



DSG Technology

Unified Messaging

InterMail IM 1200



Who are we

DSG aims to be the total VoIP and CTI Solutions Provider.

Today, DSG is a world-class contributor in the Internet and Computer Telephony industry, with a reputation for leading technologies and reliable products and services.

New Generation Voice Mail System

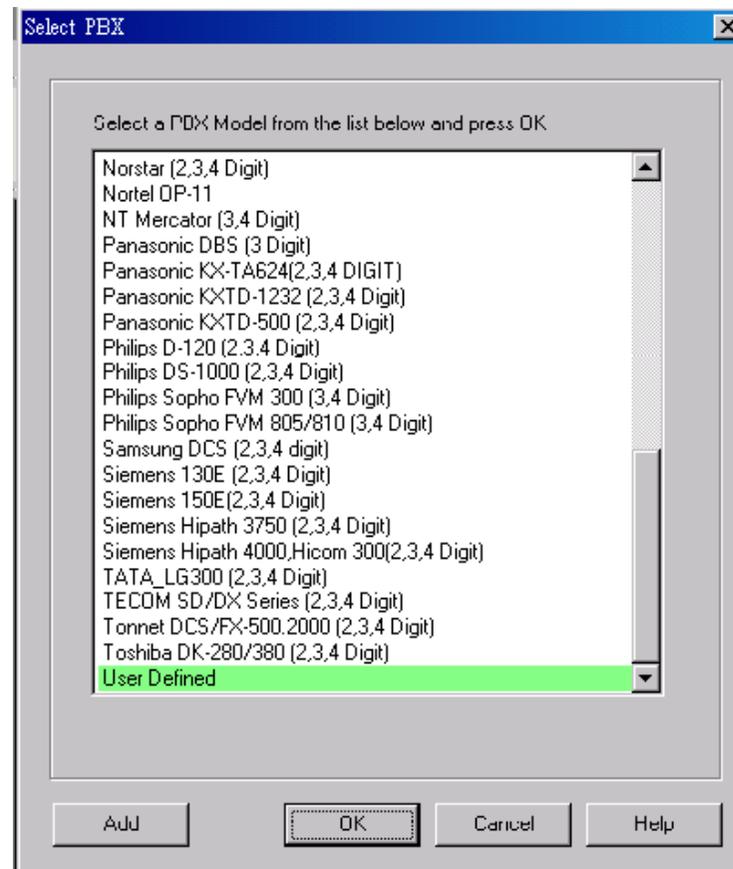
IM 1200 is a new generation voice mail system that combines the Internet with voice processing technologies to provide a robust, dynamic, and user friendly voice messaging system



System Features

► Easy PBX Integration

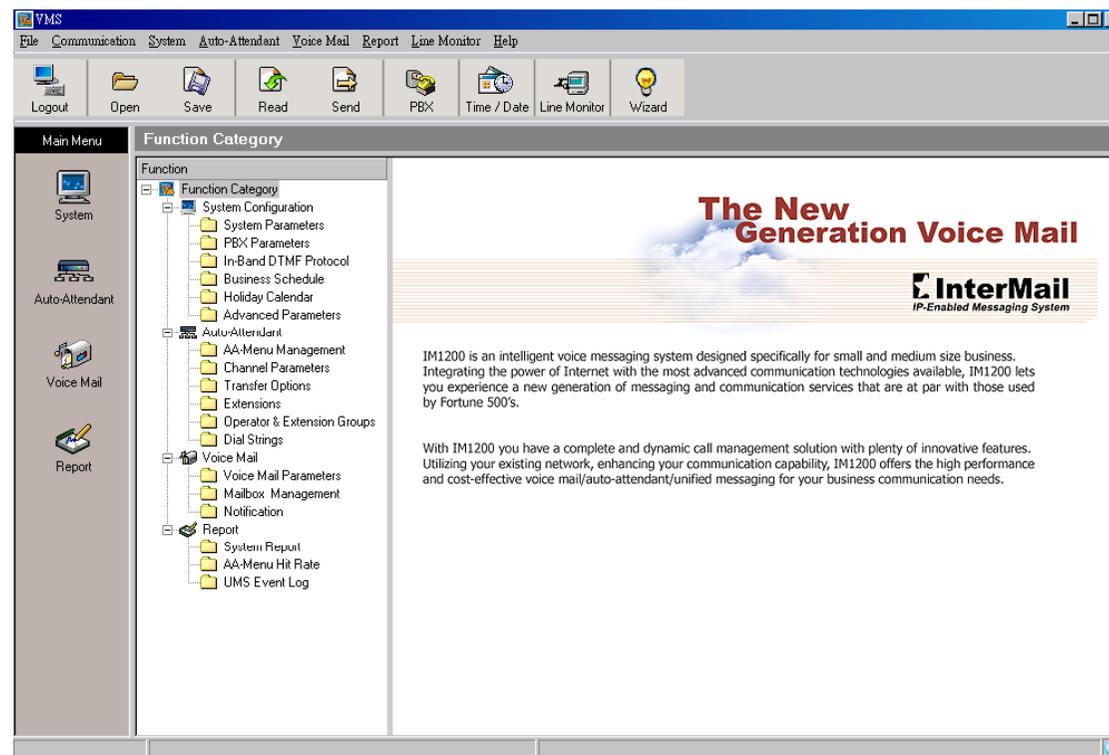
Simply pick the PBX from the PBX list and then select the call transfer method.



System Features

► Network Based Voicemail Management Software (VMS)

Providing an easy graphical user interface to maintain the system via local and wide area network.



System Features

► System Report

Offers the system administrator easy overview of call statistics, mailbox usage, system status and performance.

The screenshot shows a 'System Report' dialog box with the following data:

General			
Software Version	2285	Number of Channels	8
1st Language	ENGLISH	2nd Language	SPANISH
3rd Language	MANDARIN	4th Language	--
Total Extensions Available	0	Total Mailboxes Available	0

Storage Capacity					
Used	4	hour(s)	Percentage Used	0.289	%
Available	1380	hour(s)	Percentage Available	99.711	%
Total	1384	hour(s)			

Message			
Total Number of New Messages	0	Total Number of Messages	0
Total Number of Old Messages	0	Loading Data	<input type="checkbox"/>

Buttons: OK, Help

System Features

▶ Live System Monitoring

All system activities can be monitored through the network using the VMS utility program. The DTMF inputs and outputs at each voice channel can be captured by a built-in line monitor (digit grabber)

The screenshot shows a window titled "Line Monitor" with a close button in the top right corner. The window is divided into two main sections: "System Information" and "Port Information".

System Information

System Started	May/02/2006 14:39:48
Current Time	May/03/2006 10:43:46
Disk Space Free	1380H 18992M
CPU Load	96

Port Information

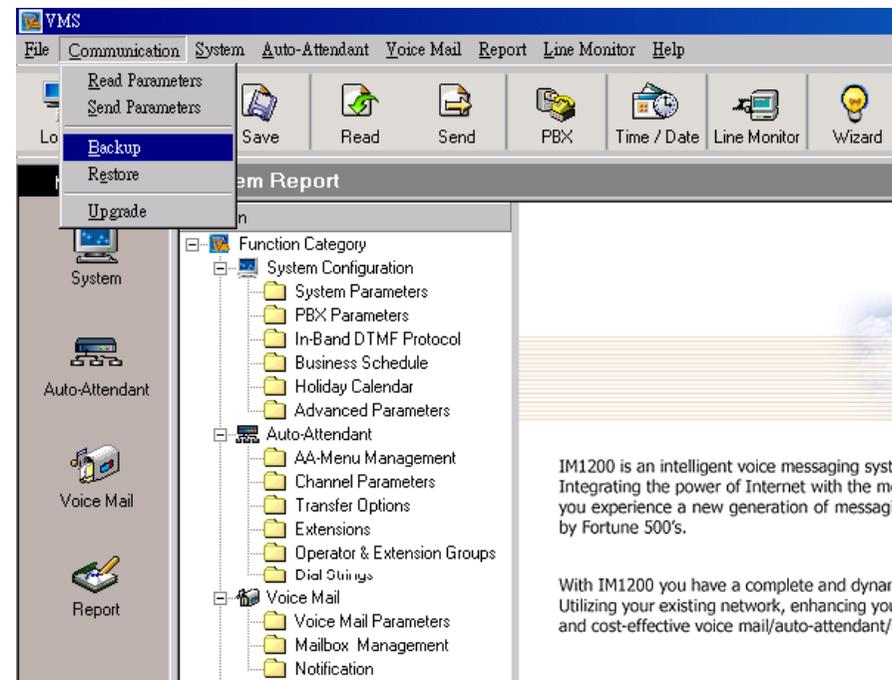
Port	Status	Clear	Calls
1		Clear	1958
2		Clear	2899
3		Clear	2899
4		Clear	1958
5		Clear	2899
6		Clear	2899
7		Clear	3160
8		Clear	2899

At the bottom of the "Port Information" section, there is a "Start" button. At the bottom of the entire window, there are "OK" and "Help" buttons.

System Features

► System Configuration Backup

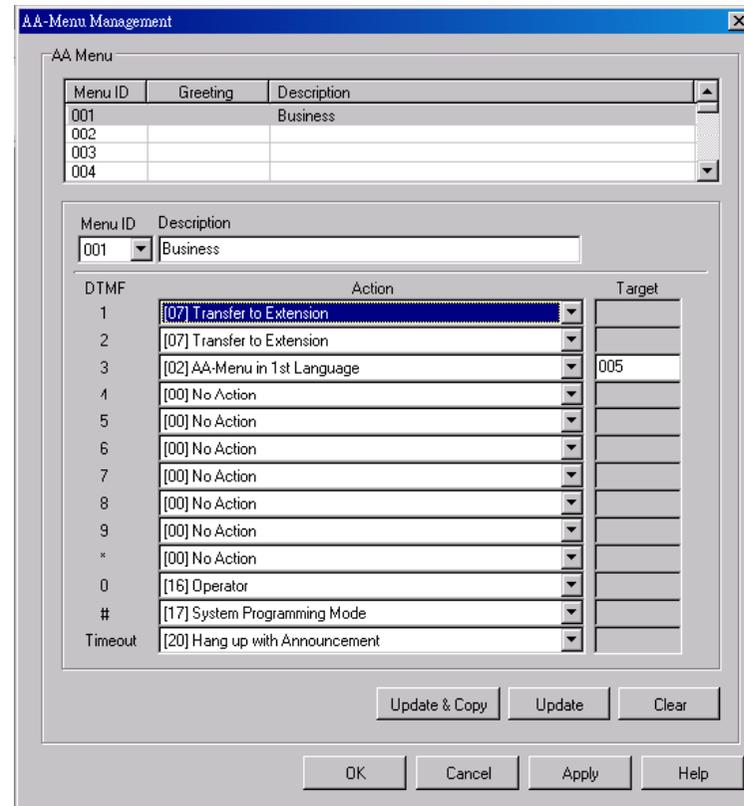
The system parameters and mailbox configurations can be backed up to the system administrator's local hard drive. This enables you to keep records of various installations and expedite disaster recovery.



Auto-Attendant Features

► Custom Automated Attendant Menu

Up to 300 different Auto Attendant Menus (AA Menus) can be designed and used to handle calls differently per different time of day, day of week, and line of the system.



Menu ID	Greeting	Description
001		Business
002		
003		
004		

Menu ID	Description
001	Business

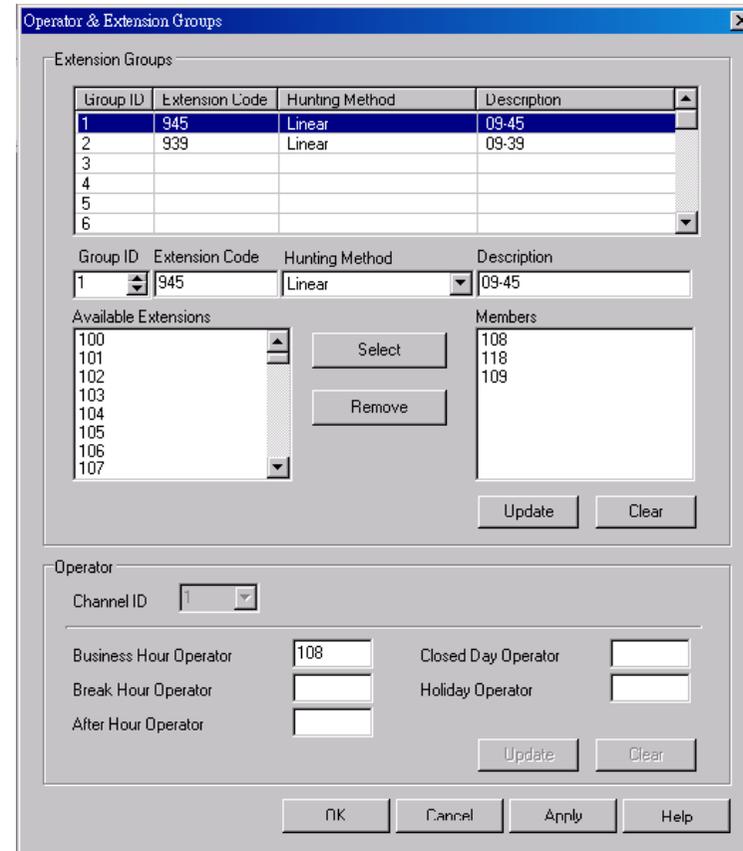
DTMF	Action	Target
1	[07] Transfer to Extension	
2	[07] Transfer to Extension	
3	[02] AA-Menu in 1st Language	005
4	[00] No Action	
5	[00] No Action	
6	[00] No Action	
7	[00] No Action	
8	[00] No Action	
9	[00] No Action	
*	[00] No Action	
0	[16] Operator	
#	[17] System Programming Mode	
Timeout	[20] Hang up with Announcement	

Buttons: Update & Copy, Update, Clear, OK, Cancel, Apply, Help

Auto-Attendant Features

▶ Operator & Extension Groups

Extensions can be grouped together to form a team of operators, a department, or for other purposes.



The screenshot shows the 'Operator & Extension Groups' window. It contains the following elements:

- Extension Groups Table:**

Group ID	Extension Code	Hunting Method	Description
1	945	Linear	09-45
2	939	Linear	09-39
3			
4			
5			
6			
- Form Fields:**
 - Group ID: 1
 - Extension Code: 945
 - Hunting Method: Linear
 - Description: 09-45
- Available Extensions:**
 - 100
 - 101
 - 102
 - 103
 - 104
 - 105
 - 106
 - 107
- Members:**
 - 108
 - 118
 - 109
- Buttons:** Select, Remove, Update, Clear

The **Operator** section includes:

- Channel ID: 1
- Business Hour Operator: 108
- Break Hour Operator: (empty)
- After Hour Operator: (empty)
- Closed Day Operator: (empty)
- Holiday Operator: (empty)
- Buttons: Update, Clear

At the bottom of the window are the main control buttons: OK, Cancel, Apply, and Help.

Auto-Attendant Features

▶ **Call Distribution**

Calls can be distributed among group members in linear, circular, or ACD fashion.

▶ **Automatic Call Forward & Do-Not-Disturb**

These are convenient call answering options that can be individually set for each extension.

Auto-Attendant Features

► Conference Call

If supported by your PBX, IM1200 can transfer calls to an external phone number when the called party is not at his/her extension.

Voice Messaging Feature

▶ **Unified Messaging System**

Your voice message can be delivered to your e-mail address as a Wave file attachment. The messages can be categorized as new or old message after its delivery.

▶ **Virtual and Multi-Tenant Mailboxes**

Aside from Real mailboxes, IM1200 provides Virtual and Multi-Tenant mailboxes for messaging-only or extension sharing applications.

▶ **Personal Distribution Lists**

Each mailbox can define up to 9 personal message distribution lists. Messages can be sent to multiple recipients with a simple selection of a list.

▶ **Automatic Message Forward**

Forward all messages to a co-worker's mailbox or a distribution list when you are away. Messages can be easily shared this way without any of them being overlooked.

Voice Messaging Feature

▶ Versatile Message Notification

Via extension, message lamp, pager, regular phone, mobile phone, and E-mail.

▶ Urgent and Private Message Tags

Messages can be marked with different tags to indicate the nature of the messages. The playback of the messages can also be prioritized based on the tag.

▶ Message Play Control

A comprehensive set of commands including Replay, Save, Delete, Time Stamp, Forward, Skip, Rewind, Fast Forward, and Volume Adjustment, offers the user a convenient and efficient way of playing back messages.

Voice Messaging Feature

MailBox

Mailbox Parameters | Notification

Mailbox Parameters

Mailbox No. Password

Mailbox Type Multi-Tenant Extension

Language Name for Directory Listing

Extensions Status Call Forward Target

Message Options

Message Play Priority

Play Time Stamp Message Forward to

Distribution Lists

List ID	Members
1	
2	
3	
4	

List ID:

Available Mailboxes

100
134
135
236

Select

Members

Remove

Update Clear

OK Cancel Apply Help

MailBox

Mailbox Parameters | Notification

Internal Notification

Notification Method Extension Number

External Notification

Enable External Notification

Notify Urgent Message Only

Notification Schedule

Notify During Business Hours

Notify During Personal Hours

From To

Notification to

	Type	Phone/Pager Number	Interval	Try
1	<input type="text" value="Disabled"/>	<input type="text"/>	<input type="text" value="1"/> min(s)	<input type="text" value="1"/>
2	<input type="text" value="Disabled"/>	<input type="text"/>	<input type="text" value="1"/> min(s)	<input type="text" value="1"/>
3	<input type="text" value="Disabled"/>	<input type="text"/>	<input type="text" value="1"/> min(s)	<input type="text" value="1"/>
4	<input type="text" value="Disabled"/>	<input type="text"/>	<input type="text" value="1"/> min(s)	<input type="text" value="1"/>
5	<input type="text" value="Disabled"/>	<input type="text"/>	<input type="text" value="1"/> min(s)	<input type="text" value="1"/>

External Conference Call Number

UMS

Enable UMS

message after e-mail notification E-mail Address

OK Cancel Apply Help



Please Call: (852) 2615 9005