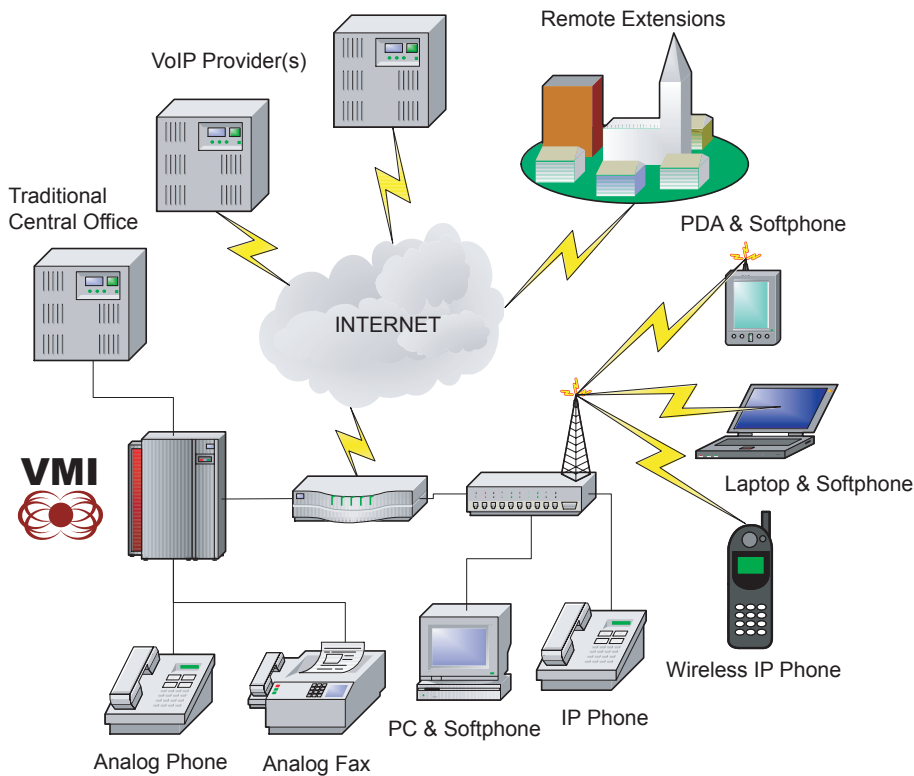




**VMI**  *Spydur*

# VMI Spydur



Harness the endless possibilities and potential cost savings of Converged Voice Over IP (VoIP) with the VMI  Spydur! Based on the Open Source Asterisk and Linux Operating System.

There is no limitation of ports; T1, PRI, Analog; No problem, but how about NONE AT ALL?!

With the VMI  Spydur, you don't even need a physical port. You can now use your Internet Connection and go 100% digital via SIP/IAX. Calls to POTS (plain old telephone service) lines can go through any number of service providers at significantly less cost in comparison to

traditional central office lines. In fact, should you choose to go 100% digital, you can expect for the system to pay for itself in long distance savings alone! Redundancy and least cost routing are real options as you may have any combination of analog, T1/PRI, or SIP/IAX lines.

You can now offer telecommuters the same flexibility of SIP/IAX by having their remote/off-site extension routed directly over their Internet Connection with no additional line charge by using either an IP phone or standard analog phone with ATA adaptor. Likewise, you can eliminate hotel communication expenses for your traveling businessmen.

VMI  SpydurWeb



VMI  Spydur



## 100% Web-based



Control Panel

All system interaction is completely web-based. In addition to receiving voice and fax messages in email, all of the various modules are easily accessible from your favorite web browser... from anywhere!



# Voice Mail & Call Recording

The VMI Spydur includes a user friendly web interface for voicemail, call history, and call monitor recordings with virtually no limitation on hours of voice storage. In addition, it comes with full search capabilities, support for CallerID, easy access to user settings, and login authentication. All archived voice mail messages can be stored in convenient folders for easier access. (New, Saved, Work, Family, and Friends). Employees are notified of new voice messages by message waiting lamp, stutter dial tone, and/or delivery to the employee's email as a standard .wav file. Call Recordings serve as a useful reminder, for agreement verification, and for training purposes. Call Recordings are stored separately on the VMI Spydur and are easily accessed for review on demand.

**Voicemail for Mary (247)**

Search

delete move\_to Folder forward\_to Results 3

select: [all](#) [none](#)

	Date	Time	Caller ID	Priority	Orig Mailbox	Duration	Message
<input type="checkbox"/>	2006-11-08	15:23:41	"James" <214>	3	247	52 sec	<a href="#">play</a>
<input type="checkbox"/>	2006-11-08	15:22:02	"George" <207>	3	247	27 sec	<a href="#">play</a>
<input type="checkbox"/>	2006-11-08	15:20:59	"Tatiana" <240>	3	247	17 sec	<a href="#">play</a>

# Customer Relationship Management

The VMI Spydur comes with a completely integrated Customer Relation Management (CRM) system! The Sugar Open Source enables sales, marketing, and support organizations to manage their customer interactions more efficiently and profitably, and is intended for both large and small companies. The Sugar CRM package is the least complex, most portable, and most cost-efficient CRM solution.

Welcome Mark My Account Employees Logout About

Search Go

Home My Portal Calendar Activities Contacts Accounts Leads Opportunities Cases Bug Tracker Documents Emails >>

Last Viewed: none

SHORTCUTS

- Create Contact
- Enter Business Card
- Create Account
- Create Lead
- Create Opportunity
- Create Case
- Report Bug
- Schedule Meeting
- Schedule Call
- Create Task
- Compose Email

Add Dashlets

**MY CALLS**

Start Previous (0 - 0 of 0) Next End

Close Subject Duration Start Date Start Time

**MY PIPELINE**

Refresh Chart

Pipeline total is \$0.00K

Prospecting  
Qualification  
Needs Analysis  
Value Proposition  
Id. Decision Makers  
Perception Analysis  
Proposal/Price Quote  
Negotiation/Review  
Closed Won  
Closed Lost

**JOTPAD**

Double click below to Edit.

Welcome to SugarSuite 4.5

SugarCRM proudly announces the introduction of 'Sugar Dashlet' in this release. 'Sugar Dashlet' is an extensible framework which allows customers and users to create UI components, both CRM and non CRM specific. This provides a powerful tool for end users and developers to customize and create data objects based on

**MY OPEN CASES**

Start Previous (0 - 0 of 0) Next End

Number Subject Priority Status

**MY TOP OPEN OPPORTUNITIES**

Start Previous (0 - 0 of 0) Next End


Opportunity Name Amount Expected Close Date

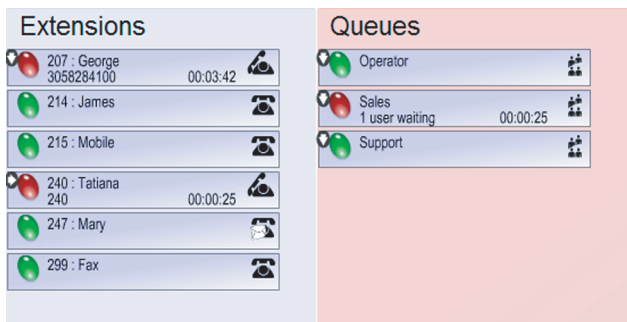
**MY ACCOUNTS**

Start Previous (0 - 0 of 0) Next End


Account Name Phone Date Entered

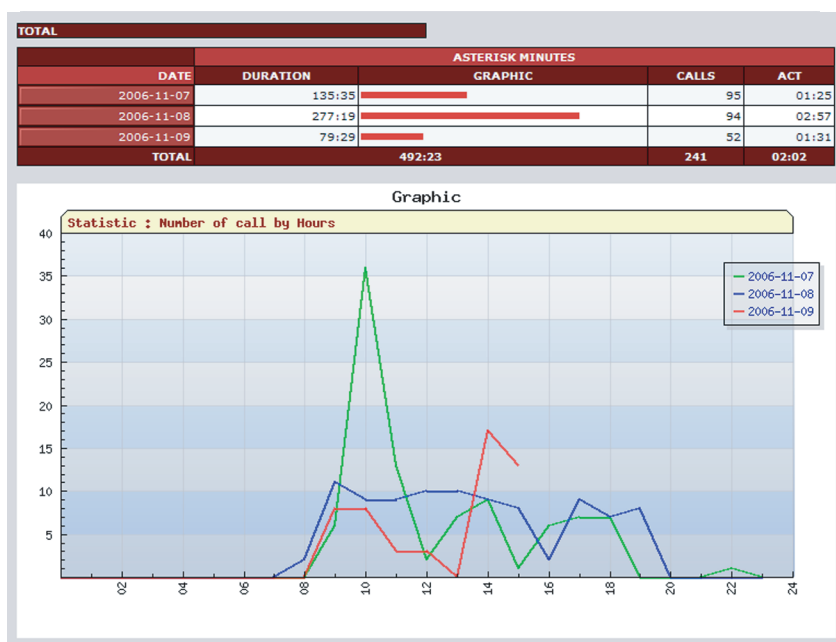
# Live! Flash Operator Panel

The Flash Operator Panel is a switchboard type application that displays real-time activity for the VMI  Spydur. Easily know what extensions are busy, ringing, or available; who is talking, and to whom; number of users waiting in queue; and, message waiting indicator along with count! The Flash Operator Panel is available to each employee, and not just the operator. This means control of office communications can now be returned to the office manager.



## Call Reporting

Call Reporting is also included in the VMI  Spydur, and can generate a variety of reports and graphs to allow the office manager to quickly and easily analyze call volume. The Call Reporting module is flexible in offering multiple criteria, monthly or daily traffic, and comparisons. You can also export the reports to 3rd party applications as either PDF or CSV.



## Features

ADSI On-Screen Menu System

Alarm Receiver

Append Message

Authentication

Automated Attendant

Blacklists

Blind Transfer

Call Detail Records

Call Forward on Busy

Call Forward on No Answer

Call Forward Variable

Call Monitoring

Call Parking

Call Queuing

Call Recording

Call Retrieval

Call Routing (DID & ANI)

Call Snooping

Call Transfer

Call Waiting

Caller ID

Caller ID Blocking

Caller ID on Call Waiting

Calling Cards

Conference Bridging

Database Store / Retrieve

Database Integration

Dial by Name

Direct Inward System Access

Distinctive Ring

Distributed Universal Number Discovery

Do Not Disturb

E911

ENUM

Fax Transmit and Receive (3rd Party)

Flexible Extension Logic

## Features

Interactive Directory Listing

Interactive Voice Response (IVR)

Local and Remote Call Agents

Macros

Music On Hold

Music On Transfer

Flexible Mp3-based System

Random or Linear Play

Volume Control

Predictive Dialer

Privacy

Open Settlement Protocol (OSP)

Overhead Paging

Protocol Conversion

Remote Call Pickup

Remote Office Support

Roaming Extensions

Route by Caller ID

SMS Messaging

Spell / Say

Streaming Media Access

Supervised Transfer

Talk Detection

Text-to-Speech (via Festival)

Three-way Calling

Time and Date

Transcoding

Trunking

VoIP Gateways

Voicemail

Visual Indicator for Message Waiting

Stutter Dialtone for Message Waiting



Voicemail to email

Voicemail Groups

Web Voicemail Interface

Zapateller

## Web MeetMe Conferencing

The VMI  Spydur allows instant and convenient collaboration capabilities to every employee position. When an employee wants to conference multiple parties, they need only transfer each party to '8' plus their own extension number. Once in conference, the extension owner may fully administer the discussion with kicking and muting capabilities via web browser. Conferencing could not be any simpler than with the VMI  Spydur!

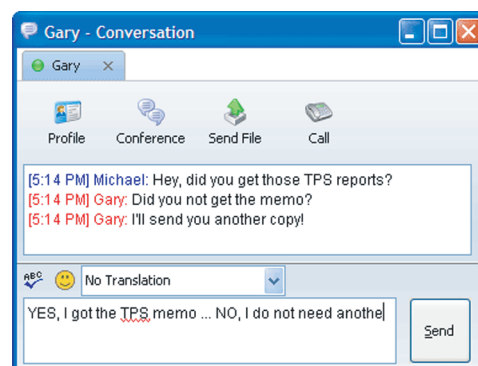
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## Fax to Email

System-wide fax receiving allows you to forward incoming faxes on all ports to email, allowing the manager to discard junk faxes and print only those faxes you want to keep. This eliminates the need to constantly check and feed paper to your fax machines.

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## Instant Messaging



The VMI  Spydur comes with a completely integrated, full-featured, secure instant messaging system that will allow you to communicate quickly with coworkers while on the phone! In addition, it provides one-click calling, dial-a-number, and incoming call popup notification.

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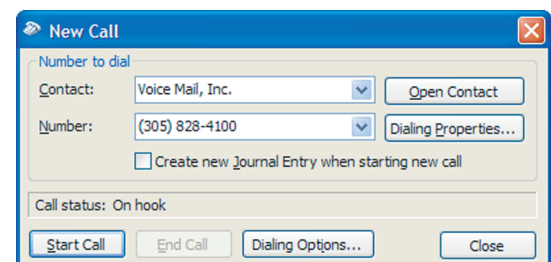
## Mp3-based Music On Hold

With the VMI  Spydur, you can provide useful information about your company, various products and services, or simply play music to your callers as they wait in queue.

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## Outlook Integration

Comes with a Telephony Application Programming Interface (TAPI) to Asterisk Bridge that makes click-to-dial possible from from Microsoft Outlook and other TAPI compliant applications.





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