

Suppose you would never miss a chance



Call Queuing, Call Transfer, Call Statistics.

The Voice Server Espero is a high quality low cost solution for answering, redirecting and queuing all incoming telephone traffic. There is a VS Espero for ISDN II (Basic Rate) and ISDN 30 (Primary Rate)

The Espero accepts all calls, plays the appropriate announcement and puts the caller through to the an intelligent waiting queue telling them where they are in the queue and use the time to inform them about your products or services, alternatively the VS Espero can redirect the caller or take a voicemail.

Each telephone number can have it's own announcement. A time table allows for different announcements on various times of day or night.

Because the Espero is action driven, you can setup the system with the following parameters in mind: What number is the caller trying to reach and when does he do so. The incoming number list and the time schedule are the two foremost tools to setup a Voice Server exactly the way you want it.



Ruby Line

Voice Server

Espero



Specifications



Ruby Line

Voice Server

Espero

Features

- Notification
- Answering machine service
- Intelligent Call queue
- DTMF recognition
- Voice mail to e-mail
- Connect actions on time schedule
- Interactive menus
- Notification and disconnect
- Call flow configuration manager software
- Switcher software
- VcReport software for statistics

Options

- Crypto Card
- Call Recording
- Headset

Technical specifications

General

- Ambient temperature: 0-40°C
- Size (W,D,H): 260 mm, 190 mm, 55 mm [desktop]
440 mm, 315 mm, 95 mm [19" rack]
- Weight: 1200 grams [desktop]
6000 grams [19" rack]
- Power: Input 90-264V~ 47-63Hz, consumption 15W

Connections

- Telecom: 2 ISDN basic rate (2 ch/ line) on RJ45,
4 ISDN basic rate (2 ch/ line) on RJ45,
ISDN Primary rate (upto 30 ch / line) on 2x RJ45, NT
and TE
- Audio: Headset on 2 pcs 3.5mm circular mini-jack
- Ethernet: 10MB - 100MB
- Miscellaneous: Internal speaker

Technical approvals

- EMC: EN55022 ClassB
EN55024ClassB
FCC15 subpartB
- Safety: EN60950
- Telecom: TBR3
TBR4

Article numbers

- Article no. 4 ch 030.02210
- Article no. 8 ch 030.02212
- Article no. 16 ch 030.02410
- Article no. 30 ch 030.02412

Software

Call Flow Configuration manager:

This software comes with the Voice Recorder. It enables you to quickly and easily set the system up to your wishes. In the software a whole range of actions can be specified.

With these actions, the time frames and the external numbers, a flow chart can be set up for incoming calls.

Some incoming calls may be routed to an internal number, some to voice mail, some to a message and some to a call queue. Notifications can be part of the configuration. A switch can be configured in a matter of seconds. This software supports a graphical display of the various configurations, making it easy to configure your Voice Server.

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