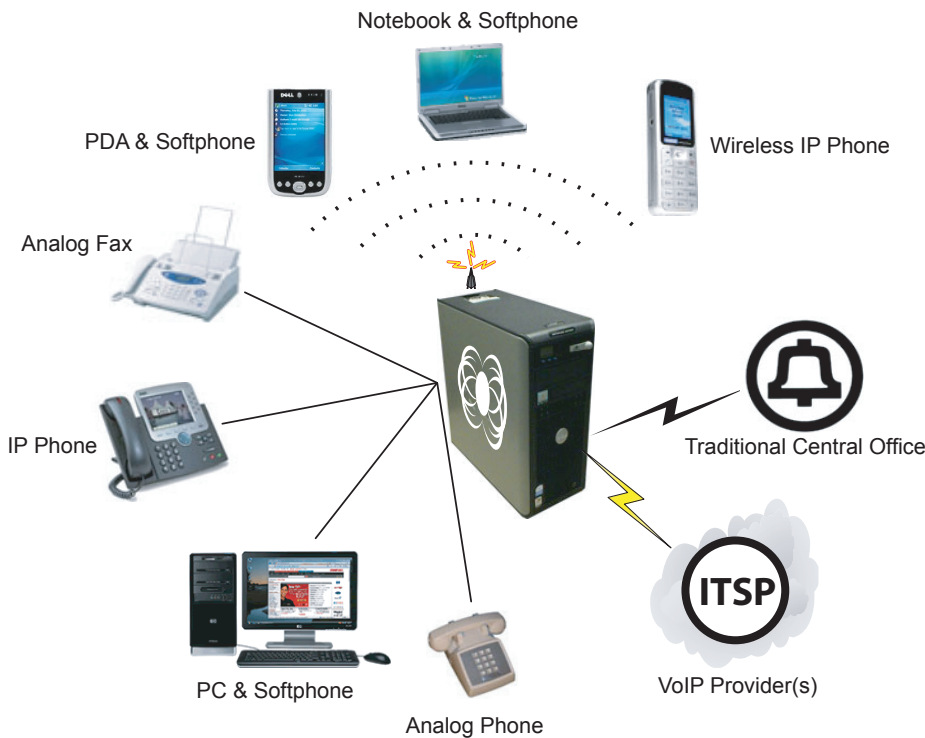


VMI  *Spydur*

VMI Spydur



Harness the endless possibilities and potential cost savings of Converged Voice Over IP (VoIP) with the VMI Spydur! Based on the Open Source Asterisk and Linux Operating System.

There is no limitation of ports; T1, PRI, Analog; No problem, but how about NONE AT ALL?!?

With the VMI Spydur, you don't even need a physical port. You can now use your Internet Connection and go 100% digital via SIP/IAX. Calls to POTS (plain old telephone service) lines can go through any number of service providers at significantly less cost in comparison to

traditional central office lines. In fact, should you choose to go 100% digital, you can expect for the system to pay for itself in long distance savings alone! Redundancy and least cost routing are real options as you may have any combination of analog, T1/PRI, or SIP/IAX lines.

You can now offer telecommuters the same flexibility of SIP/IAX by having their remote/off-site extension routed directly over their Internet Connection with no additional line charge by using either an IP phone or standard analog phone with ATA adaptor. Likewise, you can eliminate hotel communication expenses for your traveling businessmen.

VMI Spydur Web



VMI Spydur



100% Web-based



Control Panel

All system interaction is completely web-based. In addition to receiving voice and fax messages in email, all of the various modules are easily accessible from your favorite web browser... from anywhere!



Voice Mail & Call Recording

The VMI Spydur includes a user friendly web interface for voicemail, call history, and call monitor recordings with virtually no limitation on hours of voice storage. In addition, it comes with full search capabilities, support for CallerID, easy access to user settings, and login authentication. All archived voice mail messages can be stored in convenient folders for easier access. (New, Saved, Work, Family, and Friends). Employees are notified of new voice messages by message waiting lamp, stutter dial tone, and/or delivery to the employee's email as a standard .wav file. Call Recordings serve as a useful reminder, for agreement verification, and for training purposes. Call Recordings are stored separately on the VMI Spydur and are easily accessed for review on demand.

VMI Spydur Web VMI Spydur

Voicemail for Mary (247)

Search

delete move_to Folder forward_to Results 3

select: all none

	Date	Time	Caller ID	Priority	Orig Mailbox	Duration	Message
<input type="checkbox"/>	2006-11-08	15:23:41	"James" <214>	3	247	52 sec	play
<input type="checkbox"/>	2006-11-08	15:22:02	"George" <207>	3	247	27 sec	play
<input type="checkbox"/>	2006-11-08	15:20:59	"Tatiana" <240>	3	247	17 sec	play

Customer Relationship Management

The VMI Spydur comes with a completely integrated Customer Relation Management (CRM) system! The Sugar Open Source enables sales, marketing, and support organizations to manage their customer interactions more efficiently and profitably, and is intended for both large and small companies. The Sugar CRM package is the least complex, most portable, and most cost-efficient CRM solution.

Welcome Mark My Account Employees Logout About SUGAR SUITE

Search Go

Home My Portal Calendar Activities Contacts Accounts Leads Opportunities Cases Bug Tracker Documents Emails >>

Last Viewed: none

SHORTCUTS

- Create Contact
- Enter Business Card
- Create Account
- Create Lead
- Create Opportunity
- Create Case
- Report Bug
- Schedule Meeting
- Schedule Call
- Create Task
- Compose Email

Add Dashlets

MY CALLS

Start Previous (0 - 0 of 0) Next End

Close	Subject	Duration	Start Date	Start Time
-------	---------	----------	------------	------------

MY PIPELINE Refresh Chart

Pipeline total is \$0.00K

- Prospecting
- Qualification
- Needs Analysis
- Value Proposition
- Id. Decision Makers
- Perception Analysis
- Proposal/Price Quote
- Negotiation/Review
- Closed Won
- Closed Lost

JOTPAD Double click below to Edit.

Welcome to SugarSuite 4.5

SugarCRM proudly announces the introduction of 'Sugar Dashlet' in this release. 'Sugar Dashlet' is an extensible framework which allows customers and users to create UI components, both CRM and non CRM specific. This provides a powerful tool for end users and developers to customize and create data objects based on

MY OPEN CASES

Start Previous (0 - 0 of 0) Next End

Number	Subject	Priority	Status
--------	---------	----------	--------

MY TOP OPEN OPPORTUNITIES

Start Previous (0 - 0 of 0) Next End

Opportunity Name	Amount	Expected Close Date
------------------	--------	---------------------

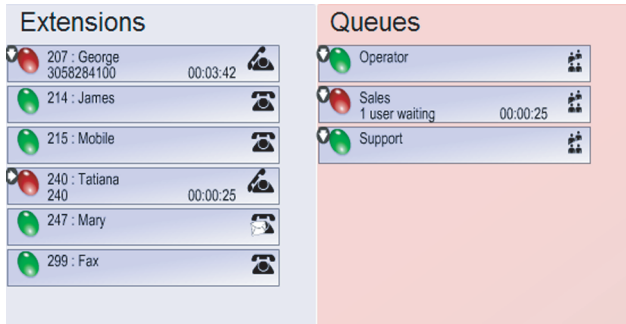
MY ACCOUNTS

Start Previous (0 - 0 of 0) Next End

Account Name	Phone	Date Entered
--------------	-------	--------------

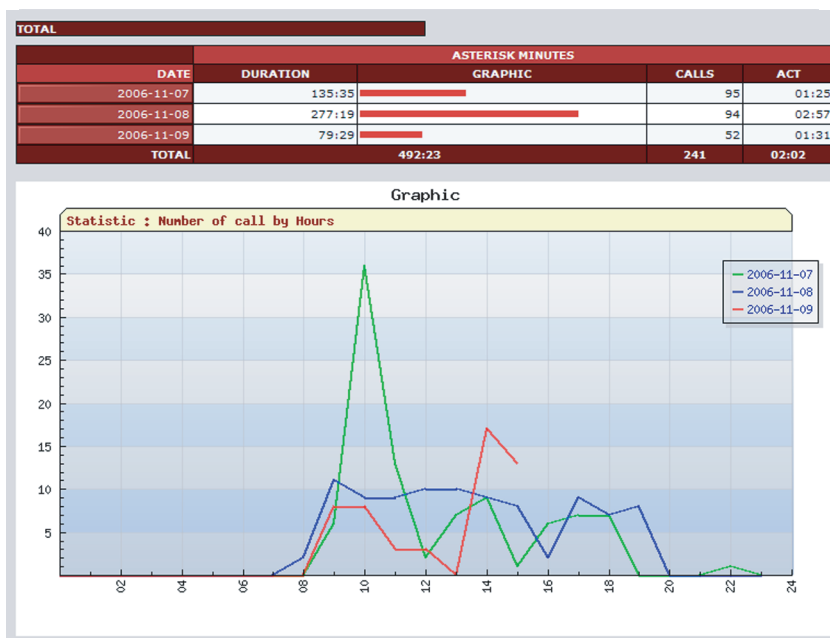
Live! Flash Operator Panel

The Flash Operator Panel is a switchboard type application that displays real-time activity for the VMI Spydur. Easily know what extensions are busy, ringing, or available; who is talking, and to whom; number of users waiting in queue; and, message waiting indicator along with count! The Flash Operator Panel is available to each employee, and not just the operator. This means control of office communications can now be returned to the office manager.



Call Reporting

Call Reporting is also included in the VMI Spydur, and can generate a variety of reports and graphs to allow the office manager to quickly and easily analyze call volume. The Call Reporting module is flexible in offering multiple criteria, monthly or daily traffic, and comparisons. You can also export the reports to 3rd party applications as either PDF or CSV.



Features

- ADSI On-Screen Menu System
- Alarm Receiver
- Append Message
- Authentication
- Automated Attendant
- Blacklists
- Blind Transfer
- Call Detail Records
- Call Forward on Busy
- Call Forward on No Answer
- Call Forward Variable
- Call Monitoring
- Call Parking
- Call Queuing
- Call Recording
- Call Retrieval
- Call Routing (DID & ANI)
- Call Snooping
- Call Transfer
- Call Waiting
- Caller ID
- Caller ID Blocking
- Caller ID on Call Waiting
- Calling Cards
- Conference Bridging
- Database Store / Retrieve
- Database Integration
- Dial by Name
- Direct Inward System Access
- Distinctive Ring
- Distributed Universal Number Discovery
- Do Not Disturb
- E911
- ENUM
- Fax Transmit and Receive (3rd Party)
- Flexible Extension Logic

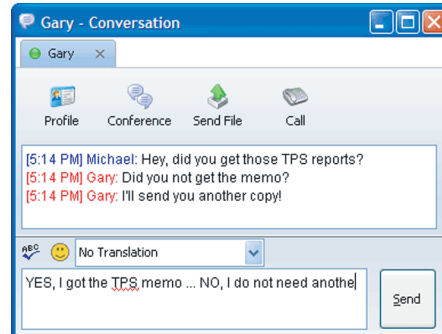
Features

Interactive Directory Listing
Interactive Voice Response (IVR)
Local and Remote Call Agents
Macros
Music On Hold
Music On Transfer
Flexible Mp3-based System
Random or Linear Play
Volume Control
Predictive Dialer
Privacy
Open Settlement Protocol (OSP)
Overhead Paging
Protocol Conversion
Remote Call Pickup
Remote Office Support
Roaming Extensions
Route by Caller ID
SMS Messaging
Spell / Say
Streaming Media Access
Supervised Transfer
Talk Detection
Text-to-Speech (via Festival)
Three-way Calling
Time and Date
Transcoding
Trunking
VoIP Gateways
Voicemail
Visual Indicator for Message Waiting
Stutter Dialtone for Message Waiting
Voicemail to email
Voicemail Groups
Web Voicemail Interface
Zapateller

Automatic Call Distribution

Supports an unlimited number of agent groups and splits through a large variety of routing strategies with log-in/out, silent monitoring, and call logging capabilities.

Instant Messaging



The VMI Spydur comes with a completely integrated, full-featured, secure instant messaging system that will allow you to communicate quickly with coworkers while on the phone! In addition, it provides one-click calling, dial-a-number, and incoming call popup notification.

Bluetooth Proximity Detection

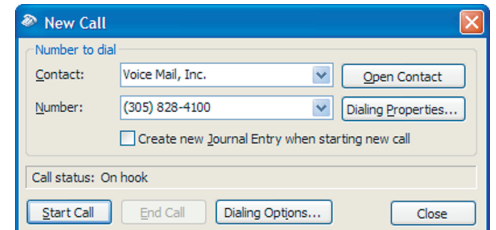
The VMI Spydur will constantly scan for your Bluetooth-enabled device, ring your extension when you are in the office, and automatically forward calls to your mobile phone when you are out of the office.

GSM Integration

Completely eliminate all office-related, per-minute-usage from your cell phone bills with free "on network" calling! Then take this one step further with direct extension to cell phone dialing and full DISA abilities.

Outlook Integration

Comes with a Telephony Application Programming Interface (TAPI) to Asterisk Bridge that makes click-to-dial possible from from Microsoft Outlook and other TAPI compliant applications.



Video Conferencing

It's just not for the conference room anymore, you can now affordably have video phones at any number of user stations for a truly enjoyable inter-office communications experience!

Web MeetMe Conferencing

Employees may now administer any number of conferences with kicking and muting capabilities via web browser. Conferencing could not be any simpler than with the VMI Spydur!

Visit us @ www.voicemailinc.com or call (800) 896-8187 today!

VMI  *Spydur*

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