



# COMPACT II

STILL THE ONLY ALL IN ONE SOLUTION

## AUTO ATTENDANT NIGHT ANSWERING VOICEMAIL ON HOLD SMS

If you can't answer every incoming call

If there is no one to professionally answer your phones after hours

If you don't have a back-up for every extension

If you don't have a professional, affordable on hold solution

If you have switched to ISDN or have an indial number range

# The Answer



**NOW INCLUDED  
WHEN ORDERED OEM:**

Professionally recorded  
day and night greetings  
Up to 1 minute of recording included

Available from M2 Technology approved dealers



## FEATURES

- **Automatically answer and transfer incoming calls.**  
As a 'virtual receptionist', the Compact II will assist your receptionist to handle calls during peak periods.
- **Greet your callers according to the time of day and week.**  
The Compact II is real time, so it can be programmed to say "Good Morning" or "Good Afternoon".
- **Takes messages for your staff.**  
Compact II provides up to 50 Voicemail boxes.
- **Provide callers with options once they arrive at your mailbox.**  
Callers can choose to either leave a message, be forwarded to another number (eg. mobile phone) or be returned to reception.
- **External notification that a message has arrived.**  
The Compact II can call staff on their mobile phone and play their voicemail messages moments after they arrive.
- **Catch all calls after hours, on weekends and during holidays.**  
Customers can leave messages for individual staff when the Compact II automatically switches to after hours mode. Today, people expect to be answered regardless of the time of day. Give your clients the opportunity to ring day or night.
- **Entertain and inform callers with a customised on hold message.**  
Promote your company every time a call is placed on hold, with tailored marketing messages mixed with music.

See reverse for detailed features

# Compact II includes:

# Optional features:

## DETAILED FEATURES

### Voicemail

- 2 Port or 4 Port models with up to 50 Voicemail boxes
- Voicemail notification via handset (watch for flashing light)
- Password protected
- External Notification (messages sent to mobile)
- Access to your voicemail from outside the office at any time
- Time and date stamping on all voicemail messages
- Record your own personalised greeting
- Callers can transfer from your voicemail back to the operator, or to external numbers, such as mobile phones \*

### Auto Attendant - 'The Virtual Receptionist'

- Automatically answers calls when staff are busy asking caller to hold
- Answers calls and offers menu options, press 1, press 2 etc for transfer to extensions, voicemail or directed to a mobile phone \*
- Provides day, night, lunch and holiday answering
- Offers 8 auto attendant menus
- Can direct calls to any one of 10 external phone numbers \*
- Direct Internal Subscriber Access (DISA) allows callers to dial direct to an extension
- Information Line capability - up to 8 messages

### After Hours - Compact II works for you 24 hours a day

- Answers calls, takes messages or provides options to transfer to after hours staff \*
- Activate automatically using inbuilt time clock, or with night switch button on your console.

### Other Key Features

- Fully digital and has no moving parts
- Storage Media - solid state flash disk. Capacity of 8 hours
- Time and date functions
- Menu messages can be individually set by the internal clock
- Supervisor access allows system changes such as setting holiday mode, recording AA greetings, volume adjustment and setting time and date
- M2 On Hold professional message programs remotely downloaded
- On Hold platform offers 10 time and date message channels (you only need to pay for the messages)
- Automatic re-set after power failure retains data

\* ISDN and/or phone system permitting



www.m2onhold.com.au

**M2 ONHOLD**  
the sound marketing company

## Audio Production

- Script writing
- Voice Talent
- Music & sound effects
- Professional recording studio & production



## On Hold

- M2 On Hold provide total support for your on hold needs.
- Professional message on hold services
- Up to 10 on-hold channels per system
- Flexible message play modes
  - Pre-programmed sequence of messages
  - Timed messages for special date, time or weekday
- Always up-to-date information with the Compact II On Hold System



## E-SMS

### FREE OEM

E-SMS - A breakthrough solution that makes SMS management convenient, easy and affordable. Simply purchase SMS credits as and when required.

Instantly send messages to your sales team; important reminders, change of appointment times or locations. Advise clients of new products or contract renewal dates. You can even schedule and personalise SMS messages.



**SEND AND RECEIVE SMS  
DIRECT FROM YOUR DESKTOP**

**M2 TECHNOLOGY**

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