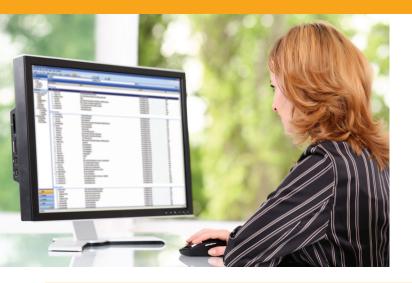# UC for Enterprise
Unified Messaging (UNIVERGE® UM8500)

At a Glance

- A full-featured Unified Messaging and Automated Attendant system
- Integrates seamlessly with other UCE applications
- Find Me/Follow Me (FMFM) and ViewCall for desktop call control
- Seamless integration with a variety of applications and mobile devices
- Enterprise scalability and investment protection
- Optional Octel and Centigram telephone user interface emulation for legacy voice mail platforms
- Multiple levels of Redundancy
- Versatile message storage

Overview

As an integral part of NEC's UC for Enterprise (UCE) application suite, UC for Enterprise Unified Messaging (UNIVERGE® UM8500) offers a feature rich, scalable, IP telephony solution that empowers business's to solve critical communication challenges.

UCE Unified Messaging provides a number of key features designed to maximize productivity while streamlining operational costs. It is a unified messaging platform that delivers superior performance and includes single mailbox management for all types of messages that provides message retrieval from personal computers and mobile handsets. Other features offered are VideoMail, Find Me/Follow Me (FMFM) capability and ViewCall for desktop call control.

Solution

Integrates Seamlessly with other UC for Enterprise Applications

Integration with the UCE application suite enables UCE Unified Messaging to be centrally managed through UCE Manager's secure, single point of administration. It becomes easily accessible as a menu item on the main screen of UCE Manager.

In addition, the integration with the UCE Application Platform enables voicemail indication and playback from the UCE Desktop Client.

End Phone Tag with Find Me/Follow Me (FMFM)

UCE Unified Messaging's FMFM feature can put an end to phone tag by enabling users to create custom screening rules for incoming phone calls. Those rules can ensure important calls are forwarded while others are not. For example, after-hours calls from co-workers can be transferred to an employee's cell phone, or calls during lunch can be sent directly to voice mail. FMFM provides flexibility and control by enabling users to customize their telephone's behavior to increase productivity and maximize the opportunity to connect with important calls.

Screen Incoming Calls with ViewCall Desktop Call Control

ViewCall enables users to screen incoming calls in real-time using a simple, easy-to-use control panel on their desktops. Users simply select from multiple actions or greetings to optimize a caller's experience, thus deploying more intelligent messaging.

Seamless Integration with a Variety of Email Applications

UCE Unified Messaging is a Microsoft Windows®-based solution that provides unified messaging within a Microsoft Exchange environment. To provide maximum flexibility, it can also be seamlessly integrated with Lotus® Notes, GroupWise® and other email applications which support the IMAP protocol (up to 9 email inboxes).

Seamless Integration with a Variety of Mobile Devices

Users may retrieve messages from any location, using whichever device is the most convenient — cell phones, PDAs, web browsers or their laptops. Using the latest text-to-speech technology, UCE Unified Messaging enables users to listen to email while away from the office and respond by telephone.

Enterprise Scalability & Investment Protection

UCE Unified Messaging deploys easily in large enterprises, handling up to 25,000 users with the equivalent of several hundred ports. And by providing Telephone User Interface (TUI) emulation for Octel® Aria™, Serenade™, Centigram/Baypoint and NEAXMail® AD-64, UCE Unified Messaging offers investment protection and lowered user-training time and expense.

For existing NEAXMail AD-64 Unified Messaging customers, NEC has developed an easy way to migrate existing data into the more robust, full-featured UCE Unified Messaging solution with advanced business productivity applications.

Whether a business is an existing customer or one that is new to NEC, they can always be confident in the knowledge that they have the latest communications technology and applications. Because this solution is one of NEC's global offerings, development for UCE Unified Messaging will continue for years to come.

Multiple Levels of Redundancy

UCE Unified Messaging provides multiple levels of redundancy suited to the most stringent customer requirements. For example, when several UCE Unified Messaging systems are configured in a cluster mode, the group functions in tandem. In the event of a port or server failure, the other units in the cluster compensate for the failure without loss of service.

Versatile Message Storage

UCE Unified Messaging stores messages internally on SQL Message Store for voice mail archiving and retrieval as well as pushing messages out to popular e-mail applications like Exchange with UM capability. This design provides redundancy for voice mail service and retrieval so that a business's voice messaging system performance is not dependent on the e-mail service – a continuity of service capability for any sized organization.

UM8500 SQL-based Message Store

	TTS Sessions	Platform	CPU	RAM	HDDs
Up to 16 ports and 1,200 subscribers	0-3	Level I	2.8 GHz	2GB	Two 36 GB
Up to 32 ports and 3,000 subscribers	0-3	Level II	Xeon 2.8 GHz, Dual Core Xeon 1.6 GHz or Xeon Quad Core 2.5 GHz	2GB	Two 36 GB
Up to 48 ports and 9,000 subscribers	0-4	Level II	Xeon 2.8 GHz, Dual Core Xeon 1.6 GHz or Xeon Quad Core 2.5 GHz	4GB	Six 73 GB
Up to 72 ports and 16,000 subscribers	0-7	Level II	Xeon Quad Core 2.5 GHz or Xeon Quad Core 2.5 GHz (2 proc)	4GB	Six 73 GB
Up to 96 ports and 25,000 subscribers	0-10	Level II	Dual Core Xeon 3.0GHz (2 proc) or Xeon Quad Core 2.5 GHz (2 proc)	4GB	Six 73 GB
Over 96 ports and/or more than 25,000 subscribers or more than 10 TTS sessions	Clustered Servers				