

# NVM-2000WS

## Voice Mail with Automated Attendant

### Industry-Proven Voice Mail Integration, Reliability and Performance for the Growing Business.

*Based on the Windows NT® platform (the most commonly used enterprise computing), the NVM-2000WS is NEC's most innovative integrated Voice Mail system with Automated Attendant.*

Sized right for the growing business, NVM-2000WS, starts with 4 Voice Mail ports and 250 hours of message storage with 3 built-in Desktop Messaging Clients and expands to 20 ports.

With the NVM-2000WS you'll get one-touch access to your most frequently used Integrated Voice Mail features. Use the Voice Mail features you need the most – like **Calling Your Mailbox** and **Leaving a Message** for a co-worker, just by pressing a single key. Use this same key to check your **Message Count Display** to see how many messages you have waiting in your mailbox. And, while you're on a call, a single touch can also **Transfer** your call directly to a co-worker's mailbox. For those important messages, set them as **Urgent** (for priority treatment) and **Confidential** (for the recipient only).

Have you ever been on the phone with a client or customer and not been able to take notes fast enough? With the NVM-2000WS, just press a programmed **Conversation Record** key to record the call directly into your mailbox. Later on, review the recorded conversation for important details you may have missed.

### Integration for the Way You Really Work.

If you can't be at your desk to take calls, press a key to have the NVM-2000WS automatically **Call Forward** your calls to your mailbox, or, your system may **Automatically Forward** your unanswered calls.

Using the optional **Caller ID** from your phone system, the NVM-2000WS stores the telephone number of a caller that left a message in your mailbox. After you listen to the message, **Return Call** lets you quickly call the person back without manually dialing.

Hesitant to leave your desk until that important call comes in? NVM-2000WS **Park and Page** can automatically park that call in a Personal Park Orbit and page you with your own pre-recorded announcement. You won't miss that important call **and** you'll be free to take care of other business away from your desk.

Even with all of the sophistication built into the NVM-2000WS, installation and maintenance are a breeze. The NVM-2000WS can be customized right from the Voice Mail terminal, or remotely over your LAN.

Extensive reports let you track important performance parameters. NVM-2000WS also offers a built-in high capacity super disk for simplified backup and field upgrade.

Your busy office will stay at the productivity forefront with an outstanding array of NVM-2000WS options such as: a maximum of **1000 Desktop Messaging Clients** (with **Microsoft Exchange® Outlook integration**), **Fax Mail and Fax-On-Demand**.

# NVM-2000WS

## System Features

- Caller ID
- Caller ID Automatic Transfer
- Centralized Voice Mail (Remote Tenant Service)
- Fax Mail
  - Checking and Printing Fax Messages
  - Sending a Fax to a Mailbox
- Fax Server
- NVM-Desktop Messaging
- Tenant Service
- Voice Mail Networking
- Voice Prompts

## Automated Attendant Features

- Access (Log Onto) the Voice Mail System
- Access the Directory Dialing Feature
- Answering Schedule Override
- Automatic Routing for Rotary Dial Callers
- Call Announcing
- Call Blocking
- Call Parking/Paging
- Call Queuing
- Call Waiting
- External Extension
- Flexible Answering Schedules
- Flexible Call Routing
- Forced Unscreened Transfer
- Go to a Mailbox
- Hang up the Call
- Interactive Messaging (Script Prompting)
- Leave a Quick Message
- Select Voice Prompts in Another Language
- Status Monitor
- Transfer Calls to a Fax Machine
- Transfer to an Automatic Call Distribution Group
- Transfer to an Extension: Screened or Unscreened
- Undefined Routing Intercept

## Mailboxes

- ACD Announcement Mailbox
- Announcement Mailbox
- Call Routing Mailbox
- Directory Dialing Mailbox
- Distribution Mailbox
- Fax Mailbox (Fax-On-Demand)

- Fax "Callbacks"
- Fax "Same-Call" Transactions
- Fax Documents
- Fax Distribution Lists
- Future Delivery Mailbox
- Flexible Mailbox Numbering Plan
- Variable Length Mailbox Numbers
- Guest Mailbox
- Interactive Mailbox
- Message Center Mailbox
- Network Mailbox
- Next Call Routing Mailbox
- Security Code (Default)
- Subscriber Mailbox
- System Administrator Mailbox
- Trunk Mailbox

## System Messaging and Recording Options

- Announcement Message
- Automatic Message Erase/Save
- Broadcast Message
- Directory Dialing Message
- Distribution List
- First Time Tutorial
- Instruction Menu
- Interactive Prompts
- Mailbox Name
- Message Length
- Message Listen Mode
- Message Notification
- Message Playback Direction
- Message Retention
- Message Storage Limit
- Message Waiting Lamp
- Music On Hold
- Recording Conversation Beep
- Voice Compression Rate
- Welcome Message

## System Administration and Maintenance

- Erasing All Messages
- Local Backup
- Local Restore
- Mailbox Security Code Delete
- Port Activities/Diagnostics
- Programming the Voice Mail Reports
  - Port Self Test
  - Ports In/Out of Service
- Screen Saver
- Shutting Down the System

- System Re-Initialization
- System Time and Date
- System Version Number
- Trace Viewer

## User Features

- Auto Forward
- Auto Help
- Auto Time-Stamp
- Call Announcing
- Call Waiting
- Calling a Mailbox
- Calling Automated Attendant
- Checking/Deleting a Message
- Exiting a Mailbox
- Forwarding Calls to a Mailbox
- Getting Recorded Help
- Getting the Time and Date
- Listening Options
- Listening to Messages
- Paging Message
- Recording a Confidential Message
- Recording a Future Delivery Message
- Recording an Urgent Message
- Recording and Sending a Message
- Recording Options
- Requesting a Return Receipt
- Security Code
- Transfer to a Mailbox

## System Capacities

<b>Ports:</b>	4 to 20*
<b>Voice Storage:</b>	250 hrs
<b>Mailboxes:</b>	10,000

\*Without modem

*Includes keyboard and internal modem.*

Certain features may be optional, not applicable to all systems or require additional equipment. Some federal and state laws require notification, such as a beep or require consent from all parties, prior to recording a telephone conversation. The information contained herein is subject to change without notice at the sole discretion of NEC America. All trademarks are property of their respective owners.

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communications **without** compromise.