DONOMA UNIFY 8.7.5 FOR GMAIL
FREQUENTLY ASKED QUESTIONS

DONOMA
For GMAIL

www.donomasoftware.com

What does Unify do?

Unify for Gmail delivers your voicemail from your Cisco phone to your Gmail in-box as an email. You can simultaneously get your voicemails on your PC, your smartphone, the web or even via your Cisco Jabber client. 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. You can also use call controls available to return calls right from each message. You can also return calls within the message or reply back to a colleague via email.

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.

♦   **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 extended features & notification with your Cisco Jabber client.** Running Jabber for instant messaging? Now your voice messages notifications can be managed from Jabber.

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

Is Unify easy to use?

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

Can I get my voicemails delivered to my smartphone?

Yes! Unify for Gmail supports all the major mobility endpoints including Android, iOS, Blackberry and Windows Phone.

cisco Compatible

DONOMA UNIFY 8.7.5 FOR GMAIL
FREQUENTLY ASKED QUESTIONS

What is the scalability?

For the on premise edition, Unify supports up to 5,000 users per virtual machine, up to the maximum of 100,000 users supported by Cisco's Unity Connection platform.   For the cloud based version, we take care of the servers and scaling and support up to Unity Connection's limits.

How is security handled?

The Administration tool is web-based traffic is encrypted with transport layer security (TLS/SSL). For those considering our cloud service, no messages are stored in our cloud service, the remain within your systems and associated security controls.

Do you support Active Directory?

Yes. When Active Directory is synchronized with Cisco Unity Connection, Donoma Unify supports Active Directory updates.

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.

How much bandwidth is consumed?

It consumes a maximum of 10 concurrent connections to Cisco Unity Connection. 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.

Is High Availability supported (for server based option)?

Yes we support High Availability through VMWare.

Got a question you don't see addressed here? Give us a call! We're here to help.

(866) 265-2770

info@donomasoftware.com

www.donomasoftware.com