

Messaging System Feature Comparison (Version 10.0)

This document compares the system-level features of Mitel® NuPoint Unified Messaging™¹ (UM) 640 and Standard Edition, Mitel Enterprise® Messaging², Mitel Messaging Server, Mitel 3300 ICP Embedded Messaging and Mitel 5000 CP Basic Voice Messaging.

	NuPoint UM 640 Multi-Server	NuPoint UM 640 Single Server	NuPoint UM Standard Edition	Enterprise Messaging	Messaging Server	3300 ICP Embedded Messaging	5000 CP Basic Voice Messaging
Positioning	Highly scalable service reliability and advanced unified messaging for medium and large enterprises with any PBX	Cost-effective service reliability and advanced unified messaging for small and medium enterprises with any PBX	Advanced unified messaging for small and medium businesses with any PBX	Unified messaging for the 5000 CP and Inter-Tel Axxess® platforms	Advanced unified messaging for businesses with mixed email environments	Cost-effective voice messaging for the 3300 ICP	Cost-effective voice messaging for the 5000 CP
Current Software Release	3.0	3.0	3.0	1.2.50	2.0	9.0	3.1
Maximum Number of Mailboxes	100,000	100,000	57,000	10,000	10,000	750	Storage Dependant
Maximum Number of Ports	960	120	64	32	268	30	16
Maximum Number Storage Hours	10,000	6,000	960	868	15,000	450	200-800
Maximum Number UM users	6,000	6,000	2,500	1,000	10,000 Distributed, 500 Standalone	n/a	n/a
Maximum Number TTS Ports	48	24	12	32	64	n/a	n/a

Voicemail Features

System Level

Tenanting	•	•	•	–	•	•	–
Voice Forms (Audio Survey)	•	•	•	–	•	–	–
TDD / TTY (Support for Hearing Impaired)	•	•	•	–	–	–	–
System-wide Distribution Lists	•	•	•	•	•	•	•
No Message Length Limit	•	•	•	•	•	–	–

Mailbox Level

Softkey Prompts	•	•	•	•	–	•	•
Record-a-call	•	•	•	•	•	•	•
FIFO	•	•	•	•	•	•	•
LIFO	•	•	•	•	•	–	–
External Caller ID in Messaging Envelope	•	•	•	•	•	–	•
Password Protected Mailbox	•	•	•	•	•	•	•

¹ Formerly Mitel NuPoint Messenger IP®

² Formerly Inter-Tel® Enterprise Messaging

	NuPoint UM 640 Multi-Server	NuPoint UM 640 Single Server	NuPoint UM Standard Edition	Enterprise Messaging	Messaging Server	3300 ICP Embedded Messaging	5000 CP Basic Voice Messaging
Message Envelope	•	•	•	•	•	•	•
Personal Operator Extension (configurable)	•	•	•	•	•	•	•
Personal Voice Menu	•	•	•	•	•	•	–
Message Review	•	•	•	•	•	•	•
Message Erase	•	•	•	•	•	•	•
Message Reply	•	•	•	•	•	•	•
Message Forward	•	•	•	•	•	•	•
Message Pause	•	•	•	•	•	–	•
Return Receipt	•	•	•	•	–	–	•
Message Delivery to Non-subscribers (Call and Play)	•	•	•	•	–	–	–
Urgent Messages	•	•	•	•	•	•	•
Private Messages	•	•	•	•	•	•	–
Secure / Certified Messages	•	•	•	•	•	•	–
Memo	•	•	•	•	•	•	–
Cascade Notification	•	•	•	•	•	•	•
Distribution Lists (Personal)	•	•	•	–	•	•	–
New Mailbox Tutorial	•	•	•	•	•	•	•
Future Delivery	•	•	•	–	•	–	–
Message Broadcast Capability	•	•	•	• (System admin)	•	•	•
Operator Transfer to Mailbox	•	•	•	•	•	•	•
General Delivery Mailbox Support	•	•	•	–	–	–	–
Emergency Override	•	•	•	–	–	–	–
Rule-based Forwarding	•	•	•	• (CRA)	•	–	–
Unlisted Mailbox	–	–	–	•	–	–	•
Who Called	•	•	•	•	–	•	•
Greeting							
Conditional Greetings	•	•	•	–	•	•	–
Alternate Greeting	•	•	•	•	•	•	•
Personal Greeting (Name)	•	•	•	•	•	•	•
Bilingual Welcome Greeting	•	•	•	–	•	•	–
Multi-level Menus	•	•	•	• (CRA)	•	•	–
Open and Close Greeting	•	•	•	•	•	•	–
Temporary Greeting	•	•	•	• (CRA)	•	•	–
Time-of-day Greeting	•	•	•	• (CRA)	•	•	–
Record and Insert Greetings in TUI	• (CRA)	• (CRA)	• (CRA)	• (CRA)	–	–	–
Fax							
Inbound-Outbound	•	•	•	•	•	•	•
Custom Cover Page	–	–	–	•	–	–	–
Fax On Demand	•	•	•	•	•	•	• (CRA)
Status Notification	–	–	–	•	•	–	–
T38 Support						•	•

	NuPoint UM 640 Multi-Server	NuPoint UM 640 Single Server	NuPoint UM Standard Edition	Enterprise Messaging	Messaging Server	3300 ICP Embedded Messaging	5000 CP Basic Voice Messaging
Security							
Secure Password Algorithm	•	•	•	–	–	–	–
Mailbox Lockout Security	•	•	•	•	•	•	•
Networking							
Enhanced Digital Networking	•	•	•	•	–	–	•
VPIM	•	•	•	•	•	•	–
SMDI	•	•	•	–	•	–	–
SIP Trunking	•	•	•	–	–	–	–
AMIS (Requires Analog / Digital Ports)	•	•	•	–	–	–	–
Auto-attendant							
Corporate Auto-attendant	•	•	•	• (CRA)	•	•	–
Multi-level Menus	•	•	•	•	–	•	–
Flexible Mailbox Numbering	•	•	•	•	–	•	–
Directory Access	•	•	•	•	•	•	–
Operator Revert	•	•	•	•	•	•	–
Operator Transfer to Mailbox	•	•	•	•	–	•	–
Transfer to Extension	•	•	•	•	–	•	–
Supervised Transfer	•	•	•	•	–	•	–
Management / Admin							
Selectable TUI (Octel® / Numeric / Mitel / NuPoint)	•	•	•	–	•	•	–
System Reports	•	•	•	•	•	–	•
Statistic Reports	•	•	•	•	•	–	•
Usage Reports	•	•	•	•	•	–	•
Config Management Suite Integration	•	•	•	•	•	•	–
Server Application Programming Interface (API)	•	•	•	–	–	–	–
Call Director (Admin Configurable, Templates)	•	•	•	•	•	–	–
Microsoft® Active Directory® Integration	•	•	•	–	•	–	–
LDAP Integration	•	•	•	–	•	–	–
Networked Solution for Resiliency	•	–	–	–	•	–	–
Hardware Redundancy (RAID) Option	•	–	–	•	•	–	–
Hospitality							
PMS Support	•	•	•	–	–	•	–
Default Mailbox Type for Guest	•	•	•	–	–	•	–
No Passwords to Memorize	•	•	•	–	–	•	–
Wake Up	•	•	•	–	–	•	–
Check-in / Check-out	•	•	•	–	–	•	–

	NuPoint UM 640 Multi-Server	NuPoint UM 640 Single Server	NuPoint UM Standard Edition	Enterprise Messaging	Messaging Server	3300 ICP Embedded Messaging	5000 CP Basic Voice Messaging
Move Rooms	•	•	•	–	–	•	–
Assisted Login	•	•	•	–	–	•	–
Full Guest Privileges	•	•	•	–	–	•	–
Guest Login Greeting	•	•	•	–	–	•	–

Unified Messaging Features

Message Waiting Indicator (Escalation: Pager, Email etc)	•	•	•	•	•	•	•
SMTP	•	•	•	•	•	•	•
Voicemail Access from PC – Web	•	•	•	•	•	–	–
Voicemail Access from PC – Email Client	•	•	•	•	•	•	–
Email Text-to-speech	•	•	•	•	•	–	–
Inbound / Outbound Fax	•	•	•	•	•	•	–
Pager and Email Notification	•	•	•	•	•	•	–

Languages

English (NA / UK / AUS)	•	•	–	•	•	•	•
French (NA / Euro)	•	•	•	–	•	•	–
Spanish (Latin America / Euro)	•	•	•	•	•	•	•
German	•	•	•	–	•	•	–
Dutch	•	•	•	–	•	–	–
Italian	•	•	•	–	•	•	–
Portuguese (Latin America / Euro)	•	•	•	–	–	•	–
Arabic	•	•	•	–	–	–	–
Mandarin (China / Taiwan)	•	•	•	–	–	•	–
Japanese	•	•	•	–	–	•	–
Swedish	–	–	–	–	–	•	–

CRA – Call Rating Application

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