

EliteMail® VP and CTI *for the Electra Elite® IPK*

A Unified Approach to Message Management

Access to information. It's not just a formula for business success, it's the absolute key to survival.

The challenge today, however, lies in finding ways to handle the many forms that vital information can take... voice, text, facsimile and more.

How does a company harness technology to successfully access it all — and, once accessed, to deploy it strategically throughout the organization wherever and whenever it is needed? It is a universal issue that faces companies of all sizes and types. Presenting the EliteMail VP and EliteMail CTI for the Electra Elite IPK, two exciting new feature rich productivity tools. With clear, simple message options, your company will stay in touch, not "on hold," and you can service callers both efficiently and courteously.

EliteMail VP*

EliteMail VP is an excellent choice for companies which require a voicemail with a large port capacity and storage space. The EliteMail VP can be upgraded to EliteMail CTI to take advantage of unified messaging capabilities.

EliteMail CTI for Call Management, Unified Messaging and More...

EliteMail CTI ingeniously integrates three business information technologies that establish the ultimate in universal access and personal productivity environments. These technologies are:

- Voice Messaging
- Fax Integration
- Call Management

By giving individuals complete control over telephone, fax and e-mail messages, NEC provides subscribers with the freedom to access information at any time.

Incorporating an intuitive and easy-to-use graphical user interface (GUI), EliteMail CTI enables users to manage inbound and outbound calls and messages on screen, from any networked PC, including faxes and e-mails.

Messages are managed with a few mouse clicks. The intuitive interface allows users to Play, Send, Reply, Redirect, Archive and Delete messages instantly. You can also Rewind, Pause and Fast Forward during playback. Multimedia equipped PCs can even play and record messages without picking up the telephone.

Incoming and outgoing faxes can be received and transmitted from any networked PC. And, through fully customized digital integration, the advanced EliteMail CTI combines these awesome business functions into one comprehensive voice processing system — a system that sharpens your access. With EliteMail CTI advanced call control features, users can view, answer, make outbound calls**, place calls on hold, transfer, conference and screen calls easily and efficiently from their PC — overcoming the limitations of the desktop telephone.

Call Management also allows the user to manage multiple calls at the same time and identifies callers before the user picks up the telephone — enhancing productivity while allowing the user to prioritize calls. And with the Call Log and Contact Lists, important call data is available immediately.

EliteMail VP and EliteMail CTI Live Record

Through the use of digital integration, the EliteMail VP and EliteMail CTI can record a conversation directly to the user's mailbox by simply pressing a button on their phone (VP) — or with the ViewCall™ module (CTI) by clicking an icon. For example, when a secretary or customer service agent receives a phone call with information that needs

*EliteMail VP does not support CTI/unified messaging or fax integration

**Requires TAPI adapter

Features

EliteMail VP/CTI

- 3 Personalized Greetings: Standard, Alternate, Busy
- Caller Interviewing
- Constant Message Count to LCD
- Day and Time Stamp
- Fax Detect, Routing & Notification
- Field Programmable System Key
- Guests
- Holiday Schedule
- Live Record
- Menu Interface
- Message Waiting Notification
- Multilingual Prompts
- Port Independence
- Remote Administration
- Remote Maintenance
- Single-digit Dialing
- Softkeys
- Speed Keys
- Subscriber Self-Enrollment
- System Administration via Console or Phone
- TAPI Support
- Transfer to Attendant
- Trunk Mapping in Auto Attendant
- Urgent Message Count to LCD
- Variable-Length Passwords
- Variable-Length Security Codes
- Voice Detect

- TeLANophy™ (included with CTI, optional with VP)
 - Supports Caller ID Capture and Display (from Auto Attendant)[†]
 - 50 Seats ViewCall™ Plus (Additional Seats Available)
ViewCall Plus supports
 - Caller ID Call Return (from Call Log)
 - Live Monitor
 - Call Screening
 - 50 Seats ViewMail™ with Microsoft Messaging Interface
 - 50 Seats ViewFax™ (requires Fax activation)

EliteMail CTI Optional

- Fax Activation
- Hospitality Feature Package
 - Multilingual Capability

Specifications

Hardware	In-skin (Digital ports)
Software	EliteMail VP and EliteMail CTI
Subscribers	Unlimited
Ports	4, 8, 12 or 16
Storage	Approx. 320 hours

to be passed on to another employee, they no longer have to reconstruct the conversation themselves. Instead, at any time during the call they can activate Live Record. Once a call is concluded, the employee can immediately send the recorded conversation to a mail box. Live Record prevents the misinter-

pretation of information and simplifies the entire communications process.^{††}

EliteMail CTI Fax Integration

Now, there's no longer a need for users to leave their desks, go to the fax machine, dial-up and feed pages. EliteMail CTI ViewFax™ manages both inbound and outbound faxes

from any networked desktop PC, making fax communications faster, easier and totally confidential. All documents are password-protected and can be stored electronically until previewed and printed. And, using the print-to-fax driver, documents can be instantly faxed to other subscribers, groups or personal databases.

Station Softkeys

The EliteMail VP and EliteMail CTI provides softkeys on all display Electra Elite or Dterm® Series E terminals. Instead of picking up the handset and dialing several codes, the user can now press a single softkey on the terminal to access multiple message handling and mailbox set up options.

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[†] Feature requires additional telephone system equipment or software.

^{††} Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties of a telephone conversation.

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Certain features require optional equipment or specialized telephone company services. Please consult your authorized NEC Associate or authorized reseller. The information contained herein is subject to change without notice at the sole discretion of NEC America, Inc.

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

Empowered by Innovation

