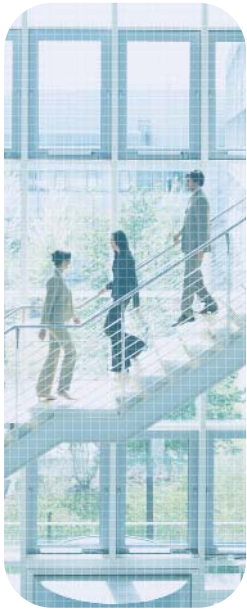


Today's business climate is about competition.
Ensuring lasting customer loyalty takes effective communications.



Xen Mail

Xen IPK Integrated Digital Voice Mail System

The more efficiently and effectively your organisation handles the needs of customers, prospects and suppliers, the greater your organization's chance of succeeding. There is simply no place for long call holding periods, incorrect routing or lost messages. The consequence could mean a loss of business. Which is precisely why you should consider implementing the Xen Mail system.

A Mind of its Own

With combined function capabilities and Automated Attendant features, Xen Mail can manage your office's communication needs accurately, efficiently and courteously.

The sophisticated Automated Attendant ensures that your calls are answered and routed quickly and efficiently. The system can also place callers on hold, inform the caller how many calls are holding ahead of them, and update this information. And, it can even screen calls and announce the name of the caller, giving you the option of taking the call or sending the call to voice mail.

Callers and employees will find Xen Mail amazingly easy to use. With the system's Audiotext feature, users can hear an assortment of pre-recorded announcements which can vary depending on the time of day. For employees, Xen Mail lets them set their mailbox options for up to three personalized greetings to reflect their daily work schedules and messaging priorities.

Subscribers can also touch a key to activate a Live Record feature at any time during the phone call. Once a call is concluded, the employee can immediately send the recorded conversation to another mailbox. Live Record prevents the misinterpretation of information and simplifies the entire communication process.

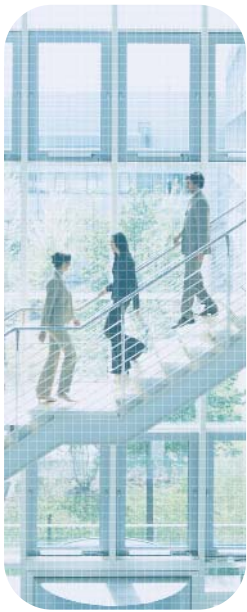
Quickly and Conveniently Return Calls

What if you could return calls on the spot without having to disconnect from voicemail or fumble for a piece of paper to jot down a number? What happens when you can't understand the caller's return number? The Caller ID Call Return feature allows the voicemail system to use Caller ID information captured with the message to call and connect the person that left the message with the voice mail user that is checking messages. After the call is ended by either party, the voice mail user returns to checking messages.



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Flexibility to Grow

Xen Mail is available in four upgradable storage capacity sizes of 10, 22, 40 and up to 180 hours, making it easy for you to get what you need today while giving you plenty of flexibility to add storage in the future. Simply buy the number of ports you need (2, 4 or 8) with the desired amount of storage hours without having to replace all of your original hardware. This flexibility makes the Xen Mail cost effective for users who do not require large amounts of storage space but still need a powerful voice mail system to enhance productivity and cut costs. Up to 180 hours of storage are available for companies with greater storage needs, such as recording verbal transactions or using customer conversations as training tools.

Full Digital Integration

Unlike many voice mail systems that do not integrate well with your existing telecom infrastructure and therefore become expensive dead-end systems, the Xen Mail is digitally linked inside your Xen IPK platform. This customized digital integration provides accurate message taking, reliable message lights and message delivery. It also means the Xen Mail is easy to install and maintain.

Features#

- Absolute Date/Time Stamp
- Alpha/Numeric Directory — First or Last Name or Number
- Automated Attendant
- BRU Utility (Back-up, Restore, Update)
- Call Holding
- Caller ID Call Return
- Caller Screening
- Constant Message Count to LCD
- Control Access to Notification Field
- Day and Time Stamp
- Daylight-Savings Time Schedule
- Disk Full Warning
- Entity-Based Multilingual – Allows outside callers to select language
- Fax Detect Routing and Notification
- Guest Mailboxes
- Hard Drive Spin Down
- Holiday Schedule
- Immediate Disconnect
- Immediate Reply
- Live Monitor
- Live Record
- Message Auto Copy
- Message Cancellation Prior to Review
- Message Redirection
- Message Rewind, Pause and Fast-Forward
- Message Waiting Notification
- Multiple Entity Addressing
- Multiple Personal Greetings: Standard, Alternate and Internal
- No Activation Code Required
- On-Line Reports
- Password Security (control)
- Port Independence
- Remote Maintenance
- Softkey Integration
- Special Delivery Options: Urgent, Private, Future and Return Receipt Requested
- Speed Keys for Power Users
- Subscriber-Based Multilingual
- Subscriber Controlled Functions: Message Delivery, Call Screening, Call Holding, Directory Listing and Groups
- Subscriber Self Enrollment
- System Administrator Passwords
- Time-stamp Before Message
- Transfer to Attendant
- Trunk Mapping
- Variable Length Passwords/Security Codes
- Voice Detect
- Volume Control During Message Playback
- 1 for “Yes”, 2 for “No” Interface

Note: # Some features may be restricted depending on your particular system set-up/programming.

	Flash Rom 128 MB	Flash Rom 256 MB	Flash Rom 512 MB	Flash Rom 2 GB
Subscribers:	200	200	200	unlimited
Ports:	2 or 4	2, 4 or 8**	2, 4 or 8**	4 or 8**
Storage:	10 hours	22 hours	40 hours	180 hours
RAM:	4 MB	4 MB	4 MB	4 MB
Temperature:	0 – 29.4°C	0 – 29.4°C	0 – 29.4°C	0 – 29.4°C
Relative Humidity:	20 - 80% (non-condensing)	20 - 80% (non-condensing)	20 - 80% (non-condensing)	20 - 80% (non-condensing)

**8 ports requires additional DSP module.



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