

Frequently Asked Questions (FAQ) about buying & using Donoma Unify

How does Unify work?

Donoma Unify converts voice mail into e-mail that is routed to the user's email account. Voice messages become electronic correspondence that can be retrieved from a single interface accessible via the Web, PDA, Smartphone or, PC soft phone application. The message status (unread vs. read or deleted) is synchronized regardless of where it was accessed so messages are handled just once.

Using the functionality of the email system, voice messages can then be indexed, stored, organized, archived, and combined with other electronic attachments and forwarded to others via e-mail.

Can I get my voicemails to route to my Smartphone? (iPhone, Blackberry, Treo, etc.)

Yes. If your organization has deployed connectivity servers that route your email to your Smartphone, then your Donoma Unify voicemails will flow through as part of your inbox email.

How will Donoma Unify help me do my job better?

Donoma Unify will simplify the handling of your office voicemail by making it part of your email system. No more calling the office to keep checking for important messages. As they arrive, they will be automatically available in your email inbox. Combine that with mobility technology such as a Blackberry enabled for email, you can stay connected while out of the office and are no longer compelled to share your mobile number in order to keep up with important messages.

How will Donoma Unify help me manage risk?

Because Donoma Unify makes voicemail a manageable electronic document, voicemail can now be easily archived for future reference. This can be particularly handy for confirming orders, instructions and messages that would be useful to have on file.

What email systems are supported?

Currently Unify for GroupWise supports Novell GroupWise: 6.5 or higher. Unify for Exchange is currently in the later phases of development for release in 2008.

I see where Donoma Unify is a Cisco Compatible product. Does it work for any other IP Telephony voicemail systems?

Currently Donoma Unify is written to work with Cisco's Unity Voicemail software. Typically most organizations purchase voicemail software to match their underlying telephone system. Cisco Unity does support competing telephone platforms; for a listing of Cisco's third party

platforms and Unity configuration guides, please visit: http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html

Can I try out Donoma Unify?

You can request a free limited time trial version of Donoma Unify via the online request form at www.donomasoftware.com.

What version of Cisco Unity is required?

Cisco Unity 3.2 or higher.

What does it take to get Donoma Unify installed?

Most installations for an entire organization can be completed in less than one hour using the automated tools provided as part of the installation package.

Do I need to purchase more hardware in order to run Donoma Unify?

Donoma Unify does not require any additional server resources beyond the standard requirements for the Cisco Unity Server.

Is the Unified Messaging component of Cisco Unity required in order to run Donoma Unify?

No. It is not needed.

How do I find out my pricing?

Pricing for Donoma Unify is available at our website at www.donomasoftware.com. You may also contact your local Donoma reseller, or contact a Donoma representative for additional assistance.

How do I buy it? Who can I talk to for additional information?

Donoma Unify can be purchased either through an authorized reseller, or directly from Donoma Software.

