

A **flexible** messaging
system for small to medium
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Omega-Voice VMI

A flexible messaging system for small to medium businesses, Omega-Voice VMI simplifies daily call processing and message management. Because it's available in multiple capacities of flash-based memory, you have the flexibility of choosing the most practical messaging solution for your specific needs. Omega-Voice VMI is compatible with both ADIX and Iwatsu Enterprise-CS platforms, and expands from 4 to 8* ports, making it easy to migrate from one platform to the next.

AUTOMATED CALL PROCESSING

Your business can more efficiently route calls and improve customer service by processing incoming calls with an automated attendant. It enables you to customize automated company greetings, menus and directories that help route callers to the proper extensions. This means less time and resources dedicated to handling routine calls and more time for your daily priorities.

Specific greetings and call routing can also be customized based on number dialed, caller ID, call type, time of day and more. And for quick updates, offsite users can even remotely record and change automated attendant and personal mailbox greetings from anywhere offsite.

MAILBOX MANAGEMENT

Voice mail management is simple with several customizable mailbox features, including 5 personal message folders.

- **New** - All messages are automatically stored here until removed by the user.
- **Saved** - Messages can be saved here for a programmed amount of time.
- **Archived** - Messages can be saved indefinitely.
- **Receipt** - Messages saved here include the date and time the message was played by the recipient.
- **Discarded** - Deleted messages are stored here for up to 24 hours.

* IX-4EVMC only



MESSAGE BROADCASTING

With message broadcasting, you can send voice messages to multiple mailboxes simultaneously. Whether it be a message you received, a special announcement or conversation you recorded to voice mail, you can spread the word more efficiently. Messages can be sent to all mailboxes or to select mailboxes in 9 different custom distribution lists.

MESSAGE NOTIFICATION CALL OUT

To ensure you don't miss important messages, voice message notifications can be sent to your office extension, outside number or pager. These notifications can be customized to include your mailbox number, the new message count and Caller ID. Five different "cascading" schedules can be programmed to notify you sequentially at different destinations to be sure you are contacted.

Message notifications can also be customized and sent based on certain criteria:

- ▶ For all calls, outside calls only or internal calls only
- ▶ For all voice messages or urgent messages only
- ▶ Immediately, at an exact time of day or after a set duration of time

FAX TONE AND TDD DETECTION

The Omega Voice VMI system uses embedded technology that automatically detects fax tones and routes those calls to the appropriate fax machine. The system also detects Telecommunications Device for the Deaf (TDD) calls and route them to a TDD device.

CALL RECORDING

Capture important details and record phone conversations and conference calls right to your voice mailbox. Not only can you be sure you'll have an accurate record of a call, you can focus on the business at hand and leave the note taking to your mailbox. Recorded phone calls are conveniently archived and accessible for future reference and can also be forwarded to other mailboxes.

Specs

Iwatsu Enterprise-CS / ADIX (IX-4EVMC)	ADIX-VS (VS-VML64)
256 MB or 512MB compact flash memory	64 MB or 128 MB compact flash memory
4 voice mail ports, expandable to 8 ports	4 voice mail ports
Up to 600 mailboxes	Up to 100 mailboxes
9 mailbox distribution lists / 50 mailboxes per list	9 mailbox distribution lists / 50 mailboxes per list
Up to 110 hours message storage	Up to 25 hours message storage
Mailbox folder storage: New: Up to 120 messages Saved: Up to 128 messages Archived: Up to 32 messages Receipt: Up to 32 messages Deleted: Up to 192 messages	Mailbox folder storage: New: Up to 120 messages Saved: Up to 128 messages Archived: Up to 32 messages Receipt: Up to 32 messages Deleted: Up to 192 messages

