

# AMANDA SYSTEM COMPARISON

Features	SOHO Flash	Work.Place	Work.Group DOS	Workgroup Windows	Portal Complete
Automated Attendant	Standard	Standard	Standard	Standard	Standard
Voice Mail	Standard	Standard	Standard	Standard	Standard
Analog Ports	4	4-8	4-16	4-48 Brooktrout/Rhetorex	4-96 Intel/Dialogic 4-48 Brooktrout/Rhetorex
Digital Ports	Not Supported	Not Supported	Not Supported	Not Supported	4-64 Intel/Dialogic Available for Avaya, Mitel, NEC, Nortel, Siemens Systems only
VoIP Ports	Not Supported	Not Supported	Not Supported	Not Supported	4-256 - Intel HMP (SIP)
Voice Board Types Supported	Integrated Dialogic	Brooktrout/Rhetorex	Brooktrout/Rhetorex	Brooktrout/Rhetorex Quartet, 432, 4132, Vantage PCI	Brooktrout/Rhetorex Quartet, 432, 4132, Vantage PCI, Dialogic D/41JCT-LS, D120JCT- LS, D42/82JCT-U, D240/480JCT-T1
Fax Ports	Not Supported	Up to 2 Class 2 Fax Modems	Up to 2 Class 2 Fax Modems	Up to 4 Class 2 Fax Modems or 2 Brooktrout Trufax PCI Boards	4-32 Intel/Dialogic Only Intel HMP
Mailboxes	1-4 Digit Up to 1000	1-4 Digit Up to 2500	1-8 Digit Up to 5000	1-8 digit Mailboxes 15,000 Users	1-16 digit Mailboxes Unlimited Users
Greetings per Mailbox	3	3	7	7	Unlimited
Messages per Mailbox	128	128	1,024	1,024	Unlimited or can be restricted to a maximum number per mailbox
Hours of Voice Storage	17	66	132	2500+ Hours Subject to hard disk size	2500 + Hours (1) Subject to hard disk size
Notification Records per Mailbox	4	4	10	10	Unlimited
Automatic Schedules per Mailbox	4	4	10	10	Unlimited

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Amanda ACD - Call Queue Agent	Not Supported	Not Supported	Not Supported	Not Supported	Standard - Supports up to 500 simultaneous agents
Client Connections	Not Supported	Not Supported	Optional – Must be purchased separately	100	500 - 2500
Automatic Backup	Not Supported	Not Supported	Not Supported	Not Supported	Standard
Call Recording	Not Supported	Standard – via integration only	Standard – via integration only	Standard – via integration only	Standard – via system integration, callq agent, extended mailbox properties
Visual Messaging	Not Supported	Not Supported	Not Supported	Standard	Standard
Visual Call Control	Not Supported	Not Supported	Not Supported	Standard	Standard
Web Client	Not Supported	Not Supported	Not Supported	Not Supported	Standard
Web Administration	Not Supported	Not Supported	Not Supported	Not Supported	Standard
IVR Capabilities	Limited Token Programming	Standard – Token Programming	Standard – via token programming	Standard – via token programming	Standard - via Token and TCL programming
Unified Messaging	Not Supported	Not Supported	Not Supported	Standard (up to 100 users)	Standard (up to 500 users)
Message Blasting	Not Supported	Not Supported	Not Supported	Not Supported	Standard
Find Me/Follow Me	Not Supported	Not Supported	Not Supported	Not Supported	Standard – Requires Intel/Dialogic Voice Boards
Wake-UP Calls	Not Supported	Not Supported	Not Supported	Not Supported	Standard
ODBC Support	Not Supported	Not Supported	Not Supported	Not Supported	Standard
Text to Speech	Not Supported	Not Supported	Not Supported	Not Supported	Optional – Requires third party software license per port
Speech Recognition	Not Supported	Not Supported	Not Supported	Not Supported	Optional – Requires third party software license per port

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Email Notification	Not Supported	Not Supported	Not Supported	Standard	Standard
Fax Mail, Fax Back, Fax-on-Demand, Desktop Faxing	Not Supported	Optional – Requires Class 2 Fax Modem	Optional – Requires Class 2 Fax Modem	Optional – Requires Class 2 Fax modem or Brooktrout Trufax PCI board	Standard – Requires Intel/Dialogic Voice Boards
Simultaneous PBX's Supported	1	1	1	2	Unlimited
Fax Broadcasting	Not Supported	Not Supported	Not Supported	Not Supported	Standard – Requires Intel/Dialogic Voice Boards
Fax Resources Supported	Not Supported	Not Supported	Class 2 Fax Modem	Brooktrout True Fax PCI or Class 2.0 Fax Modem	Intel/Dialogic D41JCT- LS, D42/82JCT-U, D/120JCT-LS, D240/480JCT-T1
Message of the Day	Only one Announcement	Only one Announcement	Only one Announcement	Only one Announcement	Advanced Announcement Support (multiple Announcements)
Multiple Tenants	Not Supported	Not Supported	Supported using Groups	Supported using Groups	Standard
Internet Support via POP3, SMTP, HTTP (Client / Server)	Not Supported	Not Supported	Not Supported	Not Supported	Standard
Clients Supported	Not Supported	Not Supported	Admin, Monitor, Messenger	Admin, Monitor, Messenger, Unified Messenger	Amanda Portal Station, Call Queue Agent, Unified Messenger, Web Client (user), Web Server (admin), Telnet
SMDI	Not Supported	Standard	Optional – Requires additional software license	Standard	Standard
Technical Support	Support Credits	Support Credits	Support Credits	Support Credits	Free Technical Support during Warranty Period, Support credits are required outside the warranty period
RAID1 – Disk Mirroring	Not Supported	Not Supported	Not Supported	Optional – Requires purchase of additional third party hardware	Optional – Requires purchase of additional third party hardware

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RAID5	Not Supported	Not Supported	Not Supported	Optional – Requires purchase of additional third party hardware	Optional – Requires purchase of additional third party hardware
Network Accessibility	Not Supported	Not Supported	Not Supported	LAN, WAN, Internet	LAN, WAN, Internet
Minimum PC Requirements for Software & Boards	Not Applicable	486 or Faster CPU 4MB RAM 500MB Hard Disk MS-DOS 6.22	486 or Faster CPU 4MB Ram 500MB HD MS-DOS 6.22	Intel 1Ghz CPU or equivalent, 256MB RAM, 20GB HD, Windows 2000 Pro	Intel 2Ghz CPU or equivalent 40GB HD, 512MB RAM, Windows 2000 Pro
Turnkey PC Specifications	AMD Elan SC520 CPU 4MB Memory 256MB Flash Memory Card	Not Available	Not Available	Intel 2Ghz CPU, 256MB RAM, 80GB HD, 3 ISA & 3PCI Slots, Internal PCI Modem, Windows XP Pro	Intel 2Ghz CPU, 1GB RAM, 80GB HD, 3 ISA & 3 PCI Slots, Internal PCI Modem, Windows XP Pro
Remote Access	Null Modem, Modem	Modem	Modem	Modem or IP via PCAnywhere	Modem or IP via PCAnywhere
Operating Systems Supported	ROMDOS	MS-DOS 6.22	MS-DOS 6.22	Windows 2000 Pro, Windows XP Pro, Windows 2000/2003 Server	Windows 2000 Pro, Windows XP Pro, Windows 2000/2003 Server