

Computer Specifications

The Voicemail Pro application requires various licenses entered into the IP Office configuration to control the features it offers and the number of [simultaneous connections](#). The number of simultaneous connections can be up to 40 on IP Office 5.0+ IP500 control units and up to 100 on IP Office 8.1+ IP Office Server Edition control units. The operation of Voicemail Pro can be customized to provide special services.

The Voicemail Pro software can be installed as separate Voicemail Pro client and server parts. You can perform remote administration of the Voicemail Pro server from a computer with just the Voicemail Pro client installed. A copy of the client is automatically installed locally with the Voicemail Pro server.

Source	
DVD	IP Office 8.0 Application DVD (Disk 1).
Languages	See Supported Languages .
IP500	IP Office Preferred Edition.
IP Office Server Edition	Server Edition
License	See below.

The Voicemail Pro server part of the software consists of several components in addition to the core server software, these are:

Campaigns

The Voicemail Pro can be configured to run a campaign. This consists of a series of questions for which the Voicemail Pro records the callers answer or key presses. With International Time Zone (ITZ) support, the Voicemail Pro records the IP Office time and not the Voicemail Pro local time. The resulting recordings can then be played back by users. Users can use the web aspect of campaigns to perform this playback and processing of campaign recordings via their web browser. This requires an

- IIS web server to be run on the same computer as the Voicemail Pro software.

UMS Web Voicemail

Users can use UMS to access their voicemail mailbox using either an IMAP compatible e-mail program or through their web browser. UMS Web Voicemail requires the Voicemail Pro service to be installed on a server computer that has IIS already present. It also installs PHP if not detected as already

- present.

Text to Speech (TTS)

Through adding additional licenses, the Voicemail Pro is able to use the TTS functions of Windows to speak text and numbers to callers in addition to recording prompts. This is intended mainly for

- scenarios where the Voicemail Pro is obtaining text and number values from a customer database.

Installation on Windows Server Operating Systems

- On many Windows server computers, while the Windows Audio components are present by default

they are not always enabled. If this is the case the playback of voice prompts may be 'choppy' and the TTS (if installed) will not work. However, enabling Windows Audio does not require the server computer to have a sound card installed.

Verify that you have full administrator rights for the

1. computer.
2. Click **Start | Administrative Tools | Services**.
3. If the status of the **Windows Audio** service is not **Started**, start the service and set the **Startup Type** to **Automatic**.

Notes:

1. Do not use the **Large Fonts** setting, as it may cause options on some screens to become inaccessible.
2. For a good connection speed, use a 100 Mbps network card.
3. Free [disk space requirements](#) are also subject to the message storage required.

Basic Voicemail Pro

Minimum Hardware Requirements	
RAM	256MB
Hard Disk Free Space	2GB*
Processor:	
- Pentium	P4 1.4GHz
- Celeron	Any 1.7GHz
- AMD	Any 1.4GHz.

Operating System Support		
Server OS:	Service	Client
2003 Server		
2008 Server		
Client OS:		
XP Professional		
Vista		
Windows 7		

*Add 1MB per minute of message and prompt storage space as per your requirements.

Voicemail Pro plus UMS Web Voicemail and/or Campaigns

Minimum Hardware Requirements	
RAM	512MB
Hard Disk Free Space	2GB*
Processor:	
- Pentium	P4 2.8GHz
- Celeron	Not tested.
- AMD	Athlon XP 3000+, Athlon 64

Operating System Support		
Server OS:	Service	Client
2003 Server		
2008 Server		
Client OS:		
XP Professional		
Vista		
Windows 7		

*Add 1MB per minute of message and prompt storage space as per your requirements.

- Both Web Campaigns and UMS Web Voicemail require the IIS web server on the voicemail server

computer to be enabled.

- UMS Web Voicemail will install PHP if not detected as already installed.
Voicemail Pro plus IVR and or TTS

Minimum Hardware Requirements: Basic Voicemail Pro		Operating System Support		
RAM	512MB	Server OS:	Service	Client
Hard Disk Free Space	20GB*	2003 Server		
Processor:		2008 Server		
- Pentium	P4 2.8GHz	Client OS:		
- Celeron	Not tested.	XP Professional		
- AMD	Athlon XP 3000+, Athlon 64	Vista		
		Windows 7		

Add 1MB per minute of message and prompt storage space as per your requirements.

*Generic TTS only. The current ScanSoft TTS provided with Voicemail Pro is not supported on Vista.

If the database being queried is located on the Voicemail Pro server, the query speed of the database will be affected by the amount of memory available. You must take into account the memory

- requirements of the database being queried.

Pre-requisites

For systems running the 64-bit version of Windows Server 2008 SP1, install the [KB2538242](#) security update.

Voicemail Pro and IP Office Customer Call Reporter

Voicemail Pro and IP Office Customer Call Reporter can be run on the same server up to a maximum of 16 Voicemail Pro ports. Supported on a Dual Core CPU of 2.4Ghz and higher. The separate requirements of Voicemail Pro and Customer Call Reporter must be met.

Ports

The Voicemail Pro service uses the following ports.

Port Number	Type	Description
25	TCP	Used to listen for SMTP connections.

37	UDP	Used to receive time requests (RFC 868).
143	TCP	Used to service IMAP4 requests.
50791	UDP	Used to receive requests from IP Office PBX.
	TCP	Used to receive requests from one-X Portal for IP Office.
50791	TCP	Used to receive connections from Voicemail Pro client.

Note that Voicemail may use additional ports for connection to services such as third-party database or Microsoft Exchange.

Notes:

Do not install Voicemail Pro server on a computer that runs the Domain Name System (DNS) Server service, as the DNS Server service might prevent the Voicemail Pro service from obtaining the ports that the Voicemail Pro service requires to function correctly.

If you must install Voicemail Pro on a computer running the DNS Server service, refer to the following for the additional configuration requirements:

<http://technet.microsoft.com/en-us/library/ee683907%28WS.10%29.aspx>

<http://support.microsoft.com/kb/956188>

1. <http://support.microsoft.com/kb/929851>

2. Do not install Voicemail Pro on a computer that runs an Exchange server, as the SMTP configuration settings of Voicemail Pro server might create conflicts with those of the Exchange server.