



### Listen to your customers

Customers want good service. By offering them clear directions who to contact and always letting them leave a message, Aleen Voice Mail / Automated Attendant systems help you improve your customer service and promote your business.

- Automated Attendant with multilingual feature, directs callers with a range of pre-recorded instructions, in your choice of up to three languages. Record multi-level, personalized scripts and informational messages so callers are prepared before they speak to your representative.
- Voice Mail with up to 500 mailboxes, each with a customized greeting, so your customers can always leave a message with the right person.
- Unified Messaging for the more sophisticated office, sends your messages to your PC via E-mail. Set up additional alerts to phone numbers and as SMS notifications to mobile phones.



Voice Mail / Automated Attendant  
With Unified Messaging

## Aleen Voice Mail Systems with Automated Attendants

Never miss a customer call with the Aleen family of Voice Mail and Automated Attendant solutions. Effectively direct your incoming call traffic to the best possible people in your organization, even if they are off-site. Let callers choose to hear system messages in their choice of language (English, French or Spanish) and follow up on missed calls both inside and outside the office.

Aleen Voice Mail systems are designed with the latest cutting edge technology, such as FLASH Memory and Digital Signal Processing (DSP). All systems are plug and play, letting you easily integrate them with most known PBXs and Key Telephone Systems on the market.

Choose from our diverse range of models, or expand our latest version of the VME Pro, Version 2, to accommodate your growing service needs.

**VME Pro, Version 2**, our superior Unified Messaging and Voice Mail Solution, designed for medium to large sized businesses with between 20-300 employees: 500 Mailboxes, 4 or 8 ports.  
**Options: Unified Messaging, SMS Transmitter >>>**

**VME Pro Light**, for small-sized businesses with 2-25 employees and needing built-in Unified Messaging: 48 Mailboxes, 2 ports.  
**Options: SMS Transmitter >>>**

**VME 4000**, for medium-sized businesses with between 8-50 employees: 128 Mailboxes, 2 or 4 ports.

### VME Pro, Version 2

#### The Superior Voice Mail Solution

The VME Pro, Version 2, is our most advanced, solid state FLASH Memory Voice Mail solution, meeting the needs of medium to large sized businesses with up to 300 employees. Offered with a built-in modem and LCD displaying port status, add Unified Messaging, SMS notification and expand it to 8 ports to create the most versatile and cost-effective system on the market today:

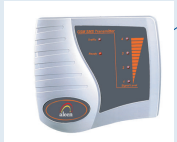
- Up to 500 mailboxes
- 4-ports version (36 hours FLASH memory capacity)
- 8-ports version (72 hours FLASH memory capacity)
- Local/Remote administration
- Message Notification from all ports
- SMS Notification via optional SMS Transmitter unit
- Unified Messaging via an optional module
- Software Download, FLASH-based EPROM
- LCD displays System and Port Status
- 19 inch rack-mountable case
- **Personal Mailbox Management via LAN using the PMM Windows-based utility program**

## Upgrade your VME Pro and VME Pro Light with our range of Add-On Features

Improve the performance of your VME Pro and VME Pro Light both inside and outside of the office.

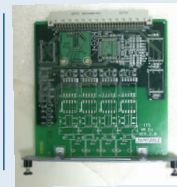
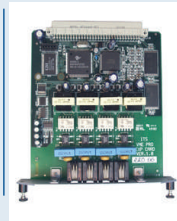
### GSM SMS Transmitter

- Connect a GSM SMS Transmitter to the VME Pro or VME Pro Light and automatically send SMS notification to your mobile phone whenever there is a new voice mail message waiting, eliminating the need for pager notification.



### VME Pro v2 Expansion Modules

- VME Pro 4-port (36 Hour Memory) expansion module lets you double your ports and VME Pro recording capacity. Simply insert an additional 4-port card in the expansion slot and your VME Pro increases from a generous 4-port/36 hours of memory to an impressive 8-port configuration providing a total of 72 hours of recording memory.
- VME Pro Unified Messaging expansion module lets you add sophisticated Unified Messaging functionality to your VME Pro. Now you can configure your system to send notifications and recorded Voice Mail messages as E-mail attachments.



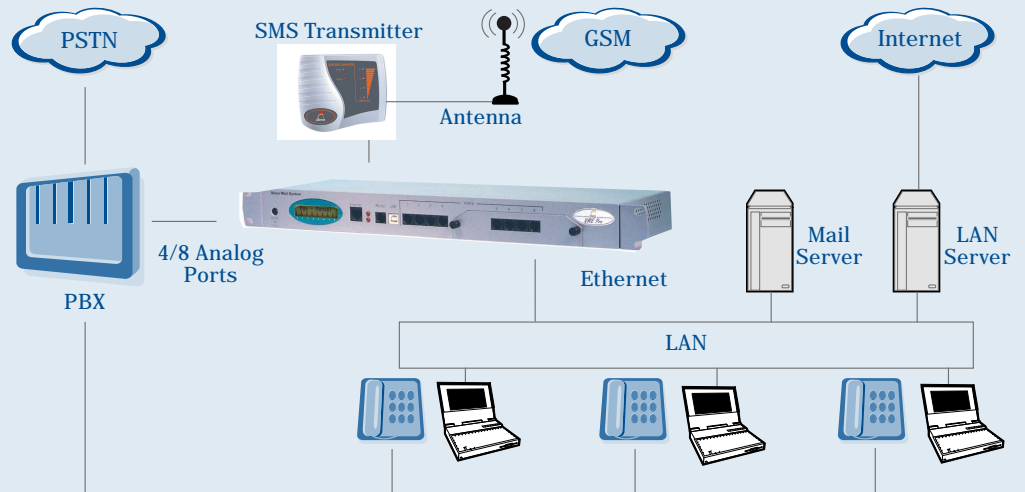
### New VME Pro, Version 2 Features

- Call Screening
- Multi-break Scheduling
- Script Usage Reporting (MS Excel Format)
- PC Programming via TCP/IP
- Cascading External Notification
- Group Handling of up to 500 mailboxes
- End User First Time Usage Wizard
- Caller ID Detection, Playback, Call Back
- Pause Message Playback
- Three Personal Greetings per Mailbox



**VME Pro, Version 2:** Up to 8 ports with 72 hours of memory together with sophisticated Unified Messaging, providing up to 500 mailboxes!

### VME Pro, Version 2: Architecture



### VME Pro Light

The Resourceful Voice Mail Solution

We designed the VME Pro Light for small enterprises needing an entry-level Voice Mail Solution with integrated Unified Messaging functionality. Based on the VME Pro architecture, the VME Pro Light offers the following fixed configuration:

- 48 mailboxes
- 2-ports (18 hours FLASH memory capacity)
- Local/Remote administration
- Message Notification from all ports
- Built-in Unified Messaging
- LCD displays System and Port Status
- 19 inch rack-mountable case
- SMS notification via optional SMS Transmitter unit
- Personal Mailbox Management via LAN using the PMM Windows-based utility program

### VME 4000

The Efficient Voice Mail Solution

We developed the VME 4000 with a rich collection of Voice Mail features to be the most cost-effective solution for medium-sized and growing enterprises. It offers the following technically advanced configuration:

- 128 mailboxes
- 10 hours FLASH memory capacity
- 2-ports, upgradeable to 4-ports
- Message Notification from all ports
- Local/Remote administration

# Voice Mail /Automated Attendant With Unified Messaging

	VME Pro v2	VME Pro Light	VME 4000
Configuration			
Mailboxes	500	48	128
Modem (Built-in)	Yes	Yes	No
Ports	4 or 8	2	2 or 4
Storage Capacity	36 or 72 hr	18 hr	10 hr
Automated Attendants			
Audio Text	Yes	Yes	Yes
Automatic Mode/System Schedules	Yes	Yes	Yes
Call Screening	Yes	No	No
Call Transfer: Supervised, Semi-Supervised, Non-Supervised	Yes	Yes	Yes
Daylight Savings Time Automatic Adjustment	Yes	Yes	No
Dial a String	Yes (20 strings)	Yes (10 strings)	Yes (10 strings)
Directory Listing (Dial by Name)	Yes	Yes	Yes
Fax Detection and Routing	Yes (1-4)	Yes (1-4)	Yes (1)
Flexible Extension / Mailbox Assignment Size	2-6 Flexible	2-6 Flexible	2-4 Fixed
Multi-break Scheduling	Yes	No	No
Multilingual Prompts (English, French and Spanish)	Yes	Yes	Yes
Opening Greeting by Port	Yes	Yes	Yes
Opening Greeting Scheduling: Day, Night, Holiday and Break	Yes	Yes	Yes
Opening Greetings (maximum length)	9 minutes	9 minutes	9 minutes
Personal Operators or Backup Extension	8	1-8	1
Script Menus, Direct Dialing to Extensions, Multi-level Menu Trees	98	98	39
Voice Mail			
Back-Out Key during mailbox password entry	Yes	No	No
Call Recording (PBX support required)	Yes (up to 20 min)	Yes (up to 9 min)	Yes (up to 9 min)
Call Transfer to external phone number from personal greeting	Yes	No	No
Cascading External Notification per mailbox	Yes (up to 9)	No	No
Copy/Move messages automatically to another mailbox	Yes	No	No
Customized Greeting and Language per mailbox	3 (No Answer, Busy, Temp.)	1 greeting	1 greeting
Date and Time Stamp	Yes	Yes	Yes
Do Not Disturb Mode	Yes	Yes	Yes
First-time User Mailbox Setup Wizard	Yes	No	No
Message Capacity per Mailbox	92 (Programmable)	92 (Programmable)	44 (Fixed)
Message Delivery: Work Extension, Mobile, Home	Yes	Yes	Yes
Message Length (maximum programmable)	9 minutes	9 minutes	9 minutes
Message Notification: Pager, Message Waiting LED, Interrupt Dial Tone	Yes	Yes	Yes
Message Purge (automatically deletes old messages)	Yes	Yes	Yes
Message Retrieve, Forward, Save, Delete, Skip	Yes	Yes	Yes
Notification from Port(s)	Any/All Ports	Any/All Ports	Port #2
Pause Message Playback	Yes	No	No
SMS Notification to a Mobile Phone	Yes	Yes	No
Source ID Detection, Playback, Call Back (PBX support required)	Yes	No	No
System Menu Activator per mailbox (No answer, Busy, DND)	Yes	No	No
Unified Messaging Notification and Delivery	Yes (optional)	Yes (standard)	No
Windows-based Personal Mailbox Manager Utility Program (PMM)	Yes	Yes	No
System Administration			
Administrator Setup Wizard	Yes	Yes	Yes
Call Forwarding from mailbox to any script	Yes	No	No
Disconnect Detection: Current Loop, Busy Tone, Dial Tone, Disconnect Tone, DTMF Disconnect Code, Silence Detection	Yes	Yes	Yes
In-Band DTMF Integration	Yes (40 In-band events)	Yes (20 In-band events)	Yes (20 In-band events)
Line Monitor (built-in)	Yes	Yes	Yes
Mailbox Group Handling (max.)	500	20	20
PBX External Access Code	Yes (up to 4 digits)	No	1 digit
PC Programming (VUP or *VUJ)	TCP/IP, Modem, RS-232	Modem, RS-232	RS-232*
Port Status Display (LCD)	Yes	Yes	No
Security Passwords: System Administrator, Operator, Mailbox Owner	Yes	Yes	Yes
Software Download, Flash-Based EPROM	Yes	Yes	No
Statistic Report of Script Usage (MS Excel Format)	Yes	No	No
Statistic Reports: Memory Usage, Traffic, Configurations	Yes	Yes	Yes
System Administrator Password	4-8 digits (flexible)	4 digits (fixed)	4 digits (fixed)
Touch Tone Programming (DTMF)	Yes	Yes	Yes

