Unified Messaging System
UNIVERGE UM4730

An easy to use system that enhances worker productivity

Overview

The NEC UNIVERGE™ UM4730 is an innovative unified messaging system that can grow and expand with your organisation with the features you need to keep you productive and competitive.

The UM4730 combines voice mail, automated attendant and audio text functionality into a completely integrated business solution that will help you communicate more effectively with the people who matter most to your business—your customers and colleagues. Built on the Linux operating system, UM4730 offers organisations investment protection and a solid growth path.

UM4730 also comes with a wide range of optional packages that can enhance and expand the power of your voice messaging system. Feature packages include:
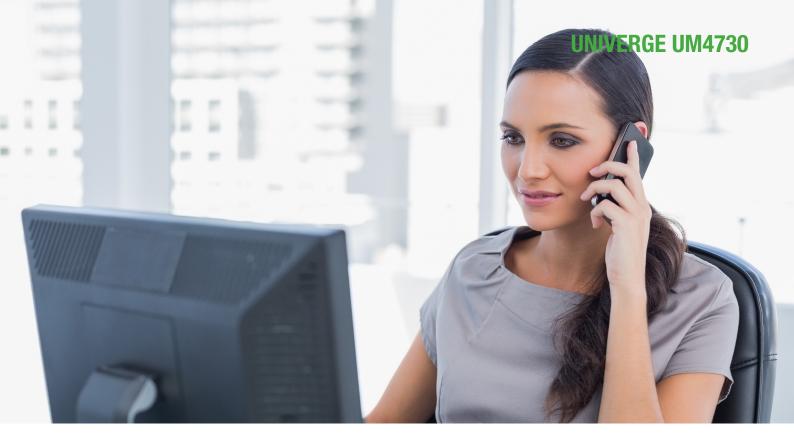
- TeLANophy® modules that provide unified messaging and call control;
- ActiveNet® networking capabilities;
- Hospitality and Property Management System (PMS) integration and multi-lingual prompt sets.

TeLANophy modules integrate UM4730 with your Local Area Network (LAN) to give you control over live telephone traffic and messages all from one place: your desktop PC. They let you conveniently manage your voice mail, mailbox settings, incoming and outgoing calls directly from your desktop PC.

UM4730 is available in 2- to 30- port configurations with up to 3600 hours of storage and a maximum of 65,000 voice mailboxes.

NEC's objective is to offer the most intelligently designed and cost-effective voice messaging systems on the market. The dozens of powerful features that come standard with UM4730 were designed with two things in mind:

1) improve your ability to communicate
2) make UM4730 easy and efficient to use.

Features

Direct IP integration eases installation and maintenance
The UM4730 features a customised IP integration to your NEC UNIVERGE telephony server. A single Ethernet connection is all that's needed to provide up to 16 simultaneous Voice over IP (VoIP) connections, provide accurate message taking, reliable message lamp control and message delivery. This also makes the UM4730 easy to install and maintain. The UM4730 also saves time by directly connecting you to your mailbox to retrieve messages instead of requiring you to access a main call processing system first. IP integration simplifies and enhances the entire voice messaging process, combining messaging functions into one comprehensive voice/unified messaging system.

ViewMail and ViewMail for Microsoft Messaging
ViewMail® and ViewMail for Microsoft® Messaging applications allow you to visually manage your messages using your desktop PC. Organise and sort messages on screen in any order and see details about them at a glance.

ViewCall® Plus puts you in control
ViewCall Plus call control application gives you total control over your incoming and outgoing telephone traffic by managing calls on your Windows® standard PC. Dial, answer, transfer, hold screen, and even conduct conference calls with a click of a mouse.

Mailbox Manager lets you customise your settings
The robust user interface allows users to configure and control their personal mailbox settings, greetings, security code, notification settings, distribution groups, conversation preferences and much more from their own desktop.

Advanced Automated Attendant – A customer-friendly interface
Automated Attendant can answer and route calls as a primary answering point or be customised to manage calls during certain hours or from specified ports. Using the UM4730's routing boxes, an unlimited number of menu trees can be created to best suit the needs of your business, providing flexibility and expandability.

Customisable voice prompts provide a personal touch
All prompts may be re-recorded on site, personalizing the first point of contact for your customers.

Multi-lingual prompt sets provide helpful language options
Choose from a variety of prompt sets, including English, Spanish, German and French, to meet the language needs of your employees and customers.

Intuitive and intelligent telephone user interfaces keep it simple
Multiple conversational interfaces give both first-time and experienced users immediate access to UM4730 via the telephone. Using the "1 for Yes and 2 for No" option, you can access all functions by responding to simple questions. To quickly jump to specific options or features using the numbered keypad, the Menu Mode conversation is a powerful and flexible option.

Easy to maintain
The administration console is intuitive and accessible via a web browser interface. A Status Monitor utility monitors the voice messaging system as it answers and routes calls. On-line reports provide details on events such as, incoming calls, system structure, subscriber enrollment, extension lists, message groups, busy ports, and call logs.

UNIVERGE™ is NEC's IP architecture for unifying multimedia networks while enabling robust business solutions. UNIVERGE is an open and standards-based IP architecture, ensuring interoperability with other broadband media, IT equipment and business applications. It also enables seamless and mobile communication in a multi-network environment.

For more information, visit au.nec.com, email contactus@nec.com.au or call 131 632

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NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

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