

OfficeMaster 4

Unified Communications solution (Fax, SMS, Voicemail, CTI) for Microsoft Exchange (2000-2010), IBM Lotus Notes/Domino Server (4.6 – 8.5), any SMTP-based Mail Systems or without Mail Server

- Virtualisation is supported
- Distributed systems are possible (limited in restricted user version)
- Central conversion for powerful fax reception / transmission
- Terminal server-enabled user software or connected mail client
- OfficeMaster user software with optimisation for Windows 7

Fax and SMS

- Fax reception with preview directly in the mail system
- Fax transmission from all applications (ERP/CRM)
- Distribution of received fax and SMS messages to registered users
- Fax and SMS transmission using global address lists
- Serial faxes, group faxes, fax on demand
- SMS transmission and receipt over fixed network SMS

Voicemail

- Central call answering and storage of voice messages
- Receipt of voice messages in the mail client
- Received messages can be heard on the telephone and on computer
- Remote pickup from any telephone number
- Users can make personalised recorded announcements

CTI

- CTI connection based on 3rd Party TAPI
- CTI scripts for Lotus Notes (4.6 – 8.5) and CTI Add-in for Outlook 2003-2010
- OfficeMaster user software with support for telephony:
 - Call setup from Lotus Notes, Microsoft Office, Windows Clipboard, web browsers
 - Name resolution for incoming calls
 - Team monitoring/group functionality
 - Powerful API for integration in other Applications like CRM and ERP
 - Telephone calls can be transferred on screen or taken in a telephone conference

With OfficeMaster 4 you integrate your e-mail solution with the Fax, SMS and Voicemail communication paths to produce one, genuine Unified Messaging solution. The use of the existing infrastructure for storing and configuring user data not only ensures a single procedure for accessing those asynchronous services, but also ensures that all administrative access to them is via known paths.

Fax and SMS

OfficeMaster 4 provides users with professional Fax/SMS communications from their current mail system, without the need to install additional software on the workstation computers. This enables central conversion of messages/attachments on the installed OfficeMaster 4 Server.

If OfficeMaster Client is installed on a workstation, its users can send and receive fax messages with OfficeMaster 4, without a mail server.

Voicemail

OfficeMaster 4's voicemail solution accepts calls takes transferred from a telephone exchange and routes them to the integrated voice server. According to the configuration set for the selected call number, the voicemail solution will address an (individual configurable) voicemail box for a user or an IVR (interactive voice response) system.

CTI (Computer Telephony Integration)

To use the extensive CTI functions integrated in OfficeMaster 4, you require a TAPI server (3rd party TAPI) for communications with the PABX. OfficeMaster 4 uses the TAPI server to set up or take calls. OfficeMaster 4 stores incoming and outgoing calls for all CTI users centrally, especially the calls that a user has been unable to take.

OfficeMaster: administrators' view

OfficeMaster 4 is installed as a service on Windows computers on the network. Using the OfficeMaster Messaging Server Configuration that is supplied the administrator can edit the service from any computer located in the same subnet. It is not necessary to log on directly to the server. Appropriate (gateway) components are set up for the different environments and communications types, and these components can then be controlled by the OfficeMaster service.

With OfficeMaster 4, one of the following gateways can be configured and run:

Gateway for Microsoft Exchange

- receive and send faxes in Outlook
- supports Microsoft Exchange 2000-2010, Microsoft Small Business Server 2003, Microsoft Essential Server 2008
- Exchange Cluster-enabled
- no need to install software on the Exchange Server
- no schema extension
- user configuration data is stored in the Active Directory
- administration of user data (global, groups, individuals) in the Exchange System Management Console or Active Directory User and Computer
- storage of faxes, SMS and voice messages in the message memory store in user mailboxes

Gateway for IBM Lotus Notes/Domino

- receive and send faxes in Lotus Notes
- supports Domino Servers 4.6 - 8.5 located on the network
- Domino Cluster-enabled
- no need to install software on the Domino Server
- no changes to databases necessary
- user management in the Person document in the public address book
- conversion of all Notes RTF formats
- cover sheets in RTF or Notes format

Gateway for SMTP mail server

- use of any mail client for Fax and SMS
- administration and storage of user data in LDAP or OfficeMaster user memory
- messages stored in the mail inbox

Without mail server

- use of OfficeMaster client for Fax/SMS/Voicemail
- administration and storage of user data in the (internal) OfficeMaster user memory
- storage of messages in the internal message memory store

Contains these functions and components

- two channel licenses (B-channels)
- two TAPI lines licensed
- file interface
- printer port



Networking Infrastructure Solutions
Unified Communication Solutions
ISV/Software Solutions



Minimum system requirements

Communications interfaces

- OfficeMaster Gate
- OfficeMaster over IP (for VoIP infrastructure)

In the case of OfficeMaster for 10/25 users active controllers from AVM or Dialogic can also be implemented if required

Hardware

- x86/x64 processors, 1 GHz
- 1 GB RAM
- 10 GB free hard disk memory

Operating systems

- Windows Server 2003/2008
- Windows Server 2008 R2
- Client systems: Windows XP, Windows Vista, Windows 7

Ferrari electronic offers different license packages to meet your requirements:

| Article | Art.No. |
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| OfficeMaster 4, Fax, SMS, Voicemail and CTI solution. Alternatively, use of an Exchange, Notes or SMTP gateway for 10 users | 48124 |
| OfficeMaster 4, Fax, SMS, Voicemail and CTI solution; Alternatively, use of an Exchange, Notes or SMTP gateway for 25 users | 48134 |
| OfficeMaster 4, Fax, SMS, Voicemail and CTI solution. Alternatively, use of an Exchange, Notes or SMTP gateway for any number of users | 48284 |
| OfficeMaster 4 Extension Gateway. Permits use of an Exchange, Notes or SMTP gateway for any number of users | 49814 |
| <i>Optional:</i> OfficeMaster Line (ISDN line extension) for all OfficeMasters | 49500 |
| <i>Optional:</i> OfficeMaster TAPI Line (5-line extensions for simultaneous TAPI connections) for all OfficeMasters | 49700 |
| <i>Optional:</i> OfficeMaster User (10 user extension) for OfficeMaster 4 (10 and 25 users) | 49010 |

You will find other products at www.officemaster.de.

