

**VOICE, FAX, AND E-MAIL MESSAGES DELIVERED
RIGHT TO YOUR COMPUTER SCREEN**

Every day, an estimated one billion voice mail messages and 1.5 billion e-mail messages are sent in North America. Fax transmissions are growing at a rate of 40% yearly. People and technology are working hard to get you even more information. So how do you handle it?

Norstar Desktop Messaging

The Power of
Information Access



Norstar Desktop Messaging is the solution to information overload. It lets you retrieve all incoming information—voice, fax, and e-mail messages—directly from your computer screen. At a glance, you can see who the messages are from, when they

arrived, and how urgent they are. You can read or listen to them in any order, forward or save them—all at the click of a mouse button.

With Norstar Desktop Messaging, you have access to the information you need when you need it. Best of all, you're no longer on overload. Even when voice, fax, and e-mail messages are coming in faster than you can retrieve them, you can manage and prioritize what's important, saving the rest for later.

The bottom line? With Norstar Desktop Messaging, you're in control, and your personal productivity skyrockets.

**“CAN I REALLY LISTEN TO VOICE MAIL AND REPLY
TO IT ON MY COMPUTER?”**

You can with Norstar Desktop Messaging. Here's how it works: You retrieve all your messages—voice, fax, and e-mail—from a single list on your computer screen. Simply click the message you want. If it's a voice mail message, it will play using your computer's sound card. Reading and answering e-mail is just as easy. If it's a fax, just point and click to bring it up on your computer screen. Then you can view it, and forward, print, or save it in a folder as you choose.

**“MY EMPLOYEES DON'T HAVE TIME FOR A LOT
OF TRAINING. IS NORSTAR DESKTOP
MESSAGING EASY TO USE?”**

If your employees already use a PC, they're probably familiar with Microsoft Exchange, the popular point-and-click interface for e-mail. Norstar Desktop Messaging uses this format for its commands, so it's very easy to use. And your employees can also use this same interface to access Norstar Voice Mail and Fax Messaging.

With this user-friendly interface, you simply point and click on icons to send, retrieve, and forward voice, fax, and e-mail messages. You can create file folders to store messages based on how

you work. And even access advanced Norstar Voice Mail features from easy-to-use, pull-down menus.

When you choose Norstar Desktop Messaging with its Microsoft Exchange interface, you're making the most of your PC investment—while making communications easy for your employees.

“MY SALES STAFF IS ON THE ROAD CONSTANTLY. WE’RE ALWAYS PHONING BACK AND FORTH AND SENDING FAXES. CAN NORSTAR DESKTOP MESSAGING HELP US?”

For your employees on the road, Norstar Desktop Messaging lets them work as if they were in the office. Using a laptop computer, your traveling employees can access all their messages—voice mail, fax, and e-mail—with a single phone call and view them all right on their computer screen.

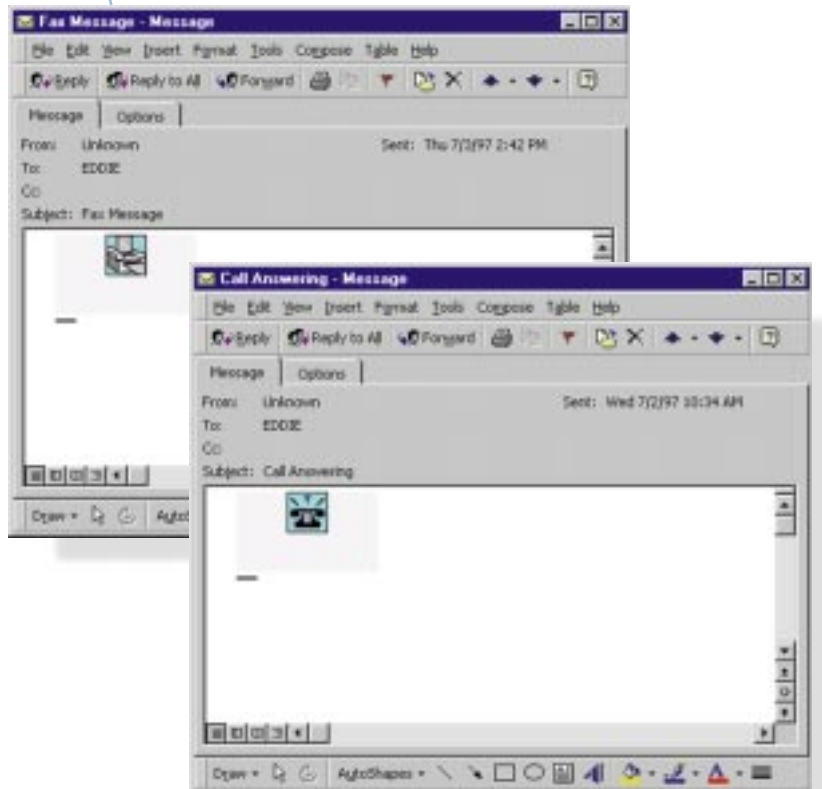
Norstar Desktop messaging saves time and makes your employees more efficient—even when they are traveling. Best of all, it gives them complete access and control of incoming and outgoing messages and information.

“WHAT SHOULD I LOOK FOR IN A DESKTOP MESSAGING SYSTEM?”

First you want a flexible application platform that's compatible with a variety of software. Norstar Desktop Messaging is MAPI-compliant (Microsoft's programming language for mail systems) and works with Microsoft Exchange, a standard issue with Windows 95 or Windows NT.

Next you want one-stop shopping from an industry leader. Too many voice mail vendors don't offer telephone systems, so they can only “connect,” not integrate. They can't offer telephone softkey integration or advanced features. With Norstar Voice Mail and Desktop Messaging, you get full integration with your Norstar system, one-stop shopping, and support for both telephone and computer application business solutions.

In fact, when you team a Norstar Compact or Modular ICS with Voice Mail, Fax messaging,



Desktop Messaging, and Digital Networking, you have a complete solution for your business communications needs. If your business has additional communications needs like Call Center or IVR applications, Norstar offers solutions for those challenges, too. This powerful communications platform offers more fully integrated solutions than any other system of its size. Norstar's advanced functionality, easy-to-use applications, scalability, and total system integration give you a powerful, seamless, cost-effective network that can grow along with your business.

REQUIREMENTS:

Norstar Desktop Messaging requires Norstar Voice Mail Release 3.0 (or higher) and the Norstar Applications Module equipped with a minimum 16Mb of RAM, plus the onboard Ethernet port or a Network Interface Card (NIC) supplied by the end-user or the Nortel Networks Authorized Norstar Distributor. To transfer fax messages as data, Norstar Fax Messaging must be active in the system. To transfer e-mail messages with attachments, the e-mail server must support attachments.

Norstar Desktop Messaging is compatible with Norstar business communication systems running DR5 (Release 11.07 or higher) and Norstar Compact or Modular ICS (Release 1.0 or higher) software.

Norstar Desktop Messaging, Digital Networking, and Voice Mail Manager are fully compatible with Norstar Voice Mail Release 3.0 (or higher); Fax Messaging and AMIS require, and are fully compatible with, Norstar Voice Mail Release 2.0 (or higher).

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