

EliteMail[®] CMS *for the Electra Elite[®] IPK*

Digital Voice Mail for an Analog Budget

Today's business climate demands more productivity without increasing the budget. So while organizations are looking for ways to save money, they are also exploring ways to efficiently and effectively handle the needs of customers, prospects and suppliers.

Long call holding periods, incorrect routing or lost messages could mean a loss of business, but how does the small to mid-size organization upgrade its outdated analog communications system without taxing its budget?

NEC has the solution. The EliteMail CMS voice processing system is the answer for the customer who needs a cost-effective, feature-rich digital alternative to analog voice mail or an answering machine. The EliteMail CMS also can lighten the demands placed on a receptionist.

A Mind of its Own

With combined function capabilities and Automated Attendant features, EliteMail CMS can manage your office's communication needs accurately and efficiently.

While some voice mail systems can be complex and difficult to operate, the EliteMail CMS is amazingly easy to use. Your calls are routed quickly. Users can leave several messages through a single call. Employees can set their mailbox options for up to three personalized greetings to reflect their daily work schedules and messaging priorities. The system's Audiotext feature provides an assortment of pre-recorded announcements that can vary depending on the time of day.

Fax Handling Capabilities

Fax detect capabilities are perfect for any organization that relies on the use of fax machines. For example, with the EliteMail CMS, you do not need to pay for 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.

Improved Speed and Accuracy

Your organization cannot afford to have incoming callers wait an inordinate amount of time to be routed to their ultimate destination. EliteMail CMS provides digital integration with greater speed and accuracy. It quickly takes callers through the system, getting them to their ultimate destination faster than traditional voice mail systems.

EliteMail CMS enables employees to connect directly 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 effective communications.

Full Digital Integration

Since EliteMail CMS is digitally linked inside your Electra Elite IPK platform, it is easy to install and maintain. Digital integration also enables accurate message-taking and reliable message delivery. Just one more way EliteMail CMS is designed to make your business life easier.

Features

- **1 for "Yes", 2 for "No" Interface**
Using the 1 for "Yes", 2 for "No" option, users access all functions by responding to simple yes-or-no questions.
- **Alpha/Numeric Directory**
Access subscribers by first or last name or number
- **Automated Attendant**
Answers and routes incoming calls, plays messages to callers
- **BRU Utility (Back-up, Restore, Update)**
In case of system failure, backups allow for quick and easy system recovery and prevent the loss of system information and messages.
- **Constant Message Count to LCD**
Tracks the number of new messages on the display of your phone.
- **Daylight-savings Time Schedule**
EliteMail IPK CMS can be programmed to set the clock forward or backward to automatically adjust for daylight savings time.
- **Disk Full Warning**
System can be programmed to warn subscribers to delete unnecessary messages when reaching system storage capacity.
- **Fax Detect Routing and Notification**
When a fax tone is heard, the call can be automatically transferred to the fax machine, eliminating the need for a separate fax telephone number and dedicated outside line.
- **Guest Mailboxes**
A guest is a person who is hosted by a particular subscriber and given a "guest mailbox." Guest privileges allow a person to communicate with their host subscriber through voice messages.
- **Holiday Schedule**
System can be programmed to automatically run on night mode on holidays.
- **Immediate Disconnect**
Calls are immediately disconnected when callers hang up, so ports free up immediately.
- **Immediate Reply**
Subscribers can reply to a message from another subscriber immediately after hearing it, without using touchtones.
- **Message Cancellation Prior to Review**
If the recipient hasn't listened to a message yet, the subscriber who sent the message can delete it and record a new message.
- **Message Redirection**
Subscribers can easily forward a copy of a message to another subscriber. Subscribers can also record an introduction to the forwarded message.
- **Message Rewind, Pause, and Fast Forward**
While listening to a message, users can press certain keys to move backward, pause, skip forward in the message.
- **Message Waiting Notification**
The telephone's message waiting indicator is activated when a subscriber has new messages.
- **Multiple Personal Greetings**
Subscribers can record three separate personal greetings—a standard greeting, busy greeting, and an alternate greeting.
- **On-line Reports**
EliteMail IPK CMS can provide a great deal of information regarding an organization's incoming telephone calls. There are five types of on-line reports: usage reports, directory reports, busy ports report, call log, and error log.
- **Remote Maintenance**
The system manager may access the system remotely and add mailboxes, reset passwords, change greetings, change schedules, and complete other tasks using this intuitive telephone system conversation. In addition, your Dealer can provide support and problem solving without an on-site visit. Dealers use remote maintenance to link a customer's voicemail to an off-site PC.
- **Special Delivery Options**
Users can mark messages with special delivery options such as urgent, private, future, and return receipt requested.
- **Speed Keys for Power Users**
Users can utilize specific keys to jump to specific options or features.
- **Transfer to Attendant**
Outside callers can press "0" for assistance at any time.
- **Volume Control During Message Playback**
Subscribers can raise or lower the volume of a message during playback.

Subscriber Controlled Functions:

- **Message Delivery**
Messages can be delivered to any telephone—home, work extension, pager, or mobile telephone.
- **Call Screening**
Subscriber has the ability to screen calls that are transferred to a subscriber. The subscriber can decide whether to take a call, based on who is calling.
- **Call Holding**
Call holding gives a caller the option to hold for a busy extension to become available. The system can place callers on hold, inform them of their position in the holding queue, and update this information periodically.
- **Directory Listing**
Subscribers control whether they want to be listed in the automated attendant directory.
- **Self-enrollment**
Subscribers can personalize their voice mailbox—set up their directory listing, record personal greeting, and set up security codes—through an easy-to-use, touchtone telephone conversation.

Specifications

Subscribers:	40	Storage:	4 hours (Flash ROM)	Temperature:	0 – 29.4°C
Transaction Boxes:	Unlimited	RAM:	4 MB	Relative Humidity:	20 – 80% (non-condensing)
Ports:	2 or 4				

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To find out more about EliteMail CMS and how NEC's powerful and versatile technology platforms can work for you, visit our website at www.cng.nec.com

Empowered by Innovation

