

# EliteMail® VMP *for the Electra Elite® IPK*

## Integrated Digital Voice Mail System

**T**oday'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 VMP voice mail system.

### A Mind of its Own

With combined function capabilities and Automated Attendant features, the EliteMail VMP 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 VMP, 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 VMP 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 VMP, 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 offer outside parties reaching a busy station important information about the EliteMail VMP 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.

### 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
- Control Access to Notification Field\*
- 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 Entity Addressing\*
- 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
- System Administrator Passwords\*
- Timestamp Before Message\*
- 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.  
\*Spring 2004*

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

	Flash Rom 64 MB	Flash Rom 128 MB	Flash Rom 256 MB
Subscribers:	200*	200*	200*
Ports:	2 or 4	2, 4 or 8**	2, 4 or 8**
Storage:	Approximately 4 hours	10 hours	25 hours
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)

\* Planned expansion Spring, 2004 - Current capacity 2/4 ports=40, 8 ports=200  
\*\*Upgrade to 8 ports requires additional snap-in DSP module.

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.

### Flexibility to Grow

EliteMail VMP is available in three media sizes, making it easy for you to get what you need today while giving you plenty of flexibility to add storage in the

future. Simply buy the number of ports you need (2, 4 or 8) with the desired amount of storage hours without having to replace all of your original hardware. This flexibility makes the EliteMail VMP cost effective for users who do not require large amounts of storage space but still need a powerful voice mail system to enhance productivity and cut costs. Up to 25 hours of storage are available for companies with greater storage needs, such as recording verbal transactions or using customer conversations as

training tools.

### 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 VMP 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 VMP is easy to install and maintain.

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Note: All specifications are subject to change without notice.



To find out more about EliteMail VMP and how NEC's powerful and versatile technology platforms can work for you, visit our website at [www.cng.nec.com](http://www.cng.nec.com)

Empowered by Innovation

