



Product Brief

Nortel Unified Messaging 2000

Bringing messaging flexibility to the large enterprise

Nortel Unified Messaging 2000 is a full-featured, carrier-grade unified messaging application designed to meet the needs of large, global businesses. Unified Messaging 2000 provides exceptional reliability and scalability as one would expect from a carrier-grade product. Providing services up to one million users, Unified Messaging 2000 gives businesses a messaging solution that can grow with them. Offered on the award-winning Nortel Media Processing Server (MPS), Unified Messaging 2000 and other advanced speech and video applications can co-reside on a single server, allowing businesses to leverage their investment in hardware and software.

With Nortel Unified Messaging 2000, voice and fax messages are accessible from a telephone, a desktop PC, a mobile e-mail device or a Web-based messaging interface. Since Unified Messaging 2000 integrates seamlessly with a variety of e-mail systems, users have access to voice, fax and e-mail messages from a unified interface, without impacting the e-mail server.

Voice and fax messages are treated like e-mail and can be accessed from multiple devices. Whether you are in the office or on the move, Nortel Unified Messaging 2000 provides streamlined message access.

Next-generation SIP architecture

Unified Messaging 2000 can provide messaging services to the most common telephony or Voice over IP (VoIP) environments. By utilizing a Session Initiation Protocol (SIP)-based interface to directly connect to your VoIP network, costly gateways can

be eliminated, lowering network costs and increasing network reliability. For traditional telephony environments, Unified Messaging 2000 can seamlessly connect into your existing infrastructure without incurring costly upgrades or migrations.

Unified Messaging simplicity

Unified Messaging 2000 takes the complexity out of messaging unification. Since voice messages can be stored externally from the e-mail server, this means that there is no software to load or configuration changes required on your e-mail server. Voice and fax



Key features

- Unified voice, fax and e-mail messaging
- Scalable capacity, up to one million users
- Exceptional reliability, up to six 9's
- Geographic redundancy an available option for guaranteed high availability
- Seamless integration into any telephony environment including SIP/VoIP and TDM
- Multiple DNs per mailbox provide a single messaging system for work, home and cell phone
- Multi-tenant functionality provides services to multiple businesses or departments while maintaining separate databases
- Multiple telephone interfaces available, including Octel Aria emulation and CallPilot/Meridian Mail

messages are automatically forwarded to your e-mail address as an attachment. This provides you with additional levels of resiliency by keeping voice messages stored separately from your e-mail messages. By keeping a separate voice and fax message store, you are guaranteed availability if your e-mail server becomes unavailable.

Web-based messaging provides you with a client-free option for users to access their voice and fax messages. With Unified Messaging 2000, message access can be as simple as opening a Web browser. Just imagine a single interface to listen to voice messages, view faxes and manage your personal mailbox preferences.

Keeping you connected — regardless of location

Nortel Unified Messaging 2000 can immediately notify users of received messages. The options for notification are plentiful: SMS, e-mail, cell phone, pager and of course traditional message waiting indication on desktop telephones and soft clients. And, multiple notifications can be triggered automatically. For example, you could request message waiting indication on your telephone and receive an e-mail notification simultaneously.

For the mobile worker, retrieving messages has never been easier. Voice and fax messages are delivered directly to the user's e-mail account. Mobile workers using a mobile e-mail device will have immediate access to their voice and fax messages just like they would e-mail. Just point, click and listen.

Tailor-made for you

Nortel Unified Messaging 2000 is an application that has been designed to be easily customized to meet the needs of a wide variety of carrier and enterprise customer environments. Nortel does not require the enterprise to tailor their business practices to meet the capabilities of their Unified Messaging product. Rather, Nortel tailors the capabilities of the Unified Messaging solution to meet the needs of the business! Since Unified Messaging 2000 is offered through the Nortel Professional Services organization, adding unique applications and additional features can be incorporated to create a unified messaging solution that is completely tailored to meet your business needs.

Rich suite of customizable options

Nortel's Unified Messaging 2000 supports a rich suite of customizable options. Some of the customizable options include:

- *Video mail* – SIP-based video messaging to tie in with your overall unified communications solution
- *Advanced speech applications* – Speech recognition and speech biometrics
- *Localization* – Language customization for your global business
- *Customizable prompts* – Choose your voice talent or a professional voice artist, including the voice of award-winning CallPilot or Meridian Mail
- *Missed call notification* – Immediate notification of missed calls, not just messages

A centralized approach

One of the key benefits of Unified Messaging 2000 is the ability to offer a centralized messaging environment, serving multiple telephony and SIP/VoIP systems, providing significant cost savings in the management and maintenance of your overall messaging solution. Through evolution, many large enterprises have inherited various pieces of their telephony/VoIP infrastructure. What they end up with is a multi-vendor telephony environment with multiple messaging systems. Consolidating these messaging systems, while preserving the larger investment in the telephony infrastructure, will help reduce your management and maintenance costs and provide your users with a single and consistent environment for messaging.

Platform	MPS 500	MPS 1000
Maximum channels	240 channels	1,920 expandable to 11,520 channels
Maximum users	24,000	1 million
Operating System	Solaris	Solaris

Managing your system

Managing your Nortel Unified Messaging 2000 is as simple as opening a Web browser. Unified Messaging 2000's Web Administration Interface gives you full control of your system including SNMP alarm management, bulk provisioning, ad-hoc provisioning, class-of-service controls, maintenance and reporting. Industry-standard SNMP usage means that Unified Messaging 2000 can be tied into any SNMP-capable element manager, including HP OpenView and IBM Tivoli.

A winning choice

Nortel Unified Messaging 2000 will give you a feature-rich, robust and scalable unified messaging solution that can grow with your changing business environment. Because it is easily customized, a truly tailored solution can be created to meet the exact needs of your business. Offered on the award-winning Nortel Media Processing Server (MPS) platform, advanced speech and video applications can all run on a single platform, giving you the most from your hardware investment. Unified Messaging 2000, with its SIP-based architecture, will provide you with a best-in-class unified messaging solution that is truly integrated with your unified communications solution.

Figure 1. Unified Messaging 2000 centralized architecture

