DONOMA UNIFY 8.7 FOR LOTUS NOTES
FREQUENTLY ASKED QUESTIONS

www.donomasoftware.com

What does Unify do?

Unify for Lotus Notes delivers your voicemail from your Cisco phone to your Lotus Notes in-box as an email. You can simultaneously get your voicemails on your PC, your smartphone, or even via the web. Unify remembers and updates what you do with each message and you only have to touch it once.

What else can I do with a voicemail message delivered via Unify?

You can forward that message via email, attach additional documents or your can save the voicemail for future reference.

What's the difference between forwarding voicemail and what Unify does?

♦   You might be tempted to just forward voicemail messages from your phone system to an email folder, but here's why Unify is so much better:

♦   **You only touch it ONCE.** Unify automatically updates your message status. Whatever you do to the message is updated automatically at all the possible message touch-points. Message forwarding leaves you lots of copies to clean up later—wasting valuable time and creating more work, not less. It becomes a state of confusion.

♦   **Messages arrive in your inbox.** Not a separate folder you have to remember to check.

♦   **Messages are available on your smartphone.** Most smartphones synchronize only the main email folder. That's why Unify's inbox integration is so powerful. When you are out of the office, your messages are right there with you.

♦   **You can dial/redial right from your message.** Each Unify message has call control features so you can return a call using call controls embedded in the message.

♦   **Message Delivery is guaranteed.** Unify checks to make sure messages are delivered from your voicemail system to your email. Every time. Guaranteed. Even if a server goes offline for a period of time (maintenance, power outage, etc.) you can be sure that as soon as the server is back online, your messages will be delivered. Forwarded messages will get dropped and lost. Can you take that risk?

♦   **Enjoy call control with Sametime.** Running IBM Sametime for instant messaging? Now your voice messages will be synchronized within your Sametime application.

♦   **Messages can be tracked through your systems from arrival to delivery.**

Is Unify easy to use?

Extremely. Because it becomes a Notes email, your voicemail looks like another email message in your inbox. Open it to listen, respond and take action on that message in seconds.

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How does the managed support work?

Middleware connectivity solutions can get orphaned when it comes to support. To alleviate this issue, our maintenance & support also includes proactive monitoring of the application, notification if we see hardware issues on the Unify server, coordinated installation of patches and latest updates, as well as administering moves, adds and user changes. Our team keeps things running smoothly so IT barely has to think about it.

How can I manage & archive my voicemail messages?

Because Unify converts your voicemail messages into an email message, you can archive voicemail using your existing email archiving solution, or for extended message administration & real time archiving you may want to consider adding Donoma's Message Vault solution. Message Vault ensures policy-driven record retention & compliance. It also provides a great toolset for locating and managing voicemail messages based on flexible criteria.

Can I get my voicemails delivered to my smartphone?

Yes! Unify 8.7 for Notes supports Blackberry Enterprise Server 5, Blackberry 10 and IBM's Traveler solution which enables you to connect to your Android, Blackberry or iPhone device.

Will Unify work with Lotus Sametime?

Yes! If you are running supported versions of Unity Connection, Sametime and Unify—you will see voicemail notifications in your Sametime viewer as one more option for message notification.

What is the scalability?

Unify supports up to 10,000 users per virtual machine, up to the maximum of 100,000 users supported by Cisco's Unity Connection platform.

How is security handled?

The Administration tool is web-based traffic is encyrpted with transport layer security (TLS/SSL)

What happens if the email or phone system passwords change? Will it break the synchronization?

No. Unify has technology built in that automatically synchronizes the voicemail and email account, even if the password is later changed.

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How much bandwidth is consumed?

The amount of bandwidth consumed by Donoma Unify 8.7 for Lotus Notes is dependent upon the codec used and the utilization of Cisco Unity Connection. It consumes a maximum of 10 concurrent connections to Cisco Unity Connection and IBM Lotus Domino. Using a G711 codec a 1 minute voice message is 480K in size. The amount of bandwidth consumed from Unify to Cisco Unity Connection for 10 messages would be 4800K. Allowing for a message header, the amount of bandwidth consumed from Unify to IBM Lotus Domino would be 6000K. Unify's performance matches the Cisco bandwidth requirements for similar products.

What is the impact of Unify on my server?

Average CPU utilization impact has been 7% on the Unity Connection server. The average CPU utilization impact on the Domino server is less than 5%.

What is the latency?

If all the servers (Domino Server, Unify Server and Unity Connection Server) are on the same network; and there is a high message volume, message synchronization can take 2-5 seconds. If there is a period of inactivity, (no new voice message processing/synchronization) there could be a delay of up to 20 seconds as the software goes into a rest cycle.

If the servers are not on the same network the latency between the servers needs to be added to the time it takes for message synchronization.

Will Unify work with a Domino server running on a non-Windows platform?

Yes! In addition to supporting Domino on Windows, we also support Domino running on the LINUX and AS/400 platforms.

Our organization uses a custom Notes email template. Can we use Unify?

Yes! Let us know you run a custom template and as part of the installation we will co-ordinate integrating your custom template with Unify and test it.

Is High Availability supported?

Yes we support High Availability through VMWare.

What about Cluster Failover?

Yes, we also support Cluster Failover.

Is the product localized?

Localization is available. Please contact your sales representative for more information.