UNIVERGE® UM8000

The UNIVERGE UM8000 provides you with a comprehensive unified messaging solution that you can customize to best fit your unique business requirements.

At a Glance

- Powerful suite of Unified Messaging capabilities for the UNIVERGE SV9100 and SV9300 Communications Platforms

- An embedded solution which provides a smaller footprint and lower operational costs

- 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 UC Suite client

- Offers an advanced automated attendant to efficiently route callers to the department or person that they are trying to reach

- Enables personalized voice 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

- Installs easily and is managed through an intuitive, web- browser interface

Overview

The UNIVERGE UM8000 solution is a blade-based unified messaging system that delivers abundant message storage, scalable port capacity and all the features you've come to expect from NEC, a leader in voice messaging products. This solution, which is designed specifically for the UNIVERGE SV9100 and SV9300 Communications Platforms, is aligned with NEC's approach to unifying business communications by integrating voice, fax and email messages into one inbox while offering reliability, a smaller footprint and lower operating cost than other systems.

Solution

The UNIVERGE UM8000 provides you with a comprehensive unified messaging solution that you can customize to best fit your unique business requirements. It offers traditional capabilities such as voicemail, automated attendant and audio text, along with Unified Messaging (UM), Presence-based Greetings, Web Mailbox Manager, Mobile Web Mailbox Manger, Really Simple Syndication (RSS) Feeds for notification and fax capabilities. Optional packages, such as Hospitality and the Visual Message Suite, allow you to easily expand functionality. The UM8000's embedded design also allows for easy deployment and management.

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The UM8000 provides many ways to access and manage your messages. Through any telephone user interface, messages can be easily accessed by simply following the intuitive voice prompts.

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

Enhanced Message Management

UM8000 also offers more advanced desktop, web and mobile interfaces to manage your messages:

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 check and manage messages, 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 enables you to check and mange messages, view message counts and change mailbox settings from any location using your smartphone or tablet. It is supported on most mobile operating systems.

Visual Messaging Suite (Optional) is a set of applications that brings productivity-enhancing functionality to the UM8000.

- **Viewmail®** is a desktop client application that can be used either as a standalone application or integrated with your Microsoft® Outlook®, Lotus® Notes® or Novell® GroupWise®. It enables a visual view of your messages right on your desktop or in your email inbox.

- **ViewFax®** works within ViewMail and displays your faxes on screen. Send faxes to your local printer instead of a fax machine and with its Print-to-Fax capabilities, you can send faxes directly from your desktop.

Text-to-Speech Email Reader (Optional) offers you 24-hour, two-way access to your 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

UM8000 is capable of sending RSS feeds for new message notifications. RSS capable applications (iGoogle™, Google™ Reader, iTunes®) can subscribe to the UM8000 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 UM8000'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.

Custom Voice and Multilingual Prompt Sets

With the UM8000, you can easily record your own voice prompts onsite to fit your business's unique requirements. Every time someone calls, they will hear your company's personalized greeting and professional voice prompts to direct them to the appropriate information, department or person.

Need your voice prompts in another language? With the UM8000's multilingual voice prompt sets, you have 17 different languages to choose from and it lets you select the ones that make the most sense for your organization.

UC Suite Integration for UNIVERGE SV9100

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.

Hospitality

Designed specifically for the hotel/motel industry, this powerful Hospitality feature set for the UM8000 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.

Intuitive and Intelligent Telephone User Interfaces (TUI) Keep It Simple

Multiple conversational interfaces give both first-time and experienced users immediate access to UM8000 via the telephone. Using the "1 for Yes and 2 for No" option, access any function by responding to simple questions. The Menu Mode Conversation provides a powerful and flexible option for quickly jumping to specific options or features using the numbered keypad.
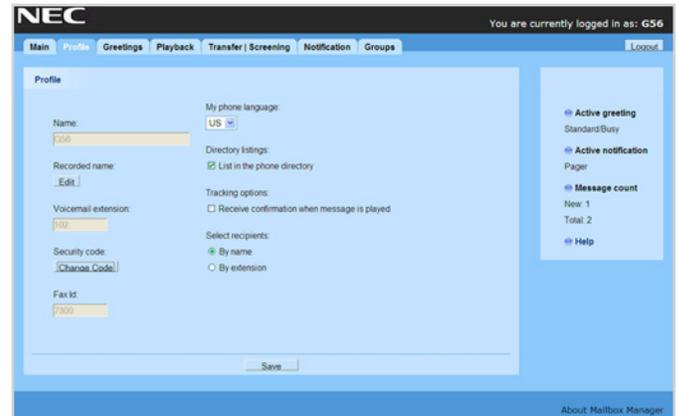
Easy Installation and Maintenance

Since the UM8000 is an embedded application on the SV9100 and SV9300 communications platforms, its seamless integration makes it easy to install and maintain. It provides up to 16 voice connections, accurate message taking, reliable message lamp control and dependable message delivery and can support up to 1000 users.

The UM8000 also utilizes the SV9100/SV9300's power source and battery backup – reducing power consumption and space requirements.

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 UM8000 can be done directly from its Web interface.

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