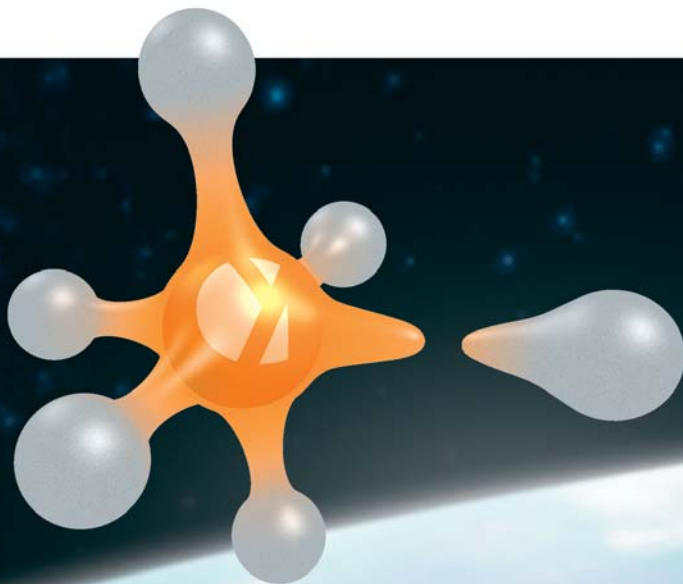




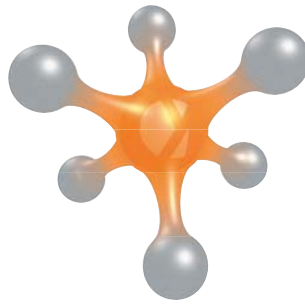
# Advanced Unified Messaging

mrs 6.0 for Lotus Notes  
Fax • Voice • E-Mail • SMS • CTI



one solution for all communications

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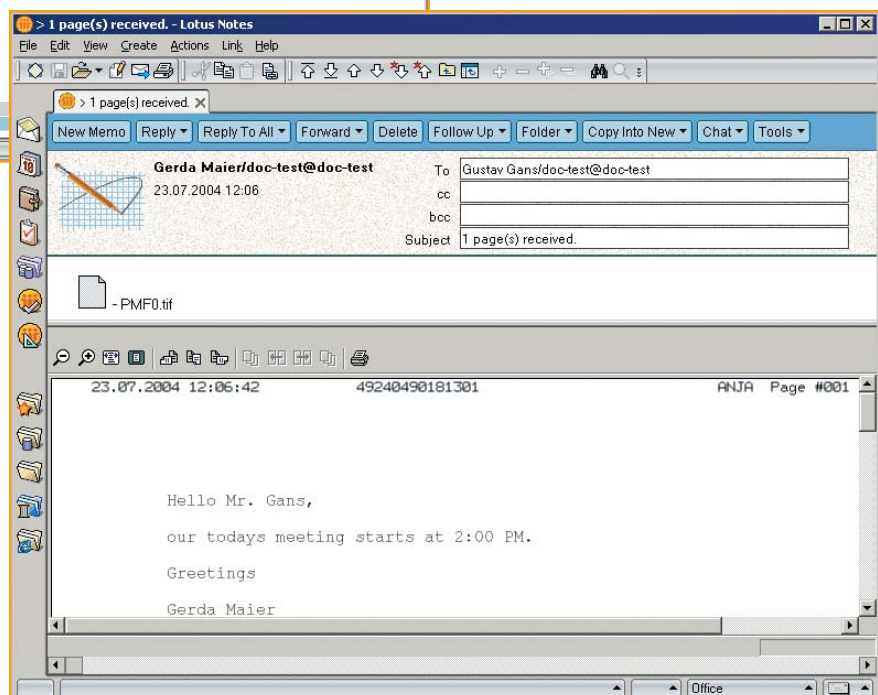
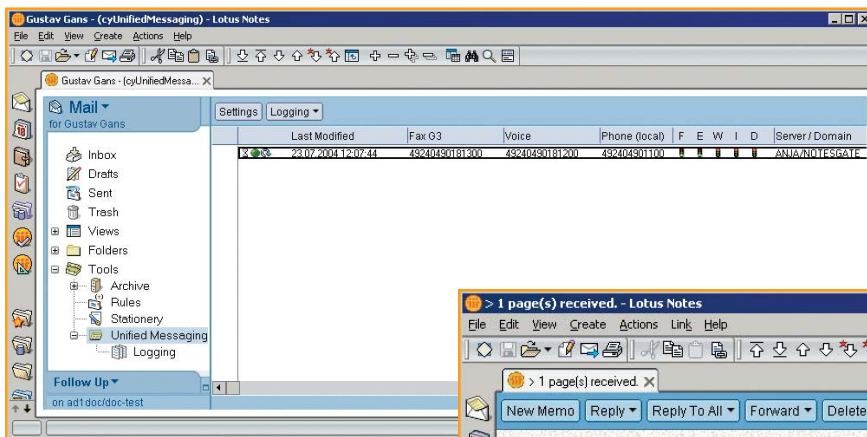


# mrs 6.0 for Lotus Notes

**mrs for Lotus Notes** transforms your existing Lotus Notes / Domino Server into an Advanced Unified Messaging Server, which integrates all communication services (Fax , E-Mail, Voicemail, Telephony and SMS) on one single platform and therefore significantly improves the efficiency at the workplace. In addition, multimedia call center functions can be added to any workstation.

## Benefits for your company:

- Cost benefit due to improved accessibility of staff
- Competitive advantage through effective internal and external communications
- Improvement in productivity
- Investment protection due to use of the existing communication infrastructure
- Unlimited mobility of staff



### Advantages for the user:

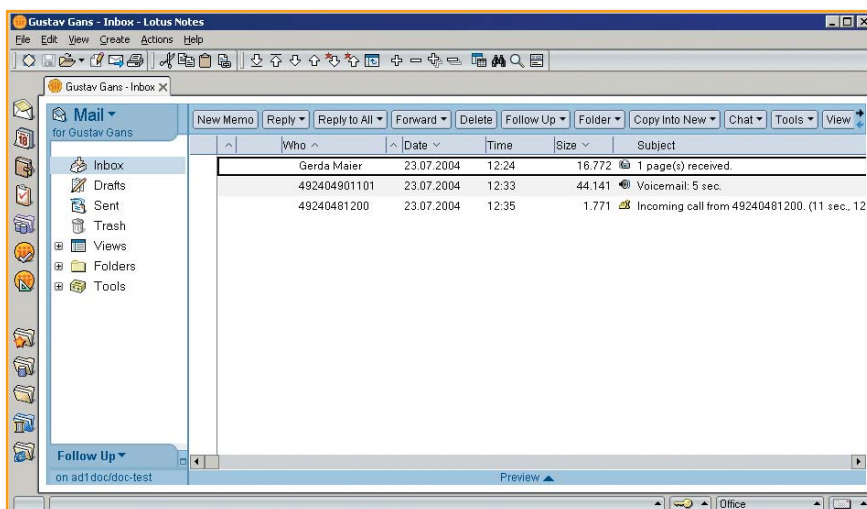
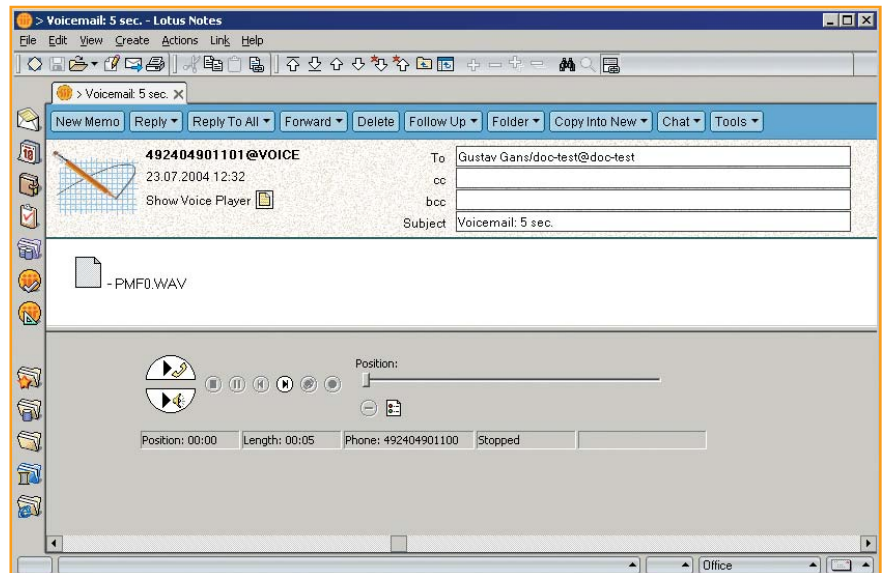
- Access to all message types through a single user interface
- Simplified sending and receiving of Fax, E-Mail, Voicemail and SMS messages in the familiar Notes interface
- CTI functions such as telephone-journal in Notes for all telephone calls, dialing directly from address book
- Mobile access to all message types via Web and WAP client, as well as desktop telephone management
- No additional user training required due to integration in the familiar Lotus Notes interface

### Advantages for the administrator:

- Single point of administration
- No training costs due to standards such as MS Windows, Lotus Notes/Domino
- Comprehensive service packages, up to 24h hotline or on-site service
- Real time monitoring and tracing
- Preconfigured mail-templates supplied
- No client software required for messaging services
- Remote update function

### Your advantages at a glance

- Complete Integration for Fax, E-Mail, Voicemail, SMS and CTI; ACD and Call Center functions optional
- Complete CTI integration in Lotus Notes
- Additional interfaces to ERP and CRM systems possible
- User administration via own Notes database, no modification of the Domino directory



# mrs 6.0 for Lotus Notes

## Personal mobility:

- Access to unified messaging-box via PC (POP3 / IMAP4 / Web), telephone and mobile telephone
- Ergonomic voicemail menu and fax forwarding via telephone
- WAP access to inbox
- Call diversion set up via WAP client
- Remote access to telephone journal via WAP
- E-mail reading via text-to-speech module

## CTI functions:

- Complete CTI-integration in Lotus Notes
- Any telephone number within the text can be dialed with a simple mouse click
- Dialing, call transfer, call switching, conference service
- Rescheduling of unsuccessful calls through server-based logging of all CTI activities
- CTI-functionality in all Notes applications
- Screen and data pops when calls come in

## Unified messaging:

- Voice-over-IP capable, H.323
- Fax (group 3 / 4 and T38 over IP)
- LAN printer configurable as a fax receiving device
- Voicemail with freely selectable announcement text (personal voice box)
- Forwarding of received voice messages to any given telephone
- Sending of short messages (SMS) in all mobile networks
- Message waiting indication via SMS, PC or PBX

## PBXs:

- TAPI, TSAPI and CSTA support of all major PBX switches
- Support of all major ISDN and analog protocols

## Supported server versions:

- Domino-Server 5.0, 6.0 & 6.5
- MS Windows 2000 Server
- MS Windows 2003 Server

## Supported hardware

(on the server side):

- Pentium III - 450Mhz, 256 MB RAM or better
- Active CAPI capable ISDN cards, 2,8 or 30 B-channels per card slot
- Dialogic hardware support, 2-30 lines per card slot
- All PCI network cards – Ethernet / Token Ring

## Additional input and output devices:

- HP Digital Sender
- HP Scan Jet 5300

## Scalability:

- Unlimited number of users
- MS cluster support
- Unlimited cascading ability
- Domino cluster support

## Cost reduction:

- mrs integrates all services and messages in one system (lower installation and maintenance costs)
- Cost saving fax transmission through intelligent fax management

## mrs for Lotus Notes

- Single message store (TRUE Unified Messaging) for Notes/Domino R5
- Optional: integrated messaging (inbox replication mrs – Lotus Notes)
- Telephone access with high-performance ERGO-Voice-Script to all types of messages (Fax, E-Mail, Voice)
- Integrated voice player to playback voicemails via loud speaker or telephone
- Simplified creation of voicemails via microphone or telephone
- Addressing all services (Fax, E-Mail, Voicemail, Telephony and SMS) via standard Notes address dialogues
- Automatic user synchronization of the Domino Directory with mrs
- CTI – signalization (pop-up) and recognition of incoming calls with an interface to adapt with Lotus Notes workflow applications
- Future ready through a clear focus on the IBM WebSphere

**Cycos AG • Headquarter**  
Joseph-von-Fraunhofer-Str. 7  
52477 Alsdorf / Germany  
Tel. +49-(0)2404 - 901-0  
Fax +49-(0)2404 - 901-100  
www.cycos.com  
sales@cycos.com

**Cycos France SAS**  
41, rue de l'Alma  
92400 Courbevoie / France  
Tel./Fax +33-(0)146 - 35 28 00

**Cycos AG • SAP Competence Center**  
Otto-Hahn-Str. 1c  
69190 Walldorf / Germany  
Tel. +49-(0)6227 - 605-605  
Fax +49-(0)6227 - 605-610

**Cycos AG**  
Wilhelm-Haas-Str. 6  
70771 Leinfelden-Echterdingen  
Germany  
Tel. +49-(0)711 - 3060-0  
Fax +49-(0)711 - 3060-140

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