

EliteMail[®] Limited VMS



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 Limited VMS voice mail system.

A Mind of its Own

With combined function capabilities and automated attendant features, the EliteMail Limited VMS 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, their features are rarely used by callers and employees. Not so with the EliteMail Limited VMS. Callers and employees will find it amazingly easy to work with. 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 Limited VMS lets them set their mailbox options for up to three personalized greetings to reflect their daily work schedules and messaging priorities.

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 Limited VMS is digitally linked inside your

Electra Elite 48/192 platform. This customized digital integration provides accurate message-taking, reliable message lights and message delivery. It also means the EliteMail Limited VMS is easy to install and maintain.

Unmatched 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 Limited VMS provides digital integration features with unmatched speed and accuracy. It speeds callers through the system, getting them to their ultimate destination faster than traditional voice mail systems.

The EliteMail Limited VMS 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.

Features

System Features

- 1 for Yes, 2 for No Interface
- Alpha/Numeric Directory — First or Last Name or Number
- Day and Time Stamp
- Daylight-Savings Time Schedule
- Disk Full Warning
- Fax Detect Routing and Notification
- Guests
- Holiday Schedule
- Immediate Disconnect
- Caller Interviewing
- On-Line Reports
- Port Independence
- Remote Maintenance
- Transfer to Attendant
- Trunk Mapping

Subscriber Features

- Constant Message Count to LCD
- Live Record
- Immediate Reply
- Message Waiting Notification
- Message Cancellation Prior to Review
- Message Redirection
- Message Rewind, Pause and Fast-Forward
- Multiple Personal Greetings: Standard, Alternate and Internal
- Speed Keys for Power Users
- Special Delivery Options: Urgent, Private, Future and Return Receipt Requested
- Subscriber Controlled Functions: Message Delivery, Call Screening, Call Holding, Directory Listing and Groups

- Subscriber Self Enrollment
- Voice Detect
- Variable Length Passwords/Security Codes
- Volume Control During Message Playback

Specifications

EliteMail Limited VMS comes as a turnkey, self-contained voice processing system, with all of the software installed. The following are specifications for EliteMail Limited VMS systems:

Subscribers: 40

Transaction Boxes: Unlimited

Ports: 2 or 4

Storage: 4 hours (Flash ROM)

CPU: 386 SX/25 MHZ

DOS: Version 6.2

RAM: 4 MB

Temperature: 0 – 29.4°C

Relative Humidity: 20 – 80% (non-condensing)

Simplified Communications

Often, a caller wastes valuable time waiting for a secretary or customer service agent to transfer the call to another employee, who must then repeat the original conversation. With the EliteMail Limited VMS, subscribers can touch a key to activate a live record feature at any time during the phone call. Once a call is concluded, the 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 offers outside parties reaching a busy station important information about the EliteMail Limited VMS 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 Limited VMS, you

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

Save Space and Eliminate Upgrade Headaches

The EliteMail Limited VMS is simple and compact. A single

interface card slides directly into the Electra Elite 48/192 systems, just like other system cards. This unique technology provides digital integration with your telephone system. And upgrading from 2 to 4 ports is easy, requiring only an activation code. Best of all, no additional computers or boxes are needed, saving you space and money.

To find out more about the EliteMail Limited VMS and other NEAX® Family Voice Mail Systems, and how NEC's powerful and versatile technology platforms can work for you, contact your local NEC dealer, call us at 1-800-TEAM-NEC or visit our Web site at: www.cng.nec.com

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