

VMS4500

SIMPLE
SMART

CALL CENTER SWITCH MESSAGING PAGING

CALL CENTER SWITCH

Customized to fit the needs of Call Center or TAS environment

VMS4500 powers CALL LINX's audio path and call distribution, offering crystal clear voice quality and intelligent telephone interface.

MESSAGING

VMS4500 can record, initiate, send, share, direct and re-direct voice messages. It can patch and transfer calls without operator intervention.

PAGING

VMS4500 interfaces directly with a variety of transmitters, performing digital, analog, numeric, alpha and voice paging. VMS4500 is also equipped with a very sophisticated processor for Alpha dispatch applications.



VMS4500 >>>> feature highlights....

VMS4500 is the official **call center switch** of linux based Call Linx TAS System, **plus paging capabilities**. System software is designed with web-based programming, and like all Szeto products, **VMS4500** is customizable to fit the needs of TAS or Call Centers.



(cabinet is optional)

Call Center Switching

VMS4500 powers **Call Linx's** audio path and call distribution from and to telephone connections. Voice quality is crystal clear, and telephone interface can be digital, analog, or any other combination. Its "Call Tree" feature is its call path design tool that allows branching from mailbox to mailbox. This increases the type of available services to be offered. It also increases the scope and flexibility of call distributions.

VMS4500 offers **pre-announcement** and **music on-hold**. The source of music can be internal or external. It allows the subscriber the convenience of recording up to 3 **different greetings** for use on different occasions. The **number of rings** before auto answering is programmable.

Armed with its strength in audio and telephone interface, **VMS4500** completes **Call Linx's** data management prowess.

Voice Messaging

VMS4500 provides all features necessary in voicemail applications, including group mail sharing, redirecting, replying and forwarding of voice messages. It can also send out timely reminders and/or wake-up calls. It can **email** notification of completed rendezvous calls. It **patches** and **transfers** callers to subscribers without operator intervention, all the time maintaining privacy (**Call Screening**) and accessibility (**One-Number**).

Subscribers can **edit** their message delivery methods and sequence **on the internet** (if offered by the TAS/Call Center). There is no limit on the number of delivery methods.

Paging

VMS4500 interfaces directly with a variety of transmitters, performing digital, analog, numeric, alpha and voice paging. Its communication ports not only receive inbound pages from other external devices using **IXO (TAP)** and/or **TNPP** protocol, they also send pages to other paging terminals using the same protocols. Other protocols provided include **SNPP** and **Web-based paging**.

VMS4500 is equipped with a very sophisticated processor module for "**Alpha Dispatch**" applications. Efficiency features include Pre-defined Most Frequently Used Phrases, Remote Dispatch, Automatic "Canned" Message Dispatch, etc.

VMS4500 can also be a **paging terminal** with encoders (option).