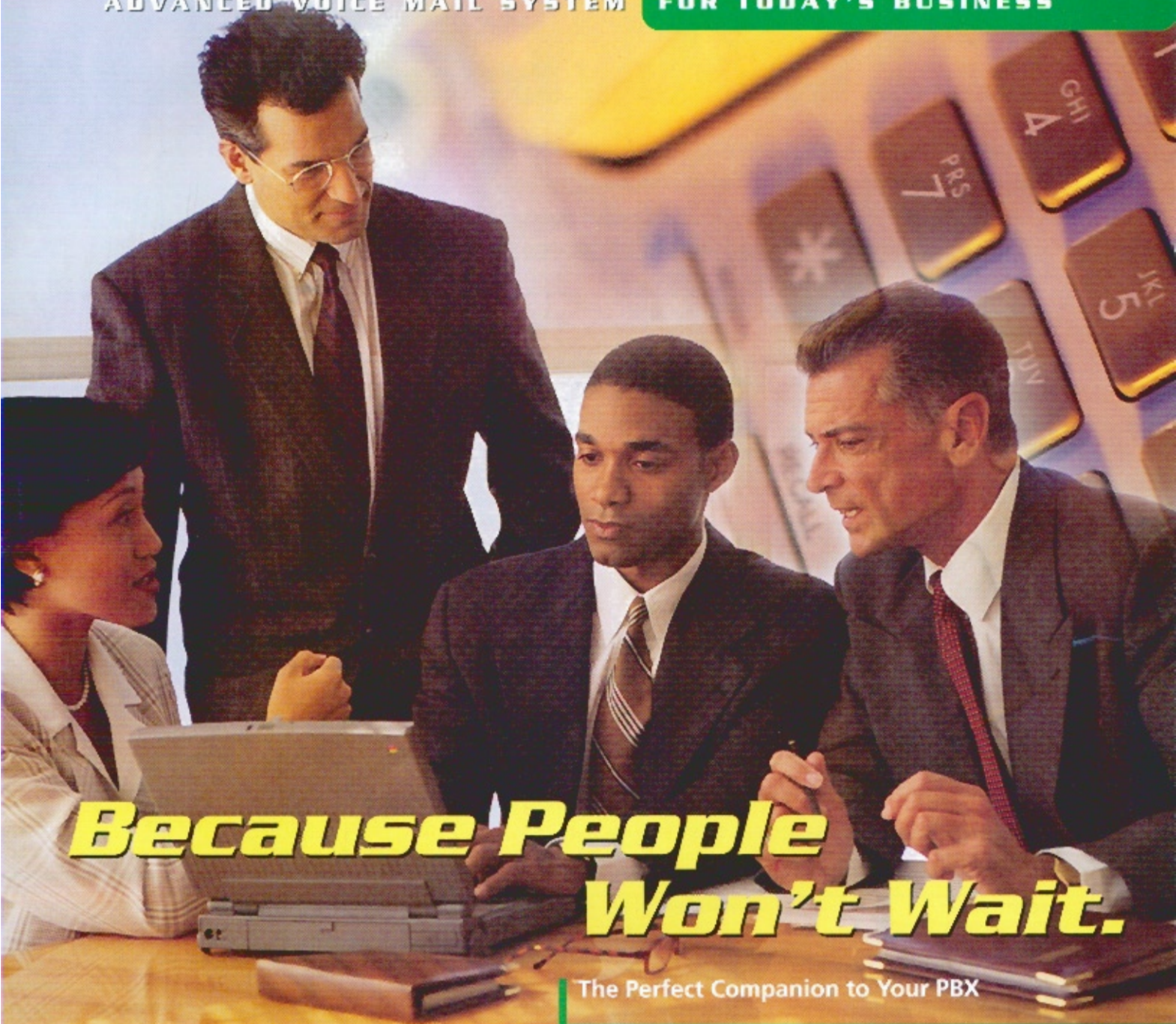




**ADVANCED VOICE MAIL SYSTEM FOR TODAY'S BUSINESS**



***Because People  
Won't Wait.***

**The Perfect Companion to Your PBX**

**TeleCARE™ Voice Mail System** is an advanced voice mail system comprising an auto attendant with multi-level directory and a voice messaging system.



**TeleCARE™ Voice Mail System :**

- handles multiple call simultaneously
- transfers calls to the requested extension automatically
- takes voice messages
- works as a personalised advertising medium 24 hours a day
- improves business productivity and communications
- integrates with your phone system seamlessly

# What can TeleCARE™ Voice Mail System offer You?

TeleCARE™ offers you:

- a telephonist to receive & transfer calls
- a secretary to screen calls, take and convey messages
- a personalised advertising medium for your products and services
- a voice mail system to facilitate non-real time voice communications

## THE PRESSING PROBLEMS YOU CANNOT IGNORE

The phones are ringing. Calls are passed around hastily. Transferred to the wrong extensions. Callers are put on hold. You need more lines. The costs spiral upwards. You waste time and money returning unimportant calls. Sifting through piles of message slips. Fretting over lost messages. Trying to decipher vague messages.

The losses that stem from poor communication are more damaging than you think. Your company cannot afford to ignore such pressing problems. Why put up with these when there is a solution that is quick, simple, efficient and cost-effective?

## THE SOLUTION THAT GROWS WITH YOU

VMS Technology offers the answer to all your communication hassles in one simple package. The TeleCARE™ Voice Mail System is designed to meet your every business needs without costing the earth.

Available in two models, businesses of all sizes can now afford a TeleCARE™. TeleCARE™ Business Voice Mail offers 54 features for practical use and easy installation. TeleCARE™ Advanced Business Voice Mail with additional 6 features including Interactive Voice Response caters for your most demanding requirements. Fully field proven and a market leader, TeleCARE™ is unbeatable in terms of price and performance. As your business grows, TeleCARE™ grows with you.

## TELECARE™ BUSINESS VOICE MAIL

54 features for practical use & easy installation

## TELECARE™ ADVANCED BUSINESS VOICE MAIL

60 Comprehensive features including IVR for your most demanding requirement



### AUTO ATTENDANT

1. Multiple operator extensions
2. Even call distribution to operators
3. Time of day greetings
4. Normal, lunch and after office hours greetings
5. Alternate company greetings
6. Holiday greetings
7. Multi-level directory
8. Dial-by-name
9. Cut through options prompts
10. Audio yellow pages/extension directory
11. Flexible extension numbering
12. Invalid extension detection
13. Backup extensions
14. Multiple languages
15. Multiple companies support
16. Voice bulletin/audio text

### VOICE MAIL

17. Call screening
18. "Do Not Disturb"
19. Voice message recording
20. Alternate personal greeting
21. Call forward out / "Follow Me"
22. Pager messages
23. Tutorial for new users
24. Configurable mailbox capacity
25. Recording of live conversation
26. 8 types of mailboxes/Class-Of-Service
27. Mailboxes of shared extensions
28. One mailbox for multiple extensions
29. Review of new, saved & deleted messages
30. Password protection
31. Time-stamped messages
32. Urgent or normal messages
33. "Empty" messages are discarded
34. Message rewind, pause & fast forward
35. Message forwarding with comment
36. Distribution lists
37. Reply to sender
38. Transfer call to sender
39. Remote message notification
40. Message(s) waiting indicator
41. Remote mailbox access
42. Remote features setting
43. Instant new message notification

### INTEGRATION & ADMINISTRATION

44. Statistics of call outcomes, peak hour traffic
45. Auto cadence configuration & PBX driver
46. Online configuration
47. Online wizard & help
48. In-band signal integration support
49. Out-of-band integration support
50. Auto house keeping
51. Online status
52. Day Light Saving
53. Remote system administration
54. Database disk back up

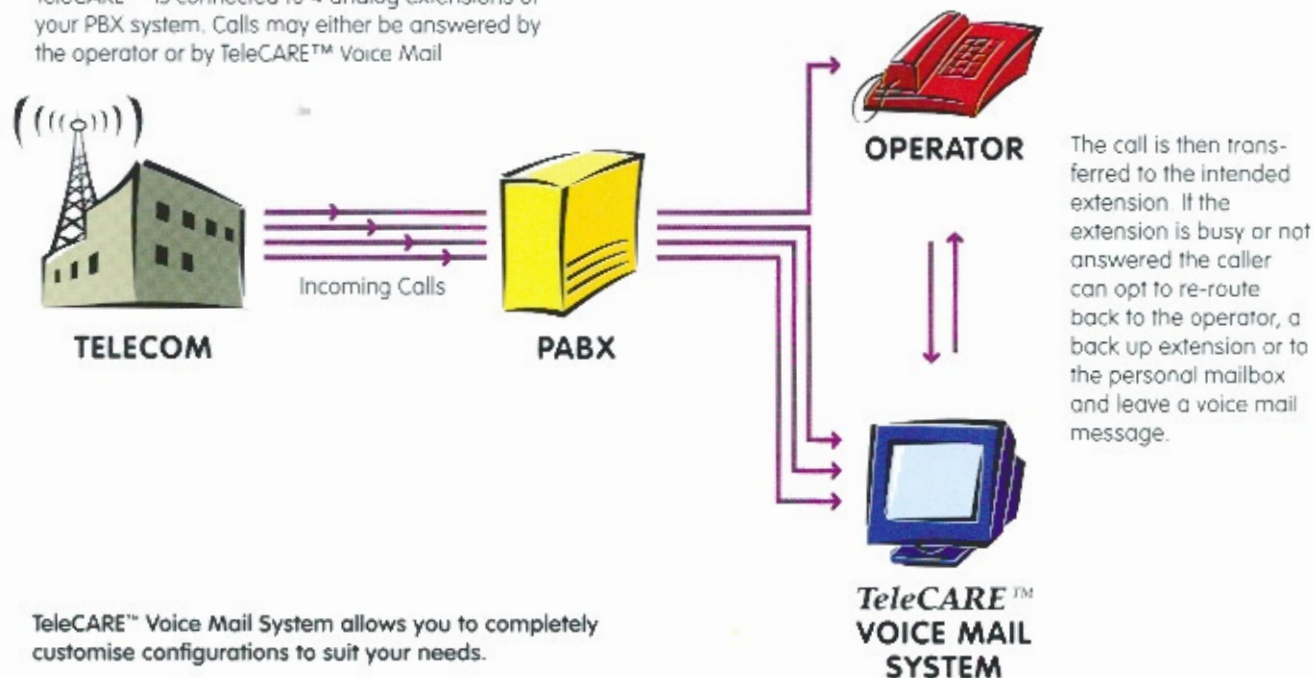
### ADDITIONAL FEATURES

*(Available only in TeleCARE™ Advanced Business)*

55. Flexible AA and call handling features configuration
56. Unlimited levels of Directory Assistance/ Audiotext
57. Interactive messaging with Q&A mailbox
58. IVR generator
59. Personalised call processing at each mailbox
60. External message notification with different priority levels.

# voice mail

TeleCARE™ is connected to 4 analog extensions of your PBX system. Calls may either be answered by the operator or by TeleCARE™ Voice Mail



TeleCARE™ Voice Mail System allows you to completely customise configurations to suit your needs.

TeleCARE™ saves time.  
 Improves productivity.  
 Enhances your company image.  
 Strengthens customer relationships.  
 Increases profits.  
 Heightens your competitive edge.

## TECHNICAL SPECIFICATIONS

### PC Requirements

- IBM or compatible PC
- DOS 5.0 or higher with 4MB RAM or
- Windows NT 4.0 or higher with at least 32 MB RAM

### Power Requirements

- For TeleCare™ Voice Card
- +5VDC @ 280mA
  - -5VDC @ 10mA

### Phoneline Requirements

- |                            |                            |
|----------------------------|----------------------------|
| - Line impedance (default) | 600 ohm                    |
| - Type of Line             | Loop start                 |
| - Ring Defect              | 24-90 VRMS                 |
| - Loop Current             | 15-80mA                    |
| - DTMF Tones               | (0-9, *, A< B< C< D)       |
| - DTMF Detect Duration     | 40ms (min)                 |
| - DTMF Detect Level        | -32dBm to -3 dBm to -20dBm |

### PBX Requirements

- Analog ports
- DTMF tones to and from extensions
- Inband DTMF signals, out-of-band serial or SMDI signals

### System Capacity

- 4 ports per card
- Configurable up to 32 ports
- Unlimited mailboxes

### Operating Conditions

- |                         |                         |
|-------------------------|-------------------------|
| - Operating Temperature | 0-60°C                  |
| - Operating Humidity    | 10-90% (non-condensing) |