



MITEL

NuPoint Unified Messaging Standard Edition

Full-featured and Flexible Solution for All Your Messaging Needs

Mitel® NuPoint Unified Messaging™ (UM, formerly Mitel NuPoint Messenger IP®) is a reliable and cost-effective messaging solution that fits seamlessly with your existing infrastructure and satisfies the diverse messaging needs of your entire user population. NuPoint UM 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.

Unified Messaging

From basic voice mail to advanced unified messaging, NuPoint UM meets the needs of all your users. Advanced unified messaging and text-to-speech (TTS) allow Microsoft® Exchange and IBM® Lotus Notes® users to retrieve and manage all forms of messages, such as voice mail, email and fax, from their phone, email inbox or a web browser with full bi-directional synchronization.

Standard unified messaging users can retrieve and manage voice mails and faxes through the telephone or their email client, with message waiting indicator synchronization (Microsoft Exchange, IBM Lotus Notes and Novell® GroupWise®). NuPoint UM also offers an unrivaled breadth of voice features, such as personal distribution lists, broadcasts and flexible greeting options.



Speech Auto-attendant

Mitel Speech Auto-Attendant improves customer service levels and offloads the company receptionist from routine calls. Residing on the same server as the rest of the NuPoint UM application, the Speech Auto-Attendant can either use the NuPoint UM directory as the source of names and numbers or be integrated with Microsoft® Active Directory®. In order to help drive first call resolution, Speech Auto-Attendant also integrates with commercial presence servers to announce the presence state of the called party prior to routing a call (Microsoft® Live Communications Server, Microsoft® Office Communications Server 2007 and IBM® Lotus® Sametime®).

Call Director with Templates

Call Director is a web-based tool that allows you to create personal auto-attendants to handle your calls when you can't. It allows you to customize how calls are handled with options such as schedules, advanced call routing and caller ID filtering. Personal auto-attendants can be created on a per mailbox basis by the user or on a per mailbox or group basis by the administrator. Call Director comes pre-packaged with personal call routing options such as find me-follow me and personal assistant; and administrators have the ability to assign a Call Director template to end-users to simplify the creation of personal auto-attendants, simply requiring users to enter information such as office number and cell phone number.

Selectable Telephone User Interface

Known for its easy-to-use mnemonic telephony user interface (TUI) ("Press P to play your messages ..."), NuPoint UM reduces initial end-user training by offering organizations the flexibility of deploying a numeric TUI, an Octel®-like TUI or a telecommunications device for the deaf (TDD) for the hearing impaired.

Advanced IP-based Integrations

NuPoint UM provides an end-to-end IP solution for the Mitel 3300 IP Communications Platform (ICP). For traditional time division multiplex (TDM) based private branch exchange (PBX) systems, NuPoint UM supports digital, T1/E1 with MSDN, Q.SIG, digital private network signaling system (DPNSS) or simplified message desk interface (SMDI), and analog / SMDI. Digital and analog integrations are supported through a session initiation protocol (SIP) interface to the PBX IP-media gateway

(PIMG) while T1/E1 integrations leverage the 3300 ICP gateway. For large or distributed organizations, NuPoint UM also supports integration to multiple PBXs using enhanced SMDI (ESMDI) and dual message waiting indication (MWI) through RS232 and DTMF to PBX message waiting.

Worry-free Migrations

Centigram Systems®, BayPoint Innovations®, and Mitel Mail customers can rest assured; NuPoint UM is simply the next-generation messaging product to leverage Centigram Systems' technology. This means migrations to NuPoint UM are simple for administrators and end-users alike. You're back up and running on NuPoint UM quickly and your users only notice the new capabilities they have at their disposal.

Flexible Mailbox Feature and Parameter Setup

With NuPoint UM, system administrators can enable mailboxes with a unique set of features, capabilities and parameters. There are over 600 capabilities that can be assigned and configured into over 107 million distinct classes of service on a single system. Classes of service and individual features may be changed as often as desired on an individual mailbox level without taking the system out of service.

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. Finally, as a node on your network, you can use network management tools and NuPoint UM administration tools to monitor and administer the system from any networked PC.

Key System Features and Applications

- SIP-enabled for an end-to-end IP solution
- Web-based administration for mailbox maintenance, report generation and system maintenance
- Lightweight directory access protocol (LDAP) / Active Directory integration simplifies user administration
- Billing and reporting
- Advanced networking (number portability (NP) net transmission control protocol (TCP) / Internet protocol (IP), audio messaging interchange specifications (AMIS), and voice profile for Internet messaging (VPIM))
- Record-a-call and recorded announcement device (RAD) support.

Key User Features and Applications

- Advanced Unified Messaging including TTS and Blackberry Support through Microsoft Exchange (maximum 2500 users with external MAPI gateway) and Lotus Notes (maximum 500 users)
- Standard unified messaging with message waiting indicator synchronization (Exchange, Lotus Notes and GroupWise)
- Speech auto-attendant with optional presence integration (Live Communications Server 2005, Office Communications Server 2007, and IBM Sametime 8.0)
- Multiple numbers per mailbox
- Pre-packaged personal mailbox routing options such as find me-follow me and personal assistant
- Call Director for web-based creation of sophisticated corporate and personal auto-attendants with schedules, advanced custom call routing and caller ID filtering
- Inbound and outbound fax support lets users receive and send faxes right from their desktop
- Greeting only, chain, rotational, broadcast, Q&A and information mailboxes
- Multilingual, mnemonic, and numeric prompts
- Hospitality (property management system (PMS) integration and hotel prompt sets).

Specifications

System Capacity	
Number of Ports	4 to 64
Maximum Hours of Speech Storage	960 hours enabled on every system
Maximum Mailboxes	57,000
Number of Fax Ports (Inbound / Outbound)	6
Simultaneous Languages	8
Simultaneous UM WebView Connections	50
Simultaneous Advanced Unified Messaging Mailboxes	2,500 (with a Messaging Application Programming Interface (MAPI) gateway)
Simultaneous Standard Unified Messaging Mailboxes	2,500 (with a MAPI gateway)
Simultaneous PBX Integrations	24 (thru ESMDI)

For more information on Mitel Standard Linux (MSL) 9.1 qualified servers, please contact your Mitel representative.

Dialogic® T1/E1 IP Media Gateway (TIMG)	Mitel Messaging Gateway	MAPI Gateway
Used for digital and analog / SMDI integrations: <ul style="list-style-type: none"> • Eight telephony ports per unit • One serial port for serial protocol support • One 10/100 Base-T ethernet port 	Two variations: <ul style="list-style-type: none"> • Non-redundant gateway supports up to 48 T1/60 E1 ports • Redundant gateway has redundant power and hard drives and supports up to 96 T1/120 E1 ports 	Minimum requirements: <ul style="list-style-type: none"> • Single core Pentium® processor • 1GB RAM • 80 GB hard drive • Microsoft Windows Server® 2003 or Microsoft Windows Server® 2007 or Microsoft Windows® XP
Height: 0.53 cm (2.1 in)	Height: 6.66 cm (2.625 in)	
Width: 25.4 cm (10 in)	Width: 45.1 cm (17.75 in)	
Depth: 24.1 cm (9.5 in)	Depth: 39.4 cm (15.5 in)	
Weight: 1.13 kg (2.5 lbs)	Weight: 7.17 kg (15.8 lbs)	



Supported PBXs

Vendor	Model	Revision	Emulation
IP Integration			
Mitel	3300 ICP	Release 5.1.3 or greater	Superset® 430
Digital Integration			
Mitel	Mitel SX-200 IP Communications Platform (ICP) Mitel SX-200®	Release 1.2.0.7 or greater Mitel LIGHTWARE™ 17 v1.1 or greater	Superset 430
	Mitel SX-2000® LIGHT	M stream or greater	Superset 430
Nortel®	Meridian (M-1 and SL-1) Option 11-8 Norstar 8x24 DR5 Norstar MICS Succession 3.0 Succession 4.0	Release 15 or greater Release 1.2 or greater Release 4.5 or greater PIMG 4.5 or greater PIMG 4.5 or greater	M2616 M7324 M2616 M2616 M2616
OptiSet™ (Siemens®)	Hicom 300E	Release 9006.4 or greater	E Advantage Plus
Lucent® (Avaya®)	Definity® G3 Merlin Magix®	Version 3 or greater Release 2.0 or greater	8434 (2-wire mode) 4424D
NEC®	2400 IMG 2400 IMX 2000 / 2400	Release 7400 or greater Release 5200 Dec. 92 1b or greater PIMG 4.5 or greater	Dterm III eMCI
Analog / SMDI Integration			
Various	PBX must support analog loop start station interfaces and SMDI		
T1 and E1 Integration			
Mitel SX-2000 LIGHT	T1 or E1 with MSDN with a Mitel gateway		
Central Office	DMS100 / 5ESS	TIMG 5.1 or Mitel Messaging Gateway Release 8.0	T1/E1, PRI, Q.SIG
Various	PBX must support T1/E1 interface and SMDI or Q.SIG with a Mitel gateway		

Environmental Conditions

	IBM System x3200 Server	Dialogic PBX-IP Media Gateway	Mitel Messaging Gateway
Operating Temperature	10°C to 35°C (50°F to 95°F)	0°C to 40°C (32°F to 122°F)	5°C to 50°C (41°F to 122°F)
Non-operating Temperature	10°C to 43°C (50°F to 109°F)	-20°C to 70°C (-4°F to 158°F)	
Relative Humidity Operating	8% to 80%	8% to 80%	40% to 90%
Power Input	330 / 340 W	165 W	100 W

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