Product Brief
Nortel Norstar Messaging 100 and Messaging 150
Messaging systems for Norstar Integrated Communications Systems

Corporate-style call answering and messaging — at a small business price

Whether you have two dozen employees or 200, you want your phone system to project an image that matches the integrity and professionalism of your business. The answer is a Norstar* Messaging 100 or Messaging 150 system from Nortel — powerful call-answering and messaging systems that deliver features you would expect of a big-business office but at a small-business price.

A Norstar Messaging system is like a personal assistant that answers your telephones and takes messages for everyone in your company, with complete accuracy, 24 hours a day, seven days a week. Every call is answered with your customized greetings and routed to the appropriate person or department. Customers and suppliers get direct access to the person they want to reach, without having to go through a receptionist. If that person is unavailable, callers can leave important information that drives the business forward, cutting down on unproductive "telephone tag." With control over calls and messages, employees can focus on the work at hand, confident that they won't miss important contacts.

Nortel Messaging 100 and Messaging 150 messaging platforms deliver value-added capabilities to the Norstar Compact Integrated Communications System and Norstar Modular Integrated Communications System telephone systems — and intelligently integrate with all Norstar business telephone sets.

Powerful features and advanced applications — in a compact package

This all-in-one device — a compact, wall-mounted unit — offers a full range of high-value features and applications, affordable for organizations with a few dozen users, or a few hundred.

Auto-attendant answers incoming lines with your personalized greeting — tailored for the time of day, day of week, holiday schedule and calling line ID. Greetings can be saved on a PC and then downloaded to many locations, which saves time and ensures a consistent customer experience.

Custom call routing — the routing tree that determines how calls are directed ("For questions about your account, press 1...") — can include multiple levels, so the caller can self-direct to exactly the right destination. The Messaging system then routes the call (with caller ID) to the appropriate department, skillset or employee. If there is no one to take the call, the Messaging system transfers to voice mail, and the caller can record a message, page the party or both.

Integrated voice mail stores, forwards and delivers voice messages to selected users, identified groups or for broadcast to all users — for 10 to 40 user mailboxes with Messaging 100, and for 32 to 300 user mailboxes with the Messaging 150. Users can record their own personalized greetings and enjoy password-protected access to their messages from anywhere. And mailbox space is virtually unlimited. Even if you had the maximum number of users, and everybody used the system equally, they each could still store more than four hours of messages.

Desktop messaging delivers voice mail and email messages to your PC screen, so you can manage all your communications in one location. Because employees can access all their messages in one point-and-click interface, either locally or remotely, and prioritize which messages they access, they will spend less time managing their messages and more time on the productive work that drives the business.

Digital networking provides fast, clear and seamless voice messaging across the LAN, WAN or over the Internet. The system can transfer messages between Nortel messaging systems and with third-party voice mail systems.

The **Call Center Basic** application supports a call center with up to 15 lines, 20 configured agents, 10 active agents and two call queues. This feature is ideal for distributing incoming calls among a pool of agents, such as in a technical support group or customer care center. Optional call center reporting helps you fully optimize call center resources and service quality.

The optional Norstar Messaging 150 **Enhanced Call Center** supports up to 50 active agents, with advanced features, such as silent monitoring of live calls, and advanced reporting. To maximize call center capacity, you can attach two Norstar Messaging 150 systems to one Norstar Compact Integrated Communications System or Norstar Modular Integrated Communications System. One Messaging platform would be used for voice mail, and the other can be dedicated to eight ports of Enhanced Call Center — effectively increasing the number of ports available for both applications.

If your organization also uses a Nortel Business Communications Manager system or you anticipate a future upgrade to one, you'll appreciate that Norstar and Business Communications Manager systems have compatible call center interfaces. There would be no need to retrain agents or supervisors.

Web-based management enables you to securely program and maintain the Norstar Messaging system from anywhere. Using FTP transfer over the Internet or a local laptop connected to the Ethernet port on the Messaging unit, you can back up system configurations, greetings and recorded messages. If anything were to happen to the unit, you could rapidly restore normal operations.

Centralized voice mail and automated attendant with Norstar Messaging 150 enable you to deploy one system for up to 10 networked Norstar Modular Integrated Communications Systems. Or, customers can call any location through a central phone number and have the auto-attendant route their calls anywhere on the network. This strategy lowers cost of ownership while establishing uniformity of services across all locations.

A Norstar Messaging system is like a personal assistant that answers your telephones and takes messages for everyone in your company, with complete accuracy, 24 hours a day, seven days a week.

Satisfy the needs and budget of today. Prepare for a bigger tomorrow.

With Norstar Messaging platforms, you pay for just the mailboxes and applications you need today, and expand later when you need to add more capacity or capabilities. In fact, you can add mailboxes or activate advanced applications, such as call center capabilities, simply by downloading a key code — either for a try-and-buy period or for ongoing use.

Norstar Messaging keeps your business communications moving efficiently and profitably, and allows you to be accessible to customers and business associates around the clock, wherever you go. Discover for yourself the advantages of using the next generation in messaging platforms for your Norstar business communications system. Contact your local reseller or visit us on the Web at: www.nortel.com/norstar

Norstar from Nortel. This is the way 14 million small and medium business users communicate. This is Nortel.

Norstar Messaging 100 and Messaging 150 at a glance

	Messaging 100 Release 3.0	Messaging 150 Release 3.0
Number of ports (incoming lines)	4	8
Number of mailboxes: standard and maximum	10 - 40	32 - 300
Hours of voice mail storage	9	82
Automated Attendant/Custom Call Routing	Standard	Standard
Downloadable greetings	Standard	Standard
Park and page from mailbox	Standard	Standard
Call Center Basic	Optional via keycode	Standard
Call Center Reporting	Optional via keycode	Optional via keycode
Enhanced Call Center (with reporting included)	N/A	Optional via keycode
Digital networking (VPIM/AMIS)	Optional via keycode	Optional via keycode
Desktop messaging (voice mail and email on a PC)	Optional via keycode	Standard — 2 seats; Optional — up to 100 seats
Centralized voice mail	N/A	Standard

Norstar Messaging standard features and optional applications

Standard features	Description
Automated Attendant	Answers incoming telephone lines and prompts the caller for routing options
Custom Call Routing (CCR)	Routes calls by single-digit responses to Automated Attendant prompts
Company Directory	Lists mailbox owners and enables callers to reach them by spelling last name, first name or both on the telephone keypad
Greeting Tables (up to 4)	Stores the recorded greetings Automated Attendant plays for callers
Recorded Custom Greetings	Records up to 100 custom greetings assigned to the four greeting tables
Business Hours	Defines when each greeting is played in the Greeting Tables
Holiday List	Defines which special greetings are played on up to 100 holidays
Language Preference	Sets the Automated Attendant language, which can be switched by the user by dialing "9" (if the system is set up to be bilingual)
Menu Repeat	Enables a caller to repeat the current menu prompt they are hearing
Touchtone Gate	Enables Messaging to accept calls from rotary and touchtone telephones
CLID Routing Table	Controls how calls are treated based on calling line ID: routed to an extension or mailbox, custom-routing tree or Greeting Table
External Transfer	Enables a custom call routing (CCR) point to transfer a call outside the system to a predetermined telephone number
Park and Page	Enables a CCR point to park a call and announce it to a paging zone, overhead paging system or both
Call Screening	Announces the caller to the employee, who can choose to take the call or send it to voice mail
Fax Answering	Transfers an incoming fax call to a designated ATA-connected fax extension
Downloadable Greetings	Enables Automated Attendant greetings, prompts and digits to be recorded off-site and then downloaded remotely
Voice Mail	Records, stores and plays audio messages for up to 300 users/mailboxes
Subscriber Mailboxes	Establishes a private message space associated with a user or phone
Guest Mailboxes	Establishes voice mail service not associated with a specific telephone
Information Mailboxes	A mailbox that plays informational messages and doesn't record messages
Off Premise Message Notification	Informs you of a newly arrived message at another extension, telephone number or pager — cascading through up to five numbers
Outbound Transfer	Redirects a caller who reaches a mailbox to a preprogrammed external telephone number by pressing a single digit
Target Attendant	Lets subscribers set up a personal dial 0 attendant
Call Record	Enables employees to record an active telephone call and play it on their voice mailbox
User Interface	Enables employees to use either the Norstar set display or Messaging dial commands to access voice mail, whichever interface is programmed
Auto-Login	Lets subscribers access their mailboxes without having to enter mailbox number and password

Norstar Messaging standard features and optional applications

Standard features	Description
Alternate Extensions	Allows up to two other extensions to share the same mailbox as the primary telephone (if those extensions don't have their own mailboxes)
Incorrect Password Lockout	For security purposes, locks mailbox access after a specified number of false attempts to log in
Password Expiry	For security purposes, designates the maximum number of days a password remains active, so users change their passwords regularly
Group Lists	Lets a message be sent to multiple recipients — up to 99 Group Lists, each with up to 300 mailboxes
Broadcast Messages	Allows a message to be broadcast to all mailboxes on the system — automatically played and then deleted when a mailbox is accessed
Interrupt	Intercepts a caller who is listening to a mailbox greeting or leaving a message
Primary Greeting	The mailbox greeting for every-day use
Alternate Greeting	The mailbox greeting used for special occasions such as vacation or out-of-office time — preceded by a tone to alert callers to a special greeting
Personal Greeting	Three different greetings that can be recorded and will play based on CLID information
Never Full Mailbox	Enables external callers to leave a message in a mailbox that is technically "full" — the user can access the message after deleting another one
Message Delivery Options	Lets the sender of the message designate delivery mode as normal, certified, private or urgent
Timed Message	Delivers voice mail messages on the time and date specified
Remote Call Forward	Allows calls to be forwarded to the mailbox by using the dialpad of any tone dial telephone
Park and Page	Allows a mailbox to park a call and announce it to a paging zone, overhead paging system or both
Integrated applications	Value-added software packages enabled by keycodes
Desktop Messaging	Enables users to manage their voice and email messages through a common user interface on their PC
Digital Networking	Provides the capability to send voice messages over the LAN/WAN to another location
AMIS	Provides the capability to send voice messages over the public network to another location
Centralized Voice Mail	Enables the Messaging 150 to act as a central voice mail server for up to 10 networked Norstar MICS systems

Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at www.nortel.com.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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