

**IT'S LIKE HAVING YOUR OWN SMART AND  
POWERFUL INVISIBLE ASSISTANT.**

**P**ut this durable, little marvel to work in your company right now, and you'll pack a powerful punch that squishes missed calls and lost

## Norstar Flash Voice Mail

business. Put an end to tying down employees just to answer the phone and deliver messages. And stop complaints about your phone system dead in their tracks. You and your customers will notice the difference overnight.

### **FLASH VOICE MAIL IS 3 ASSISTANTS IN 1**

**1. Auto Receptionist**—It can work completely on its own. Auto Attendant features act like a dynamic receptionist, making sure your Norstar business phone is answered promptly and properly,

24 hours a day. Your operators can use it for support when they're away from their desks or carrying out other functions more important to your business productivity. Or you can have it answer all your company's incoming calls. Even set it up to serve as a round-the-clock information center, customizing company greetings for morning, afternoon, or non-business hours.

**2. Auto Operator**—It can route and reroute calls. Custom Call Routing features act like a super-efficient switchboard operator. Using Auto Attendant to bypass the receptionist, it makes sure important outside calls are routed directly to the person the caller wants to speak with. You can record a list of options for callers, so Flash Voice Mail will route incoming calls in response to a single digit selection on the dialpad. Fact is, you can have calls from up to 100 designated telephone numbers automatically routed to specific points on Custom Call Routing trees, an extension, or a mailbox—all based on Calling Line ID information. And Flash Voice Mail can even reroute the call if the phone is busy or isn't answered. Callers can still transfer to your designated operator at any time. But with Flash Voice Mail in your Norstar system, that operator no longer has to be one individual tied to one job function at one telephone.

**3. Auto Messenger**—It can record and send voice mail messages. Voice Mail features act like an electronic messenger, making sure to accurately record what your callers said and how they said it. And then it stores your messages in your very own mailbox. Just think how that can improve



communications and customer satisfaction. Incoming callers hear a greeting in your own voice. And each telephone in your Norstar system can have a main greeting and an alternate greeting that plays for special occasions or when you're away on business trips or taking a vacation. What's more, you can even record up to 3 personalized greetings per mailbox, each playing according to specific Calling Line IDs. Your callers can designate their messages as normal, certified, urgent, or even private, so they cannot be copied or forwarded. You can send all of your messages to an extension, pager, or off-premise telephone. Better still, Flash Voice Mail stores your caller's number (and name, where available) with the message. That means you can reply to all messages from both internal and external callers with just a handy, one-touch call-back. Confidential messages can be left in your mailbox (and retrieved) with any tone-dialing or cellular phone, day or night. Group distribution and station-to-station message copying let you spread the news in a flash. And you can even set up guest mailboxes to keep in touch with clients and suppliers.

Should a call get forwarded to Flash Voice Mail before you're able to pick up on your Norstar telephone, simply interrupt at any time and answer it—even while your caller is leaving a message.

Flash Voice Mail and your Norstar phone system work so perfectly together, you'll feel like you're using just one. And when they work together like one, an interesting thing happens. You're able to get more work done in less time. Flash Voice Mail can be set up to try reaching you at 5 different phone numbers (even pagers) to let

you know when a caller has left a message in your mailbox. Flash Voice Mail can speak 3 languages—English, French, or Spanish—with either English/French or English/Spanish available on any one system at the same time. And Flash Voice Mail is easily programmed from any Norstar M7310, M7324, or M7410 telephone (computer keyboard and monitor not required).

#### **FLASH VOICE MAIL IS A SURE THING.**

It's diskless and has no moving parts. Flash memory chips create a "solid state virtual disk" for greetings and message storage, breaking through inherent limitations of conventional hard drives. A Type II PCMCIA slot accepts state-of-the-art Flash-ROM PC Cards. Not much bigger than a credit card, this technologically superior and virtually indestructible memory stores the features and voice prompts of Flash Voice Mail. Adding new features in the future means simply replacing the PCMCIA card with a new one. About as easy as inserting your bank card into an ATM.

Now you don't have to settle for an electro-mechanical, disk-based voice mail system. Because there's a new kid on the block that delivers superior power and performance... for a lot less money. It's Flash Voice Mail—the revolutionary solid-state solution for intelligent voice processing from Nortel. It's specially designed to work together with your Norstar business communications system. And it's loaded with everything you need to make your phone system pay for itself—including Auto Attendant, Cascading Off-Premise Message Notification, and Integrated Calling Line ID. Even better, it's absolutely available right now.

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