

VS Ensemble

Voice mail for the smaller office

Voice mail designed for Lucent. The VS ensemble from DuVoice Corporation was specifically designed to help you obtain the most from your telephone system. VS ensemble integrates fully with Lucent systems, giving you the voice mail and automated attendant features you expect.

Room to Grow

VS ensemble comes with over 130 hours of voice storage and is expandable to eight ports and hundreds of mailboxes. What's more, the VS Ensemble is housed in its own wall mountable cabinet, unlike the OEM alternative, it doesn't take up a card slot in your telephone system cabinet. As your business grows, the voice mail system won't get in the way.

Answer the Call

Call answering applications can be tailored to meet your particular needs. In most applications, the automated attendant can be programmed to answer calls immediately, or after a delay. Automated attendant can be set up to answer always, or controlled by the telephone system night button. Using the automated attendant, callers may direct their calls to an extension, department, directory or informational mailbox. The alphabetical name directory and one touch options in the main greetings let the caller easily navigate to their destination. The ability to turn any mailbox into a menu tree of one touch choices makes VS ensemble customizable for any application. Fax calls are automatically detected and routed to the fax extension, eliminating the need for a dedicated fax line. The receptionist can transfer callers directly to voice mail or audiotext boxes.

•Secondary Answering

Publish one number for customers and have the receptionist answer those calls. Use a second number answered by VS Ensemble for employees, employee's family, and suppliers. Customers get the receptionist's undivided attention, while your regular callers use the automated attendant to get where they want to go.

•Multiple Tenant

VS Ensemble can be set-up to answer incoming calls with greetings specific to the port or trunk on which the call came in. In other words, more than one business can share the phone / voicemail systems, or a company can publish department specific telephone numbers with greetings for each department. On PAL, there is no limit to the number of tenant greetings supported.

•Call Screening

In conjunction with the second intercom path and caller ID inspect features, found on the Partner and Legend telephone systems, VS Ensemble enables callers to screen and then choose either to answer or direct incoming calls to voice mail even while on another call.

Get the Message

VS Ensemble makes it easy to get the message. When you are not available to take a call, VS Ensemble will not only take the message, but make sure you get it, too.

•Single Button Access to Voicemail

With the press of one button, the user is automatically logged into the mailbox and asked for the password.

•Message Notification

Via message waiting light and out-dialing to several pager or to telephone numbers on a schedule means users never have to be out of reach.

•Off Premises Transfer

Using Central Office Centrex, and/or the network features of Definity, callers can select menu options to transfer to specific off-premise locations.

•Automatic Message Tag

Internal calls forwarded to voice mail are automatically given a "return address" from the calling station. Recipients of such messages can reply to the sender with the touch of a single key.

•Direct Paging

You can give callers the option to key in a return number rather than leave a message. VS

Ensemble instantly dials out the page - saving you the step of checking your mailbox to find out whom to call.

•Urgent Messaging

You can give callers the option to mark a message as urgent. That message goes to the "head of the line" of new messages. If you wish, urgent messages can receive special message delivery treatment as well.

•Undelete

You didn't mean to delete that message after all? VS Ensemble allows users to undelete any message deleted during the course of the day.



Voice Mail Features

- Message notification via lamp
- Scheduled notification to three pager or telephone numbers on urgent or all messages
- 130 hour minimum storage
- 50 mailboxes (expandable)
- One touch transfer to mailboxes
- Direct page to pagers
- New user self enrollment tutorial
- Personal greeting
- Personal & system wide distribution lists
- Variable length passwords
- Mailbox name recording
- Number of new and saved message count
- Undelete messages (same day!)
- Rewind & fast forward
- Forward messages with comments
- Auto reply on ext. to ext. message
- Skip to next message
- Append to a message
- Interview boxes
- Reply to a message
- Urgent messages

Automated Attendant Features

- Single digit dialing system menus
- Powerful unlimited menu trees
- Audiotext (informational) mailboxes
- Day and night greeting by schedule
- Holiday or emergency greeting
- Multiple listings on spell by name directory
- Greeting by trunk
- Receptionist overflow
- Off premise transfer via centrex (on Partner)
- Fax detect and routing

Administration Features

- Touch tone programming
- Programming via laptop PC
- Remote screen / keyboard programming
- Re-recordable system prompts
- Software for factory remote maintenance
- Automatic message purge up to 99 days

