ITS **Telecom**

# Service

Voice Mail

Your customers and clients expect their calls to be handled quickly or routed to the appropriate person or department. This is where ITS Telecom Voice Mail and Automated Attendant Systems can offer valuable support. They guarantee efficient call management for your business and ensure higher availability around the clock.

Complete Messaging Solution

From compact systems for small growing businesses to the most advanced, solid state solutions for large enterprises, our products are designed to effectively direct incoming call traffic and offer real integrated solutions to your communications needs. Easy to install and even easier to maintain, our systems involve no moving parts, making them incredibly reliable.
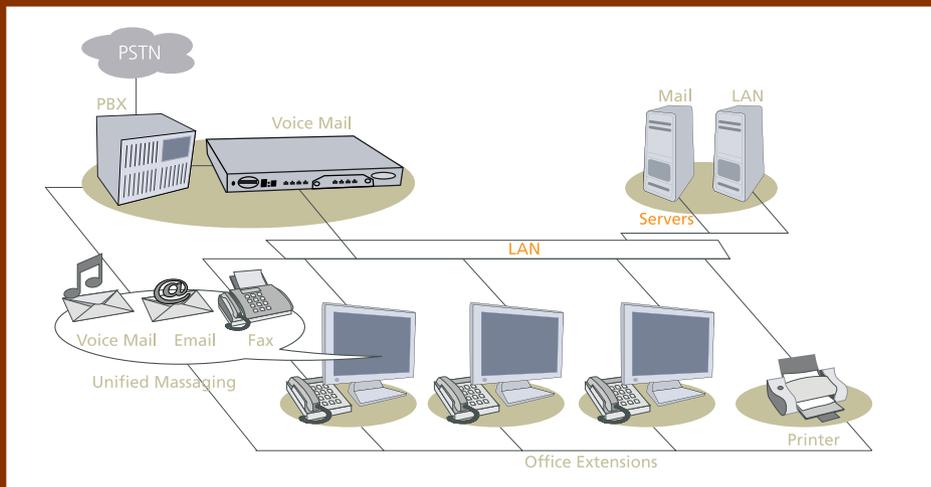
Voice Mail

Listen to your customers

To assist callers when you are not available, ITS Telecom Voice Mail systems provide a complete messaging solution including Voice Mail and Automated Attendant, along with Unified Messaging.

Build-in Enhancements

Delivering an extensive set of features including Speech Recognition and Personal Fax Mailbox, it provides a convenient way for incoming calls to be distributed in a timely and effective manner.

Automated Attendant

To Guide Your Customers

Our enhanced Automated Attendant systems can also offer extensive functionality of Speech Recognition to direct customers to their desired extension more intelligently and quickly. They are like a "virtual employee" routing your customers and clients to the appropriate department, person or information they need.

Add-on Services

To integrate the new, cutting-edge Speech Recognition application into your existing voicemail infrastructure, it doesn't need to be replaced, but merely extended by adding our Ear Elite system to your present equipment.

With No Need for Operator

The ability of Automated Attendant systems to automatically redirect calls to the right extension with no need for operators is ideal for company with no DDI.

Valuable benefits for today's businesses

- **Speech Recognition**
- **Unified Messaging**
- **Personal fax mailbox**
- **Multilingual Voice Prompts**
- **Enhanced reliability with no moving parts**
- **Expandable (up to 500 mailboxes and 144 hrs.)**
- **Suitable for a wide range of businesses**
- **Easy integration with most known PBXs and Key Telephone Systems**

Applications to Streamline Business Processes

ITS Telecom is focused on developing and delivering communication applications that are designed to address your business challenges.

Unified Messaging

With our systems you can access your voice, fax, and e-mail messages from a single interface anytime and anywhere.

Speech Recognition

Instead of having to remember or look up extension numbers simply dial and speak the person's name to route the call direct to the number of your choice, or say "department" to be directed to a department listing.

Personal Fax Mailbox

No more hovering around the public fax machine waiting for an important or private fax. Now you receive e-mail notifications of new fax messages attached in an easy to open electronic format on your PC. Using our systems you can remotely retrieve your fax messages, handling them just as easily as any email messages.

Multilingual Voice Prompts

By offering up to 3 languages simultaneously from a wide range of available ones, our systems meet the language needs of your customers.

Voice Mail & Automated Attendant Solutions

Voice Mail & Automated Attendant	Automated Attendant
VME Elite	Ear Elite
VME Pro	Ear 4000/5000
Vocal	Ear 1000/2000
Vocal Junior	Adra1000/2000

Voice Mail

VME Elite/VME Pro

Meeting the needs of medium to large sized businesses we have combined Voice Mail, Automated Attendant, and Unified Messaging into the powerful VME Elite and VME PRO systems with up to 500 mailboxes, a maximum of 140 hours of message storage, and expandable to 8 Voice Mail ports for even greater performance.

The VME Elite system delivers an additional set of features including Speech Recognition (available in 4-port version) and Personal Fax Mailbox unifying your communications into a single, interoperable enterprise.

VME Elite

- Up to 500 mailboxes
- 4-ports version (72 hours flash memory capacity) upgradeable to 8-ports version (144 hours)
- Local/Remote administration
- Message Notification from all ports
- Permanent Unified Messaging
- Speech Recognition (available in 4 - port version)
- Personal Fax Service
- 19-inch case rack size
- Software upload, Flash-Based EPROM
- LCD displays system & port status
- Personal Mailbox management via a network and Windows-based utility program (PMM)
- Line monitoring tool

VME Pro

- Up to 500 mailboxes
- 4-ports version (72 hours flash memory capacity) upgradeable to 8-ports version (144 hours)
- Local/Remote administration
- Message Notification from all ports
- Permanent unified messaging
- 19-inch case rack size
- Software upload, Flash-Based EPROM
- LCD displays system & port status
- Personal Mailbox management via a network and Windows-based utility program (PMM)
- Line monitoring tool

Voice Mail

Vocal

Medium-sized and growing businesses will appreciate the value and rock solid functionality of the compact Vocal system as the most cost effective solution.

Vocal		
		• 128 mailboxes
		• 2-ports version (10 hours flash memory capacity), upgradeable to 4-ports
		• Message Notification
		• Line Monitor tool

Voice Mail

Vocal Jr.

The Vocal Jr. system with 48 mailboxes, 5 hours of message storage is ideal for small businesses and helps to maximize employee's productivity and responsiveness.

Vocal Jr.		
		• 48 mailboxes
		• 2-ports (5 hours flash memory capacity)
		• Message Notification
		• Local/Remote administration

Automated Attendant

Ear Elite

Automated Attendant functions of our Ear Elite system allow our customers experience to be enhanced through customized routing tables, multi-lingual support, and access to speech driven directory information.

Ear Elite

- 4-ports version (72hours flash memory capacity) upgradeable to 8-ports version (144 hours)
- 2 mailboxes
- 98 script menus
- Local/Remote administration
- Speech Recognition
- E-mail notification
- Up to 3 languages support

Automated Attendant

Ear 5000/4000

Ideal for organizations that need an efficient automated attendant tool combined with a limited voice mail solution. Organizations can choose between the Ear 5000 with its inherent 8 mailboxes and the 2 mailboxes of the Ear 4000. Both products are expandable from 2 to 4 ports.

Ear 5000/4000

- Answers 2 or 4 calls simultaneously
- 8 mailboxes (Ear 5000) or 2 mailboxes (Ear 4000)
- 3 hours (Ear 5000) or 1 hour (Ear 4000) of recording time
- 39 script menus
- Supports up to 3 languages simultaneously
- Ability to dial an extension directly through script, sub-script, or directory listings

Automated Attendant

Ear 1000/2000

The Ear 1000 (1 port) /2000 (2 port) are compact stand alone Automated Attendant systems. Providing 9 minutes of recording time they let you play different greetings for day, night or holiday and help to reduce the need for additional personnel to handle incoming calls.

Ear 1000/2000

- Answers 1 or 2 calls simultaneously
- 9 minutes of recording time
- DSP, Flash Memory, and SMT production
- DTMF programming

Automated Attendant

Adra 1000/2000

Our Adra 1000 (1port) /2000 (2 port) Voice Announcers answer incoming calls and transfer the caller to the predefined extension or to a predefined group of extensions at the end of the announcement or greeting. The systems answer calls efficiently according to the personalized script menus programmed for day, night and holiday modes.

Adra 1000/2000

- Answers 1 or 2 calls simultaneously
- 9 minutes of recording time
- DSP, Flash Memory, and SMT production
- Can be programmed from any Touch-Tone telephone

	Voice Mail & Automated Attendant			Automated Attendant		
	VME Elite/VME Pro	Vocal	Vocal Jr.	Ear Elite	Ear 5000/4000	Ear 2000/1000
Configuration						
No. of ports	4-8	2-4	2	4 or 8	2 or 4	2 or 1
Storage capacity	72-144 hrs.	10 hrs.	5 hrs.	72-144 hrs.	3 hrs. 1hrs.	9 min.
Number of mailbox	500	128	48	2	8 2	○
Built-in modem	●	○	○	●	○	○
Remote network programming	●	○	○	●	○	○
Automated Attendants						
No. of simultaneous languages	3	3	3	3	3	○
Scheduled automated attendant	●	●	●	●	●	○
Extension size	2-6 Flexible	2-4 Fixed	2-4 Fixed	2-6 Flexible	2-4 Fixed	2-4 Fixed
Dial a string	●	●	●	●	●	○
Call transfer (Supervised, semi-supervised, non supervised)	●	●	●	●	●	●
Call screening	●	○	○	●	○	○
No. of scripts & duration per script	98/9min.	39/9min.	39/9min.	98/9min.	39/9min	9 min.
Speech recognition	●/○	○	○	●	○	○
Directory listing (dial by name)	●	●	●	●	●	○
Fax detection and routing	1-4 faxes	1 fax	1 fax	1-4 Faxes	1 Faxes	○
Greeting by port	●	●	●	●	●	○
No. of operators	1-8	1	1	1-8	1	1
System administration						
Software upload, flash-based EPROM	●	○	○	●	○	○
LCD	●	○	○	●	○	○
Statistic report	●	●	●	●	○	○
Programming	GUI or DTMF	GUI or DTMF	GUI or DTMF	GUI or DTMF	GUI or DTMF	DTMF
Administrator password protection	●	●	●	●	●	●
In-band DTMF integration & out-band serial port RS-232, SMDI integration	●	●	●	●	●	Call progress tone
Disconnect detection: current loop, busy tone, disconnect tone, disconnect DTMF signal	●	●	●	●	●	●
Voice Mail						
Notification from port	All (selectable)	Port #2	Port #2	All (selectable)	Port #2	○
No. of messages per mailbox	92	47	47	92	47	○
No. of Customized greeting and language per mailbox	3	1	1	3	1	○
Message retrieve, forward, save, copy, delete, skip	●	●	●	●	●	○
Date & time stamp	●	●	●	●	●	○
Personal password protection	●	●	●	●	●	○
Message delivery: work extension, mobile, home	●	●	●	●	●	○
Message notification, Pager, Led, interrupted dial tone	●	●	●	●	●	○
Unified messaging	●	○	○	●	○	○
Call recording duration per call	20 min.	20 min.	20 min.	20 min.	20 min.	○
Windows-based personal mailbox manager utility program	●	○	○	●	○	○
Personal fax mailbox	●/○	○	○	●	○	○
Cascading message notification	●	○	○	●	○	○
Divert messages	●	○	○	●	○	○

● Available   ○ Not Available

Voice Announcer

		Adra 2000	Adra 1000
	No. of ports	2	1
	Recording time	9 min.	9 min.
	Operation mode	Day/night/holiday	Day/night/holiday
	No. of greetings	3 per port	3 per port

34 Available Languages

Afrikaans, Arabic, Bahasa Indonesian, Bulgarian, Chinese (Mandarin/Cantonese), Czech, Danish, Dutch, English (UK/US/SA), Finnish, Flemish, French (France/Canada), German, Greek, Hebrew, Hungarian, Italian, Japanese, Latvian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, (Spain/LATM), Swedish, Thai, Turkish, Slovak, Ukrainian.

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