying to voice mail, plus notification of undelivered messages. Just use AMIS when you need to network with other vendors' plain old voice mail systems.



You are not alone

To help with support, guidance, and training, Alcatel has built up a dense network of skilled business partners across the world. You can be sure that there's an Alcatel Business Partner nearby, ready with its experience and know-how to support and counsel you. They'll guide you as to how to best configure your Alcatel 4635 based on your current or planned installation. They will install it and maintain it. They will also provide you with training so that you make the most of your Alcatel 4635.



Octel Networking - the ultimate in simplicity

Octel Networking is your solution of choice to build a reliable, cost-effective, and feature-rich voice and fax-messaging network. Your employees will message their contacts wherever they are as easily as if they were on their own Alcatel 4635 system. And your system administrator will operate the entire network as easily as a single machine. In combination with the Alcatel **OmniPCX Enterprise**, you can set up a single point of management, homogeneous network addressing, and synchronized directories.

Voice mail networking over IP – the ultimate in scalability

Octel IP networking allows transparent multi-site voice mail networking using your existing IP data network for message delivery. You can create a virtual voice mail system and lower communication costs, enhance transmission quality, speed up delivery, and improve message security. Features include:

- up to six Alcatel 4635 servers, 40,000 name entries
- up to 384 ports
- global automated attendant
- voice compression (a one-minute message is only 240 Kbytes)
- message encryption.

VPIM networking – the ultimate in openness

Voice Profile for Internet Mail (VPIM) establishes an internationally accepted standard ESMTTP/MIME profile, enabling you to swap voice and fax messages between messaging systems. It also allows inter-working with non-voice messaging MIME-compatible e-mail systems.

VPIM now enables you to build heterogeneous messaging networks; so mergers or partnerships no longer have to be painful. Even linking customers and suppliers is easy.

VPIM will kick in when you want to build a mixed network of Alcatel 4635s and 4645s.

Configurations and capacity

	Alcatel 4635 J	Alcatel 4635 H
Number of mailboxes	15,000	15,000
Recording time	40 Hours	500 hours (standard) 210 hours (GMR*)
Simultaneous accesses	2-16 ports	4-64 ports
Simultaneous languages	8	8
Voice mail systems in a network	999 nodes	999 nodes
Basic configuration	2 ports- 10 hours	4 ports- 10 hours

* GMR stands for Global Message Redundancy, an optional software solution that replicates the system, the database, and messages over redundant disks.

