

GET THE MESSAGE

FCM2
FLEXICALL MANAGER

THE COMPLETE
CALL MANAGEMENT PLATFORM

M2
TECHNOLOGY
Australia

www.m2technology.com.au



AUTO ATTENDANT

The assistant you need when you can't get to the phone.

We can provide professionally voiced auto attendant announcements. It is SO important that the first impression is professional. Never miss a call again.

- ▶ Up to 100 menus
- ▶ Up to 12 single digit options per menu (press 1 for sales press 2 for dispatch)
- ▶ DISA (Direct Internal Subscriber Access)
 - Direct dial to any extension
 - Voicemail recording (allows transfer to any voicemail box for message recording)
 - Voicemail retrieval (allows transfer to any voicemail box to retrieve messages)
- ▶ PIN number access any Auto Attendant menu
- ▶ Auto Attendant menus can be set to play during five different time zones (day, lunch, night, public or company holiday)
- ▶ Menus can also be forced to play by Inband (telephone integration)
- ▶ Each of the 100 menus can:
 - Transfer a caller to an extension or group
 - Transfer to an external number (with ISDN)
 - Transfer direct to voicemail
 - Transfer to a greeting message of a specific voicemail box
 - Transfer to another menu
 - Transfer to an information message
 - Repeat the menu
 - Have information sent by SMS* (limited to 160 characters)
 - Release the call
- ▶ CLI (Caller Line Identification) information can be sent by SMS when anyone enters a specific Auto Attendant menu **
- ▶ Menus can be grouped into three different time zones
- ▶ Dial by name (enter the name of the person you wish to speak to)

*SMS available only in Australia **CLI phone system dependant



VOICEMAIL

- ▶ Programmable options can be announced and enabled as required
- ▶ Standard setup: 500 VM boxes (increase subject to traffic load)
- ▶ Up to 200 messages per box
- ▶ Programmable message duration
- ▶ Time and date stamp for messages (3 formats)
- ▶ Automatic message purge – 1 day to 3 months or never
- ▶ Notification via handset, desktop, email, sms or to your mobile

Retrieval Options

- ▶ Listen to current, previous or next message
- ▶ Step forward, backwards or pause the message
- ▶ Forward the message to another individual or group of 10
- ▶ Forward the message with or without a comment
- ▶ Delete the current message or delete all

Voice Mail Options

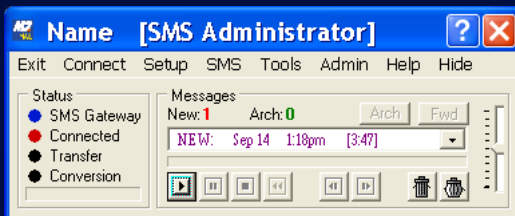
- ▶ Set up greeting messages (listen, record, delete and select)
- ▶ Send internal voicemail messages
- ▶ Define groups for forwarded messages
- ▶ Set up external phone number for external transfer and or notification
- ▶ Enable/disable external notification
- ▶ Enable/disable external transfer
- ▶ Change or disable individual voicemail passwords

Greeting Messages

- ▶ Up to 5 x 1 minute greeting messages (6 if CLI is enabled and compatible)
- ▶ Selectable from the handset, desktop or phone programming (INBAND)
- ▶ While the greeting message is playing the caller may be given the option to:
 - Return to the operator
 - Transfer to another internal extension
 - Go to a specific Auto Attendant message
 - Transfer to a mobile (with ISDN)
 - Skip the greeting message (ideal for internal calls)
 - Leave a message
- ▶ Greeting 5 is a special outgoing message only (holidays)
- ▶ A default company greeting message can be offered
- ▶ The option of no greeting message

DESKTOP MANAGEMENT

- ▶ Easy two step setup
- ▶ Use the set-up menu to:
 - Assign the IP address
 - Assign your extension number
- ▶ Set-up TAB can be password protected
- ▶ Visual display of new and archived messages
- ▶ Play, rewind, pause or stop messages
- ▶ Select next or previous messages
- ▶ Delete current or delete ALL
- ▶ Save messages to any directory as a standard .wav file
- ▶ Forward message to any extension or group of extensions
- ▶ Auto play and auto archive
- ▶ Display name
- ▶ Use the tools TAB to:
 - Select any of your 5 greeting messages
 - Activate and modify the option to transfer to any internal extension
 - Activate and modify your external notification phone number (the FCM2 will call your mobile to allow you to retrieve your messages)
 - Choose external notification to be by voice or SMS
 - Activate and modify the transfer to an external number option



SEND AND RECEIVE SMS FROM YOUR DESKTOP

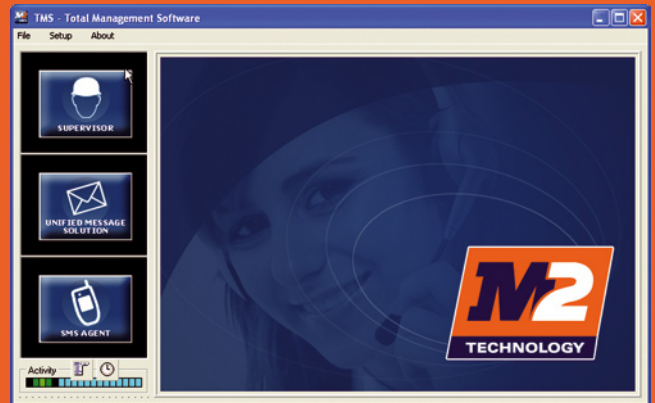
AND NOW AVAILABLE
IN A COMPLETE PACKAGE AS A
TOTAL MANAGEMENT SOLUTION

SMS PLATFORM

- ▶ A complete SMS service is now available from the convenience of your desktop
- ▶ Ready to go, load the SMS Administration software, enter the assigned password and go!
- ▶ Send and receive SMS from your desktop
- ▶ Unlimited phone books
- ▶ Up to 1000 entries in every phone book
- ▶ Import and export data bases via Excel .csv files
- ▶ Send to an individual, a group and selected members of the database
- ▶ Send the SMS now or delay to a specific date or time
- ▶ Save message to the desktop of your server
- ▶ Total accountability via the web for ALL messages sent and received
- ▶ Allows SMS notification of voicemail messages
- ▶ Allows key information to be sent from the Auto Attendant via SMS
- ▶ UMS can control who does and does not have access to SMS

UNIFIED MESSAGE SOLUTION

- ▶ Combine and manage your voicemail with your email via one simple to manage platform
- ▶ Set up and control from one PC
- ▶ Simple to install
- ▶ Gain access to your voicemail from anywhere you can access email
- ▶ Possible to send notification ONLY of voice messages to email
- ▶ Determine how each extension has their voice message delivered- the handset, the desktop Client or via email
- ▶ Send voice messages to one or two email addresses
- ▶ Have messages sent to email and "archived" on your handset
- ▶ Have messages sent to email and also sent as "new" to your handset
- ▶ The option to have all voicemail messages backed up
- ▶ The option to select which extensions have their messages backed up
- ▶ Determine who has access to the SMS platform
- ▶ SMS replies can come back to your desktop or email (virtual number must be obtained)
- ▶ No ongoing licence fees



TOTAL MANAGEMENT SOLUTION INTERFACE

SUPERVISOR SOFTWARE

When control and total flexibility are essential

- ▶ Supervisor access to manage the system
- ▶ Adjust the time and date of the FCM2
- ▶ Adjust the opening and holiday hours
- ▶ Add and delete voicemail boxes
- ▶ Clear specific voicemail messages
- ▶ Reset voicemail box passwords
- ▶ See the number of and age of voicemail messages for each extension
- ▶ Change the destination of the Auto Attendant functions
- ▶ Change the volume levels for the On Hold and Auto Attendant messages
- ▶ Set up the SMS notification text
- ▶ Set up the text for the SMS sent from the Auto Attendants
- ▶ Full reporting on SMS traffic (from Auto Attendant and Extensions)
- ▶ Set up and view logging of the system
- ▶ Licensed to one PC

SEE REVERSE FOR
OPTIONAL EXTRAS

FCM2

SPECIFICATIONS

HARDWARE

Number of analogue ports: 4, 6, or 8
Number of On-Hold ports: 2
Storage media: Solid state flashcard 128mb - 512mb
Choice of audio qualities:

- High (9PCM), 4 hours per 128mb storage
- Normal (ADPCM), 9 hours per 128mb of storage
- Low (16k ADPCM), 18 hours per 128mb of storage

Power: Switch mode power supply 12 volt DC 1.5A

TELEPHONE SYSTEM INTEGRATION

Support for up to 10 digit extension numbers
Storage for up to 30 external telephone numbers for transfers from Auto Attendant menu
Expanded PABX control string programmability
Up to 32 characters per string
Expanded inband signalling programmability
Up to 64 strings of 32 characters each
Programmable ring cadences
Support for "unknown" rings
Programmable service tone cadences
Out of band support

AND MORE...

FCM2

NOW INCLUDED WHEN ORDERED OEM*:

**AUTO ATTENDANT
PRE-RECORDED AUDIO FOR ALL MODES**

Day message
After hours message
Company greeting message
Holidays and Special Events

* Up to 1 minute of professional recording included

M2 ONHOLD

www.m2onhold.com.au

M2 On Hold can support your future recordings or you can self-record over the handset.

- ▶ Professional message on hold services
- ▶ Up to 100 On-Hold channels per system
- ▶ Flexible message play modes

- Pre-programmed sequence of messages
- Timed messages can be programmed to play by date and/or time and/or day

AUDIO PRODUCTION

- ▶ Professional recording studio & production
 - Script writing
 - Voice Talent
 - Music
- ▶ Recordings for RVA, On Hold, corporate CD's

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