Voice Message System
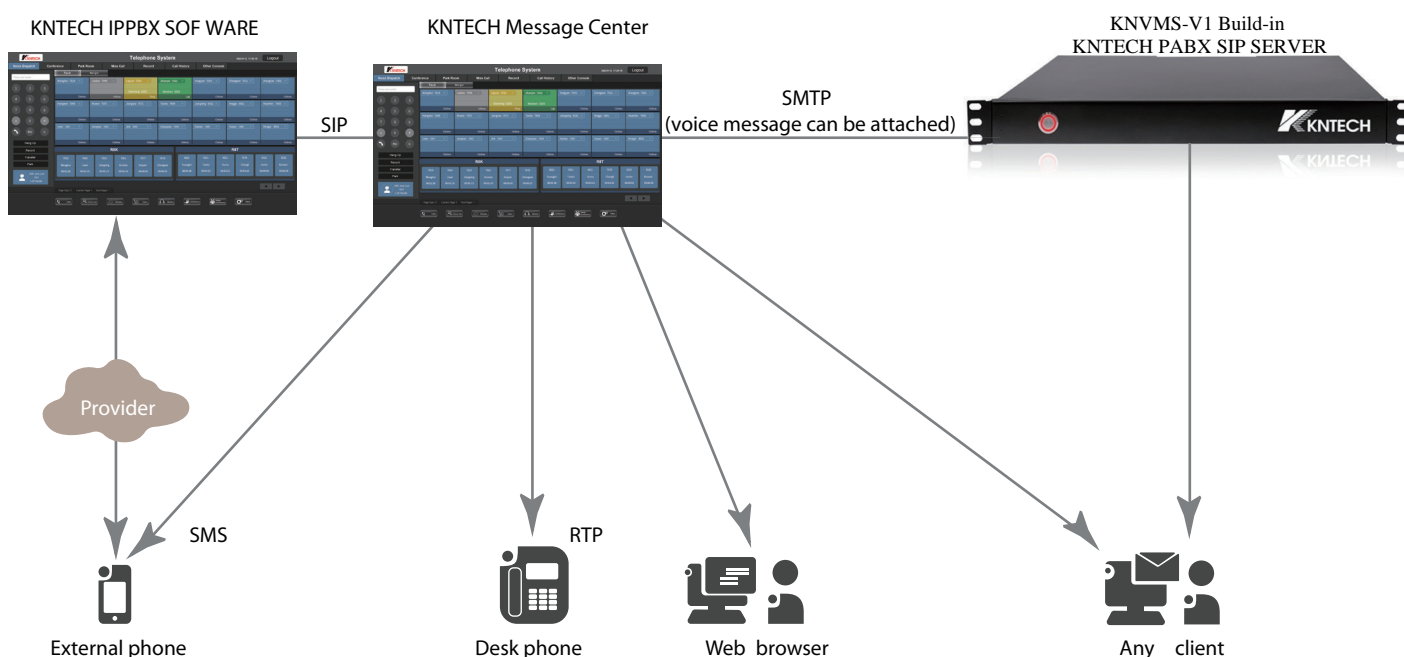# Software Model No.: KNVMS-V1

KNTECH Message Center is a sofitware voice - messaging solution that enables network - wide advanced voice mail services across any voice network infrastructure, providing messaging access from internal or cxtcrnaltelephone devices.

The KNTECH IP Touch phone GUI are so easy to use that end users virtually need no training for being able to use their voice mail. Includes Automatic Gain Control (AGC) to dynamically regulate volume for both recording and playback.

A staff extension can be designated to provide personalized call answering support. When a mailbox owner (boss)is unavailable to answer an incoming call, the Voice Mail System (VMS)will automatically route the call 1o their designated staff. Callers also have the option to leave a message in the owner's mailbox or dial another extension. The VMS will automatically disable the boss function outside of office hours,or when instructed by the designated staff if they are unavailable to receive forwarded calls. If the staff is unable to take the call and the caller chooses to leave a message, the message will be stored in the boss's mailbox.

Capacity	**Scalable up to 2000 Voice Channels** (Expandable) **Supports 10000+ Mailboxes**
Storage & Redundancy	Flexible expansion from 32 to 2,000 channels, guaranteeing >30% spare capacity for high availability. Massive Storage: Minimum 1TB RAID 1 storage supports 10,000+ recording hours, easily exceeding long-term retention compliance.
Language Support	• English • Chinese (Mandarin) • **Cantonese** (Voice Prompts & GUI) Others
Management	**Dedicated Management Workstation** Includes PC-based console for centralized administration

Key features and technology

1. The system supports local direct connection and remote connection via Internet. Additionally, a dial-up modem interface is provided to allow remote administration via PSTN dial-up as required.

2. The CVMS is hard-disk based and configured with RAID 1 data redundancy (Mirroring) to ensure data reliability.

3. The Management Workstation supports connection to a black and white A4 laser printer (USB/Network type) for printing system logs and records as specified.

4. The system includes an automatic deletion function for expired messages. The administrator can define the maximum retention period for both un-played and saved voice messages.System administrators can define programmable limits for individual mailboxes, including maximum message length and maximum number of messages allowed

5. The system performs self-diagnostic tests constantly in the background to monitor the disk drives, interface cards, and critical components, logging any deviations or alarms.

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7. The On-site Control Terminal software can output system reports and statistics in both PDF and Microsoft Excel (spreadsheet) formats.

8. The system allows experienced users to bypass voice prompts at different levels by entering a string of commands, executing them in order without playing the full prompt.

9. The ringing duration before an unanswered call is routed to the CVMS is configurable on both individual user level and user class level.

10. The Message Waiting Lamp (MWL) will remain on or blinking until all new voice mail messages in the mailbox are acknowledged/retrieved.

Technical specifications

Architecture

- Pure software solution
- SIP signaling - based

Supported voice codecs

- G.711
- G.729

Message store

- On the IP PABX server

Redundancy

- High availability

Automated attendant

- GUI for tree design
- Unlimited number of trees
- Maximum of 75 concurrent calls
- Direct dial support

Telephone user interface languages

- Chinese
- English

Visual voice mail localization

- Chinese
- English

Greetings

- Greeting by name, personal greeting, personal internal call greeting,extended absence greeting,two alternative greetings
- Different greetings for immediate forward no answer and busy situations
- Answering mode only

Caller features

- Listen to recorded message
- Erase and re- record message
- Cancel recording
- Flag recorded message as urgent
- Call attendant (zero - out option)

Security

- Support for voice KNTECH encryption

Operating system

- Enterprise Linux®

Hardware requirements

- Enterprise Linux X86 server platforms

Voice mail access

- With login and password

Message consultation actions

- Pause / resume
- Skip to beginning
- Skip to end
- Skip 10s backward
- Skip 10s forward
- Skip message
- Listen to full message header
- Reply to sender with call
- Forward message
- Delete message
- Save the message

Message header information

- Message sender (name or phone number)
- Timestamp (date and time of message delivery)
- Duration of message
- Urgent attribute

Voice mail notification

- Message waiting indicator on desktop set
- On KNTECH desktop phones, using mail key

Hardware requirements

- Enterprise Linux X86 server platforms
- 2 hardware platforms:
  5000 mailboxes, 6 0 simultaneous voice communications, Intel i5 or higher, 4 CPU cores, 2.8 GHz, 20 GB Ram
- Hard disk size: minimum 1T GB