

MIDAS VMS

Advanced voice messaging solutions for business



**Conduct
business
anytime,
anywhere
with
*MIDAS VMS***

Leave the Office without Losing Touch

Have you ever had to call the office repeatedly to see if a critical call has come in? Or lost a sale because the customer didn't receive a timely response? With **MIDAS VMS**, you'll never have to miss an important message again. Its user-friendly message notification capability can SMS your mobile phone, sound a pager or forward messages to an alternative contact number, it can even direct messages to your e-mail inbox, so you can respond immediately.

MIDAS VMS controls messages for hundreds of users whilst maintaining an individual telephone answering service for each person, 24 hours a day, 7 days a week. Each message is date & time stamped and kept in the order they were received. The messages remain private & confidential and can be reviewed from any touchtone telephone with the appropriate password. The mailbox owner can change message notification settings and personalised greeting messages at any time.

Modular System Infrastructure

MIDAS VMS has been designed to be an affordable voice mail solution, upgradable to a full fax and unified messaging server as your business requirements grow.

The following modules can be incorporated at any time:

Fax Messaging

Fax Messaging provides an integrated fax messaging solution. Faxes can be sent directly to the person's mailbox. Message notification is indicated in the same way as for voice messages informing the recipient that a fax message has been received. The mailbox owner can then forward faxes to his current location or to his e-mail inbox.

Unified Messaging

Unified Messaging merges Voice Mail, e-mail and Fax messages into a customised mailbox that can be accessed using the communications device of your choice - telephone or computer, anywhere, anytime. Voice Messages downloaded to the e-mail inbox can be played through the computer's speaker as they are distributed by **MiDAS VMS** in WAV format. Similarly fax messages can be viewed on the computer's screen as they are distributed in TIF format. By replying to the relevant e-mail message, voice or fax messages can be deleted or saved for future reference. The integrated audiotext feature converts text to speech and gives the mailbox owner the ability to listen to his e-mail messages. Informative text messages can be composed by the System Administrator and left in a recipient's mailbox or sent to a group of users.

Automatic Attendant

The Automatic Attendant feature of **MiDAS VMS** answers calls immediately and gives the caller the option to speak with an operator, or to go directly to a desired extension. **MiDAS VMS** can answer repetitive questions by having the caller make selections from a menu of options. Messages can be taken if extensions are busy or unavailable. Callers without a touch tone telephone may be transferred immediately to a live operator or they are able to leave a message. Alternate prompts can be played on weekends or after hours.

Automatic Call Distribution

The **MiDAS VMS** Automatic Call Distribution feature is similar to Automatic Attendant but intelligently decides to which extension number the call should be transferred.

MiDAS Management Systems is a leading supplier of Telephone Management and Voice Messaging Systems to the Telecommunications industry. For further information please contact us at:

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