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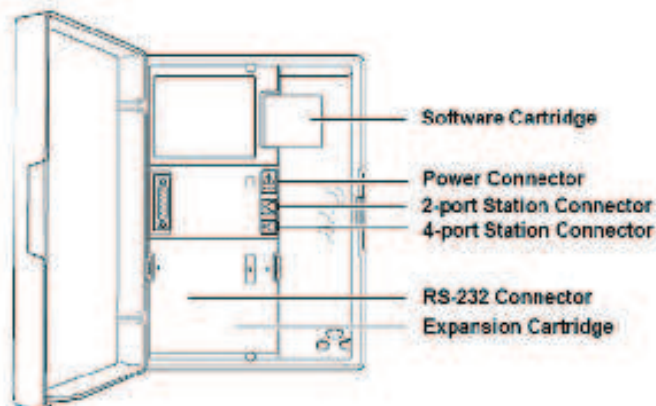
**Nortel Networks**

## Flash Voice Mail (1995)

### Norstar Flash Voice Mail (NTAB24) for 2-port (NT5B07) for 4 -ports

***The product is Discontinued December 2002***

Requires system software DR5 or newer on 616 or 824 systems, Compatible with CICS and MICS also, requires one telephone station port for a 2 port voice mail and 2 extensions for 4 port voice mail. In October, 1998, the Norstar Flash platform was enhanced to support Flash ACD with release 1.8, a small call center solution that provides entry level call routing and queuing.



#### Key features:

Flash Voice Mail is designed for small business, Flash Voice Mail provides

- ✓ 24 or 48 mailboxes,
- ✓ 2 Greeting Tables, for 2 tenants or 2 companies sharing the voice mail
- ✓ 20 greetings,
- ✓ 2 CCR Trees,
- ✓ 2 CCR levels,
- ✓ 5 programmable numbers for Off-premise Notification.

#### Software Feature Cartridge:

- ✓ Its removable, contains the voice messaging software and system voice prompts,
- ✓ Consists of a Personal Computer Memory Card International (PCMCIA) Read Only Memory (ROM) Card. The software versions start at release 1, 1.1, 1.3, 1.35, 1.36, 1.4, 1.44, 1.46, 1.5, 1.7, 1.8, 1.9., 2.0.and finally 2.0.10.The 2.0.10 version is the current release and the only one recommended for use at this time, But for any reasons the customer wants a lower versions it shouldn't be lower than release 1.7 because this is the minimum version that is Y2k compliant. It's very easy upgradeable by swapping the software card the customer will migrate to the new versions without swapping the flash module.

#### Station Port Connection:

- ✓ 1-port (2 channels) required one digital station port for the connection to the system,
- ✓ 2-ports (4 channels) required 2 digital station ports for the connection to the system.  
(Must have the four voice channel expansion cartridge installed).

#### RS-232 port:

- ✓ Used to connect a serial printer or terminal.

#### Expansion Cartridge:

- ✓ Allows the module to be upgraded from a two voice channel system to a four voice channel system.

## Flash-4 port upgrade Norstar NTAB1265-93

The Flash-2 voice mail can be expanded to 4-channels, 48-mailboxes, and 180-minutes of storage with the addition of a Flash-4 firmware chip. The upgrade is easily installed by simply replacing the plastic cover inside the door of the voice mail with the new cover containing the circuitry.



## Norstar Flash Voice Mail Light

Flash Voice Mail Light includes 12 mailboxes (10 users and general delivery, and administrator mailboxes), 90 minutes of storage, and the Flash Voice Mail feature set, with the exceptions of Custom Call Routing and Auto Attendant. With Flash Voice Mail Light, voice mail is economical for even the smallest company, and investment protection is provided by the easy expansion capability.



### Upgrading

Flash Voice Mail Light can be upgraded with a key code to Flash Model 2. This upgrade provides 12 additional mailboxes, as well as the Custom Call Routing and Auto Attendant.

There are three different Flash systems. The model number represents the number of voice channels enabled at the factory. You must use a four channel expanded Flash system to run both Flash Voice Mail and Flash ACD with minimum release of 1.9 or higher. Flash ACD is not available if you have a Flash Voice Mail Light system.

Type of flash system	Model Number	Number of Voice channels	Number of Station ports	Number of Mailboxes	Minutes of message store
Voice Mail Light	2	2	1	12	90
Basic	2	2	1	24	90
Expanded	4	4	2	48	180

## Norstar Flash ACD

Norstar Flash ACD is the latest addition to the Norstar Call Center portfolio. Flash ACD is a software application designed to run either alone or along with voice mail on the Norstar Flash platform. Norstar Flash ACD is compatible with all Norstar Flash hardware platforms. Release 1.9 or higher of Flash is required for compatibility with Compact ICS 4.0 and higher or Modular ICS 4.0 and higher.

Flash ACD provides basic Automatic Call Distribution (ACD) functionality and focuses on call routing capabilities. Norstar Flash ACD is a complete call center solution that features powerful ACD capability including built-in recorded announcements.

Norstar Flash ACD is an entry level ACD for the very small formal or informal call center. It removes the perceived complexity from ACD and provides small businesses, branch offices and departments with a cost effective tool for managing and organizing how calls are handled within an organization. It provides simple installation, support and maintenance, as well as ease of programming through the intuitive prompting of the LCD on the station set.

Other Norstar Flash ACD features include:

- ✓ Up to 10 active agents,
- ✓ Up to 20 configured agents,
- ✓ Up to 2 ACD agent groups,
- ✓ Up to 15 assigned lines,
- ✓ Station set-based system administration and queue status displays,
- ✓ 10 built-in recorded announcements,
- ✓ Longest Idle and Top Down routing,
- ✓ Overflow.

**For Flash ACD and Voice Mail to run co-resident on a single Flash system, a total of 4 ports is required.**

## Norstar Flash ACD Management Information System (MIS)

Norstar Flash ACD MIS is an optional reporting package for the small call center market. It is a powerful information management tool that provides real time access to a wealth of information that can be used by call center managers to make the most efficient use of lines and agents.

MIS features include:

- ✓ Runs alongside existing software applications on any Windows '95 or '98 capable PC,
- ✓ Supports up to 16 supervisor workstations on a single system without affecting the status display screens on each others PC,
- ✓ Provides real-time status displays, current reports and historical reports that can be accessed at either a System level or a Queue level,
- ✓ Supports multiple Wallboards,
- ✓ Provides password protection.