



MailStreet Outlook Voice Access (OVA)

According to the U.S. Census Bureau, the average American spends over 100 hours each way commuting to work every year. While other solutions only enable mobile users' basic access to voice messages, Outlook Voice Access provides complete remote management of internal voice messages, email messages, contacts and calendar appointments. With the power of advanced text-to-speech technology and a hands free device, Outlook Voice Access can solve many safety and legal concerns facing an on-the-go business professional's need for constant information access and management.

By adding Outlook Voice Access to your MailStreet hosted Microsoft Exchange mailbox you will have access to all of your business communications no matter where you are with desktop, web, mobile and now voice access.

Outlook Voice Access Highlights

Listen to emails aloud on your phone

Using simple commands, you can have your emails read to you via any phone.

Accept, decline, or reschedule appointments using any phone

Outlook Voice Access enables you to accept, decline or reschedule your appointments by means of a few simple voice commands. In seconds, for example, you can send an email to the people who are

waiting for you to let them know you will arrive later than expected and your calendar is immediately updated.

Respond to emails with a voice message

Outlook Voice Access allows you to dictate a message, which is subsequently sent to the sender as an attachment to your email.

The ideal solution for road warriors and safety conscious commuters

With Outlook Voice Access, you can manage many important Outlook functions with one call to your MailStreet hosted Microsoft Exchange mailbox without the need for a smart phone mobile client or use of a keyboard.

MailStreet Outlook Voice Access (OVA) key features include:

- \$2.48/Month per User. Requires Exchange subscription.
- EMAIL >> Listen and respond to email with a voice message.
- CALENDAR >> Accept, decline, or reschedule appointments.
- VOICE MESSAGES >> Create, listen, replay to and forwarding.
- Built-in business continuity and disaster recovery capabilities. A full 30 days of data is stored securely on-site and is available for restore.
- 99.9% scheduled uptime with financially backed service level agreements (99.9% SLA)
- Email support, plus US-based live phone-based Tier-1 support for IT administrators
- SAS70 Certified, Tier IV-completely fault tolerant data center with redundant capacity systems and multiple distribution paths simultaneously serving the site's computer equipment.

MailStreet Outlook Voice Access (OVA) Frequently Asked Questions (FAQs)

Q: What sort of information can be accessed through the phone?

A: Voicemail, but also email, calendars, and contacts—each read to the user through text-to-speech.

Q: What calendar actions can be executed over the phone?

A: With OVA, you can access a calendar and take a number of actions, for example: cancelling meetings, informing participants that you will be late, or clearing a calendar entirely.

Q: Who can leave voicemails for me using Outlook Voice Access?

A: Any internal user with Outlook Voice Access can leave you a message.

Q: For whom can I leave voicemails using Outlook Voice Access?

A: You can leave voicemails for any internal user with an MailStreet Exchange mailbox. Users without OVA will receive messages as an audio file attachment in their email box.

Q: What if I forgot my PIN?

A: OVA sends a new, randomly-generated PIN whenever you enter your PIN incorrectly five times or more.

Q: Which software products have support for Exchange Unified Messaging?

A: The richest support for Exchange Unified Messaging is offered by Outlook 2007 and OVA in Exchange 2007. Older clients such as Outlook 2003 are compatible but the message will appear as an email with an audio attachment.

Q: Can I send outgoing messages from the phone interface (OVA)?

A: Yes. A user can send or reply to an email from OVA.

Q: If I send a message from the phone interface, can it be reviewed or changed before it is sent?

A: From the phone interface (OVA), the system will ask you if you would like to review the message and if the message is correct before sending.

Q: Can a user utilize existing distribution lists through OVA?

A: Yes, OVA can leverage their existing custom email distribution lists

Q: Can a broadcast message be left through Exchange UM to all users of the system?

A: A distribution list including all system users can be set up, and restrictions to whom can send to it configured.

Q: Can a user quickly scan their messages without listening to them?

A: The touchtone User Interface allows for quick navigation.

Q: Can messages be forwarded to other users or notes added to messages? Can they be forwarded to both phone numbers and email addresses?

A: Yes. Audio or text notes can be added to a message, and the message can then be forwarded.

Q: Will the storage of voicemail in users' inboxes quickly fill up their mailboxes and make them exceed quotas?

A: No. Messages are relatively small. Voicemail size tends to be just over 1 kilobyte per second, plus 4-6 KB of overhead. A typical 20 second voicemail will be around 32 kilobytes in size.

Q: Can messages be automatically either retained or deleted for/after a period of time?

A: Yes, this is possible through the new Exchange 2007 message retention capabilities.

Q: What storage limit or quota is set for each voicemail user?

A: 50MB per message, although a voice message will never be this big.

