

EliteMail® VMS/FMS *for the Electra Elite® IPK*

Integrated Digital Voice Mail System

Today's business climate is about competition. Ensuring lasting customer loyalty takes effective communications. The more efficiently and effectively your organization handles the needs of customers, prospects and suppliers, the greater your organization's chance of succeeding. There is simply no place for long call holding periods, incorrect routing or lost messages. The consequence could mean a loss of business. Which is precisely why you should consider implementing the EliteMail VMS/FMS voice mail system.

VMS or FMS?

The EliteMail VMS is an ideal choice for companies requiring large amounts of storage space to save recorded conversations and voice mails. For example, companies that need to document verbal transactions or companies who use recorded customer conversations as training tools will benefit from the EliteMail VMS.

The EliteMail FMS is a cost effective Flash ROM-based system for users who don't require large amounts of storage space but still need a powerful voice mail system to enhance productivity and cut costs.

A Mind of its Own

With combined function capabilities and Automated Attendant features, the EliteMail VMS/FMS can manage your office's communication needs accurately, efficiently and courteously.

The sophisticated Automated Attendant ensures that your calls are answered and routed quickly and efficiently. The system can also place callers on hold, inform the caller how many calls are holding ahead of them, and update this information. And, it can even screen calls and announce the name of the caller, giving you the option of taking the call or sending the call to voice mail. Many of today's voice mail systems are so complex and difficult to use, some features may go unused by callers and employees. However, with the EliteMail VMS/FMS, callers and employees will find it amazingly easy to use. Users can leave several messages through a single call. With the system's Audiotext feature, users can hear an assortment of pre-recorded announcements which can vary depending on the time of day. For employees, the EliteMail VMS/FMS lets them set their mailbox options

for up to three personalized greetings to reflect their daily work schedules and messaging priorities.

EliteMail Caller ID Call Return*

What if you could return calls on the spot without having to disconnect from voicemail or fumble for a piece of paper to jot down a number? What happens when you can't understand the caller's return number? The Caller ID Call Return feature allows the voicemail system to use Caller ID information captured with the message to call and connect the person that left the message with the voice mail user that is checking messages. After the call is ended by either party, the voice mail user returns to checking messages. Now you can quickly and conveniently return calls.

Simplified Communications

Often, a caller wastes valuable time waiting for an administrative assistant or customer service agent to transfer the call to another employee, who must then repeat the original conversation. With the EliteMail VMS/FMS, subscribers can touch a key to activate a Live Record feature at any time during the phone call. Once a call is concluded, the

*Caller ID service requires specialized telephone company service

Features

- 1 for "Yes", 2 for "No" Interface
- Alpha/Numeric Directory — First or Last Name or Number
- Automated Attendant
- BRU Utility (Back-up, Restore, Update)
- Call Holding
- Caller ID Call Return
- Caller Screening
- Constant Message Count to LCD
- Day and Time Stamp
- Daylight-Savings Time Schedule
- Disk Full Warning
- Fax Detect Routing and Notification
- Guest Mailboxes
- Holiday Schedule
- Immediate Disconnect
- Immediate Reply
- Live Monitor
- Live Record
- Message Cancellation Prior to Review
- Message Redirection
- Message Rewind, Pause and Fast-Forward
- Message Waiting Notification
- Multiple Personal Greetings: Standard, Alternate and Internal
- On-Line Reports
- Port Independence
- Remote Maintenance
- Softkey Integration
- Special Delivery Options: Urgent, Private, Future and Return Receipt Requested
- Speed Keys for Power Users
- Subscriber Controlled Functions: Message Delivery, Call Screening, Call Holding, Directory Listing and Groups
- Subscriber Self Enrollment
- Transfer to Attendant
- Trunk Mapping
- Variable Length Passwords/ Security Codes
- Voice Detect
- Volume Control During Message Playback

Note: Some features may be restricted depending on your particular system set-up/programming.

employee can immediately send the recorded conversation to another mailbox. Live Record prevents the misinterpretation of information and simplifies the entire communication process.

Advanced Call Handling Capabilities

Auto Attendant and Call Holding offer outside parties reaching a busy station important information about the EliteMail VMS/FMS user they are attempting to call. Callers are informed that the called party is busy and the number of other calls waiting. Callers have the option to wait until the called party becomes available or to leave a voice mail message.

Fax detect capabilities are perfect for any organization that relies on the use of fax machines. For example, with the EliteMail VMS/FMS, you do

	EliteMail VMS 2/4/8	EliteMail FMS 2/4	EliteMail FMS 8
Subscribers:	Unlimited	40	200
Transaction Boxes:	Unlimited	Unlimited	Unlimited
Ports:	2,4 or 8*	2 or 4	8
Storage:	Approximately 180 hours**	4 hours (Flash ROM)	10 hours (Flash ROM)
RAM:	4 MB	4 MB	4 MB
Temperature:	0 – 29.4°C	0 – 29.4°C	0 – 29.4°C
Relative Humidity:	20 – 80% (non-condensing)	20 – 80% (non-condensing)	20 – 80% (non-condensing)

** Upgrade to 8 ports requires additional snap-in DSP module. ** Storage variable according to hard drive allocation.*

not need a separate trunk line or telephone number for incoming faxes. The system simply detects incoming fax tones and automatically routes such calls to a fax machine.

Better Speed and Accuracy

The last thing your organization can afford is to have incoming callers wait an inordinate amount of time to be routed to their ultimate destination. The EliteMail VMS/FMS provides digital integration

features with better speed and accuracy. It speeds callers through the system, getting them to their ultimate destination faster than traditional voice mail systems. The EliteMail VMS/FMS enables employees to directly connect to their voice mail to retrieve messages instead of having to access a main voice mail greeting first. These direct connect capabilities ultimately lessen the load on your telephone system. The entire voice messaging process is simplified, enhancing accuracy.

Full Digital Integration

Unlike many voice mail systems that do not integrate well with your existing telecom infrastructure and therefore become expensive dead-end systems, the EliteMail VMS/FMS is digitally linked inside your Electra Elite® IPK platform. This customized digital integration provides accurate message-taking, reliable message lights and message delivery. It also means the EliteMail VMS/FMS is easy to install and maintain.

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To find out more about EliteMail VMS/FMS and how NEC's powerful and versatile technology platforms can work for you, visit our website at www.cng.nec.com

Empowered by Innovation

