

# VME-4000 Voice Mail System

## Voice Mail and Auto Attendant System

The 2 or 4 port Voice Mail/Auto Attendant System with 10 hours of memory. Both configurations contain 128 Mailboxes.

### The cost effective and feature-rich system that evolves with your business needs.

The VME-4000 Multilingual Voice Mail/Auto Attendant System is a cost effective and feature-rich solution for small and medium businesses. The system is truly plug-and-play, with the feature set and flexibility of most PC-based systems.

### Leading edge technology

The compact, solid-state VME-4000 system incorporates leading edge technology, including flash memory and digital signal processing (DSP). The system can be mounted effortlessly and unobtrusively in conjunction with the host KSU/Switch.

### Complete array of voice messaging features

The VME-4000 supports a full array of voice messaging and auto attendant features, multiple concurrent language capabilities, off-site notification and fax tone detection (CNG). The system is programmed via a user-friendly, Windows-based, Voice Mail Utility Program (VUP) or a touch-tone phone. With its Voice Mail, Auto Attendant and System/Administration features, the VME-4000 offers the advantages of a PC-based system, but at a lower cost.

The VME-4000 can be integrated with most types of PBXs through the analog ports, by using the In-Band DTMF protocol. An RS-232 (SMDI) serial port integration is available for specific PBXs.



# The VME-4000 Features



## Modular Expansion

- Expansion available to upgrade the VME-4000 from 2 to 4 ports (field upgradable)

## Voice Mail Features

- 128 Real/Virtual Mailboxes
- Announcer mailbox
- 5 Mailbox Groups
- Customized Greetings, Mailboxes and Language per Mailbox
- Message Retrieve, Save, Copy, Delete, Forward
- Date and Time Stamp
- Skip Forward to next Message
- Automatic Message Purge
- Password Protection
- Do Not Disturb Mode
- Message Delivery (Work Extension, Mobile, Home)
- Message Notification (Pager, Message Waiting LED, Interrupted Dial Tone)
- Call Recording (depends on PBX type)
- 10 hours of recording time
- 2/4 ports, field upgradable

## Automated Attendant Features

- Multilingual Option
- Opening Greetings for Different Operating Modes: Day, Night, Holiday, Break
- Automatic Mode/System Schedules
- Call Transfer: Supervised, Semi-Supervised, Non-Supervised
- 39 Script Menus (each with up to 9 minutes recording time) with Single Digit Access
- Default Transfer to Operator
- Directory Listing (Dial by Name)
- Fax Detection and Routing
- Direct Dialing to Extensions
- Greeting by Port
- Answering on First Ring
- Audio-text
- Dial-a-String

## System/Administration Features

- Report Generator: Configurations, Memory Usage and Traffic Reports
- Programming: PC programming (using VUP), Touch-Tone Phone (using DTMF tones)
- Security passwords: System Administrator, Operator, Mailbox Owner
- Integration with most PBXs: In-Band DTMF
- Integration capabilities with specific PBXs: Out-Band via RS-232 Serial Port (SMDI)
- Automatic Gain Control (AGC)
- Adjustable Recording Length (1-9 Minutes per mailbox/Script)
- Line Monitor
- Setup Wizard - Quick Setup Guide
- Disconnect Detection: Current Loop, Busy Tone, Disconnect Tone, Dial Tone, Disconnect DTMF signal, Silence Detection

## Languages

- VME-4000 supports up to 3 languages simultaneously
- The available languages are: English, Spanish and French
- VME-4000 is shipped, by default, with the languages English and Spanish



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