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## 1. General

The INFOSTAR®/VX Voice Processing System is designed to meet the communication needs of a wide range of users. This computer-based system works in conjunction with your telephone system to provide comprehensive message processing.

This guide explains how you, the subscriber, are able to access and use the system's voice messaging features. Each feature is introduced with a description followed by procedure instructions. Some features present a choice of options: each choice is listed and explained. This guide covers the features provided by all currently supported INFOSTAR/VX system software versions.

*Note: In this guide, dial pad keys are shown as numbers or symbols enclosed in a box. A **1**, for example, means press the key labeled **1** on your telephone's keypad.*

### 1.1 Powerful And Easy To Use

The INFOSTAR/VX Voice Processing system is the most sophisticated voice messaging system available. It offers many important and convenient features such as advanced answering machine capabilities and a 24-hour-a-day, year-round message center with call processing.

The INFOSTAR/VX Voice Processing system is easy to use, containing a New User Tutorial that gives helpful prompts for every step.

### 1.2 New User Tutorial

The INFOSTAR/VX system provides a New User Tutorial to introduce the basics of operation during the first session. Note that you may be required to go through this entire tutorial during your first voice processing session.

## 2. Before You Begin

The paragraphs that follow introduce the INFOSTAR/VX system. An understanding of these basic concepts will help you get the maximum benefit from the system.

The subscriber command summary (located at the end of this guide) displays the commands and how to execute them.

### 2.1 Modes of Operation

The INFOSTAR/VX system operates in two modes, *telephone answering mode* and *voice message mode*. Understanding the differences between these modes is crucial to getting the most from this system.

#### ***Telephone Answering Mode***

When you are not available to receive calls, the system operates in telephone answering mode by answering calls and storing messages until you retrieve them. The system operates in telephone answering mode whether or not the incoming caller is a subscriber. Paragraph 17, “Telephone Answering Mode,” explains this mode in detail.

*Note: You should always log into your own mailbox before sending messages to other subscribers. This ensures that all the voice mail features of the system are available to the message recipient.*

#### ***Voice Message Mode***

When you access the voice mail system through your mailbox, the system operates in voice message mode, where all system features are available.

Voice mail activities include:

- Listening to and processing messages. Speed and volume controls are available while listening to messages (versions 5 and later).
- Sending messages and copies of messages to individuals or groups. Special delivery options (such as confidential and priority) are available.

- Changing personal and system options (greetings, access codes, group lists, and outdial).
- Checking on the delivery of messages to specific mailbox holders.
- Seeking messages from specific subscribers (version 5 and later). This feature expedites the message review process.
- Envelope information. You can identify the sender of a message and the time/date a message was delivered to your mailbox.

## 2.2 Access Codes

You dial an access code to gain access to your voice mailbox. Maintaining private access codes prevents unauthorized use of your mailbox.

You can also define access codes that provide limited use of your mailbox to others. [Paragraph 7.2](#) has the information for setting up a personal access code.

### **Secretary Access Code**

You can define one secretary access code allowing another person to access your mailbox and review the envelope information (sender and time sent) for messages received. [Paragraph 7.3](#) has the information for setting up a secretary access code.

### **Guest Access Code**

You can define up to eight guest access codes for your mailbox to enhance communication with people outside the company.

A guest user can:

- Receive messages (from host only).
- Send messages (to host mailbox only).

[Paragraph 5.6](#) explains how to send a message to a guest. [Paragraph 7.4](#) has the information for setting up guest access codes.

## **2.3 Learning the System**

The best way to learn the system is to experiment. You will not harm the system and can send messages to yourself. You can access and change your personal options. No changes are permanent--you can always make additional changes.

## **2.4 First-Time Use**

The system teaches you the basics during the first session by means of a new user tutorial. (The first time you use your mailbox, you may be required to go through the entire tutorial.) When given your mailbox number, you are provided with a temporary access code. When you enter your mailbox for the first time, the system helps you establish a permanent access code as well as record your name for the mailbox.

## **2.5 Automatic Disconnect And Transfer**

The system responds to any key that is pressed on a Dual Tone Multi Frequency (DTMF) dial pad. If no key is pressed in response to a prompt, the system assumes that you are confused and repeats the available options. If there is still no response, you will be disconnected; outside callers are transferred to an attendant (such as the operator or department secretary).

The system can also count the number of consecutive user errors (invalid key strokes). After an excessive number of errors (usually three), the system disconnects the user.

The system automatically transfers callers to an attendant in the following situations:

- In telephone answering mode, callers with rotary or pulse dialing cannot respond to system prompts and require help to proceed.
- Callers with extremely slow response times are transferred to an attendant to maintain efficiency and maximize access to the system. (A brief explanation often helps when callers appear to be confused.)

## 2.6 Time Between Keystrokes

The INFOSTAR/VX system requires you to enter numbers to access particular features. The system waits a few seconds between entries and, if no additional key is pressed in the allowable time, it assumes that the entry is complete. For example, if you pause between the second and third digits of mailbox 563, the system interprets the destination as system group list 56.

*Note: The system always confirms destinations and gives you a chance to correct mistakes (using **\*** to cancel the last input).*

## 2.7 Using The **#** Key

### **Recording Terminator**

The system expects, and prompts you, to press the **#** (pound) key to indicate the end of a recording. If the **#** key is not pressed the system will assume you are finished and continue, after a period of silence has passed. (If there is a very noisy telephone connection or loud background noise, the system may think you are still talking).

### **Number Terminator**

You should also use the **#** key to mark the end of a name or number entry. This saves waiting for the system's timer and makes you more efficient in using the system.

### **Skipping Temporary Greetings**

If this feature is active for your mailbox, you may press the **#** key to skip hearing temporary greetings when sending messages to other subscribers. In this case, message delivery is indicated when the **#** key is pressed.

## 2.8 Using The \* Key

### ***How to Hang Up***

To end a session, you should always press \* until you hear, “Exiting the system. Good-bye.” The system is able to listen for silence on the line and hangs up automatically, but pressing \* is more efficient.

If you attempt to disconnect with new messages still in your mailbox, the system prompts, “Check your mailbox for new messages. To listen, press one. To hang up, press star.”

### ***Cancelling an Operation***

To back out of any operation, dial \*. This steps you out one level and allows you to repeat or begin another operation. If you continue pressing \*, you will reach the *Main Menu*, and then hang up.

## 2.9 System Notices

Notices play automatically as soon as you enter your mailbox.

### ***Broadcast Messages***

Broadcast messages are recorded by the System Administrator and sent to all subscribers. They contain important announcements about the system or the company. You may or may not skip a broadcast message, depending on your mailbox type.

### ***Mailbox Full Notice***

The System Administrator determines how many messages can be stored in your mailbox. If your mailbox contains the maximum number of messages, the system notifies you that your mailbox is full and cannot receive any new messages. You should then delete any unwanted messages.

### ***Option Reminders***

This notice reminds you that you have a temporary greeting or that the override outdial feature is activated.

### **Message Erase Notice**

The system automatically erases new and saved messages that are older than the configured interval. Some mailboxes will warn the subscriber before erasing messages.

### **Proof of Delivery Notice**

You can request a notice that states when a message was “received,” (recipient has heard at least five seconds), or that notifies you when a message remains in the recipient’s mailbox for a number of days. You can skip this notice by dialing [\*].

## **2.10 System Prompts**

The INFOSTAR/VX system prompts you with available choices and helpful explanations each step of the way.

The INFOSTAR/VX system supports bilingual system prompts. The primary, or default, language is English. Spanish or French-Canadian may be the secondary language and either language is assigned on a per mailbox basis. Contact your System Administrator for additional information.

### **Keying Ahead**

As you become familiar with the system, you can press the required keys and interrupt the prompts.

You can also “key ahead” (enter several commands quickly without waiting for the system to respond). For example, when the system initially connects, you can enter [#], your mailbox number, and then your access code to advance directly to the *Main Menu* without listening to prompts.

*Note: Certain interruptions are not allowed. For example, after entering the destination mailbox, you cannot interrupt a recorded name. This function prevents you from sending messages to the wrong mailbox.*

## 2.11 Networked Systems (Version 5 and later)

Software versions 5 and later allow networking between individual INFOSTAR/VX systems, as well as other voice processing systems. These voice processing systems are networked in compliance with the analog version of the Audio Message Interchange Specification (AMIS). When you send a message to a subscriber on another network node, the system stores the message in a queue to be sent out at a time defined by the System Administrator.

All subscribers are allowed to send or receive messages from remote nodes in networked systems. If a INFOSTAR/VX system is part of a network, the System Administrator should have given you a list of the available network nodes that you can access.

For specific information on sending messages to subscribers on remote network nodes, see paragraph 5.7, "Messages to Remote Network Nodes."

## 3. Accessing Your Mailbox

The following paragraphs explain the basic procedures to start using the INFOSTAR/VX system.

You complete the following steps to access your voice mailbox:

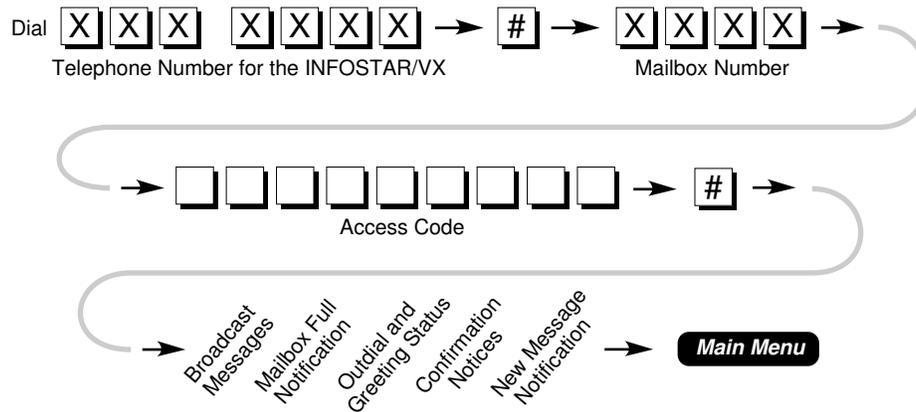
- a. Dial the INFOSTAR/VX system.

*Or, press the programmed telephone feature key (if available).*

- b. When the system greeting plays, dial **#** and enter your mailbox number.

*Some systems do not require this step.*

- c. When your recorded subscriber name plays, enter your personal subscriber access code and press **#**. After system notices are played, you reach the *Main Menu*.



### Main Menu Choices

- 1** Listen to messages. (See [paragraph 4.](#))
- 2** Send a message. (See [paragraph 5.](#))
- 3** *Personal Options Menu.* (See [paragraphs 6, 7, 8, 11, and 12.](#))
- 4** Check delivery status of messages. (See [paragraph 9.](#))
- 5** Mailbox access information. (See [paragraph 10.](#))
- 6** Seek messages from a specific subscriber, or a nonsubscriber by dialing **0** (version 5 and later). (See [paragraph 14.](#))
- 8** Voice activated speed dial (optional - release 6 only). (See [paragraph 15.](#))
- 9** List the number of new and saved messages in mailbox. (See [paragraph 16.](#))
- \*** Hang up.

## 4. Listen to Messages—Main Menu 1

Messages in your mailbox can originate from nonsubscribers, from other subscribers, or from guests.

□ From the *Main Menu*, dial 1 for Listen.

The system plays the messages in your mailbox. After each message, the system asks you what to do with the message.

### 4.1 Message Review Sequence

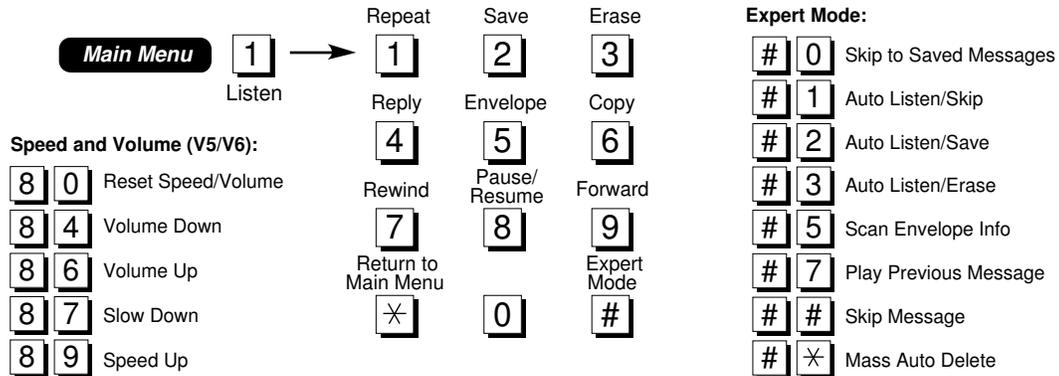
Typically, the oldest message is played first and the remaining messages are played in their order of receipt—first in, first out (FIFO). However, the System Administrator can reverse this order to last in, first out (LIFO).

In systems set up for both LIFO and FIFO review, messages are presented in the following order: new messages (priority messages first) and then saved messages. Any messages that were skipped will be presented again as new messages.

If you receive new messages during LIFO message review, you must return to the *Main Menu* before listening to them; the system informs you of any new messages when you dial \* to exit. If you receive new messages during FIFO message review, the message will fall at the end of the list and be played automatically as part of the review.

## 4.2 Message Review Options

You have many options available during message review. You do not have to listen to an entire message before using an option.



### Standard Options

The following standard options are available:

- 2** **Save** the message. Saved messages are stored in the “saved message queue” and played after new messages.
- 3 #** **Erase** the message. You should erase your messages when possible to optimize space in the system.
- 4** **Reply** to sender. The system guides you through recording and sending message replies. Delivery options, covered in [paragraph 5, “Send a Message–Main Menu,”](#) are available. If a message was received from a remote network node (version 5 and later), a reply may not be possible (depending on how the remote system was set up). It is not possible to reply to messages sent by outside callers who do not have a mailbox on the system.
- 5** **Envelope** information (sender and date/time sent). After playing envelope information, the system returns you to the previous step. You can specify envelope information for the originator or sender of copied messages.

**Network messages only:** Envelope also identifies the originating network node (version 5 and later). For networked messages the time/date identify when a message was *delivered* to *your* mailbox (in non-networked systems, time/date identifies when the message was *sent* from the *sender's* mailbox).

- 6 **Copy** a message to another subscriber. The system guides you through recording an introduction (optional) and sending the copy. See [paragraph 5, "Send a Message–Main Menu."](#) for details on recording messages and delivery options. You cannot send a copy of a message marked confidential. Messages copied to remote network subscribers (version 5 and later) appear as original messages, not copies.
- \* **Cancel** message review and return to the *Main Menu*. If you are in the middle of a message, it remains in the new message queue. If you hang up without dialing , any partially heard message remains in the new message queue.

### ***Playback Controls***

You may receive a lengthy message with an important phone number embedded somewhere in the middle. With playback controls, you can scan through the message to find items of interest without listening to the whole message. The following playback options are available:

- 1 **Replay** the message from its beginning.
- 7 **Rewind** five seconds.
- 8 **Pause** message playback/**Resume** playback of a paused message.
- 9 **Fast forward** five seconds.

### **Speed and Volume Controls (Version 5 and later)**

Five positions are available for both speed and volume. “Normal” is the center position. You hear a beep when the position is either at minimum or maximum.

- [8] [0]** Reset speed and volume to normal.
- [8] [4]** Decrease message volume.
- [8] [6]** Increase message volume.
- [8] [7]** Slow down message playback.
- [8] [9]** Speed up message playback.

### **4.3 Expert Mode**

Expert mode options expedite message review. You dial **[0]** at any time to change from expert mode back to normal mode.

Message listening options and playback features are available while in expert mode. For example, to save a message during Auto Listen/Skip, you press **[2]**. The message will be saved, and you will continue in Auto Listen/Skip mode.

The following Expert Mode features are available:

- # [0]** Skip to **saved messages**. Bypass new messages in your mailbox.
- # [1]** Auto Listen/**Skip**. Plays all messages in your mailbox until interrupted. New and saved messages are played with no option to save or erase, until the next time you review messages. You can interrupt any message and process it as usual by using the standard “While Listening” options described earlier in this paragraph.
- # [2]** Auto Listen/**Save**. Plays all messages and saves them. You can interrupt any message and process it as usual.

- # 3 Auto Listen/**Erase**. Plays all messages and erases them. The system prompts you that the messages will be automatically erased. You can interrupt any message and process it as usual.
- # 5 Scan **envelope** information (sender of message and date/time delivered) for all messages without listening to them. You can use playback commands for the envelope information. Dial 1 to interrupt and play a particular message.
- # 7 Play **previous message**.
- # # **Skip** to the next message.
- # \* **Mass Auto Delete**. Empty your mailbox of all messages (except broadcast messages). *Use this option with caution.*

#### 4.4 After Listening Menu

At the end of a message, the *After Listening Menu* allows you to process the message. The system prompts Save, Erase, and Reply, the most common options. You dial 0 to hear other available options.

Notice that the choices available in the *After Listening Menu* are the same choices that are available while listening to messages except for some of the playback controls.

- 1 **Replay** the message.
- 2 **Save** the message.
- 3 # **Erase** the message.
- 4 **Reply** to sender.
- 5 **Envelope** information (sender and date/time sent).
- 6 **Copy** a message to another subscriber.
- 7 **Rewind** message.

- 8** **Pause/Resume** the message.
- \*** **Cancel** message review. New messages not saved or erased remain in the new message queue.
- #** **Expert Mode**.

#### 4.5 Scanning Messages

You can scan to find a particular message or seek a message from a particular subscriber or nonsubscriber. There are several ways to do this:

- Listen to the first few seconds of each message, then dial   (Expert Mode) to skip to the next message. Repeat the process for each message.
- Dial  to listen to envelope information as soon as each message begins to play, then dial   to skip to the next message.
- Seek messages (version 5 and later) from a specific subscriber (*Main Menu* option ). Dial the mailbox number to seek messages from a subscriber, or dial  to seek messages from a nonsubscriber (outside caller).
- Enter the mailbox using the secretary access code and check new messages (envelope information only). See [paragraph 7.1](#) to set up the secretary access code.

#### 4.6 Cancel Message Review ()

Dialing  cancels message review and returns you to the *Main Menu*. Any new messages not saved or erased remain in the new message queue. If you hang up during message playback without dialing , the message remains in the new message queue.

If you attempt to exit before hearing part of each new message, or if any messages remain in the new message queue, the system prompts: “Check your mailbox for new messages.” This function prevents you from accidentally missing important new messages.

## 5. Send a Message—Main Menu **2**

Messages can be sent to your own mailbox for personal review; from one subscriber to another on the same network (version 5 and later), or another network; to guests; or to a list of subscribers (group list). To send a message, you simply:

- Record the message.
- Enter the destination(s).
- Send the message (with or without delivery options).

### 5.1 Sending a Message

- a. From the *Main Menu*, dial **2** for Send.
- b. Record the message. Dial **#** to end recording. (See paragraph 5.2, “Recording Messages.”)
- c. If the message is acceptable, dial **#**. Other options include: **1** listen to the message; **2** erase and rerecord; **3** continue recording; and **\*** cancel recording.
- d. Enter destination mailbox number or group list number, dial **8x** as the destination to send to a guest number, where x is the guest number (**2-9**), or dial **#** to use Dial by Name. (See paragraph 5.3, “Entering Destinations.”)

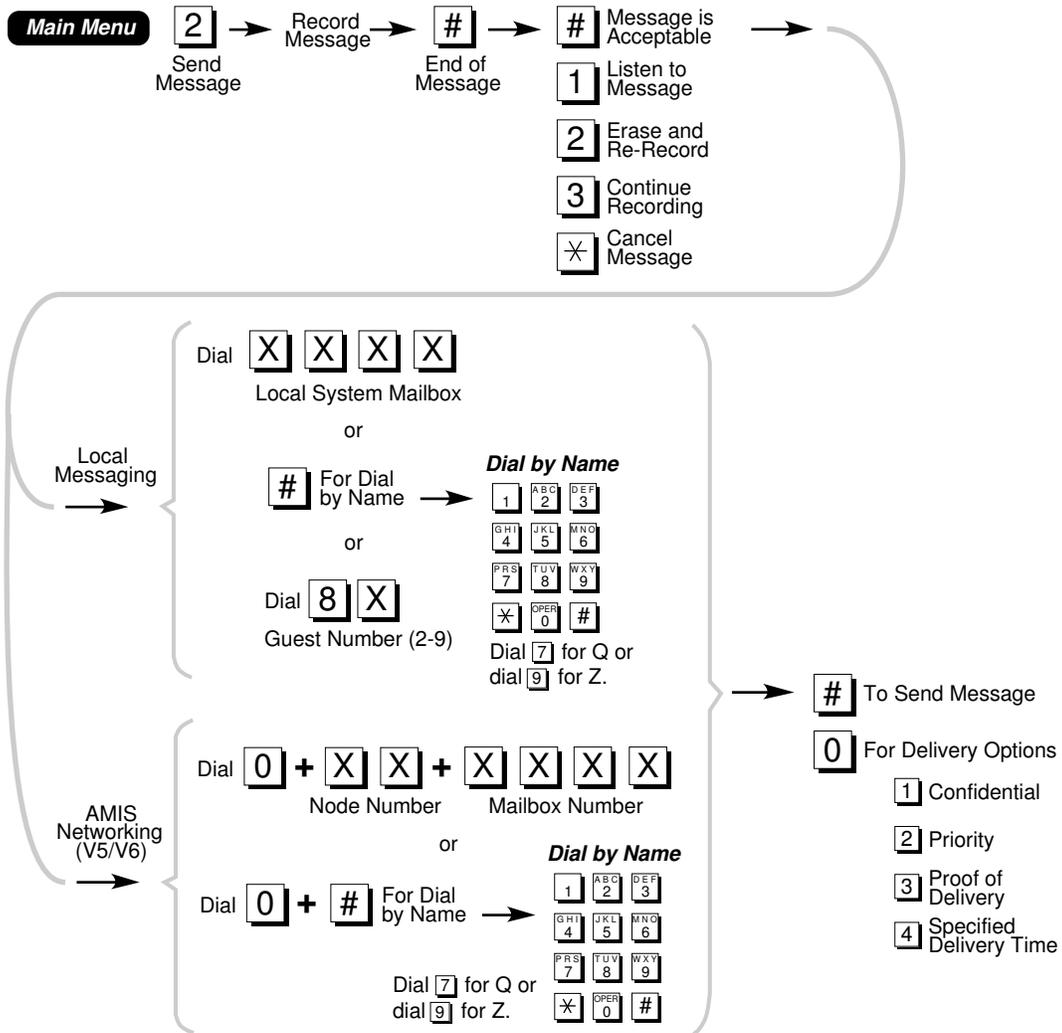
To send to a subscriber on a remote network node (version 5 and later), dial **0** and enter the network node number before entering the destination mailbox, or dial **0** and **#** before entering the ‘Dial by Name’. (See paragraph 5.7, “Messages to Remote Network Nodes.”)

- e. To send the message, dial **#**. To choose a delivery option, dial **0**, select the desired option, and dial **#** to send the message. (See paragraph 5.4, “Delivery Options.”)

f. Repeat steps d. and e. for additional destinations.

g. When finished, press **\*** :

- Once to return to the *Main Menu*.
- Twice to exit the system.



## 5.2 Recording Messages

Near the end of the allowed recording time (determined for your mailbox by the System Administrator), the system prompts “remaining record time is xx seconds” followed by a beep. At the end of the allowed time, the system prompts, “If this message is acceptable, dial pound...”

For the recipient’s benefit, try to make messages as clear and concise as possible.

## 5.3 Entering Destinations

A destination can be a subscriber’s mailbox, a guest mailbox, or a group list number. To send a message to a subscriber on a remote node in the network (version 5 and later), you dial **[0]**, then the network node number (available from your System Administrator), before entering a mailbox number. ([Paragraph 5.7](#) has additional information).

After you enter the destination number, the system plays the mailbox or group name for verification. Dialing **[\*]** cancels the destination. If the destination is correct, you can specify delivery or nondelivery options (see [paragraph 5.4](#), “[Delivery Options](#)”).

### **Dial by Name**

Dial by Name allows you to send messages without memorizing mailbox numbers.

*Note: This feature may be set up for Dial by First Name.*

After dialing **[#]** to finish recording, you dial **[#]** to accept the message, and then **[#]** again to use Dial by Name. Names are dialed as the letters are spelled out on the keypad ( **[7]** represents the letter “Q” and **[9]** represents the letter “Z”).

The system needs only enough letters to uniquely identify the mailbox, so that you may not need to spell the full name. As soon as an exact match is found, the system plays the recorded name to confirm the destination.

If a unique match is not found when finished entering a name, the system offers up to six destination options. For example, if six Smiths work at a company and the subscriber enters Smith, the six recorded names are offered as possible destinations: “For Jan Smith, dial one. For John Smith, dial two....” If more than six options exist, the system prompts you to continue spelling.

If no mailbox name matches the letters entered, the system prompts you to spell the name again. If you misspell a name four consecutive times (or if no match is found for the spelled name), the system transfers you to the attendant.

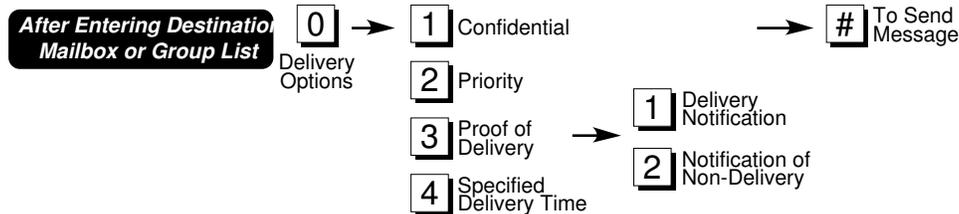
### ***Group Lists***

Group lists allow you to record a message once and send it simultaneously to multiple destinations. Each group list is referenced by a unique number, which you enter as a message destination.

The System Administrator may establish up to 50 system group lists, and each mailbox can have up to 20 personal group lists. These lists can accommodate numerous mailboxes per group. Your mailbox determines whether or not you have access to the system lists; contact your System Administrator for additional information.

## 5.4 Delivery Options

You can customize your delivery options. (In fact, you can specify different delivery options for each destination of the same message.) Dial **0** after entering a destination to access these delivery options.



To cancel an option, dial its number again (i.e., dialing **2** the first time marks a message “priority”; dialing **2** again removes the priority marking).

### ***Using Different Delivery Options for the Same Message***

The delivery options specified for one destination apply for all subsequent destinations. To cancel an option selected for a prior destination, you dial the number of that option again after selecting the next destination.

#### ***Confidential***

Depending on your mailbox, marking a message confidential prevents recipients from sending a copy to any other subscriber. (Contact your System Administrator for additional information.) The message is presented to the recipient as “confidential.” You cannot send confidential messages to subscribers on remote network nodes (version 5 and later).

#### ***Priority***

Depending on your mailbox, you can mark messages for priority delivery. (Contact your System Administrator for additional information.) These messages are presented for review first (after any system notices, but ahead of non-priority messages). These messages are also identified by the system to the recipient as “priority,” unless they are sent to subscribers on a remote network node (version 5 and later).

### ***Proof of Delivery***

Depending on your mailbox, you can request Delivery Notification to know exactly when a message is received. (Contact your System Administrator for additional information.) Once a recipient hears at least five seconds of a message, the system sends you a notice that states the date and time it was received. This notice is played to you before you reach the *Main Menu*.

*Note: You may request Proof of Delivery or Notification of Non-Delivery, but not both. Overuse of these options may flood your mailbox with delivery notices: you should use them only when necessary.*

### ***Notification of Non-Delivery***

You can request that the system notify you if a message is not received within a preset period of time. The notice includes the name of the intended recipient, the date and time the message was sent, and the message you recorded. (Contact your System Administrator for additional information.)

### ***Specified Delivery Time***

This option is especially useful for reminder messages or when information must be released at a specific time in the future. The System Administrator determines if you can use this option, and the maximum number of days in advance that can be specified.

If a message is sent to a subscriber on a remote network node (version 5 and later), the sender can only specify the time the message is placed in the send queue, not the time the message is actually delivered to the recipient's mailbox.

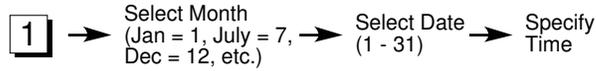
The system prompts you to choose one of the following:

- 1 To enter a specific **date** (i.e., January 31).
- 2 To enter a **day of the week** (i.e., next Wednesday).

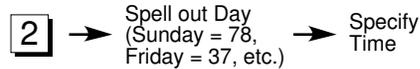


To enter the delivery date:

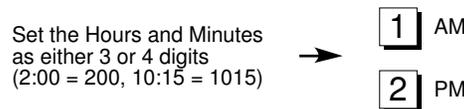
If Over a Week



If Within a Week



To enter the delivery time:



Time is entered in standard 12-hour clock format, as shown above.

After being given the opportunity to send the message to additional subscribers, you are then returned to the *Main Menu*.

## 5.5 Sending the Message

To send a message after recording it, entering a destination, and selecting any delivery options, dial #.

After a message has been sent, the only possible way to cancel it is to use Check Delivery (see [paragraph 9, "Check Delivery–Main Menu"](#)). If the recipient has heard the message, you can delete it. You cannot erase messages sent to group lists. It is possible to check delivery on each mailbox in a group list, individually.

## 5.6 Sending Messages to Guests

You can send messages to nonsubscribers by setting them up as mailbox guests with access codes. (Paragraph 7.1 has additional information.) A mailbox guest can send messages to the host mailbox. Contact your System Administrator to find out the number of guests your mailbox supports. Guests always have the following destination numbers (with a prefix number of 8):

Guest 2: **8** **2**    Guest 3: **8** **3**    .....    Guest 9: **8** **9**

## 5.7 Messages to Remote Network Nodes (Version 5 and later)

To send a message to a subscriber on a remote network node, (after dialing **#** to accept it) first dial **0** and specify the remote network node before entering the destination mailbox. The System Administrator should supply you with a list of network subscribers and their network node numbers. Dial by Name is also available for remote network node subscribers.

### ***Envelope Information***

Be aware that the time/date stamp used for envelope information on network node messages identifies when a message was delivered to a destination mailbox, and not the time it was originally sent.

### ***Copied Messages***

Messages that are copied to subscribers on remote network nodes appear as original messages, not as copies.

### ***Delivery Options***

Senders receive no confirmation when a message is successfully delivered to a remote network node destination. If a message is rejected for any reason, (i.e., the recipient's mailbox is full or the message was too long), the system automatically notifies the sender via the notification of nondelivery option.

You cannot use the “confidential” delivery option for messages to subscribers on remote network nodes, and depending upon the schedule set up by the System Administrator, delivery times for “priority” network node messages may be different from other messages. These messages are not identified to the recipient as “priority.”

When a remote network node message is sent with a specified delivery time, be aware that this time refers to when the message is placed in the delivery queue.

## **5.8 Reply to Messages from Outside Callers**

It is not possible to reply to messages sent by outside callers who do not have a mailbox on the system. If an outside caller does have a mailbox on the system, a reply is made in the same manner as sending a normal message.

To reply to a message, dial . After the system advises that the message was sent by an outside caller, record the reply message. When finished recording, enter the mailbox destination, select desired delivery options, and dial  to send the reply. Dial by Name is available when selecting a reply destination.

## 6. Greetings—Main Menu 3 1

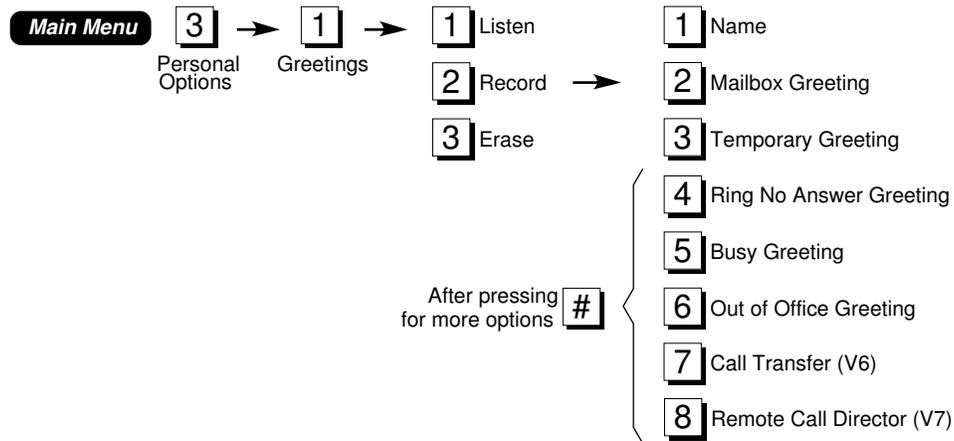
Greeting maintenance is available from the *Personal Options Menu*, (*Main Menu* option 3).

Multiple greetings are available for your mailbox:

1. **Subscriber's Name:** Plays for confirmation when your mailbox is entered as a message destination or when your mailbox number is dialed.
2. **Mailbox (or Personal) Greeting:** Plays when your mailbox is reached in telephone answering mode.
3. **Temporary Greeting:** When this greeting is active, it overrides all other greetings.
4. **No Answer Greeting:** Plays when there is no answer at your dialed extension associated with your mailbox. This greeting can direct callers to an operator for assistance.
5. **Busy Greeting:** Plays when your dialed extension, associated with your mailbox, is busy. This greeting can direct callers to an operator for assistance.
6. **Out-of-Office Greeting:** Plays to inform callers that you are out of the office. If your telephone has an **IN/OUT** button, the system can be customized with a greeting for calls that reach your extension when the **IN/OUT** button is activated.
7. **Call Transfer Greeting:** For version 6, an optional custom greeting used during supervised transfer and call screening operations with your mailbox.
8. **Remote Call Director:** For version 7, an optional custom greeting used during remote call director operations with your mailbox.

*Note: Greetings 4, 5, 6, 7 and 8 may not be available in some telephone systems. The system must have the appropriate Call Forwarding features. Contact your System Administrator for additional information.*

## 6.1 Working with Greetings



- a. At the *Main Menu*, dial **3** for *Personal Options*.
- b. Dial **1** for greetings.
- c. Dial **2** to record.
- d. Dial one of the following selections to record or change a greeting:
 

<b>1</b>	Mailbox recorded name.
<b>2</b>	Mailbox (personal) greeting.
<b>3</b>	Temporary greeting.
<b>#</b>	To select greeting 4, 5, 6, or 7 (enter the greeting number).
- e. Record the greeting.
- f. Dial **#** to end recording.
- g. When finished, press **\***:
  - Once to return to step b. and repeat the procedure.
  - Twice to return to the *Personal Options Menu*.
  - Three times to return to the *Main Menu*.
  - Four times to exit the system.

## 6.2 Recorded Name

You record your name the first time you use your mailbox for the following reasons:

- To verify destinations.
- To be properly identified in system-generated greetings for your mailbox.
- To verify when someone creates or edits group lists.
- To verify outdial calls.

You can change the mailbox recorded name at any time.

*Note: You should pronounce your name clearly and avoid lengthy pauses.*

## 6.3 Mailbox (Personal) Greeting

The mailbox greeting (also called the personal greeting) is played to callers who reach your mailbox in telephone answering mode. Contact your System Administrator to determine the maximum length for your mailbox greeting.

A good mailbox greeting offers information to assist callers and encourages them to leave detailed messages. The mailbox greeting should present a professional image that is appropriate for a particular organization. You may include an instruction to dial   to reach an operator. Here is an example of a mailbox personal greeting:

“Hello, this is Dennis Smith. I’m sorry I’m not available, but if you leave a detailed message along with your name and phone number, I’ll be prepared to help you when I call you back.”

If you do not record a personal mailbox greeting, the system references your mailbox recorded name and plays a standard greeting.

## 6.4 Temporary Greeting

The temporary greeting allows you to give notices to outside callers and other subscribers. The greeting should emphasize that you will check in for messages frequently, and it may direct callers to an operator for assistance. Here is an example of a temporary greeting:

“Hello, this is Jim Fields. I’m out of town this week, but I will call in at least once a day to pick up my messages. Please leave a detailed message. If this call is an emergency, dial zero twice and your call will be directed to someone who can help you.”

The temporary greeting plays in place of the mailbox greeting when calls are answered in telephone answering mode. In voice mail mode, the temporary greeting plays after your mailbox recorded name.

When you enter your mailbox, the system notifies you if a temporary greeting is in effect. It then prompts you to listen to the greeting [1], retain the greeting [2], or deactivate the greeting [3].

## 6.5 Supervised Transfer/Call Screening Greeting (Version 6 and later)

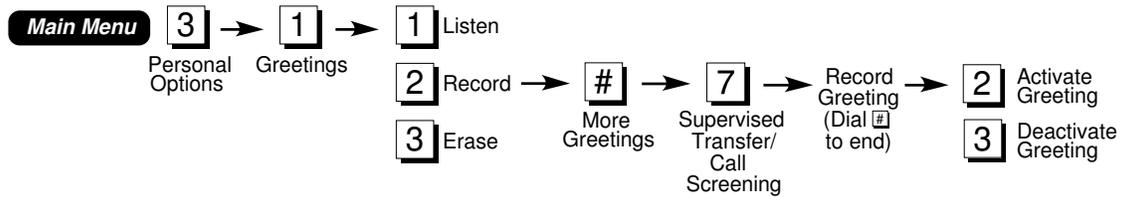
*Note: The Supervised Transfer/Call Screening feature is only available to selected subscribers. Contact your System Administrator for details. A full description of this feature is given in paragraph 12, “Call Transfer.”*

You can record an optional custom greeting to be used during supervised transfer and call screening operations. If this greeting is not recorded, the system will play a generic system prompt provided for this purpose. An example supervised transfer/call screening greeting is:

“Hello. This is John Smith. I’m sorry I can’t take your call right now.”

When activated, the custom greeting that is recorded will be played to callers followed by a prompt advising them of their choices of how to proceed.

## Recording the Supervised Transfer/Call Screening Greeting

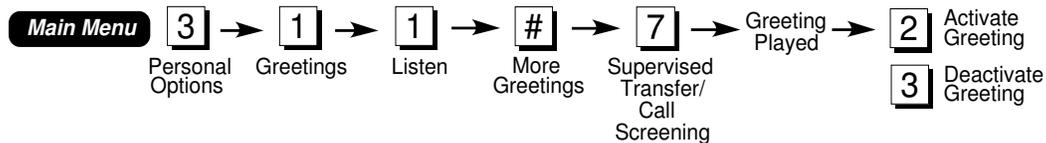


To record the supervised transfer/call screening greeting:

- a. At the *Main Menu*, dial **3** for *Personal Options*.
- b. Dial **1** for *Greetings*.
- c. Dial **2** to record or change.
- d. Dial **#** for *More Greetings*.
- e. Dial **7** to record or change the *Supervised Transfer/Call Screening Greeting*.
- f. Record the greeting.
- g. Dial **#** to end recording.
- h. Dial **2** to activate the greeting you have recorded, or dial **3** to deactivate this greeting. The system will return to the *Record Greetings* menu (“... to record your name, dial 1 ...”).
- i. When finished, press **\***:
  - Once to return to return to the *Greetings* menu.
  - Twice to return to return to the *Personal Options* menu.
  - Three times to return to return to the *Main Menu*.
  - Four times to exit the system.

## Enabling and Disabling the Supervised Transfer/Call Screening Greeting

You can enable and disable the supervised transfer/call screening greeting that you have recorded. If this greeting has not been recorded, or if it has been deactivated, the system will play a generic system prompt provided for this purpose.



To enable or disable the supervised transfer/call transfer greeting you have recorded:

- a. Call the INFOSTAR/VX system as a subscriber.
- b. At the *Main Menu*, dial **3** for *Personal Options*.
- c. Dial **1** for *Greetings*.
- d. Dial **1** to *Listen*.
- e. Dial **#** for *More Greetings*.
- f. Dial **7** for the *Supervised Transfer/Call Screening Greeting*. The system will play the supervised transfer/call screening greeting, if you have recorded one.
- g. Dial **2** to activate the greeting you have recorded, or dial **3** to deactivate this recorded greeting. The system will return to the *Listen to Greetings* menu (“... to listen to your name, dial 1 ...”).
- h. When finished , press **\***:
  - Once to return to the *Greetings* menu.
  - Twice to return to the *Personal Options* menu.
  - Three times to return to the *Main Menu*.
  - Four times to exit the system.

## 6.6 Remote Call Director Greeting (Version 7 and later)

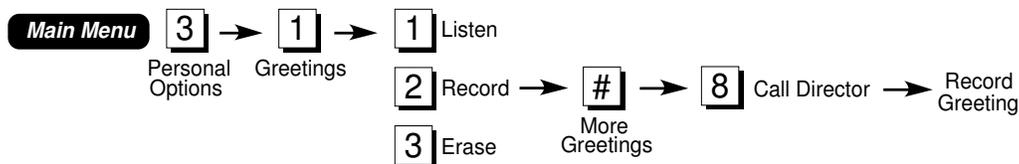
*Note: The Remote Call Director feature is only available to selected subscribers. Contact your System Administrator for details. A full description of this feature is given in paragraph 13, “Remote Call Director.”*

You can record an optional custom greeting to be played before the remote call director menu prompt during remote call director operations. If this greeting is not recorded, the system will only play the system remote call director menu prompt. An example custom remote call director greeting is:

“Hello. This is John Smith. I’m away from my desk. Depending on the urgency of your call you can have your call transferred to my car, have me paged, or leave me a voice message.”

When activated, the custom greeting that is recorded will be played to callers. This greeting should include a prompt advising callers of how to proceed.

### **Recording the Remote Call Director Greeting**



To record the remote call director greeting:

- a. At the *Main Menu*, dial **3** for *Personal Options*.
- b. Dial **1** for *Greetings*.
- c. Dial **2** to record or change.
- d. Dial **#** for *More Greetings*.
- e. Dial **8** to record or change the *Remote Call Director Greeting*.
- f. Record the greeting.

- g. Dial **#** to end recording. The system will return to the *Record Greetings* menu (“... to record your name, dial 1 ...”).
- h. When finished , press **\*** :
- Once to return to the *Greetings* menu.
  - Twice to return to the *Personal Options* menu.
  - Three times to return to the *Main Menu*.
  - Four times to exit the system.

*Note: The remote call director greeting can also be recorded by pressing **4** at the Remote Call Director menu.*

### ***Enabling the Remote Call Director Greeting***

The optional custom remote call director greeting is automatically enabled when it is recorded. The only way to disable the custom remote call director greeting is to erase it.

## **6.7 Other Greetings**

Note that greetings 4, 5, and 6 may not be available in some telephone systems. The telephone system must have the appropriate Call Forwarding features. Contact your System Administrator for additional information.

### ***Ring-No-Answer Greeting***

The ring-no-answer greeting allows you to have a custom tailored greeting for when calls reach your extension and you do not answer. The greeting might be used to direct callers to someone who can help them.

### ***Busy Greeting***

The busy greeting allows you to have a custom tailored greeting for when calls reach your extension and you are busy with another call. (The busy greeting is played when your extension is busy.) The greeting might be used to direct callers to someone who can help them.

## Out-of-Office Greeting

The out-of-office greeting is played when you need to inform callers that you are out of the office. This feature may be tied to an IN/OUT key on your desktop telephone; contact your System Administrator for additional information.

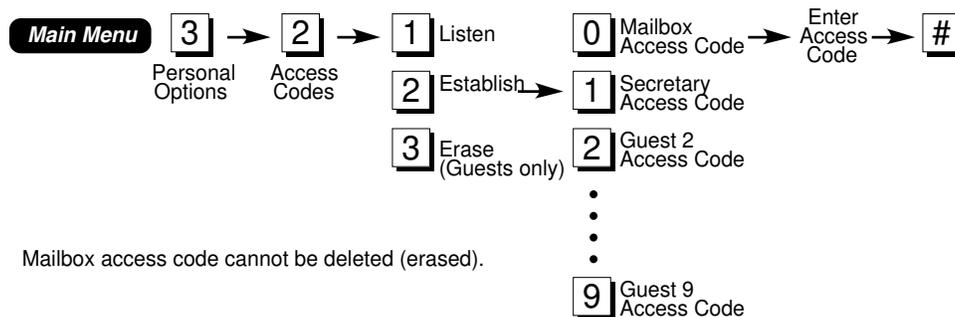
## 7. Access Codes—Main Menu 3 2

Access Code maintenance is accessible from the *Personal Options Menu (Main Menu option 3)*. An access code is associated with each subscriber mailbox. You use your access code to enter your own mailbox, and to prevent unauthorized use of your mailboxes.

An access code can be from 1 to 9 digits long, as determined by the System Administrator. Initially, a temporary access code is given to each new subscriber. The new user tutorial guides you through the access code selection process.

If you forget your access code, ask your System Administrator to assign you a new temporary access code.

### 7.1 Working with Access Codes



- a. From the *Main Menu*, dial 3 for *Personal Options*.
- b. Dial 2 for access codes.

- c. Dial  to create (or change) an access code. Dial  to delete a guest access code. (You cannot delete your personal mailbox access code.)
- d. Select one of the following access codes:
- Personal (see [paragraph 7.2](#))
  - Secretary (see [paragraph 7.3](#))
  - Guest 2 (see [paragraph 7.4](#))
  - 
  - 
  - 
  - Guest 9
- e. Enter the new access code digits and then dial .
- f. When finished, press :
- Once to return to step b. and repeat the procedure.
  - Twice to return to the *Personal Options Menu*.
  - Three times to return to the *Main Menu*.
  - Four times to exit the system.

## 7.2 Personal Access Code

Your access code should be easy to remember, but you are discouraged from using birthdays, addresses, employee numbers, social security numbers, etc., since these numbers are frequently known by others. It is recommended that you periodically change your personal access code.

## 7.3 Secretary Access Code

The secretary access code allows another person to check your mailbox. However, only envelope information is played. Messages cannot be sent or received with this code.

## 7.4 Guest Access Codes

Guest access codes help you stay in touch with people outside of your company. These codes are useful for customers or vendors who are hard to reach, as well as for subscribers who travel frequently and need to stay in touch with their families. The System Administrator determines how many guest mailboxes each subscriber can establish (eight maximum).

A guest user can send messages to the host subscriber and receive messages from the host subscriber. To send a message to a guest, use **8x** as the destination, where **x** is the guest number (**2-9**).

## 8. Group Lists—Main Menu 3 3

Group List maintenance is accessible from the *Personal Options Menu*, (3 from the *Main Menu*).

Using group lists, you can send messages to multiple mailboxes by entering a single destination. This function is especially useful for sending messages to the same group of people on a regular basis. You can even use delivery options such as confidential or priority.

Your System Administrator determines how many group lists you can create. (The maximum is 19 personal lists.) The System Administrator also permits you to have access to system group lists.

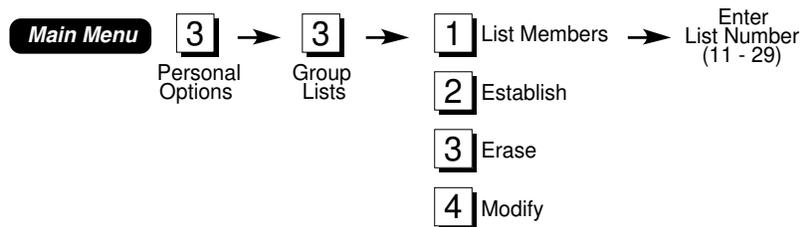
Personal group lists are numbered from 11 to 29. System group lists are numbered from 30 to 79.

*Note: Group lists cannot be linked together (i.e., a group list cannot be defined as an item within another group list), but you can send the same message to several group lists in succession.*

A personal group list might consist of:

Kevin Nelson	3922 (subscriber's name and mailbox number)
Mary Lourdes	3459
Dan Smith	3267
Jim Fields	3721

## 8.1 Working with Personal Group Lists



- From the *Main Menu*, dial **3** for *Personal Options*.
- Dial **3** for group lists.
- The available choices are:

- 1 List** group member names.

Enter the list number (11-29). While the list is playing, dial: to delete a member, to play the previous name, to pause, or to play the next name.

- 2 Establish** a group list.

Enter the list number (11-29), record the group name, and dial to end the recording. Dial to add or erase a group list member or dial to rename/modify a group list member. Dial when finished.

**3 Erase a group list.**

Enter the group list number.

**4 Modify a group list.**

Enter the list number then dial **1** to add or erase mailboxes from the group. Dial **\*** when finished. To rename the group list, dial **2** and record the new name. Dial **#** to end recording.

d. When finished, press **\***:

- Once to return to step b. and repeat the procedure.
- Twice to return to the *Personal Options Menu*.
- Three times to return to the *Main Menu*.
- Four times to exit the system.

## 9. Check Delivery—Main Menu **4**

*Main Menu* choice **4** allows you to determine the status of messages sent to other subscribers

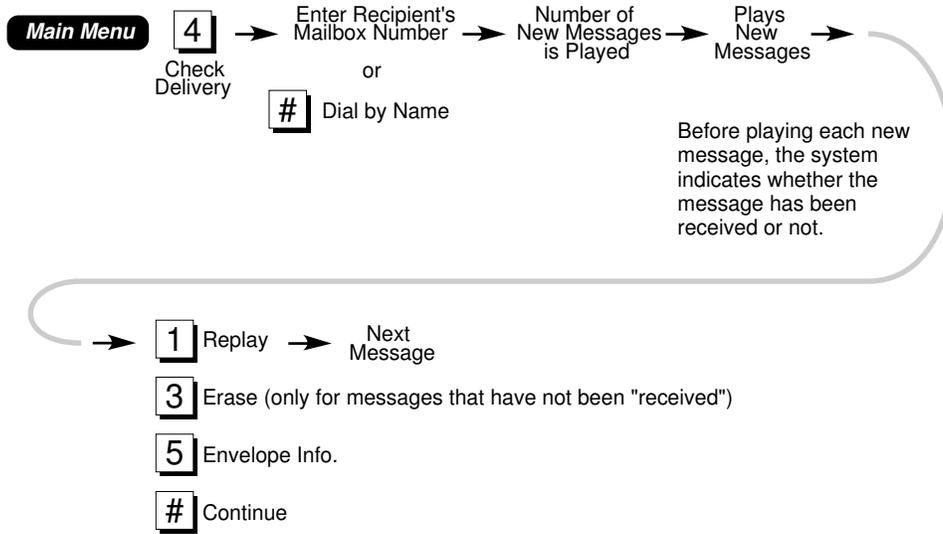
### 9.1 Checking Message Delivery

Checking message delivery allows you to determine if a message you have sent to another subscriber has been heard. You may only check delivery on messages that:

- Originated from your own mailbox (voice mail mode).
- Messages that have not been saved or erased by their recipient.

Before a message you have sent is played back to you during check delivery, the system identifies it as “received” (at least five seconds heard) or “not received.” If the message has not been heard by its recipient, you will be given the option of deleting it.

## Check Delivery



- a. From the *Main Menu*, dial **4** for Check Delivery.
- b. Enter the mailbox number to check for delivery of messages. (You can also dial **#** to use Dial by Name.)

The system plays the recorded name of the requested mailbox, the quantity of messages, and the messages themselves. Each message is identified as “received” or “not received.”

- c. At the end of each message, the following options are available:
  - 1** **Replay** message.
  - 3** **Erase** message (you cannot erase “received” messages).
  - 5** **Envelope** information.
  - #** **Continue** to next message.

When messages are complete, you are returned to the *Main Menu*.

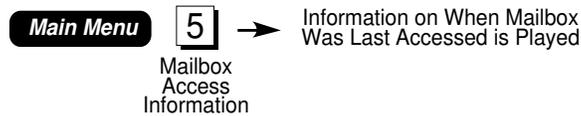
- d. If you do not wish to listen to the messages, press **\*** to return to the *Main Menu*.

## When Messages “Disappear” From Subscriber Mailboxes

You can listen to messages in your mailbox without saving or erasing them. The system identifies these as “new, received.” Be aware that until you save, erase, or listen to at least 5 seconds of a message, the sender of the message has the option of erasing it from your mailbox.

## 10. Mailbox Access Information—Main Menu 5

Using the Mailbox Access Information option, you can find out when the mailbox was last accessed.



- a. From the *Main Menu*, dial 5 for Mailbox Access.

The system plays the date and time of the last mailbox entry.

- b. Press \* to exit the system.

## 11. Outdial—Main Menu 3 4

Outdial is an optional feature, assigned by the System Administrator on a per-mailbox basis, available from the *Personal Options Menu* (*Main Menu* option 3). The feature can be programmed to call you whenever a new message is received in your mailbox. You have full control of outdial, including the following:

- The called number(s). This information is stored in an outdial bin.

*Note: You must make sure that outdial calls are not forwarded back to the INFOSTAR/VX system, because the system will record the outdial call as a new message, which will cause another outdial call, etc.*

- One or more alternate outdial bins when the system cannot reach you at the primary number. (Optional)
- The type of message that triggers an outdial call. Options include:
  - New messages
  - Priority messages
  - Messages from a particular mailbox
  - Messages from members of one group list
- Time interval between message receipt and the first outdial call.
- A schedule of when the system should call you.
- The number of outdial attempts per bin.

You control outdial from the *Personal Options Menu*. When you select outdial, the system states if it is available. If you have activated schedule 3 (the override schedule), the system states this.

An outdial schedule defines the beginning time and the ending time to call. A schedule can use one primary outdial bin and eight alternate outdial bins.

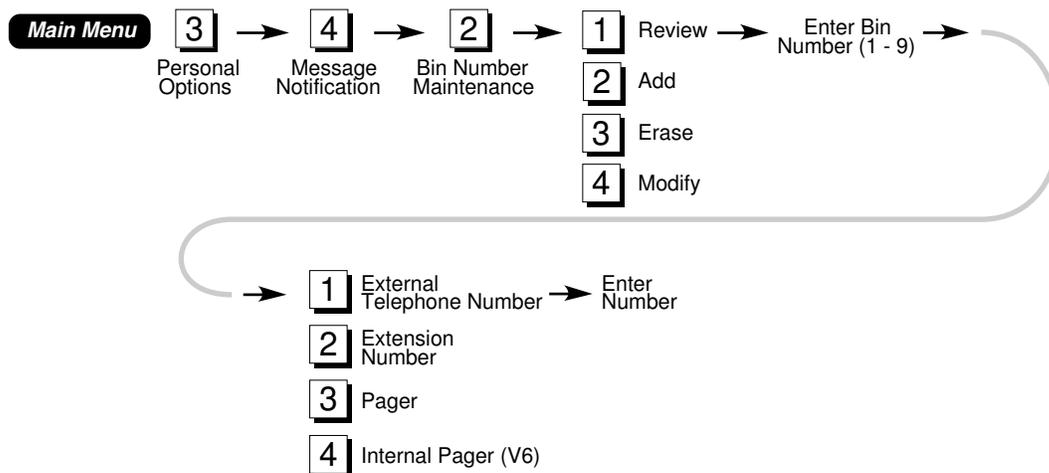
## 11.1 Outdial Bins

You must program the telephone numbers for outdial to call before creating an outdial schedule. Valid numbers include PBX (or Centrex) extensions, telephone numbers, or pager dialing sequences. You enter a pause (required in some pager sequences) by dialing .

You store these numbers in system memory locations called outdial bins. Up to 9 telephone numbers can be stored in bins labeled 1 through 9. Each outdial bin can hold up to 46 digits.

*Note: You should not include the dial access code (i.e., 9) needed to reach an outside line in an outdial bin. This information is defined elsewhere in the INFOSTAR/VX system.*

### Working with Outdial Bins



- a. From the *Main Menu*, dial **3** for *Personal Options*.
- b. Dial **4** for *Message Notification (Outdial)*, then dial **2** for *Bin Maintenance*. (If outdial is not available, the system will state this.)
- c. Dial one of the following:

**1** **Review** a bin. Enter the bin number (1-9).

The contents of the bin (telephone type and telephone number) play.

**2** **Add** a bin. Enter the bin number (1-9).

Dial the type of bin number to be added ( for external telephone number or voice pager, for extension number, for pager, or for internal pager (V6 only); press to insert a pause). Then, enter the telephone number. Press when the number is correct.

**3** **Erase** a bin. Enter the bin number (1-9).

The bin is erased.

**4** **Modify** a bin. Enter the bin number (1-9).

The system plays the bin contents. If the contents are correct, press **#**. If the contents are incorrect, press **\***. The system will prompt for new information.

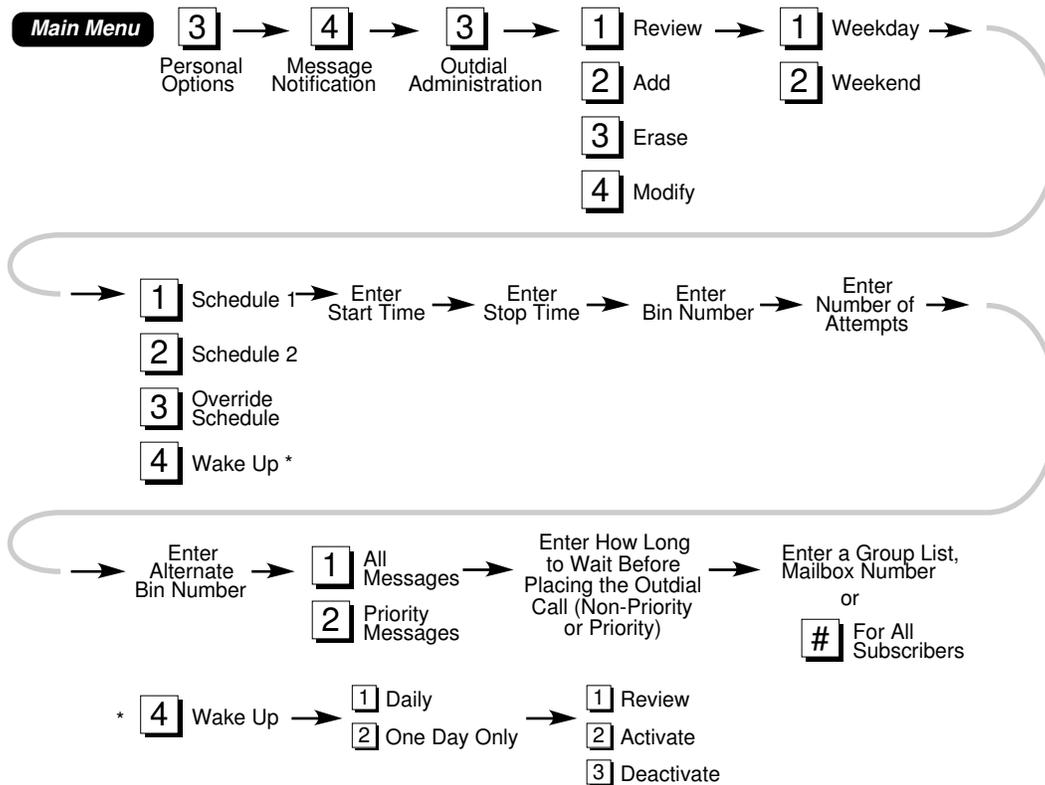
- d. When finished, press **\***:
- Once to return to step b. and repeat the procedure.
  - Twice to return to the *Personal Options Menu*.
  - Three times to return to the *Main Menu*.
  - Four times to exit the system.

## 11.2 Outdial Schedules

An outdial schedule defines the beginning time and the ending time for outdial attempts, and includes up to two numbers where you can be reached (contained in outdial bins--a primary and an alternate). You can program two outdial schedules for weekdays and two for weekends. This flexibility allows you to program outdial for two separate time periods in a given day. (Note that alternate bins 2 through 8 must be programmed by your System Administrator.)

You can program one override schedule for weekdays and one for weekends. When an override schedule is programmed, it takes precedence. You can also program one wakeup schedule for weekdays and one for weekends.

### Working with Outdial Schedules



- a. From the *Main Menu*, dial **3** for *Personal Options*.
- b. Dial **4** for Message Notification (outdial), then dial **3** for Outdial Administration.
- c. Dial one of the following:

**1** **Review** a schedule.

Dial **1** for **Weekday** schedule or **2** for **Weekend** schedule.

Enter the schedule number (**1, 2, 3, or 4**).

The contents of the outdial schedule play. Go to step m.

Note that if **4 (Wake Up)** was selected, dial **1** for **Review** schedule, **2** for **Activate** schedule, or **3** for **Deactivate** schedule. Go to step m.

**2 Add a schedule.**

Dial **1** for **Weekday** schedule or **2** for **Weekend** schedule.

Enter the schedule number (**1, 2, 3, or 4**).

Go to step d. to continue defining the schedule to be added.

**3 Erase a schedule.**

Dial **1** for **Weekday** schedule or **2** for **Weekend** schedule.

Enter the schedule number (**1, 2, 3, or 4**).

The outdial schedule is erased.

Go to step m.

**4 Modify a schedule.**

Dial **1** for **Weekday** schedule or **2** for **Weekend** schedule.

Enter the schedule number (**1, 2, 3, or 4**).

If the contents are correct, press **#**. If the contents are incorrect, press **\***. The system will prompt for new information. Go to step d.

Note that if **4 (Wake Up)** was selected, dial **1** for **Review** schedule, **2** for **Activate** schedule, or **3** for **Deactivate** schedule. Go to step m.

- d. Enter the time you start accepting calls as a four-digit number in 24-hour clock format (military time). For example, 2 PM. is 1400.
- e. Enter the time you stop accepting calls as a four-digit number in 24-hour clock format (military time). For example, 8 PM. is 2000.
- f. Enter the bin number (1 through 9).
- g. Enter the number of attempts to reach you (this number must be at least 1).
- h. Enter an alternate bin number, if desired. Press  to skip.

Note that if **4 (Wake Up)** was selected, after entering the alternate bin number, enter when the schedule should be repeated. Dial  to repeat the Wake Up schedule daily, or  to repeat the Wake Up schedule for one day only.

Then dial  for **Review** schedule,  for **Activate** schedule, or  for **Deactivate** schedule.

Go to step m.

- i. Dial  for all messages or dial  for only priority messages. (If you dial , go directly to step k.)
- j. Enter how long the system waits from the time it receives a non-priority message to the time it dials out. Enter 1 through 9 for hours (followed by ) , enter 10 through 99 for minutes, or enter 00 for immediate notification. (The system skips this step if requested notification is for priority messages only).
- k. Enter how long the system waits from the time it receives a priority message to the time it dials out. Enter 1 through 9 for hours (followed by ) , enter 10 through 99 for minutes, or enter 00 for immediate notification.
- l. Enter a group list number, or a mailbox number as the specific source of a message that will cause an outdial. Press  to allow all messages to initiate an outdial call.

- m. When finished, press **\*** :
- Once to return to step b. and repeat the procedure.
  - Twice to return to the *Personal Options Menu*.
  - Three times to return to the *Main Menu*.
  - Four times to exit the system.

### 11.3 Turning Outdial On and Off

Once you have programmed outdial schedules, you can turn them on and off at will. Outdial on/off is a toggle; if outdial is on, this procedure turns it off. If outdial is off, this procedure turns it on.



- a. From the *Main Menu*, dial **3** for *Personal Options*.
- b. Dial **4** for Message Notification (Outdial), then dial **1**. The system identifies outdial as currently active (or deactivated).
- c. When finished, press **\*** :
- Once to return to the *Personal Options Menu*.
  - Twice to return to the *Main Menu*.
  - Three times to exit the system.

### 11.4 Answering an Outdial Call

When an outdial call is answered, the system plays the following:

This is the (company name) voice mail system with a message for (subscriber name). If you are (subscriber name), dial your access code now.

*Note: The system uses your recorded name as part of the outdial greeting. If the name is not recorded, the system uses the mailbox number as part of the greeting. You should make sure to record your name for your mailbox.*

If the outdial call is answered with a \* response (indicating the called party is not at that number), it will not make any more outdial attempts for that message. It will make an outdial call for the next message received, if outdial is still active.

You can listen to messages as follows:

- Dial the access code, press #, and listen to the messages.

## 11.5 How Outdial Works

When a call is received in your mailbox, the system first checks to see if outdial is on. If it is, the system determines if you are using your mailbox. If you are not using your mailbox, the system checks the outdial schedule to determine if the message received matches the message type (priority, specific sender, etc.) indicated for that schedule. The system then determines when to place the outdial call.

If nothing is programmed for “call after time,” the system queues the outdial call immediately and follows the schedule(s) in effect.

If a time interval is programmed for “call after time,” it is added to the time of message receipt and then compared to the outdial schedule in effect. If the time falls within the schedule, the outdial call is queued for the delayed delivery time. If the time falls outside of the schedule, the system queues the outdial call for the next scheduled time the subscriber is available, based on the programmed outdial schedules.

If all new messages are retrieved from your mailbox while an outdial call is in queue, the outdial attempt is canceled.

If the system is dialing a pager number (as defined in the outdial bin), it will continue calling until the programmed number of attempts is reached, or until the mailbox is entered and a valid access code is dialed.

### ***If Outdial Does Not Reach a Subscriber***

An outdial attempt is considered successful when you answer the outdial call and enter the correct mailbox access code. If an outdial attempt fails, the system waits for an interval (determined by the System Administrator, usually five minutes) and tries again, until it reaches the programmed maximum number of attempts. The system then repeats the process for an alternate bin if one is programmed.

## **12. Call Transfer—Main Menu 3 5 (Version 6 and later)**

Selected subscribers will have call transfer features enabled for their mailbox. The *Supervised Transfer* feature allows incoming callers to be presented with different options based on the status of an unavailable extension. *Call Screening* builds on supervised transfer, adding the ability to advise you of the identity of an incoming caller.

Call transfer options are enabled for a mailbox by the System Administrator. Once enabled, you can activate or deactivate these features at will. The system provides a 'generic' transfer greeting that is played to incoming callers, should they encounter a busy signal; call transfer will then allow them to select one of several continuation options. You may optionally record and activate your own personal transfer greeting; refer to [paragraph 6.5](#) for instructions.

## 12.1 Enabling Call Transfer Features

You can enable and disable the supervised transfer, call screening, and hold features that have been set for your mailbox.



To activate call transfer features for your mailbox:

- a. Call the INFOSTAR/VX system as a subscriber.
- b. At the *Main Menu*, dial **3** for *Personal Options*.
- c. Dial **5** for *Transfer Options*. The system will tell you the call transfer option set for your mailbox.
- d. Dial **2** to activate the available call transfer feature, or dial **3** to deactivate this feature. The system will tell you if the transfer option is now activated or deactivated, and then return to the *Personal Options* menu.
- e. When finished, press **\***:
  - Once to return to return to the *Main Menu*.
  - Twice to exit the system.

## 12.2 Using Supervised Transfer and Call Screening

*Note: You must have a **SPLIT** key, at least two **LCR** keys, and at least one **ICM** key programmed on your telephone to use these features. Call transfer must be activated through your mailbox before it can be used. (Contact your System Administrator for telephone key programming, and to find out which call transfer options are available to you.)*

### **Supervised Transfer**

Supervised transfer with hold requires you to interact with the system only when you are already on a call: supervised transfers made when you are not on a call will appear as any other transferred call.

To use the supervised transfer feature when you are not currently on your telephone:

- a. Your telephone rings. Answer the phone as is done normally.

The system will announce that you have a call and then this call will be automatically connected (do not hang up).

To use the supervised transfer with hold feature when you are already on the telephone:

- a. While on a call, a second call will be announced by an unique 'camp-on' tone.
- b. Press the **SPLIT** key on your telephone.

The second call will be connected, with the first caller being placed on hold.

- c. Switch between the two calls by pressing the **SPLIT** key.

## **Call Screening**

Call screening requires you to interact with the system for all incoming calls. Procedures for using call screening when you are on or off the telephone when a call comes in are given below:

To use the call screening feature when you are not currently on your telephone:

- a. Your telephone rings. Answer the phone as is done normally.

The call is announced, along with the name of the caller.

- b. Dial **1** to accept the call or dial **2** to reject the call.
  - If the call was accepted it will be connected (do not hang up).
  - If the call was rejected, hang up (after dialing **2** to reject).

To use the call screening feature when you are already on the telephone:

- a. While on a call, a second call will be announced by an unique 'camp-on' tone.
- b. Press the **SPLIT** key on your telephone.

The second call is announced, along with the name of the caller. (The first caller is placed on hold.)

- c. Dial **1** to accept the call or dial **2** to reject the call.
  - If the call was accepted it will be connected (the original caller remains on hold). Press the **SPLIT** key to switch between calls.
  - If the second call was rejected, press the **LCR** key with the original *outside* caller, or the **ICM** key with the original *internal* caller.

## 13. Remote Call Director–Main Menu 3 6 (Version 7 and later)

Working through voice processing system Automated Attendant functions, the optional remote call director allows callers to be transferred to an internal or external (remote) telephone number that you have pre-programmed; including a cellular phone or pager.

The Remote Call Director option is enabled for a mailbox by the System Administrator. Once enabled, you can activate or deactivate the feature at will. The system provides a ‘generic’ remote call director greeting that is played to incoming callers, should they encounter a busy signal; remote call director will then allow them to select one of several continuation options. You may optionally record and activate your own personal remote call director greeting; refer to [paragraph 6.6](#) for instructions.

*Note: The optional custom remote call director greeting is automatically enabled when it is recorded. The only way to disable this greeting is to erase it.*

### 13.1 Enabling Remote Call Director

You can enable and disable the remote call director feature, if it has been set for your mailbox.



To activate remote call director for your mailbox:

- a. Call the INFOSTAR/VX system as a subscriber.
- b. At the *Main Menu*, dial 3 for *Personal Options*.
- c. Dial 6 for *Remote Call Director*. The system will tell you the current status of remote call director for your mailbox (on or off).

- d. Dial **1** to activate/deactivate remote call director (the **1** key toggles the feature on and off). The system will tell you the new status of remote call director (activated or deactivated), and then return to the *Remote Call Director* menu.

*Note: An optional remote call director greeting can be recorded by pressing **4** at the Remote Call Director menu.*

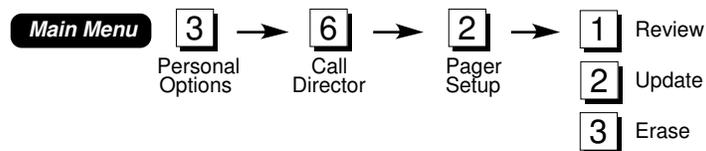
- e. When finished, press **\***:
- Once to return to the *Personal Options* menu.
  - Twice to return to the *Main Menu*.
  - Three times to exit the system.

### 13.2 Remote Call Director - Pager Setup

Pager setup allows you to enter the pager number where you can be reached. This allows you to be advised of a call when the incoming caller asks that you be paged.

*Note: You should not include the dial access code (i.e., 9) needed to reach an outside line during pager setup. This information is already defined in the system.*

*Contact your paging service to determine the length of pause that needs to be inserted at the end of the paging telephone number.*



- a. From the *Main Menu*, dial **3** for *Personal Options*.
- b. Dial **6** for *Remote Call Director*. The system will tell you the current status of remote call director for your mailbox (on or off).
- c. Dial **2** for *Pager Setup*.

d. Dial one of the following:

**1** **Review** pager setup.

The currently programmed pager telephone number is played.

**2** **Update** pager setup.

Enter the telephone number to be dialed when paging (press **\*** to insert a pause interval; press **#** to insert a paging system terminator). No external line access digits should be entered; but, make sure to enter the required pause. An example of pager input is: 2035551212,,.,.,.

**3** **Erase** pager setup.

The pager telephone number is erased.

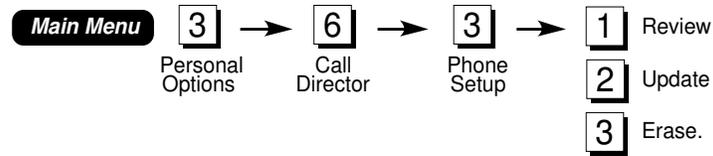
e. When finished, press **\***:

- Once to return to the *Remote Call Director* menu.
- Twice to return to the *Personal Options Menu*.
- Three times to return to the *Main Menu*.
- Four times to exit the system.

### 13.3 Remote Call Director - Telephone Setup

Telephone setup allows you to specify the telephone number incoming callers will be transferred to when they ask that you be called. The transfer number that you specify can be an internal extension or any remote telephone number, including long distance (if allowed) or cellular.

*Note: You should not include the dial access code (i.e., 9) needed to reach an outside line during telephone setup. This information is already defined in the system.*



- a. From the *Main Menu*, dial **3** for *Personal Options*.
- b. Dial **6** for *Remote Call Director*. The system will tell you the current status of remote call director for your mailbox (on or off).
- c. Dial **3** for *Phone Setup*.
- d. Dial one of the following:
  - 1** **Review** telephone setup.  
The currently programmed telephone number is played.
  - 2** **Update** telephone setup.  
Enter the telephone number to be dialed. Press **#** when the number is correct. No external line access digits should be entered. An example of telephone number input is: 2035551212.
  - 3** **Erase** telephone setup..  
The telephone number is erased.
- e. When finished, press **\***:
  - Once to return to the *Remote Call Director* menu.
  - Twice to return to the *Personal Options Menu*.
  - Three times to return to the *Main Menu*.
  - Four times to exit the system.

## 13.4 Using Remote Call Director

Remote call director requires that you interact with the system only when you are paged or when a call is transferred to your location. Incoming callers are presented with instructions as part of the system prompts.

### ***Pager Use***

When the incoming caller chooses to page you, they will be prompted to enter a callback number and record a message, if they desire. The callback number entered by the caller is displayed on your pager, when you are paged. The callback number and caller's message are stored in your mailbox, available for review.

If no callback number is entered by the caller, your mailbox number will be shown on the pager when you are paged.

*Note: Callers should be advised that they should not hang up before entering all information requested by the system. No page will be sent if the caller hangs up early.*

### ***Telephone Use***

When the incoming caller chooses to transfer their call to your location, they will be advised to hold while the call is patched through. To take the call at the remote location:

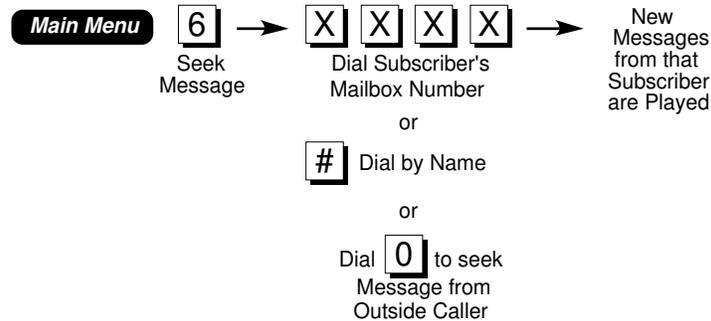
- a. The telephone rings. Answer the phone as is done normally.  
The call is announced, along with the name of the caller.
- b. Dial  to accept the call or dial  to reject the call.
  - If the call was accepted it will be connected (do not hang up).
  - If the call was rejected, hang up (after dialing  to reject).

*Note: If no response is entered, the call will be rejected.*

## 14. Seek Message—Main Menu **6** (Version 5 and later)

This option allows you to look for new and saved messages from specific subscribers, or from nonsubscribers (outside callers) by dialing .

### ***Seeking for Messages from a Specific Subscriber***



- From the *Main Menu*, dial **6** for Seek Message.
- Enter the subscriber's mailbox number, dial **#** to use Dial by Name, or dial **0** to seek for a message from a nonsubscriber (outside caller).

The system states the number of new messages from the requested sender, then plays the messages. When the messages are complete, the subscriber returns to the *Main Menu*.

While listening to the messages, you can use all available message review options, including playback control, speed and volume control, and expert mode. Paragraph 4, "Listen to Messages—Main Menu," has additional information.

## 15. Voice Activated Speed Dial—Main Menu **8** (Version 6, and later, Option)

Selected subscribers will have the voice activated speed dial feature available to their mailbox. Through use of pre-trained voice commands, voice activation allows you to place speed dial calls to numbers contained in a personally defined list of up to 20 entries. Speed dial calls can be placed by pressing the *Voice Activated Speed Dial* key on an IDS telephone, or by accessing voice activated speed dial features through your mailbox.

In order to use the voice activation feature, you must first train your keywords and train/program your speed dial list. (You are automatically prompted to train keywords the first time you access the voice activation feature.)

### 15.1 Training Keyword Commands

*Note: The performance speed of voice processing operations may be slowed if more than four subscribers are simultaneously training keywords.*

Once speed dial has been enabled for your mailbox, you must perform all additional set up from within your own mailbox. You must train all keyword commands and at least one speed dial entry in order to utilize the feature.

You will be prompted to train keywords the first time voice activation features are accessed (by dialing **8** from the *Main Menu*). You can choose to defer training to a later time by dialing **\***. After you have heard the tutorial and trained the keywords the tutorial/training prompt will no longer be heard; keywords can then be retrained by dialing **3** from the *Voice Activated Speed Dial Menu*.

There are five keyword commands which you must train:

#### **Cancel**

Exit Call Mode and return to *Voice Activated Speed Dial Menu*.

### **Good-bye**

Exit the system (hang-up).

### **Yes**

Dial the number associated with that speed dial name echoed for verification.

### **No**

Do not dial the number associated with that speed dial name echoed for verification. System re-prompts: "Who shall I call?"

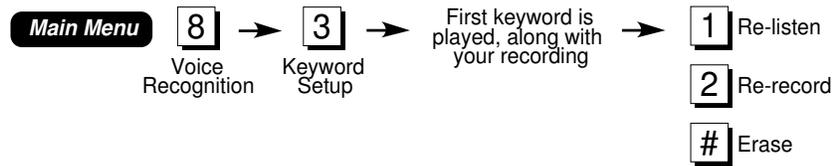
### **Help**

Lists all voice commands currently available to you. This command can be spoken at any level within the Speed Dialer feature.

*Note: The quality of the voice pattern samples trained affects the ability of the system to perform voice activation. A "clean" sample, recorded with no background noise, increases the chance that the system will be able to recognize the voice commands that you give; especially those given in less than optimal conditions. Therefore, **keywords and speed dial entries MUST be trained in a very quiet environment** (e.g.; office with door shut and all devices such as radios and computers turned off). It is also important to use the telephone handset when training: a telephone operating in hands-free (speaker phone) mode will not produce adequate training samples.*

*The system will prompt you to say each keyword at least twice, in order to obtain a good sample.*

To retrain voice activation keywords:



- a. Call the INFOSTAR/VX system as a subscriber.
- b. At the *Main Menu*, dial **8** for *Voice Activated Speed Dial*.
- c. Dial **3** for *Keyword Setup*. The first keyword is played, along with your recording.
- d. Dial one of the following:
  - 1** to re-listen to the keyword,
  - 2** to retrain the keyword, or
  - #** to skip to the next keyword.
- e. When prompted to record, repeat each keyword command after the tone. Speak clearly and distinctly, in a normal tone of voice.
- f. When you are done with keyword setup, press **\***:
  - Once to return to the *Voice Activated Speed Dial Menu*.
  - Twice to return to the *Main Menu*.
  - Three times to exit the system.

## 15.2 Programming the Speed Dial List

You must establish a list of speed dial entries in order to take advantage of the speed dial feature. You must train a name (or phrase) for each entry and then enter a telephone number (7-digits in length, minimum). Up to 20 speed dial entries can be established in your speed dial list.

**Warning:** *Since speed dial entries must be at least 7-digits in length, speed dial is not supported for 3-digit telephone numbers such as 911. Do not attempt to rely on speed dial for emergency service.*

*Note: Do not record multiple entries that sound the same. The system cannot choose between entries if more than one voice pattern match is obtained.*

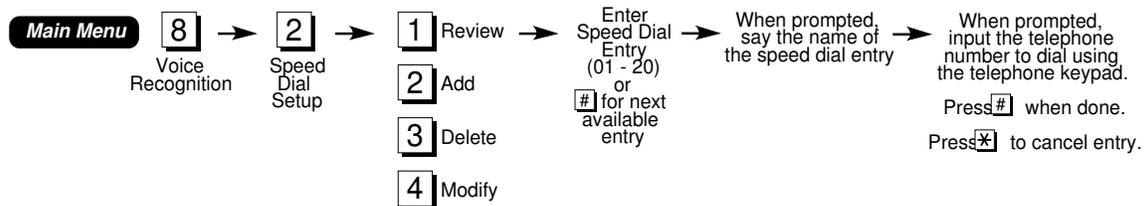
The system will prompt you to say each speed dial list name at least twice to obtain a good sample. Examples of some speed dial names and phrases are:

- 'Home'
- 'Leslie's car phone'
- 'Health Club'
- 'John Doe'

*Note: The quality of the voice pattern samples trained effects the ability of the system to perform voice activation. A "clean" sample, recorded with no background noise increases the chance that the system will be able to recognize the voice commands that you give; especially those given in less than optimal conditions. Therefore, **keywords and speed dial entries MUST be trained in a very quiet environment** (e.g.; office with door shut and all devices such as radios and computers turned off). It is also important to use the telephone handset when training: a telephone operating in hands-free (speaker phone) mode will not produce adequate training samples.*

*The system will prompt you to say each speed dial entry at least twice, in order to obtain a good sample.*

To access speed dial list training:



- a. Call the INFOSTAR/VX system as a subscriber.
- b. At the *Main Menu*, dial **8** for *Voice Activated Speed Dial*.
- c. Dial **2** for *Speed Dial Setup*.

- d. Dial one of the following:
  - 1 to review a speed dial entry,
  - 2 to add a speed dial entry,
  - 3 to delete a speed dial entry, or
  - 4 to modify a speed dial entry.
- e. Dial the number of the speed dial entry (01 through 20) to be operated on; or press # for the next available entry in the list.
- f. When prompted, record a name for each desired entry in the speed dial list. Speak clearly and distinctly, in a normal tone of voice.
- g. When prompted, input the phone number associated with the entry whose name was just recorded (7-digits, minimum), using the telephone keypad. When finished entering a telephone number, press #. To cancel an entry, dial \*.
- h. When finished entering speed dial list information, press \*:
  - Once to return to the *Speed Dial Setup Menu*.
  - Twice to return to the *Voice Activated Speed Dial Menu*.
  - Three times to return to the *Main Menu*.
  - Four times to exit the system.

### 15.3 Placing a Speed Dial Call

You can place a speed dial call either through your voice mailbox, or by pressing the pre-programmed *Voice Activated Speed Dial Key* on your desktop telephone.

The most direct way to place a voice activated speed dial call is to press the *Voice Activated Speed Dial Key* on your desktop telephone. Since this key is pre-programmed as a direct link to your mailbox, no additional keypad presses are required.

You can also place speed dial calls while in your mailbox. While this method is less direct, requiring you to enter a password and input menu selections, it does allow you to access speed dial functions while away from your desk.

## **Using the Voice Activated Speed Dial Key**

To use the voice activated speed dial key:

- a. Press the voice activated speed dial key on your telephone.

The INFOSTAR/VX system answers and prompts “Who Shall I Call?” followed by a beep.

- b. After the beep say the name of the speed dial entry to call or the keyword command to enact. (The speed dial entry name spoken must have already been trained.) Keyword commands available at this level are:

CANCEL	Exit the system - Hang-up.
GOODBYE	Exit the system - Hang-up.
HELP	List currently available commands.

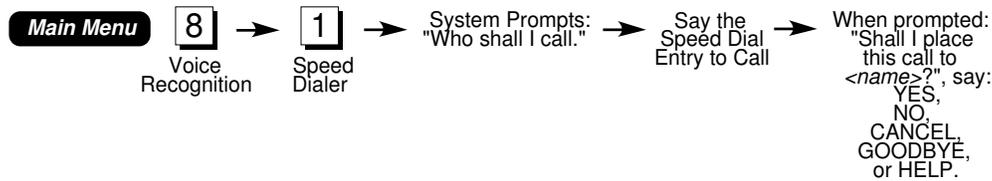
If a keyword command was spoken, that command will be performed. If a name from your speed dial list was spoken and recognized, the system echoes back the name for verification; “Shall I place this call to [name]?” followed by a beep.

- c. After the beep say the keyword command to enact. Keyword commands available at this level are:

YES	Place the call
NO	Do not place the call - go back to step a. (“Who shall I call?” prompt).
CANCEL	Exit the system - Hang-up.
GOODBYE	Exit the system - Hang-up.
HELP	List currently available commands.

## Speed Dial through Mailbox

To access speed dial functions through a mailbox:



Note: Dial **#**, instead of your access code, when entering your mailbox to quickly place a speed dial call.

- a. Call the INFOSTAR/VX system as a subscriber.
- b. At the *Main Menu*, dial **8** for *Voice Activated Speed Dial*.
- c. Dial **1** to access the speed dialer.

The INFOSTAR/VX system answers and prompts “Who Shall I Call?,” followed by a beep. (At this point the system is able to respond to voice commands.)

- d. After the beep say the name of the speed dial entry to call or the keyword command to enact. (The speed dial entry name spoken must have already been trained.) Keyword commands available at this level are:
 

CANCEL	Exit Call Mode - Return to <i>Voice Activated Speed Dial Menu</i> .
GOODBYE	Exit the system - Hang-up.
HELP	List currently available commands.

If a keyword command was spoken, that command will be performed. If a name from your speed dial list was spoken and recognized, the system echoes back the name for verification; “Shall I place this call to [name]?,” followed by a beep.

- e. After the beep say the keyword command to enact. Keyword commands available at this level are:
 

YES	Place the call
NO	Do not place the call - go back to step c. (“Who shall I call?” prompt).
CANCEL	Exit Call Mode - Return to <i>Voice Activated Speed Dial Menu</i> .
GOODBYE	Exit the system - Hang-up.
HELP	List currently available commands.

## 16. Message Status—Main Menu **9**

This option allows you to check the number and status of messages in your mailbox by dialing **9**.

### ***Checking the Number and Status of Messages In Your Mailbox***



- a. From the *Main Menu*, dial **9** for Message Status.

The system states the number of new and saved messages in your mailbox, and then returns to the *Main Menu*.

## 17. Telephone Answering Mode

As this section illustrates, the INFOSTAR/VX Voice Processing system is a powerful, easy-to-use communication tool for system subscribers. It also gives nonsubscribers a simple, efficient method of leaving messages for subscribers, known as *telephone answering mode*.

### 17.1 Shortcuts for Non-Subscribers

Callers who know the desired mailbox number (and do not need a two-way conversation) can call the INFOSTAR/VX system's telephone number directly, dial the appropriate mailbox number, and leave a message. Dialing **#** skips the mailbox (personal) greeting and takes the caller directly to the "begin recording" tone.

Upon hearing the tone, the caller should begin recording a message. Dialing **\*** erases the message and allows the caller to rerecord. Dialing **0** at the end of the message sends it and tells the system to transfer the caller to an operator, if available. (Your mailbox may also allow you to transfer to another extension; contact your System Administrator for details.)

If the caller dials **#** at the end of recording, the system prompts the user to dial **#** if the message is acceptable, dial **1** to listen to the message, dial **2** to erase and rerecord, dial **3** to continue recording, or dial **\*** to cancel.

A caller can listen to the message several times and continue changing it as desired. This allows callers to get the message just right and helps eliminate the fear some people have about "talking to machines."

If the caller hangs up at any time while recording and reviewing the message, the system sends it "as is."

After callers leave messages in telephone answering mode, they can disconnect or leave messages for other subscribers. The system prompts, "To disconnect, dial star. To continue, dial pound." If the caller dials **#**, the system asks for a new mailbox number.

## 17.2 Calls Forwarded to the Voice Mail System

The INFOSTAR/VX system can answer forwarded phone calls. Some phones can be forwarded to the system and others can be forwarded to another phone, such as a secretary. The choice is up to the individual subscriber and is controlled by the forwarding patterns in the telephone system (PBX) or Centrex.

In some telephone systems, the INFOSTAR/VX system does not know the forwarded extension number. In this case, the caller is prompted to enter the number of the person called. Mailbox numbers and extension numbers are generally the same (except in the case of shared extensions).

If an attendant first answers the call, the caller should be advised of the called party's mailbox number, in case the system needs this information.

Some INFOSTAR/VX systems can identify the mailbox number of forwarded calls. In this case, the subscriber's mailbox (personal) greeting plays immediately.

Once the identity of the forwarded phone is known and the system plays the subscriber's mailbox (personal) greeting, the system is then prepared to record a message from the caller. Dialing [\*] during the mailbox greeting cancels entry into this mailbox and allows the caller to enter another mailbox number (or [#] for subscriber entry). Dialing [#] skips the mailbox greeting and takes the caller directly to the "begin recording" tone.

## 17.3 Transfer Request

A caller who wishes to speak to someone can dial [0] (determined by your mailbox setup) while the greeting is playing. When the caller dials [0], the system plays a prompt instructing the caller to enter an extension number or dial [0] to reach an operator.

## **18. Returning to the Attendant**

Many systems are configured to allow outside callers to be transferred to attendants (people who can help them—such as operators). The system also automatically returns callers to attendants if they make too many consecutive mistakes.

The system can be configured to provide different attendants for different subscribers. To reach an attendant from your mailbox (determined by the System Administrator), an outside caller should dial  . The call is transferred to the attendant who is configured to support you.





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