

# MITEL NUPOINT UNIFIED MESSAGING

## SIMPLIFY YOUR MESSAGING SYSTEM – RESPOND FASTER

Take responsiveness from aspiration to reality with Mitel NuPoint Unified Messaging™ (UM). This cost-effective unified messaging solution drives user productivity allowing users to access and manage their voice mail, email, and fax messages from their PCs or telephones. It allows businesses to enhance customer service with sophisticated speech auto-attendants and call routing, and it simplifies ongoing day-to-day administrative tasks for a low cost of ownership.

### KEY BENEFITS

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- FLEXIBLE DEPLOYMENT OPTIONS
  - DEPLOYMENT WITH THIRD-PARTY PBXS
  - SIMPLIFIED MESSAGE MANAGEMENT
  - SPEECH AUTO-ATTENDANT – EASY CALL FLOW MANAGEMENT
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#### FLEXIBLE DEPLOYMENT OPTIONS

NuPoint UM delivers a common set of user features in different packages that meet the scale and reliability requirements of all businesses:

- **NuPoint UM Standard Edition** is a full-featured and flexible unified messaging solution with a low total cost of ownership and scales to 57,000 mailboxes.
- **NuPoint UM Single Server** delivers a high level of reliability and resiliency, and scales to 120,000 mailboxes.
- **Virtual NuPoint UM** is qualified for VMware vSphere™. Supporting up to 120,000 mailboxes it delivers a highly available solution to meet the local and geo-diverse business continuity needs of today's corporations, including support for VMware Site Recovery Manager, and other vCenter Management Tools.

#### · Mitel Applications Suite (MAS) NuPoint UM.

NuPoint UM is available as part of Mitel's complete unified communications and collaboration solution. Users on MAS NuPoint can easily access additional UCC functionality like collaboration, presence, and mobility through the MAS user portal or Mitel Unified Communicator® Advanced (UCA) client.

#### SYSTEM RELIABILITY AND DATA REDUNDANCY

All NuPoint UM systems are built using industry-standard components and a highly reliable Linux® operating system. Redundant data mirroring and local area network (LAN) backup / restore options also provide complete recovery in the event of a disk failure.

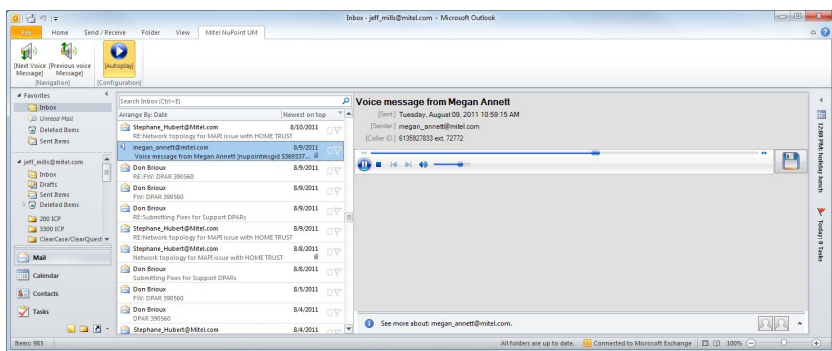
#### DEPLOYMENT WITH THIRD-PARTY PBXS

Mitel NuPoint UM is a reliable messaging solution that fits seamlessly into your existing infrastructure. NuPoint UM can be deployed with third-party PBXs so that users on a mixed PBX network can be consolidated on a single messaging solution with a common user interface.

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**Manage all voice mail boxes from a single interface on a single system.**

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NuPoint UM Outlook Plug-In gives users the power to manage voice and fax messages from their inbox.

### SIMPLIFIED MESSAGE MANAGEMENT

Imagine consolidating multiple PBXs and voice mail boxes on a single system that can be managed from a single interface. NuPoint UM and Mitel Communications Director (MCD), Mitel's call control platform, in a virtualized data center delivers such a unified messaging system!

### SPEECH AUTO-ATTENDANT – EASY CALL FLOW MANAGEMENT

The Mitel Speech Auto-Attendant in NuPoint UM can be used for incoming calls at the attendant level, so callers just say a name or department and are automatically transferred to that number.

For an enhanced caller experience NuPoint UM, Call Director can be used to create standard call flows and greetings in the same voice so that every branch office greets callers the same way.

The Speech Auto-Attendant is flexible enough to also be used by employees to easily connect with each other by speaking a name – whether they are in a conference room, in their car, or at their desk. Just say a name and the connection happens automatically.

### KEY FEATURES

- MESSAGE RETRIEVAL BY PHONE OR BY EMAIL
- FAX SERVICES
- BILINGUAL SERVICE
- SPEECH TO TEXT
- HOSPITALITY FEATURES

**Flexible message management enhances user productivity and agility.**

### MESSAGE RETRIEVAL BY PHONE OR BY EMAIL (AND A SINGLE POINT OF MANAGEMENT)

NuPoint UM users can retrieve voice mails and faxes through the telephone or their email inbox. Supported email products include Microsoft® Exchange, IBM® Lotus Notes®, and Novell® GroupWise®.

### OUTLOOK CLIENT PLUG-IN

NuPoint UM users on Microsoft Outlook® can install an additional program on their Outlook client. The Outlook Client Plug-In enhances the Outlook toolbar with an additional ribbon to manage voice messages.

### FAX SERVICES

NuPoint UM proactively provides fax senders with transmission status information – to their email inbox! For unsuccessful transmissions, notification can be provided to the sender's voice mailbox or email.

### BILINGUAL SERVICE

For companies operating in a bilingual environment, the ability to provide service to callers in the language of their choice creates a positive, experience. When set up for bilingual service, NuPoint UM offers callers a choice of language. Once a selection is made, remaining prompts are played in the selected language.

### SPEECH TO TEXT (AVAILABLE IN ENGLISH, NORTH AMERICA ONLY)

There are times when it's easier or more appropriate to read a voice mail instead of listening to it such as in meetings, etc. For North American users, NuPoint UM transcribes voice messages to text and sends the text in an email to the user's inbox, where they can quickly assess the subject of the message.

### FEATURES FOR HOSPITALITY

With wake-up call capability and an interface to hotel property management systems, NuPoint UM is a leader in the hospitality industry. With prompts in 19 language variants, and the ability to run up to nine prompt languages on a single system, NuPoint UM can address the needs of international guests.

## THE NUPOINT UM FAMILY

	NuPoint UM (deployed on a physical server)	Virtual NuPoint UM (deployed on a virtual server)	MAS NuPoint (deployed on a physical server)	MAS NuPoint (deployed on a virtual server)
Current Software Release	NuPoint UM 5.0	NuPoint UM 5.0	MAS 4.0	MAS 4.0
Turnkey Appliance	Available	No	Available	No
Software Only	Available	Yes	Available	Yes
Maximum Number of Mailboxes	120,000	57,000	1650	1100
Maximum Number of Ports	120	64 and growing	48	32
Maximum Number of Storage Hours	Server dependent	2500	Varies depending on parameters related to other apps installed	Varies depending on parameters related to other apps installed
Maximum Number of Advanced UM Users	6000	2500	1500	1000
Maximum Number of Speech-to-Text Ports	24	12	8	8
Maximum Number of Speech Auto- Attendant Ports	30	30	24	24
Maximum Number of Soft Fax Ports	6	6	6	6
Hospitality Features	Yes	Yes	No	No

## SURVIVABILITY

	NuPoint UM (physical)	Virtual NuPoint UM	MAS NuPoint UM (physical)	MAS NuPoint UM (virtual)
Hard Drive Redundancy (RAID) Option	RAID 1 / RAID 10	VMware Function	RAID 1 / RAID 10	VMware Function
Resilient MCD PBX Ports	Yes	Yes	Yes	Yes
High Availability	Available	VMware HA	Available	VMware HA
Multi-site Disaster Recovery	No	VMware SRM	No	VMware SRM

## SUPPORTED PBX INTEGRATIONS

	NuPoint UM (physical)	Virtual NuPoint UM	MAS NuPoint UM (physical)	MAS NuPoint UM (virtual)
MCD integrations including Virtual MCD, MICD	Yes	Yes	Yes	Yes
5000 CP and Axxess Integrations	No	No	Yes	No
Third-Party PBX Integrations	Yes	No	No	No
SMDI	Yes	No	No	No
IP Trunking via MCD Gateway	Yes	Yes	Yes	Yes

### LANGUAGES SUPPORTED

NuPoint UM Standalone supports prompts in the following languages: English (US, UK, Australian, New Zealand), French (Canadian, European), Spanish (European, Latin American), Portuguese, Dutch, Italian, German, Japanese, Korean, Mandarin, Cantonese, Arabic, Russian, and Romanian.

MAS NuPoint UM supports prompts in the following languages: English (US, UK), French (Canadian, European), Spanish (Latin American), Dutch, and German.

### SYSTEM HARDWARE

The NuPoint UM Standard Edition is a software-only product that can be installed on Mitel Standard Linux (MSL) qualified servers. For the current list of qualified servers, please contact your Mitel representative.

The NuPoint UM Single Server is a turnkey product that is preinstalled on a HP DL380 server.

MAS NuPoint UM is available on a number of different server classes. Please consult your Mitel authorized PARTNER.

MITEL | SIMPLY COMMUNICATING®

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