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Call pilot versus Flash Voice mail

	Flash (light)	Flash (2 and 4 port)	Call Pilot 100	Call Pilot 150	Description (if necessary)	Call pilot Benefit
HARDWARE						
Number of Channels	2	2 to 4	4	3		Offers Higher availability of access to users and customers
Hours of Storage (Maximum)	1.5	3	9	34		Ability to have more detailed recordings
LAN Connectivity	No	No	Yes	Yes		Allows implementation of high value-added optional applications (see Desktop Messaging and VPIM)
SOFTWARE						
Automated Attendant						
Automated Attendant	No	Yes	Yes	Yes		Provides greater flexibility in how customer calls are answered
Automated Attendant	No	Yes	Yes	Yes		Provides greater flexibility in how customer
Custom Call Routing (CCR)	No	Yes	Yes	Yes		

Number of Greeting Tables	n/a	1	4	4		calls are answered
Number of Greetings	n/a	20	100	100		
Number of CCR Trees	n/a	2	8	8		
CCR Levels	n/a	2	10	10		
CCR Trees by Time of Day	n/a	No	Yes	Yes		

Holiday Schedule	n/a	No	Yes	Yes	Allows special holiday greetings to be recorded in advance and then automatically assigned at the holiday	Saves time and ensures the correct greetings play when they are needed
Park and Page	n/a	No	Yes	Yes	Parks an external call and announces it to a paging zone or overhead paging system	Offers improved employee availability for customers

Custom Directory Prompt	n/a	No	Yes	Yes		Allows customers easy access to business by spelling a person or department name
Directory by Last Name	n/a	Yes	Yes	Yes		
Directory by First Name	n/a	No	Yes	Yes		

Voice Messaging						
Number of Mailboxes	12	46	40	300		Offers greater scalability as business grows - pays as you grow
Number of Group Lists (Distribution Lists)	2	2	99	99		Offers more flexibility in setting up departmental message list
Greeting Length - Minutes	10	10	30	30		Ensures customers get all the information they need.
Outbound Transfer from Mailbox	No	No	Yes	Yes		Allows customers easy access to "roadwarrior" type

						employees
Remote Call Forward	No	No	Yes	Yes	Allows a user to remotely call forward their phone to their mailbox	Improves employee efficiency
Recover Deleted messages	No	No	Yes	Yes		Prevents important messages from inadvertently being lost

	Flash (light)	Flash (2 and 4 port)	Call Pilot 100	Call Pilot 150	Description (if necessary)	Call pilot Benefit
Record Call	No	No	Yes	Yes	Records a Call directly to the users mailbox	Allows a record of that important conversation for future review
M1 User Interfase	No	No	Yes	Yes		Reduces training costs
Auto Login	No	No	Yes	Yes		Speeds up access to voice messages
Express Messaging	No	No	Yes	Yes	Allows a message to be left directly to a mailbox if there is no telephone	Saves the cost of additional telephones
Extended Absence Greeting	No	No	Yes	Yes		Ensures callers are properly notified of extended absences
Name Dialing (Feature 988)	No	No	Yes	Yes		Quick and efficient access to other employees
Alternate Extensions	No	No	Yes	Yes		
Thru Dial	No	No	Yes	Yes	After a Mailbox owner has listened to their messages they can call another person directly fro their mailbox by pressing 0 and	

					then the extension number.	
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APPLICATIONS

AMIS Networking	No	No	Yes	Yes		
VPIM Networking	No	No	Yes	Yes		

Desktop Messaging	No	No	Yes	Yes		Allows users to view and prioritize all their voice and email messages from one common user interface
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Administration

Web Based Administration	No	No	Yes	Yes		Simplifies administration and allows back up of customer data
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