

Voice Mail Systems



- VME Office with 500 Mailboxes and 4 or 8 Ports
- Vocal with 128 Mailboxes and 2 or 4 Ports
- Vocal Jr. with 48 Mailboxes and 2 Ports

The *ITS* Voice Mail Family

The ITS family of Flash Memory Voice Mail Solutions have been uniquely tailored to accommodate the needs of various sized businesses. Our largest Voice Mail Solution, the VME Office, has been designed for large to medium sized businesses with 40 to 300 employees, our Flagship Product, the Vocal for medium to small sized businesses with 16 to 64 employees and our smallest Voice Mail Solution, the Vocal Jr., has been designed for small businesses with up to 20 employees.

- The **VME Office** offers 500 mailboxes and provides either 4 or 8 ports.
- The **Vocal** offers 128 mailboxes and provides either 2 or 4 ports.
- The **Vocal Jr.** offers 48 mailboxes and provides 2 ports.

ITS's advanced Voice Mail Solutions are all based on the latest technology including Flash Memory and Digital Signal Processing (DSP) offering a variety of 29 languages to choose from. The Voice Mail Solutions are simple to operate and can either be



programmed by a Touch-Tone telephone or by the user friendly, windows based Voice Mail Utility Program (VUP). Integration is never a concern

with ITS's Voice Mail Solutions which integrate with most known PBXs and Key Systems via In-Band DTMF/SMDI interfaces.



The VME Office Voice Mail Solution

The **VME Office** is ITS's latest, advanced, solid state, flash memory Voice Mail Solution.

The **VME Office** provides 500 mailboxes, has a built-in modem and is available in 4 ports with 18 hours of memory or in 8 ports with 36 hours of memory (field upgradeable).

This Flash-Based, Voice Mail/Automated Attendant Solution provides full software download capabilities and comes in a state-of-the-art 19-inch case rack with optional wall mounting brackets.

The **VME Office** has been designed and developed to accommodate the needs of medium to large sized businesses and many aspects were considered, such as:

- Storage Capacity – from 18 or 36 hours
- Notification – possible from all 8 ports
- Maintenance – using the built-in modem
- Number of Mailboxes - 500

The **VME Office** supports a wide array of Voice Messaging features, Automated Attendant features, multiple concurrent language capabilities, off-site notification and fax tone detection.

■ Technology

- Flash-based with Full SMT Production

■ Configuration

- Basic
4 ports, 18 Hours of Memory, 500 Mailboxes and a built-in modem
- Expansion Module
4 Ports, 18 Hours of Memory
- Maximum Configuration
8 Ports, 500 Mailboxes and 36 Hours of Memory

■ Full Software Download Capabilities

■ Flash-Based EPROM

■ 19 inch Case Rack

■ Wall Mounted Option

The Vocal

The Vocal is a solid state, flash memory, feature rich Voice Mail solution. It is available in 2 or 4 ports, with 10 hours of memory and provides 128 mailboxes. This multilingual Voice Mail/Auto Attendant system is an efficient, cost effective solution for medium to small sized businesses.

The great success of the Vocal is due to the fact that 80% of today's businesses fall into the medium to small size category, meaning less than 40 employees. PC based voice mail systems are expensive and far too complicated for such businesses, therefore a cost effective solution was required.

This is where the ITS team stepped in and specifically developed the Vocal, a unique, reliable product, with no mechanical moving parts, for this niche in the market. To date, ITS has more than 20,000 satisfied customers across the globe.



Developed, designed and manufactured by ITS, the Vocal is based on the latest cutting edge technology, including flash memory and Digital Signal Processing (DSP).

The Vocal supports a wide array of Voice Messaging features, Auto Attendant features, multiple concurrent language capabilities, off-site notification and fax tone detection.

Simple to operate, the Vocal can either be programmed by the user friendly, windows based Voice Mail Utility Program, (VUP), or by a Touch-Tone telephone.

Combining the Voice Mail, Auto Attendant and system administration features, the Vocal offers all the advantages of a PC based system, but at an affordable price.

The Vocal Junior

The Vocal Junior, a Voice Mail/Auto Attendant system, has been exclusively developed to accommodate the needs of companies in the SOHO arena.

Specializing in tailored solutions for diverse markets, ITS's Vocal Junior is able to provide all the required benefits to offices with up to 20 employees.

Built on advanced technology, the Vocal Junior is not only cost effective, but is very reliable and guarantees high performance.

The Vocal Junior has a fixed configuration of 2 ports, 48 mailboxes and 5 hours of memory. Simple to operate, the Vocal Junior can either be programmed by the user friendly windows based Voice Mail Utility Program (VUP), or by a Touch-Tone telephone.



Voice Mail Comparison Table

Configuration	VME Office	Vocal	Vocal Jr.
No. of Ports	4 – 8	2 – 4	2
Storage Capacity	18 - 36 Hours	10 Hours	5 Hours
Number of Mailboxes	500	128	48
Built-in Modem	Yes	No	No
Automated Attendant			
Multilingual Option	Up to 3 Languages	Up to 3 Languages	Up to 3 Languages
Varied Opening Greetings: Day, Night, Holiday and Break	Yes	Yes	Yes
Extension Size	2-6 Flexible	2 - 4 Fixed	2 - 4 Fixed
Automatic Mode/System Schedules	Yes	Yes	Yes
Call Transfer: Supervised, Semi-Supervised, Non-Supervised	Yes	Yes	Yes
Number of Script Menus	98	39	39
Maximum Length of Opening Greetings	9 Minutes	9 Minutes	9 Minutes
Directory Listing (Dial by Name)	Yes	Yes	Yes
Fax Detection and Routing	Yes, Up to 4 Faxes	Yes, 1 Fax	Yes, 1 Fax
Greeting by Port	Yes	Yes	Yes
Basic Audio Text	Yes	Yes	Yes
Dial a String	Yes	Yes	Yes
Number of Operators	8	1	1
System Administration			
Software Download, Flash-Based EPROM	Yes	No	No
Built-in Line Monitor	Yes	Yes	Yes
Port Status Display (LCD)	Yes	No	No
Statistic / Traffic Reports	Yes	Yes	Yes
PC Programming (VUP) Touch-Tone Programming	Yes	Yes	Yes
Security Passwords: System Administrator, Operator, Mailbox Owner	Yes	Yes	Yes
In-Band DTMF Integration and Out-band Serial Port RS-232, SMDI Integration	Yes	Yes	Yes
Automatic Gain Control (AGC)	Yes	Yes	Yes
Setup Wizard - Quick Setup Guide	Yes	Yes	Yes
Disconnect Detection: Current Loop, Busy Tone, Disconnect Tone, Dial Tone, Disconnect DTMF Signal	Yes	Yes	Yes
Voice Mail			
Notification from Port(s)	Any or all Ports (Programmable)	Port #2	Port #2
Number of Messages per Mailbox	92 (Programmable)	47 (Fixed)	47 (Fixed)
Maximum Message Length (Programmable)	9 Minutes	9 Minutes	9 Minutes
Customized Greeting and Language per Mailbox	Yes	Yes	Yes
Message Retrieve, Forward, Save, Copy, Delete and Skip to Next Message	Yes	Yes	Yes
Date and Time Stamp	Yes	Yes	Yes
Automatic Message Purge	Yes	Yes	Yes
Password Protection	Yes	Yes	Yes
Do Not Disturb Mode	Yes	Yes	Yes
Message Delivery: Work Extension, Mobile, Home	Yes	Yes	Yes
Message Notification: Pager, Message Waiting LED, Interrupted Dial Tone	Yes	Yes	Yes
Call Recording (Depends on Capabilities of PBX)	Yes	Yes	Yes

All of the voice mail solutions are multilingual, offering up to 3 different languages simultaneously. The currently available languages are:

Arabic, Bahasa Indonesia, Bulgarian, Chinese, Czech, Danish, Dutch, Finnish, Flemish, French, German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Latin American, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, Thai, Turkish, UK English, US English



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