

Norstar Application Module (NAM) Voice Mail 4.0 (January 1999)

Norstar Voice Mail Release 4.0 continues the evolution of voice mail and automated attendant product offerings from Norstar and with its introduction, replaces all previous Norstar Voice Mail releases. Release 4.0 introduces new standard features like Record a Call, Mailbox Manager and Operator Manager, and also introduces speech recognition technology into the Norstar product portfolio. New Release 4.0 systems are supported on the Norstar Applications Module (NAM). Existing Release 1.X, 2.X or 3.X Norstar Voice Mail systems can be upgraded to Release 4.0 even though they may currently be running on the NAM I provided the NAM I is equipped with a 540 MB hard drive. The NAM provides the capability for additional applications, such as call center software, to share the NAM with Norstar Voice Mail, provided the memory guidelines for the combination of applications used is followed. When running multiple applications on the NAM, more than 16 MB of RAM memory may be required.



Norstar Voice Mail 4.0 New Standard Features

Norstar Voice Mail 4.0 contains the same features and functionality as Release 3.0, with the following additions, enhancements and modifications:

Norstar Voice Mail Release 4.0 provides:

- ✓ Continued strong CMS/Class integration features,
- ✓ A bilingual system,
- ✓ Comes bundled with MINUET ACD small call center solution,
- ✓ Comes bundled with NVM Manager and the Dial-By-Name application,
- ✓ New standard features,
- ✓ Continued support for the Fax Messaging, Desktop Messaging, Digital and AMIS networking options,
- ✓ Support for the Voice Profile for Internet Mail (VPIM) option,
- ✓ New option for Speech Recognition Automated Attendant,

Record a Call:

- ✓ When activated by Feature Code 989 from the Norstar user's set, allows the user to have the voice mailbox act like a tape recorder and record the telephone conversation.
- ✓ Recorded conversation has the same appearance to Norstar Voice Mail as a voice message.
- ✓ User can forward, delete, or in conjunction with Desktop Messaging, can even "archive" the call ("message") as a wave file to a PC hard drive, floppy disc, or zip drive.
- ✓ In conjunction with Desktop Messaging, the user can change the "subject" line of message on the PC display and save it to an appropriate project, person or file,

Norstar Voice Mail Mailbox Manager (NVM Mailbox Manager)

- ✓ Standard and packaged with all Norstar Voice Mail Release 4.0 systems,
- ✓ Allows users to manage their mailbox functions from their multimedia desktop PC,
- ✓ Can be used in conjunction with Desktop Messaging or as a stand-alone tool. Does not require Desktop Messaging to operate,
- ✓ The NAM must be configured for and connected to the customer's LAN via either the onboard Ethernet connection (using the NAM/IP Lite for configuration) available on newly shipped Release 4.0 systems, or a customer provided separate Network Interface Card (NIC).
- ✓ Software is included on the Documentation and Client Software CD-ROM that ships with all new 4.0 systems,
- ✓ Client software can be loaded at the desktop from either the CD-ROM or diskettes can be created from the CD-ROM for client installation.

Speech Recognition Auto Attendant and Voice Activated Dialing

With the introduction of Norstar Voice Mail 4.0, Speech Recognition Auto Attendant will be available as an option to provide a call routing service for external callers who simply speak the name of the party they are calling. The Speech Recognition capability also supports Voice Activated Dialing, which allows an internal Norstar set user to originate a call by activating Feature 988 and speaking the names that are in the Company Directory. Speech Recognition Auto Attendant is packaged as a two-channel option that can be upgraded to a maximum of four channels.