

# ULTRA BUSINESS SALES DIVISION *news*



## **NEC Unified Solutions, Inc. announces release of software version 03.21.00 for the DS1000/2000**

October 8, 2004

Dear Dealer:

NEC Unified Solutions is pleased to announce the immediate availability of new system software version 03.21.00 for use with either the DS1000 or DS2000 system.

Initially the only way to obtain the software and supporting documentation is to download it free of charge from the Tech Support web site at <http://ws1.necii.com/ds2000>. Be sure and note that the address is "ws1" not "www." This new software version will not be included as part of systems shipping from supply distributors until sometime after the first of the year.

To utilize the features included with this release, it is also necessary that any IntraMail cards have voice prompt version 1.2. Check the front of the IntraMail flash card to determine its version number. IntraMail voice prompt version 1.2 has been shipping since June, and should be part of any IntraMail purchased today. It can also be downloaded from the web site listed above, along with detailed instructions on how to upgrade the flash card to version 1.2.

System software version 03.21.00 includes features much in demand by many of our dealers and their customers including:

- Directory Dialing (Dial by Name)
- Message on Hold (Recordable)
- Multiple Mailbox Greetings
- Group Mailboxes, and
- Super Display programmable idle keys.

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Directory Dialing can save users time and money by letting incoming callers dial the person to whom they wish to speak directly by keying in the letters of that person's first or last name.

Recordable Message on Hold lets the end user record a message which will be played to any incoming caller put on hold during call processing. This message can be used by the customer to inform callers of:

- A. office hours of operation,
- B. special sales offerings, or
- C. a general description of all services offered.

Multiple Mailbox Greetings simplify operation of the IntraMail voice mail system by letting users record three different greetings for easy switching from one greeting to another. These greetings can be set for:

- A. normal, out-of-office and vacation greetings,
- B. day, night and weekend greetings or
- C. directions to 3 different "on-call" numbers.

Group Mailboxes are very handy for small operations where a message should be available to users from several different locations. Examples might include a group of sales or service personnel where the first person to retrieve the message handles the contact to completion.

Super Display programmable idle keys will be very popular with users. The keys can be programmed with speed dial numbers (the name of the party shows when the phone is idle) or for access to features like Caller ID logs, Paging or Voice Mail.

Also included in software version 03.21.00 are:

- Mailbox Enhancements
- Guest Mailbox Enhancements
- Call Screening Enhancements, and
- Conversation Record Enhancements

We are confident that you and your customers will be very pleased with the new features and enhancements in this software package, and are certain that it will continue to enhance sales of the DS1000 and DS2000 systems.

Sincerely,

NEC Unified Solutions, Inc.  
Ultra Business Sales Division

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