

Norstar NAM Voice Mail



Norstar Voice Mail provides advanced voice processing and auto attendant features integrated with the Norstar telephone systems. The simplicity of telephone display prompting and activation through soft keys on the telephone is extended to the voice messaging application.

The Norstar Applications Module (NAM) can be expanded to 32 channels to provide support for other applications like ACD and IVR, with a maximum of 16 channels for Norstar Voice Mail. The system supports up to 1000 mailboxes and standard message storage time on Release 4.1 systems is 100 hours.

Hardware includes the NAM unit, with 4.1 software already loaded, and a fiber optic cable spool to connect the NAM II to a Media Services Base Interface Card (MS BIC) to a Modular ICS fiber expansion cartridge. The Dial by Name application is also included in diskette format for loading onto the NAM. Other options available with Norstar Voice Mail 4.1 are Fax Messaging, AMIS and Digital Networking and Desktop Messaging.

All Norstar Voice mail Release 4.1 systems will ship with 16 MB of RAM memory. Norstar Voice Mail Release 4.1 is compatible with Norstar DR5 3x8, DR5 6x16, DR5 8x24, Centrex Plus, Modular ICS T1, Modular ICS XL and XC, and Compact ICS. In addition to advanced voice messaging standard features, Norstar Voice Mail is also packaged with MINUET ACD and Norstar Voice Mail Manager. MINUET provides small businesses and departments with a cost effective tool to manage and organize how calls are distributed within an organization and is designed for the entry level call center with up to 10 active agents.

Norstar Voice Mail Manager (NVM Manager) is a Windows application for performing a number of common administration activities on Norstar Voice Mail Release 4.1 systems. NVM Manager runs on a customer provided PC equipped with either Microsoft Windows 95 or Microsoft Windows NT software which can be direct connected to the NAM via the serial interface or can access the NAM equipped with the new on board Ethernet port or a customer provided NIC card over the customer's data network.

Features

- **Voice channels** up to 32(Maximum)
- **Total storage** 100 Hours
- **Mailboxes** up to 1000
- **Software** 4.1 Loaded on Unit, Dial By Name Application on Disk
- **Hardware** NAM Unit, 16MB RAM