Aastra MD Evolution Contact

» Access your messages from any media, anywhere, anytime.

The mobile enterprise demands access to different applications from any device, wherever you are, at any time. With MD Evolution Contact, Aastra provides you with a new and evolutionary solution that is adapted to your company.

MD Evolution integrated Voice Server and Unified Messaging service enable you to visualize together voice messages and e-mail and handle them in the most time-saving way on your PC from abroad or while in the office.

In fact the MD Evolution solutions help you by organizing your work more efficiently and increasing your productivity.

This allows you to develop relations with existing customers, capitalize on new opportunities, and increase your turnover.

AASTRA

Telephone answering facilities: an absolute must for your company

Ideally, any company, irrespective of its size, would like to be in a position to answer every customer call at any moment. However, such availability is not really possible on a day-to-day basis. Nevertheless, unanswered calls may cost you a loss of business or even customers.

MD Evolution Contact service is the straightforward and effective solution. It offers together voice mail, automated attendant, fax deviation, and unified messaging that can be accessed either by phone, web browser, or e-mail.

Your aim:
no more lost calls with the Voice Mail

To adapt to any situation, MD Evolution Contact provides you with user-friendly and advanced voice mail functions.

- You are already on the phone

A voice guide informs your callers accordingly and asks them to leave a message in your mailbox.

- You are at your desk, but do not wish to be disturbed

Activate your voice mail to handle all your calls.

- You are away from your phone for a relatively long time

If you are away from your phone for just a moment and forget to activate your voice mail, it is triggered automatically after a few rings.

If you plan to be away for a longer period, simply activate your voice mail.

For every situation, the personal assistant function provides your callers with several options according to your own organization. They are invited to:

- Leave a message in your mailbox
- Be transferred to the operator's position.
- Be directed to the phone of one of your co-workers, assistant, GSM or any other number of your choice.

Your callers may therefore choose to leave a message or contact another colleague without any problems at all.

- You are on vacation and do not wish to receive any messages

You can activate your basic customized answering feature, so that your callers can be requested to call you back on a specific date.

These various alternatives are perfectly adapted to your schedule: MD Evolution Contact guarantees you peace of mind by ensuring that all your calls are handled in the best possible way.

Your priority:
easy management of your voice messages

You have received messages and wish to be notified:

- From your phone, icons and voice prompts inform you that a message has been left
- If you are not on site, you can program an outside notification to the phone of your choice (GSM, DECT or wired), so that you can be informed of any messages.

You can access your messages in real time and benefit from optimum reactivity.

From your phone, simply press the Contact key, which has already been programmed, or dial your voice mail number. You do not need to memorize any procedures or rely on paper-based documentation.

To immediately contact any callers that have left a message, you no longer need to dial their number: simply press the magic key (0 on your phone). No need for your organizer, just dial your mailbox number and password from a phone within the company, or your GSM when outside. The password is personalized and secret to guarantee maximum security.

The ace up your sleeve: benefit from a smart automated attendant service

Everyday, your operator receives several calls, but cannot always answer each call in the best possible conditions. The automated attendant is a solution promoting professional call handling, well adapted to your company requirements.

It helps your operator efficiently direct each call to the required service, department, or contact person.

Your callers receive a greeting message that you have already chosen and are then directed to their required contact person using a voice menu.

This function, which is particularly useful during peak call periods, is also used to transfer returned calls directly to voice mail without having to go via the operator terminal.

Your operator can therefore save considerable time by focusing on tasks that are more useful to the company and less menial for them.

The automated attendant also offers a fax deviation function. If a fax is mistakenly sent to the operator number, it is detected and automatically diverted to the company fax number.

Handle voice messages on your PC

Using your PC web browser, improve your own efficiency by accessing the voicemail or the integrated directory.

At a glance you can visualize all your voice mail. The display shows caller identification, call duration, time, and date of each voice message, new/old message status. You can select and listen to the most important messages on your own phone by just one click. Afterwards you can save or delete it.

The main menu also gives you access to the directory. Select by name the required party and simply click on the selection to make the call.

Unified messaging

Today you are receiving both e-mail and voice messages. Thanks to the Unified Messaging service you now only need one tool and one access point to manage them.

The service is based on the MD Evolution integrated voicemail and the user e-mail. No additional hardware or software is required. The MD Evolution system integrates a generic SMTP client and works with any generic e-mail server/client (MS Outlook, Lotus Notes, etc.).

The benefits are obvious to the office user:

- Voice messages are notified by e-mail
- By selecting the most important voice messages, the user can read caller identification and message duration before listening to them on the phone or PC
- Call back the caller by just clicking on the relevant icon. The communication is automatically established between the user phone and the called party.
- Use the e-mail commands to save, delete, or send copy with comments to other persons.
- No special training required
- Remote access via a mobile unit

A very convenient application is the dictation function. You can call the secretary's mailbox and register your dictation. Then the secretary deals with this message either listening on the phone or selecting the message in the secretary's e-mail.

Voice mail features at a glance

- Up to 250 mailboxes
- Up to 100 messages per mailbox
- Up to 58 hours for deposited messages (256 MB Compact Flash card)
- 16 common mailboxes (1 dedicated to attendants)
- Up to 32 voice channels (4 in standard configuration)
- Three modes: answering, answering+ recording, and personal assistant.
- Internal/external notification
- Date & time stamp
- Message counter
- Voice prompts and voice menus
- Caller call back
- Full external voicemail access
- New/old messages (not heard/heard)
- Password change
- Softkey support on digital system phones
- Personal greeting
- User browser for voice message management, access to system directory and call-by-name, access to user's voice mail programming

Automated Attendant at a glance

- Customized greeting messages
- Basic AA: 3 menus according to day/night service; 1-level tree; up to seven 1-digit accesses to extensions/services
- Multiple AAs: max. 100 AAs; up to 100 menus in total
- Fax deviation within automated attendant

Unified messaging at a glance

- All voice messages included in the user's e-mail
- Generic e-mail server/client (MS Outlook, Lotus Notes, etc.)
- Support all individual/common mailboxes
- Playback of voice messages via PC or Phone
- Callback of voice message originator
- Forward messages to any e-mail address
- Three modes for saving voice messages
- Dictation function

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