NVM
Message Management Solutions

NEC

*S*implified message management can help you reduce the number of misunderstood or lost messages and prompt faster message returns. The result: greater productivity. NEC message management solutions give you convenient one-point access that consolidates information and empowers your staff to win the message management battle. With the NVM family of voice mail products, employees have greater access to messages no matter where they are. NVM Series options allow staff to prioritize messages while managing voice calls, voice mail, faxes and emails from any networked PC. Mobile employees can also access extension calls, voice mail, fax mail and even email via the telephone.

NEC offers four message management systems to choose from depending on the size of your organization and its needs. NVM-2000WS serves price-conscious customers who need the latest desktop messaging and call control technology, while NVM-Server Desktop offers them the best value for their communication dollars. Additional speech recognition and text-to-speech features are available on the NVM-Server and NVM-ServerXL versions. The growing organization can expand with the extra port capacity of the NVM-ServerXL.

Features Available on All Models:
Fax Mail
No more time-consuming trips to the fax machine. Instead, experience the ease of having fax mail delivered directly to your voice mailbox. The fax stores as a confidential and private voice message. When the subscriber accesses his voice mailbox, he has the option of sending the fax to any fax machine, forwarding it with a comment to another subscriber or saving it for later retrieval. The caller also has the option of recording a voice cover page with each fax. A Desktop Messaging user can view, zoom in/out, rotate, invert, size and print the document. With the Fax Mail option, you don't have to use a scanner to get a document into computer form. The document is already in computer format and can be saved into a variety of file types.

Fax Server

Fax Mail handles inbound faxes, but Fax Server is required to handle both inbound and outbound faxes. With Fax Server, you can send a fax as easily as you currently send a print job to a printer on your network.

In addition, Fax Server can send to a broadcast list of recipients as well as request a delivery receipt for the fax when it is sent. Fax Server can schedule delivery of the fax, and it also provides for a customized personal cover page for your faxes. An email confirmation can be programmed to confirm that a fax transmission was successfully sent.

Fax ports can be shared with voice mail ports on the NVM-Server, which allows customers to use the same ports for multiple purposes – fax and voice mail. Fax ports are dedicated for fax use on the NVM-2000WS, NVM Server Desktop and NVM-Server XL models.

Desktop Messaging
Consolidate multiple message sources with NVM Desktop Messaging. Prioritize messages and respond to customers and co-workers more quickly with the power, speed and simplicity of NEC desktop messaging software. Launch your Exchange/Outlook Inbox or Lotus Notes Inbox and have access to all of your email, voice mail and fax mail. (Fax mail is available with the addition of optional software and hardware.) NVM Desktop Messaging also lets you extend the distribution power in your email program to your voice messaging, making it possible to quickly send voice messages or documents to groups of co-workers. NVM Desktop Messaging can also integrate with various network and email platforms.

In the unified inbox an envelope (open or closed) is used to indicate an email (read or unread). A trumpet or horn type paging speaker is used to represent a voice mail in the inbox, and a face-up document image represents fax mail. As usual, a paper clip indicates an attachment to the mail.

Desktop Call Control
Desktop Call Control gives you the convenience of managing telephone calls from your PC as those calls are sent to your telephone extension. A Call Control user has several options for handling a call.

1. Transfer it immediately to another extension
2. Transfer it immediately to voice mail
3. Accept the call and have it ring the phone immediately

4. Put the call on hold so that it can be answered in a few moments
5. Access caller's contact information from Contact List

If the system has the Text-To-Speech option, the user can type a message, and the system will transform the text into a spoken message and play it for the party on hold.

Call Control Setup

You can change any of these options "on the fly" (during a call) by using your PC mouse to right click on "Transfer Options" or "Hold Options" and changing the items as they appear on the "Setup" screen. You can change the transfer destination, change the hold message played for the caller, change the greeting that is used by the mailbox or change the Hold interval.

Call Control Call Log

Desktop Call Control makes sure you never miss a call even if the caller didn't leave a message. A call log is created for each extension, allowing you to delete individual calls, erase them all or make a call from the list. You can also create an entry in a contact list.
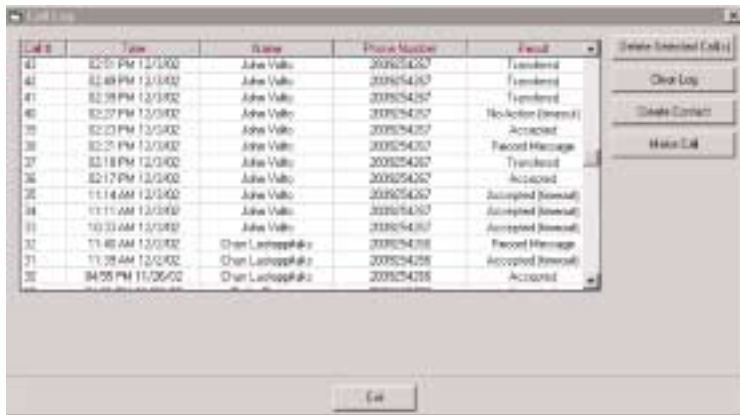
Features available only on NVM-Server & NVM-ServerXL

Text-to-Speech

Mobile personnel can benefit from the Text-to-Speech feature, which lets you "listen" as a synthesized voice reads your emails to you. The speed at which the emails are spoken by the artificial voice can be adjusted up or down by the listener as the messages are being read. Users can record a reply to the email. The voice reply will be sent to the sender of the email as a .wav file attachment.

The optional Text-to-Speech feature allows Desktop Call Control to play customized hold messages typed in by the user for incoming callers on hold (see Desktop Call Control). The user can select from two previously stored hold messages, or they can create one "on the fly" and customize the message for a specific caller.

Speech Recognition

Add another level of convenience for incoming callers with Speech Recognition. The voice mail option comes standard with programming space for 250 names, but up to 75,000 names can be added. If the spoken name is not recognized, the system will ask the caller to try again. An incoming caller can also dial the extension number at any time during the announcements, and the call will be transferred immediately.

Speech Recognition includes "barge-in" ability. A caller can interrupt the prompt at any time by pronouncing the user's name or dialing the user's extension number. It also allows the caller to spell the name of the desired party and supports alternate or "nickname" recognition, such as Bob, Rob or Robert.

NVM is Unified Communications

Unify and simplify the communications system in your organization with the NVM family of voice mail products. NEC messaging solutions consolidate information and empower your staff to win the message management battle. Whether you're a start-up company or a growing enterprise, NVM Message Management can help your employees serve customers better and help improve the overall performance of your organization.

NVM-Server

System Equipped Capacities	NVM-2000WS	NVM Server Desktop	NVM Server	NVM ServerXL
Voice Mail Ports:	4 to 24	4 to 24	4 to 24	12 to 72
Storage:	At least 1,200 hours	At least 1,200 hours	At least 1,200 hours	At least 1,200 hours
Mailboxes	10,000	10,000	10,000	10,000
Desktop Message Seats	10 (Maximum)	50*	100*	250*
Desktop Call Control Seats	10 (Maximum)	50*	100*	250*
Speech Recognition (250 names)	N/A	N/A	2** - 12 ports	2** – 12 ports
Text-to-Speech	N/A	N/A	0 - 6 ports	0 - 8 ports

* Expand in increments of 25 seats, ** Equipped at installation

System Features

- Caller ID
- Caller ID Automatic Transfer
- Centralized Voice Mail (Remote Tenant Service)
- Desktop Messaging
- Desktop Call Control
- Fax Mail
    - Checking & Printing Fax Messages
    - Sending a Fax to a Mailbox
- Fax Server
- Tenant Service
- Text-to-Speech
- 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 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
- Speech Recognition
- Status Monitor
- Transfer Calls to a Fax Machine
- Transfer to an Automatic Call Distribution Group
- Transfer to an Extension: Screened or Unscreened
- Undefined Routing

Mailboxes

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

System Messaging and Recording Options

- Announcement Message
- Automatic Message Erase/Save
- Automatic Outbound Notification
- 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
- Park and Page
- 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

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 Unified Solutions, Inc. All trademarks are property of their respective owners.

To find out more about NVM with Windows 2000 and how NEC's powerful and versatile technology solutions can work for you, contact us at 800-365-1928 or visit our website at www.necunifiedsolutions.com.

Empowered by Innovation

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