



# UNIVERGE® UM4730 Unified Messaging

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

The NEC UNIVERGE UM4730 Unified Messaging is a solution that can grow with an organization to help ensure the business stays productive and competitive.

The UM4730 provides traditional voice mail capabilities such as voice mail, automated attendant and audio text along with Unified Messaging, Web Mailbox Manager, Mobile Web Mailbox Manger, Really Simple Syndication (RSS) Feeds for notification and fax capabilities. 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 – customers and colleagues.

## At a Glance

- Unified Messaging plus traditional voicemail capabilities
- Integrated message management
- Management of messages from most PCs and Smart/Mobile Devices
- Grow the system as the businesses grows
- Install and manage easily

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

- Hospitality and Property Management System (PMS) integration
- Networking capabilities
- Text-to-Speech
- Multi-lingual prompt sets

Visual Messaging modules integrate UM4730 with the network to enable PC-based control over live telephone traffic and messaging. Voice mail, fax, mailbox settings, and both incoming and outgoing calls can also be conveniently managed through a desktop PC.

UM4730 is available in 4- to 64-port configurations with up to 3,600 hours of storage and a maximum of 65,000 voice mailboxes.

NEC offers some of the most intelligently designed and cost-effective voice messaging systems on the market. The dozens of powerful features that come standard with the 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

## 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 64 simultaneous Voice over IP (VoIP) connections, accurate message taking, reliable message lamp control and dependable message delivery. IP eliminates the need for expensive and space consuming voice boards, as well as internal station cards for the PBX which saves an organization money. The IP integration allows the UM4730 to connect directly to IP enabled UNIVERGE SV8300 and UNIVERGE SV8500 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 OEM switches. When a business is ready to upgrade to IP in the future, the UM4730 only requires an integration change.

### *Unified Messaging Supporting Microsoft® Outlook®, Lotus® Notes® and Novell® GroupWise®*

ViewMail® and ViewMail for Microsoft Messaging, ViewMail for Lotus and ViewMail for GroupWise 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.

### *ViewFax® Makes Faxing Easy*

ViewFax works within ViewMail, ViewMail for Microsoft Messaging, ViewMail for Lotus Notes, and ViewMail for GroupWise to give users complete control of their fax communications. ViewFax displays faxes on screen and lets users send them to any printer instead of a fax machine. When they receive a fax, an icon appears next to the message in ViewMail. Each fax is stored automatically until they want to see it. With ViewFax's Print-to-Fax capabilities, users can send faxes anywhere without leaving their desk.

### *ViewCall® Plus Enables Total Call 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 Allows Customization of Features*

The robust user interface allows users to listen to messages, configure and control their personal mailbox settings, greetings, security code, notification settings, distribution groups, conversation preferences and much more from their own desktop.

### *Mobile Mailbox Manager Enables Remote Access*

Checking messages from a Mobile Device is now as easy as opening the UNIVERGE UM4730 mobile web-based Mailbox Manager within the browser on a user's mobile phone. Users 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 Palm OS, Windows Mobile, RIM Blackberry, iPhone and Symbian.

### *Really Simple Syndication (RSS) Provides Additional Notification*

The UNIVERGE UM4730 is capable of sending RSS feeds for new message notification. RSS capable applications (iGoogle®, Google® Reader, iTunes®) 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 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 and Multilingual Prompt Sets Provide a Personal Touch*

Personalize the first point of contact for customers by re-recording prompts onsite. Also, 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 (TUI) 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. 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.

### *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 Management (UNIVERGE MA4000), mailbox management of the UM4730 can be done directly from the MA4000 Web interface.

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