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MADE IN CANADA
FOR THE WORLD

Ivm2400

IT'S THERE WHEN YOU CAN'T BE

TX/communications Canada Inc., designers and manufacturers of the INFINITY family of digital communication switches, knows that an important aspect of any organization is communication. Our goal is to provide products which optimize how you communicate, and how others can communicate with you.

We know that you cannot possibly be available every second of every day, but that each and every call is equally important. The INFINITY Integrated Voice Mail, IVM2400, is there 24 hours a day, 7 days a week to answer and route calls, to record and deliver messages so that you don't miss that important call.

Customize...

The IVM2400 is a menu driven system which can be customized to best suit the needs of your organization. You can tailor options and menus to your site. User's can also customize personal greetings to convey availability daily, weekly or hourly if necessary. The IVM2400 also automatically changes over company greetings from during and after business hours.

Voice Mail...

The IVM2400 provides 32 simultaneous connections to the voice mail facilities and because the voice mail for the INFINITY switches is offered on an interface card that uses slots in a line shelf, no additional subscribers are needed. The voice mail provides at least 1300 mailboxes each with 30 minutes of recording time.

Automated Attendant...

IVM2400 can manage communications without a live operator. The IVM2400 will greet caller with an introduction, ask them to provide the called party's extension or select from options, then transfer the calling party to their requested destination. The IVM2400 also offers advanced features that will request the calling party for their name for call screening, and can even announce the call over your in-house paging system. The IVM2400 can also direct the caller to prerecorded messages providing frequently requested information such as directions to your facility, department contacts, product information etc..

Administration..

The IVM2400's programming can be done from the system's service terminal. Recordings are done easily using a handset and following voice recorded instructions.

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Administrative Features

- i Automated Attendant for operator free reception and transfer
- i System administration by telephone or Service Terminal
- i Remote administration
- i Multiple time of day configurations for each class of service, mailbox, menu, or extension
- i call screening and paging options
- i set time and date
- i print or view system administration reports
- i add or delete mailboxes

User Conveniences

- i First time user tutorial for easy set up of mail boxes
- i Password protection
- i Multiple messaging option including private, urgent, future delivery, and confirmation receipt.
- i Messages can be played faster, slower, louder, softer or skipped
- i Each message can be replayed, saved, deleted, forwarded or replied to with annotation
- i Date/time stamp and sending mailbox ID on every message
- i Multiple greeting per mailbox, including standard, temporary, busy and time sensitive
- i Call screening with calling party name played to mailbox owner who can then accept, reject, or forward the call to another station
- i Address by name or mailbox number
- i Re-record message option
- i Unheard message reminder
- i End of recording warning
- i Return to personal operator
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*Information Subject to change without notice