



vmx



VMX Phone Systems

 **emutex**

Phone systems for small to medium enterprises

Are you a business owner or manager? Do you rent telephone multiple ISDN and Analog PSTN lines from a telecom service provider? Do your phone bills exceed €300 per month? Or do you simply need a modern phone system that can improve the way your business works?

Save thousands of Euros in your phone bills

You no longer need to rent multiple ISDN and analog PSTN lines for phone calls. Technology has moved on! By introducing the VMX phone system into your premises you can now use your broadband internet line for phone calls and potentially save thousands of Euros in phone bills annually.

Use broadband-internet for your phone calls

There are two primary costs in a traditional phone bill - line rental and call charges. Disconnecting ISDN and PSTN lines in favour of broadband-internet will reduce line rental costs. Using the internet for phone calls will reduce call charges. The combined cost savings typically reduce phone bills by 50% depending on the volume of lines and calls.

Scalable phone system Start small - grow big

The Emutex VMX facilitates up to 128 Internet Protocol (IP) phone extensions and a comprehensive set of modern

communication features. These include automated attendants, automatic call distribution, conference bridges, call recording, call queuing, speed dials, music on hold, fax by email, voicemail by email, call reporting and more.

Office workers, home workers and road warriors

The VMX connects to your office's computer network. Office workers can use wired or cordless Internet Protocol (IP) phones. Remote workers can connect to



your office VMX through the internet, e.g. through home or hotel broadband. Workers with smartphones can connect through Wi-Fi or 3G. All workers, be they remote or in the office, will equally benefit from VMX features. You can manage the call costs of all workers through one phone bill.

Call Recording

The demand for call recording capability continues to rise. Recordings are typically used to improve the training of staff, to monitor the quality of advice delivered to customers and to prove business transactions. The VMX records all calls. Recordings are encrypted and access to recordings is restricted to authorised users.

Call Flow Management Call Queuing & Monitoring

Many businesses are call-centres with teams busy handling sales and support calls. The VMX provides call centre capability including call flow management (distribution), call queuing and monitoring. Call history reports can be used by managers to determine ways to improve call flows among employees and to increase the volume of calls being handled.

Professional installation, training and customer support

VMX system installation and user training is carried out by Emutex or a certified partner. Post-sale end user support is available by phone, email or web.

Call Emutex to arrange a trial or demonstration

VMX phone systems are used by businesses across Ireland. Feel free to contact Emutex should you seek customer referrals or please visit our product website for testimonials. You may also request a product trial or a demonstration. All enquiries are welcome.

"More incoming calls are being answered, sales have increased and our phone bills have been reduced."

"The VMX has improved our control over inbound call management, analysis and reporting. It has enabled us to manage our call centre more effectively."

"Emutex deliver a high quality after sales service."





VMX Phone System Features



Automated Attendant

Automatically answer inbound calls using automated attendants. Record your own greetings and menu options, e.g. "Welcome to Acme Ltd. Dial 1 for Sales, 2 for Support, ...". You can direct calls towards individuals and teams. You can setup multiple attendants, e.g. day and night mode attendants or attendants for each business group that shares your VMX system.

Call Conferencing

Conference internal or external parties into your phone calls.

Call Distribution (Ring Groups)

Inbound calls can be automatically routed to groups of extensions, e.g. teams. Extensions can be rung one by one or all together. Unanswered calls can be forwarded to voicemail.

Call Forwarding

Inbound calls to an extension can be automatically forwarded to internal or external parties, e.g. mobile phones.

Call Hold (Music On-Hold)

Place an answered call on hold while you attend to another call or activity. Waiting parties can listen to music or messages.

Call Logs (Call History Reports)

Using the web interface you can view a history of all calls made and received. These logs can be exported to specialist call analysis tools for further in-depth analysis.

Call Parking

Inbound calls can be parked to a call-park extension. Callers can listen to music until another extension picks up the call.

Call Pickup

Answer a ringing extension from another phone extension by dialling *8.

Call Transfer

Transfer an answered call to another internal or external party.

Call Queuing

Inbound calls to busy teams can be queued in sequence while callers await an answer. Callers can listen to music tracks or messages while having the option to exit the queue and leave a message.

Call Recording

All calls made and received can be securely recorded and later retrieved through the web interface for listening and downloading. Up to 10,000 hours of calls can be recorded. Calls can be searched using date, time, caller and called number criteria.

Call Services Menu

If you cannot remember which phone buttons to use to transfer, conference, park or record a call then simply dial ** to listen to a menu which will guide you to these services.

Conference Bridges

Create and reserve your own conference bridge that other internal and external parties can dial into. Bridges are password protected.

Inbound Call Routing

Calls entering your business can be automatically routed to extensions, automated attendants or ring groups depending on time of day, called or caller number, e.g. after working hours a business can have all calls routed to voicemail or mobile phones.

Message of the Day

Record messages and announcements for external parties to access, e.g. "Welcome to Acme Golf Club, Dial 1 for Today's Course Opening Hours, Dial 2 for Green Fees, 3 for Pro Shop, ...". On dialling 1 you could hear "The course is temporarily closed due to ground frost and will open at 12 noon".

Personal Greetings

Using a phone, you can record greetings to be played by automated attendants, voice mail and message of the day players.

Outbound Call Routing

Calls from your business can be routed to different external numbers depending on the number dialled. Speed dial numbers can be setup to replace commonly dialled numbers. Numbers can be modified or replaced. Calls to certain numbers can be restricted or barred. Calls can be routed through different internet phone service providers to enable Least Cost Routing.

Time of Day Routing

Inbound calls can be automatically routed to different extensions depending on the time of day and day of week, e.g. calls between 9am-5pm can be routed to a day mode attendant while calls outside of these hours can be routed to a night mode attendant.

Voicemail by Email

Every extension and ring group has a voicemail box. Voicemail messages can be automatically emailed to extension and ring group owners. Users may listen to voicemail messages via their phones, email or VMX web interface.

Concurrent Phone Calls

The VMX supports up to 64 concurrent phone calls serving standard PSTN (landline) speech quality; each call will consume approx 92Kbps of broadband bandwidth. You also have the option to consume less broadband bandwidth by having up to 16 concurrent phone calls serve mobile phone speech quality; each call will consume approx 36Kbps broadband bandwidth.

ISDN

The VMX facilitates up to 4 Basic Rate ISDN (BRI) lines which gives you the option to continue using ISDN lines for phone calls.

Contact us

For more information on the VMX please contact Emutex or contact one of our certified resellers. All enquiries are welcome. Please see contact details below.

