



# UM4730 Unified Messaging System

Conquer Message Management with NEC's Scalable, Feature-Rich Solution

The NEC UNIVERGE® UM4730 is an innovative unified messaging system that can grow with an organization to help ensure the business stays productive and competitive.

## *At a Glance*

- Integrate message management
- Grow the system when the businesses grows
- Manage from most PCs
- Install and manage easily

UM4730 brings voice mail, automated attendant and audio text functionality together to build a completely integrated message management solution that simplifies the sometimes daunting task of effectively communicating with the people who matter most – customers and colleagues. Because it is built on the Linux operating system, the UM4730 offers organizations investment protection and a sound upgrade path.

Optional packages can enhance and expand the power and functionality of UM4730 as the business grows. Available feature packages include:

- TeLANophy® modules, providing unified messaging and call control
- ActiveNet® networking capabilities
- Hospitality and Property Management System (PMS) integration
- Multi-lingual prompt sets

TeLANophy modules integrate UM4730 with the Local Area Network (LAN) to enable PC-based control over live telephone traffic and messaging. Voice mail, mailbox settings, and both incoming and outgoing calls can also be conveniently managed through a 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 offers 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 simple imperatives:

- Improve the customer's ability to communicate
- Ensure that the customer can use the UM4730 easily and efficiently

### *Direct IP Integration Eases Installation and Maintenance*

The UM4730 features a customized IP integration to most NEC telephony servers. The UM4730 is easy to install and maintain. It provides up to 16 simultaneous Voice over IP (VoIP) connections, accurate message taking, reliable message lamp control and dependable message delivery. Use IP integration to save time by directly connecting to your mailbox to retrieve messages rather than accessing the main call processing system first. IP integration simplifies and enhances the entire voice messaging process by combining messaging functions into one comprehensive voice/unified messaging system.

### *ViewMail and ViewMail Provides Microsoft Messaging*

ViewMail® and ViewMail for Microsoft® Messaging applications enable visual management of messages via a desktop PC. Organize and sort messages on screen in any order and see details about them at a glance.

### *ViewCall® Plus Puts You In Control*

The ViewCall Plus call control application provides total control over incoming and outgoing telephone traffic through call management on most Windows®-standard PCs. Dial, answer, transfer, hold screen, and even conduct conference calls with a click of the mouse.

### *Mailbox Manager Provides Setting Customization Features*

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 Offers a Customer-Friendly Interface*

Use Automated Attendant as a primary answering point to answer and route calls or customize it 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 business needs and provide flexibility.

### *Customizable Voice Prompts Provide a Personal Touch*

Personalize the first point of contact for customers by re-recording prompts onsite.

### *Multilingual Prompt Sets Provide Helpful Language Options*

Choose from a variety of prompt sets such as English, Spanish, German or French to meet the language needs of 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, 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.

### *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.

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