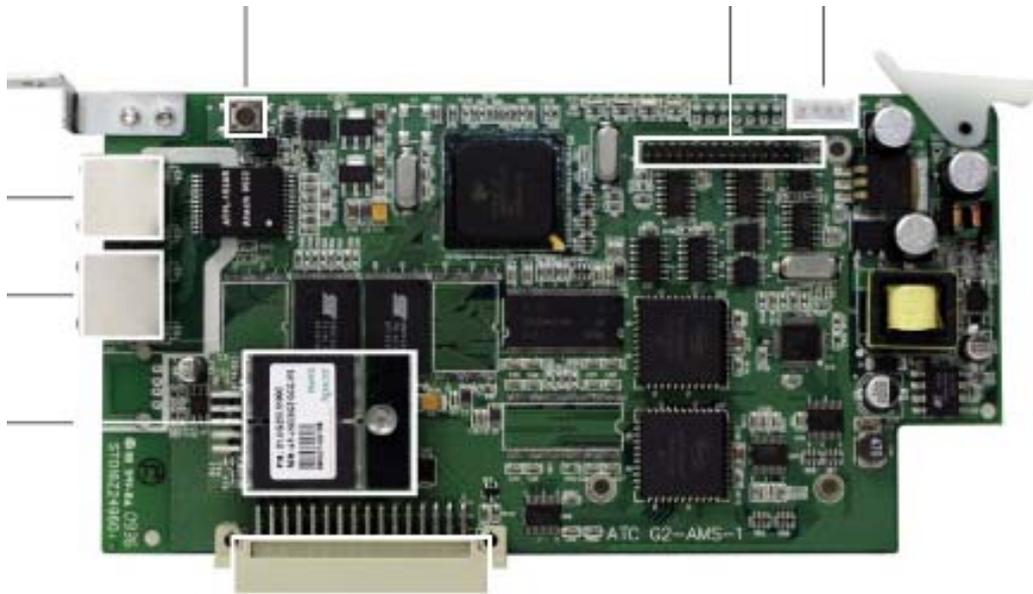# GDS AMS DATA SHEET

AMS stands for Advanced Messaging System. . The G2-AMS is a fully featured Voice Mail with Advanced Call Handling capability, Unified Messaging and Call Recording amongst many other features. The AMS uses an on board 8Gb storage module giving around 291 hours of recording capability which can be used for voice mail and/or recording calls.

Capacity

The G2-AMS comes standard as a 4 port unit with the option to expand to 8 ports by the addition of a daughter board. Voice mail capacity is 4 or 8 ports depending on configuration while call recording is also 4 or 8 ports per card.

Voice Mail

The G2-AMS is a fully featured voice mail with the added features of Unified Messaging and Call Recording.
Unified Messaging for those unfamiliar with the phrase means that a voicemail to your mailbox can be set to convert to a Wave file and then be emailed to your PC or mobile Iphone or Android device. Each mailbox has up to 4 greeting messages available at any time and external notification has multiple options for destination and phone numbers. Amongst the multitude of new features available to a Voice Mail user is the ability of the Mailbox to automatically delete old messages after a selectable period of time which will help prevent users overfilling their mailbox or getting the dreaded "this mailbox is full" Message
The AMS has an option to once a day back up messages and all formatting to the customers network.

Call recording

Calls can be recorded in a number of ways either automatically using the GDS programming settings or on demand by allocating a function key on individual phones which can be pressed at any time during a call. The GDS settings can be set to record incoming, outgoing or both, even intercom calls if required.

The handling of recorded calls is versatile so for instance the AMS can be set station by station to record calls and store them on the AMS in the case of where management uses the recording feature for "Training and Monitoring purposes" or stations can receive each recording in their voicemail say if they are using the recordings to record and transcribe orders either during or after normal business hours. Recordings can also be set to email to up to 8 separate central email address off the card for storage. As shown below the card has a built in sorting facility which allows the searching of recorded calls by an extensive list of options and even to play them back from the Web Browser. Currently this works with Internet Explorer only. The AMS has an option to transfer recorded calls to the customers network using an ftp server and is quite simple to set up. Once the recorded calls are on the network the AMS can automatically remove them from its on board storage to save memory.

Files transferred to the network are saved in individual folders for each extension and the file name format contains the extension number, date and time of call and the outgoing phone number or received caller ID for future sorting if needed.

Voice Recording System

Ext./Mailbox No. `111`   Type `Calling Ext No.` `___`   Status `All`   Online Recording `—`

Date From `___`   Until `___` MM/DD/YYYY   Time From `00`:`00`   Until `00`:`00` HH:MM

Duration >= `00`:`00`   <= `00`:`00` MM:SS   `Send`

Record No. `1~10`

No	Ext/Mailbox No.	Date	Time	Duration	Calling Ext No.	Outgoing Phone No.	CID	Status	Online Recording	Filename
1	111	06/30/2011	11:04:23	00:01:05				NEW	Yes	mb0001/MSG_0001.w
2	111	06/30/2011	11:17:00	00:00:50			0895348999	NEW	Yes	mb0001/MSG_0002.w
3	111	06/30/2011	11:24:37	00:00:15			82895047	NEW	Yes	mb0001/MSG_0003.w
4	111	06/30/2011	11:24:59	00:00:05			116	NEW	Yes	mb0001/MSG_0004.w
5	111	06/30/2011	11:32:36	00:00:40			0755109251	NEW	Yes	mb0001/MSG_0005.w
6	111	06/30/2011	11:34:57	00:00:19			0411716838	NEW	Yes	mb0001/MSG_0006.w
7	111	06/30/2011	11:36:45	00:00:10			116	NEW	Yes	mb0001/MSG_0007.w
8	111	06/30/2011	11:42:58	00:00:07			116	NEW	Yes	mb0001/MSG_0008.w
9	111	06/30/2011	11:50:24	00:01:05				NEW	Yes	mb0001/MSG_0009.w
10	111	06/30/2011	12:02:23	00:01:29				NEW	Yes	mb0001/MSG_0010.w

Tenanted Multi Level Auto Attendant

Each digit and timeouts are able to be individually programmed to virtually any action by the programmer for each Script message and calls can be sent from script to script to create a very useful auto attendant, guaranteed to allow as many options to the caller as needed to properly route calls to wherever they desire.

There are a total of 8 schedules in the AMS each of which covers 365(6) days of the year which can specify holidays, day/night switching, messaging and script actions. The script tables automatically recognise weekends and the fixed public holidays can be entered to repeat although changeable holidays like Easter for instance have to be set manually.