

Orchestrating a brighter world

NEC

UNIVERGE® UM4730 Unified Messaging



NEC's UNIVERGE UM4730 is a comprehensive unified messaging solution that enables your employees to always be in touch.



At a Glance

- Powerful suite of Unified Messaging capabilities
- Unified Messaging seats included with the base platform
- System can be installed in a virtual environment
- Enables management of messages from most PCs, smartphones and mobile devices
- Provides a robust user interface that allows users to listen to messages, configure and control their personal mailbox settings and greetings plus much more
- Allows users to set a presence greeting to let callers know their status or availability
- Integrates seamlessly with NEC's UC Suite which automates presence greeting and enables ability to view messages via the desktop client
- Offers an advanced automated attendant to efficiently route callers to the department or person that they are trying to reach
- Enables personalized voice prompts and multilingual prompt sets to better serve customers
- Offers optional packages, such as Hospitality and Fax, to enhance and expand functionality
- Expands easily as business needs dictate
- Provides up to 5,000 voice mailboxes and 72 simultaneous VoIP connections
- Installs easily and is managed through an intuitive, web-browser interface

Overview

NEC's UNIVERGE UM4730 Unified Messaging (UM) is a solution that can grow with your organization to help ensure your business stays productive and competitive.

The UM4730 provides traditional capabilities such as voicemail, automated attendant and audio text, along with Unified Messaging, Presence-based Greetings, Web Mailbox Manager, Mobile Web Mailbox Manger, and Really Simple Syndication (RSS) Feeds for notification capabilities. Optional packages, such as Hospitality and fax, allow you to expand functionality to meet your specific business requirements.

These features together build a completely integrated message management solution that simplifies the sometimes daunting task of effectively communicating with the people who matter most – your customers and colleagues.

Solution

NEC's UNIVERGE UM4730 is a comprehensive unified messaging solution that enables your employees to always be in touch. The UM4730 provides many ways to access and manage your messages. Through any telephone use interface, messages can be easily accessed by simply following the intuitive voice prompts.

For that personalized touch, you can record your own greetings. From a touchtone telephone, browser or smartphone, you can quickly and easily change your greeting at any time as needed to reflect changes in your schedule or plans.

Enhanced Message Management

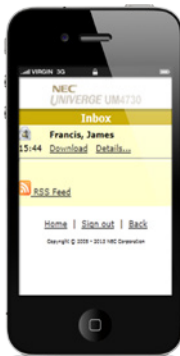
UM4730 also includes advanced desktop, web and mobile interfaces to manage your messages:

Mailbox Manager

Mailbox Manager is an intuitive web-based interface that can be accessed from Internet Explorer®, Mozilla® Firefox® and Google™ Chrome™. It gives you the ability to access your voice mails, configure and control your personal mailbox settings, greetings and presence-based greetings, security code, notification settings, distribution groups, conversation preferences and much more directly from your personal computer.

Mobile Mailbox Manager

Checking and managing messages from any location on your smartphone or tablet is made possible through the UM4730 mobile web-based Mailbox Manager. You now have the ability to listen to messages, view message counts and change mailbox settings using this lightweight version of the web client which is supported on many mobile operating systems including Apple® iOS, Android™, Windows® Mobile and RIM® BlackBerry®.



Mobile Web Mailbox Manager

ViewMail®

ViewMail is a desktop client application that can be used either as a standalone application or integrated with your Microsoft® Outlook® or Lotus® Notes®. It enables a visual view of your messages right on your desktop or in your email inbox which allows you to efficiently manage multiple calls or messages at the same time.

ViewFax®

ViewFax works within ViewMail to give you complete control of your fax communications. It displays faxes on screen and lets you send them to any printer instead of a fax machine. Each fax is stored automatically until you want to see it. With ViewFax's Print-to-Fax capabilities, users can send faxes anywhere without leaving their desk.

Text-to-Speech Email Reader (Optional)

Don't have your laptop or Internet connection to check email. With the Text-to-Speech Email Reader package, you have 24-hour, two-way access to your Microsoft Exchange or Lotus Notes email messages. It reads your email directly over the phone and provides you with different follow-up actions such as reply, redirect, save, etc...

Really Simple Syndication (RSS) Provides Additional Notification

UM4730 is capable of sending RSS feeds for new message notifications. RSS capable applications can subscribe to the UM4730 to receive automatic notification when new messages are received. RSS is a family of web feed formats used to publish frequently updated content such as blog entries, new headlines or podcasts.

Advanced Automated Attendant

The UM4730's automated attendant acts as an electronic receptionist, answering and routing incoming calls. It enables callers to quickly reach a particular department or person and frees up your attendant to better serve callers who need assistance. You can also customize it to manage calls during certain hours or from specified ports and create an unlimited number of menu trees to meet your needs.

Hospitality

Designed specifically for the hotel/motel industry, this powerful Hospitality feature set for the UM4730 offers a complete unified messaging solution for any property. It easily integrates with over 60 Property Management Systems and will help you improve guest services.

UC Suite Integration

With this integration, when you change your presence status in NEC's UC Suite, it automatically updates the Presence Greeting that will be played to callers. Another added bonus is the ability to view and manage your messages directly from the UC Suite Client.

Custom and Multilingual Prompt Sets / Intuitive Telephone User Interfaces (TUI)

Customize voice prompts to fit your business's unique requirements. With the UM4730, you can easily record your own voice prompts onsite. Every time someone calls, you can be assured that they will consistently hear your company's personalized greeting and professional voice prompts that will direct them to the appropriate department or person.

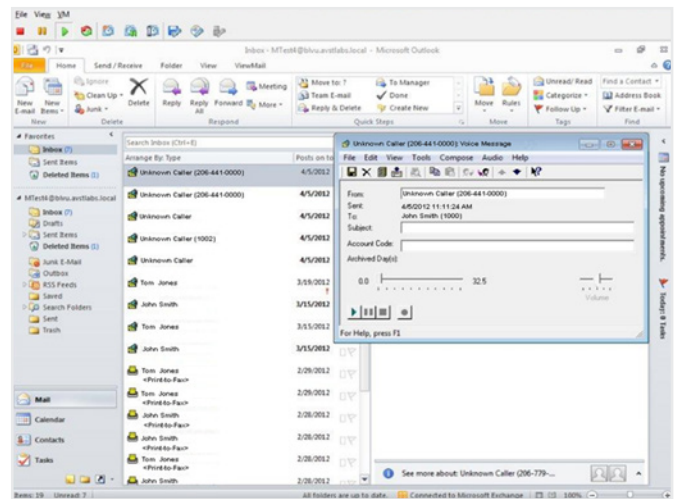
Need your voice prompts in another language? With the UM4730's multilingual voice prompt sets, you have 17 different languages to choose from. The system supports up to nine different languages at any one time and lets you select the ones that make the most sense for your organization.

Multiple conversational interfaces give users immediate access to UM4730 via the telephone. The intuitive user interface provides flexible options for quickly accessing the feature or information required. For users familiar with legacy Octel® and Centigram® systems, the UM4730 has the ability to emulate the Octel/Aria and Centigram TUI allowing for a quick transition to the UM4730 with very little training required for the end users.

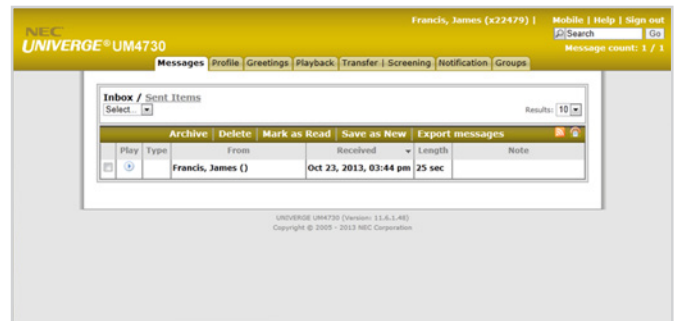
IP Integration and Virtualization

The UM4730 features an IP integration that is easy to install and maintain, and allows it to be deployed in a VMware® virtualized environment; eliminating the need for expensive and space consuming voice boards, as well as internal station cards for the PBX, saving your organization money. The IP integration allows the UM4730 to connect directly to IP enabled UNIVERGE SV9300 and UNIVERGE SV9500 Communications Servers via a single Ethernet connection.

If a business is not ready for IP, both digital and analog integrations are available for NEC and other non-NEC switches. When a business is ready to upgrade to IP in the future, the UM4730 only requires a simple integration change.



ViewMail for Microsoft Messaging



Web Mailbox Manager Inbox

Maintain with Ease

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. In addition, for NEC customers with UC for Enterprise Manager (UNIVERGE MA4000), mailbox management of the UM4730 can be done directly from its Web interface.

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