



Wave IP 2500™

FEATURE COMPARISON GUIDE



- Wave™ 1.0 Voicemail
- InstantOffice® Voicemail
- TeleVantage® 7.5 Voicemail
- Interchange® Voicemail
- PathFinder™ Voicemail

Introduction

This document specifies the differences in voicemail feature content between the Vertical Wave IP 2500 system, InstantOffice, TeleVantage, Comdial and Vodavi messaging platforms. There are three Delta sections presented:

- **Executive Summary:** Brief descriptions of the overall major differences between Wave and the other platforms.
- **Feature Matrix:** Table-style view of all features and whether they are present, present with differences or not present.
- **Descriptions of Feature Differences:** Brief descriptions of the differences in features that are “present with differences”.

Executive Summary

InstantOffice (IO)

The primary differences for those familiar with InstantOffice voicemail are the enhanced features offered in the Wave Voicemail application and the use of ViewPoint. There are no major features lost in Wave. There are differences in the setup and administration of voicemail users, the restriction of features (e.g. class of service), database handling and visual call control.

TeleVantage (TV)

Wave IP 2500 utilizes the voicemail feature set from the Vertical TeleVantage platform. In nearly all cases, this feature set includes enhancements beyond the current capabilities of the other platforms. Furthermore, Wave ViewPoint™, which is included with every base Wave deployment, is an enhanced version of the award-winning Vertical TeleVantage ViewPoint graphical user interface (GUI). ViewPoint provides a mechanism for users to fully administer their own voicemail and call rules. Compared with the Comdial CTI applications, Wave ViewPoint offers all of these capabilities in a single, tightly integrated user interface.

Comdial

The primary differences for those familiar with Comdial voicemail are the enhanced features offered in the Wave Voicemail application and the use of ViewPoint. While Windows-based call control and administration are not new to Comdial, the ability to have all of the features previously contained across several CTI applications, i.e., Impact Attendant, Impact Group and Unified Messaging are more tightly integrated in Wave and are offered to the user via a single interface.

There are also differences in the setup and administration of users, greatly enhanced capability to restrict user rights and controls and database handling.

Vodavi

The primary differences between PathFinder and Wave voicemail include the replacement of individual applets for Desktop Call Control, Desktop Mailbox Editor, and voice message playback/management from a PC with one overall dashboard in Wave ViewPoint. Additional features available in Wave voicemail include Text-to-Speech e-mail reading (TTS), voicemail routing and forwarding between PathFinder systems (VPIM), and the Chalk Talk outdial program as optional software modules.

Feature Matrix

| Feature | Description | IO | TV | Interchange | PathFinder | Wave |
|--------------------------------------|---|-----------|----------------|----------------------|----------------|----------------|
| # of Mailboxes | Maximum number of mailboxes supported. | By Config | By Config | 10,000 | By Config | By Config |
| # of Ports | Maximum number of ports allowed. | By Config | 288 | 4 to 64 | 48 (dig) | By Config |
| Play Message | The ability to move through a user's voicemails and play them. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Forward Message | Allows an individual to send a voicemail to others on the system. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Forward w/Comments | Allows the user to forward a message to others, along with a message recorded by the user preceding it. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Remote Access | Ability to connect to the voice system, check voicemail, forward one's phone, and/or place calls through the system. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Send Message | Allows a user to compose and send a voicemail message to other individuals within the system. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Call from Voicemail | This feature allows someone to return a call from the voicemail system without hanging up. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Outbound Call from Voicemail | This feature allows the subscriber to place outbound calls from within the voicemail box. | - | ✓ | ✓ | ✓ | ✓ |
| Reply with Message | This feature allows the user to record and send a voicemail message reply from within the voicemail prompting system. | ✓ | ✓ | ✓ | ✓ | ✓ |
| View Voicemails in List | Ability to view a graphical list of all voicemails in one's box. | - | ✓ ¹ | ✓ ^{2, 3, 4} | ✓ ⁴ | ✓ ¹ |
| Message Notification - Email | The ability to configure the system to send notification via e-mail when voicemails (or voicemails marked "Urgent") are received. | - | ✓ ¹ | ✓ | ✓ | ✓ ¹ |
| Message Notification - Pager | The ability to configure the system to send notification via pager when voicemails (or voicemails marked "Urgent") are received. | ✓ | ✓ ¹ | ✓ | ✓ | ✓ ¹ |
| Message Notification - Outbound Call | The ability to configure the system to place a call when voicemail (or voicemails marked "Urgent") are received. | - | ✓ ¹ | ✓ | ✓ | ✓ ¹ |
| Private Messaging | This allows a user to designate a custom message to be available to a specific caller. | - | ✓ | ✓ | ✓ | ✓ |

1 = ViewPoint, 2 = Present w/ Differences, 3 = CTI, 4 = Unified Messaging, 5 = Desktop Call Control

| Feature | Description | IO | TV | Interchange | PathFinder | Wave |
|------------------------------|--|----|----------------|----------------|----------------|----------------|
| Private Message Confirmation | Confirmation message indicating that the subscriber has marked a message as private. | - | ✓ | ✓ | ✓ | ✓ |
| Email Messages | The ability to send voicemail messages via e-mail. | - | ✓ ¹ | ✓ ⁴ | ✓ ⁴ | ✓ ¹ |
| User-to-user message | The ability to create and leave a voicemail message from one user to another without ringing their station phone. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Priority Delivery | This is the ability to have voicemail messages marked "high priority" in order to receive special attention. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Record & Send Messages | Ability to record a message when prompted and send it directly to another person's voicemail. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Rewind/Fast Forward | Ability to move through a message backward or forwards other than through normal play time. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Pause | Ability to pause a message being played. | - | ✓ | ✓ | ✓ | ✓ |
| Associate Contacts | Ability to associate a contact in the address book to a voicemail message. | - | ✓ ¹ | - | - | ✓ ¹ |
| Import/Export Messages | Ability to export voicemails to a computer filed format, or to import things such as a voice title or away message. | - | ✓ ¹ | - | ✓ | ✓ ¹ |
| After Message Options | These are the options available to a caller after leaving a voicemail | | | | | |
| a. Accept Message | Caller can opt to accept message. | ✓ | ✓ | ✓ | ✓ | ✓ |
| b. Cancel Message | Caller can opt to cancel message. | ✓ | ✓ | ✓ | ✓ | ✓ |
| c. Review Message | Caller can listen to their message. | ✓ | ✓ | ✓ | ✓ | ✓ |
| d. Rerecord Msg | Caller can opt to rerecord their message. | ✓ | ✓ | ✓ | ✓ | ✓ |
| e. Append Msg | Caller can add more comments to end of msg. | - | ✓ | ✓ | ✓ | ✓ |
| f. Mark Urgent | Caller can mark their message urgent, which will affect its playback order and appearance in if GUI is available. | ✓ | ✓ | ✓ | ✓ | ✓ |
| g. Mark Private | Caller can mark their message private, which will make it impossible to forward the message or be viewed by users who may share the recipient's voicemail box. | - | ✓ | ✓ | ✓ | ✓ |
| h. Set Call Back # | Caller can leave a call back number with their message, making it easier for the recipient to call them back automatically. | - | ✓ | ✓ | - | ✓ |

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| Feature | Description | IO | TV | Interchange | PathFinder | Wave |
|---|---|----------------|----------------|----------------|----------------|----------------|
| Re-programmable Keypad | Ability to re-button map keypad to match other systems, i.e. cell phones. | - | - | ✓ | ✓ | - |
| Menu Routing | Ability to route any key to any other number, e.g., "Press 3 to reach me on my cell phone." | - | - | ✓ | ✓ ⁶ | - |
| Default Operator | Ability to O out to any designated extension on a per extension basis. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Account Number Box | Ability to route a call to an account number box that will collect an account number (e.g. SSN, Phone Number, etc.) then tag that number to the call. This number will then be appended to messages, etc. left by the caller. | - | - | ✓ | - | - |
| Auto Message Forward to Alternate Extension | Automatically forward messages left in one mailbox to another on the system. | - | - | ✓ | ✓ | - |
| Broadcast Message | Supervisors can send a message to multiple/all boxes on the system. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Separate Busy and No Answer Call Handling | Ability to offer different messages based on RNA or Busy extension states. | ✓ | ✓ | ✓ | ✓ | - |
| Call Blocking | Serves as Do Not Disturb | ✓ | ✓ | ✓ | ✓ | ✓ |
| Call Listen & Pickup | Listen to and then pick a call out of Voicemail once the caller starts to leave a message. | - | ✓ ¹ | ✓ | ✓ | ✓ ¹ |
| Personal Call Log | Provides a detailed record of system activity on a personal basis, i.e. line used, call type, date and time call started, etc. | - | ✓ ¹ | ✓ | ✓ | ✓ ¹ |
| Call Monitor | Provides port specific detail for VM port usage. | - | - | ✓ | ✓ | - |
| Call Recording | One button recording of current call. | ✓ | ✓ ¹ | ✓ | ✓ | ✓ ¹ |
| Call Screening | Prompt caller for name to be announced to subscriber. | - | ✓ ¹ | ✓ ¹ | ✓ | ✓ ¹ |
| Call Queuing | Optionally allows caller to hold on busy state. | - | ✓ ¹ | ✓ ¹ | ✓ ⁵ | ✓ ¹ |
| Class of Service Programming | Define subscriber functionality capability based on specific COS parameters. | ✓ ² | ✓ | ✓ ² | ✓ | ✓ |
| Context-Sensitive Help Screens | Administrative Help Screens | ✓ | ✓ | ✓ | - | ✓ |
| Customizable System Prompts | Ability to customize all system prompts. | - | ✓ | ✓ | ✓ | ✓ |
| Database Lookup | Ability to lookup caller data from database. | ✓ ² | ✓ | ✓ ² | - | ✓ |

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| Feature | Description | IO | TV | Interchange | PathFinder | Wave |
|---|--|----|----|-------------|----------------|------|
| Day/Night/Lunch/Holiday Greetings | Ability to record different greetings as specified. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Dial by First or Last Name in Directory | Specify which dial-by-directory option is to be used by callers. | ✓ | ✓ | ✓ | - | ✓ |
| Directory Listing | List subscribers in Directory. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Extension Announce | Announce the subscriber's extension with dial by name directory. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Fax Mail | 3 rd party fax integration. | ✓ | ✓ | ✓ | ✓ ⁶ | ✓ |
| Fax Tone Transfer | Route to fax based on fax tone. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Find Me/Follow Me | Forward calls to multiple destinations as designed by subscriber. | - | ✓ | ✓ | ✓ | ✓ |
| Future Message Delivery | Ability to pre-record a message and have it automatically delivered based on schedule. | - | - | ✓ | ✓ | - |
| Greetings Based on Port/Trunk | Play specific greetings based on the port or trunk the call arrived on. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Group Box | A mailbox where multiple subscribers have access. | - | - | ✓ | ✓ | - |
| Guest/Client Mailboxes | A mailbox where the subscriber can only receive messages. | - | - | ✓ | ✓ | - |
| Q & A Box | Special box to present questions and elicit answers via voice or DTMF digits. | - | - | ✓ | ✓ | - |
| Talking Classified Option | Ability to pre-record descriptive information and drive callers to the desired messages. | - | - | ✓ | ✓ | - |
| Interactive Voice Response | Database lookup functionality. | ✓ | ✓ | ✓ | - | ✓ |
| LAN-based Configuration/Management | Ability to configure and manage voicemail from anywhere on the network. | ✓ | ✓ | ✓ | ✓ ⁷ | ✓ |
| LCD Integration with Phone | Digital telephone displays voicemail interaction options on softkeys, e.g., Save, Delete, etc. | - | - | ✓ | ✓ | ✓ |
| LIFO/FIFO Playback | Subscriber can optionally determine how messages are played. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Macro Programming | Ability to "record" multiple keystrokes that perform tasks such as changing the default greeting and invoking the macro from within the mailbox. | ✓ | ✓ | ✓ | - | - |

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| Feature | Description | IO | TV | Interchange | PathFinder | Wave |
|---------------------------------------|--|----|----------------|-------------|----------------|----------------|
| Mailbox Setup Duplication | During mailbox setup, allowed to setup multiple mailboxes with same features. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Message Confirmation | "Return Receipt" | - | - | ✓ | ✓ | - |
| Message Information | Turn on/off the message info (i.e. date, time, Caller ID, etc.) played during message playback. | - | - | ✓ | ✓ | - |
| Message Recall | Ability to pull back a sent message that has not been listened too. | - | - | ✓ | ✓ | - |
| Message Waiting Light | Visual indicator that new messages in the voicemail box. | ✓ | - | ✓ | ✓ | ✓ |
| Message Waiting Display | LCD indicates the number of new messages in the voicemail box. | - | - | ✓ | ✓ | ✓ + |
| Multi-level Voice Menus | Routing Box Architecture | - | ✓ | ✓ | ✓ | ✓ |
| Multilingual Capability | Can implement multiple language prompts. | ✓ | ✓ | ✓ | ✓ ⁶ | ✓ |
| New/Old Messages | Can save messages as new or old. | ✓ | ✓ | ✓ | ✓ | ✓ |
| New User Tutorial | Tutorial played for new users. | ✓ | ✓ | ✓ | ✓ | ✓ |
| PA Announcement Support | Ability for caller to announce their name over the PA. | - | - | ✓ | ✓ ⁷ | - |
| Personal Distribution Lists | Ability to create distributions lists associated with the subscriber's mailbox. | - | ✓ | ✓ | ✓ | ✓ |
| Recover Accidentally Deleted Messages | Ability to undelete a deleted message within the current listening session. | ✓ | ✓ | ✓ | - | ✓ |
| Scheduled Greetings by Time of Day | System and Personal level ability to schedule greetings. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Send a Message Copy | Send a copy of a message to another subscriber. | - | - | ✓ | ✓ | - |
| Skip Greeting Option | Allow caller to skip greeting. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Skip Messages | Allow subscriber to skip a message while listening. Skipped messages are marked skipped, not new or saved. | ✓ | ✓ ⁸ | ✓ | ✓ | ✓ ⁸ |
| TDD Compatibility | Supports TDD Equipment | - | - | ✓ | - | - |
| TTS Compatibility | Text-to-Speech reads e-mail content. | - | ✓ ⁹ | ✓ | ✓ ⁴ | - |
| Time/Date Stamping | Time/Date Stamping of messages. | ✓ | ✓ | ✓ | ✓ | ✓ |

1 = ViewPoint, 2 = Present w/ Differences, 3 = CTI, 4 = Unified Messaging, 5 = Desktop Call Control, 6 = Digital, 7 = Park/Page, 8 = Messages are skipped, but not marked as "Skipped", 9 = Using LumenVox®

| Feature | Description | IO | TV | Interchange | PathFinder | Wave |
|--------------------------------------|---|----------------|----------------|----------------|----------------|----------------|
| Volume Control | Subscriber can control volume during message playback. | - | - | ✓ | - | - |
| Windows-based Call Control | Ability to control call routing via GUI interface. | ✓ ² | ✓ ¹ | ✓ ² | ✓ ⁵ | ✓ ¹ |
| Windows-based Mailbox Administration | Ability for subscriber to administer their mailbox via GUI interface. | - | ✓ ¹ | ✓ | ✓ ⁶ | ✓ ¹ |
| Windows-based System Administration | Ability for system administrators to administer the system via GUI interface. | ✓ | ✓ | ✓ | ✓ | ✓ |
| Web-Based VM Client | Use Web to access voicemail box. | - | ✓ | - | - | - |

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Descriptions of Feature Differences

View Voicemails in List - Comdial

ViewPoint has replaced all of the visual call management tools of Interchange and Comdial CTI applications. Aside from Unified Messaging, the only way to visually see voicemail was through Visual Call Manager, an add-on application. ViewPoint is included as a base component of Wave and available to all users of the system.

Class of Service Programming - InstantOffice

The ability to allow/restrict voicemail subscribers on InstantOffice is offered in only three simple mechanisms:

1. Do not allow the subscriber to have voicemail;
2. Allow the subscriber to have voicemail and function as a non-administrator of voicemail; or
3. Allow the subscriber to have voicemail and function as a voicemail administrator.

Outside of these mechanisms, controlling aspects of the subscriber's interaction and of the caller's interaction with the voicemail system are minimal and usually apply on a system-wide level vs. a user-based level.

Wave now affords the ability to allow and restrict subscriber and caller functionality to a granular level. For example, subscriber profiles can be set up that can be applied to any number of users and have any combination of feature/functionality turned on or off.

Class of Service Programming - Comdial

Class of Service Programming allows administrators to setup various classes of service, i.e. profiles, which can then be applied to any number of system users. These classes of service contain features/functions that apply to the use of voicemail.

While there is no function termed "Class of Service" in Wave, user profiles can be setup and applied and various features/functions can be turned on or off as desired. The user profile mechanisms in Wave provide all of the same functionality (and more) available in Comdial Class of Services.

Database Lookup - InstantOffice

Database lookup mechanisms are available in Wave via the voicemail application. Database lookup features in InstantOffice have been traditionally handled via IVR applications. Wave will maintain the InstantOffice IVR functionality and further enhance database lookup operations through the voicemail application.

Database Lookup - Comdial

Database lookup mechanisms handled through Comdial messaging have been limited to ASCII-based text files. Wave allows complete ODBC compliant data dipping and further enhances that capability by allowing the transfer back of data into voicemail functions, i.e. appending an account number to the subject line of a voicemail message as viewed through ViewPoint.

Windows-Based Call Control - InstantOffice

InstantOffice does have a PC-based, GUI, call control application that allows up to two attendants to perform drag and drop call transfers, conferencing, point and click hold, etc.

ViewPoint, all users can have this same capability and the added benefit of creating their own call "rules", record their greetings, utilize visual voicemail and much more. ViewPoint comes as part of the Wave base package and can be used by all phone system users.

Windows-Based Call Control - Comdial

Comdial currently has several PC-based, GUI, call control applications that allows users and attendants to perform drag and drop call transfers, conferencing, point and click hold, etc.

With ViewPoint, all users can have this same capability and the added benefit of creating their own call "rules", record their greetings, utilize visual voicemail and much more. ViewPoint comes as part of the Wave base package and can be used by all phone system users.

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