iNFOSTAR™/VX2

USER GUIDE

INFOSTAR/VX2™

User Guide

Part Number 770802

Revised April 1992

Table of Contents

General Information

Getting Started

Basic Operation

Additional Operation

Expert Mode

Introduction

The INFOSTAR ™ /VX2 is a compact high performance voice processing system which connects to a business phone system. The system offers businesses the ability to exchange information through the telephone without requiring simultaneous participation by the caller and the receiver. The system converts human speech to digital signals and stores them on a disk, and converts the digital signals on the disk to human speech.

System subscribers can send voice messages to other subscribers. Since almost half of all phone transactions need only one-way communications, the voice mail function streamlines business communications.

When you are not available or prepared to receive calls, you may forward calls to the system. The system answers the phone, takes messages, and stores the messages for retrieval at any time, from any place.

The basic system includes the ability to:

● Send messages in telephone answering and voice mail mode

● Send copies of messages

● Send messages to multiple destinations and group distribution lists

● Obtain a summary count of messages waiting for review

● Erase, reply, save, replay, or skip a message

● Receive envelope information indicating the date, time, and sender

● Change recorded name, personal greeting, and access code

In addition, the system provides:

● Playback controls when sending or reviewing messages

● Delivery options when sending or replying to messages

● Dial-by-name addressing for messages

● Secretary mailbox and Guest mailboxes

● Temporary greeting

In order to simplify storing messages, two queues are used. The new message queue stores all messages which have not been listened to by the subscriber. The saved message queue is used to store messages for future action.

As messages are recorded, they need to be stored in such a way that they can be retrieved efficiently. The system stores messages in *mailboxes*. Each user, or subscriber, is assigned a mailbox number for their private use. Each mailbox is protected by a user–defined access code. Thus, the user is the only one who can retrieve messages left in their mailbox. When a subscriber uses their mailbox for the first time, a tutorial walks them through the process of setting up their mailbox. The user is prompted to record their name and to change the temporary access code assigned by the system.

In addition to their own mailbox, subscribers can have *Guest* mailboxes (depending upon mailbox parameters). These mailboxes provide for limited voice mail capabilities between the subscriber and their guests. However, the first guest mailbox, called the *secretary* mailbox, can only listen to the envelope information of the messages in the subscriber's mailbox. The secretary mailbox cannot listen to the subscriber's messages. Messages cannot be sent to or sent by the secretary mailbox.

More than one person can use the system features. Each port allows one user access to the system. A port is a path to the system. For example, up to four users could be recording or listening to messages at the same time with a four port system. Since not all users would be accessing the system at the same time, many users can be supported.

User commands are just one digit long. They do not have to be memorized since the system is constantly prompting users about what to do. Experienced subscribers can interrupt prompts, and can even skip ahead several steps if they know what they want to do.

Using a touch tone phone, you can receive or send messages from any location through your voice mailbox. If you are busy in your office or away on a business trip, customers, vendors, or other employees can leave you detailed messages in your voice mailbox. Protected by your secret access code, these messages are completely confidential.

Learning The System

The best way to learn how to use the system is to experiment. Nothing you do can hurt the system. Send messages to yourself. Access the personal options and change them. (No changes are permanent – you can always correct them.)

The system is programmed to respond when *any* of the 12 keys are pressed. If no key is pressed in response to a prompt, the system assumes the user is confused. The system repeats the user's options through a prompt. If there is still no response, the INFOSTAR/VX2 automatically transfers a non–subscriber to an attendant, or politely disconnects a subscriber from the call.

The system counts the number of errors (incorrect key presses) that a user makes. If the count exceeds a certain number (usually 3) the caller is politely disconnected. The system does this to allow as many users on the system as possible. Don't get discouraged. Look in this manual to get more information; then call back.

The ✳ Key

Press ✳ whenever you want to cancel what you are doing.

During recording, press ✳ to erase and re-record. When entering a destination, press ✳ to re-enter if you make a mistake.

While listening to a prompt, press ✳ to "back up" to the previous menu. At the Main Menu, press ✳ to disconnect.

The # Key

Press # whenever you want to complete a step, or send a message. Press # twice to skip a message. # also allows you to skip personal greetings and introductory prompts. It gets you directly to the recording tone. # can also be used to denote the end of a variable length number like an access code. This keeps the system from having to wait to determine if you are finished entering digits.

Interrupting

You can interrupt most prompts if you know what you want to do. You can even enter several commands at once.

How To Use This Guide

This guide gives you easy-to-follow instructions on how to get the most from the features of the system. It is divided into several sections. To start using the INFOSTAR/VX2 quickly, read through the *Getting Started,* and *Basic Operation* sections. After you have used the system for a short while, read the remainder of this guide to learn the other features and capabilities of the INFOSTAR/VX2.

NOTE: This guide is designed for all the system features. Some system features are optional, and may not be installed in your system.

Setting Up Your Mailbox

The first time you enter your mailbox, the INFOSTAR/VX2 system provides a tutorial which allows you to create your access code, and record your name.

You will need the following information from your system administrator to set up your mailbox: the number to reach the INFOSTAR/VX2 system, your mailbox number, and your temporary access code. Once you have this information, follow these steps:

1. Call the INFOSTAR/VX2 system: _____.

2. If you hear the system greeting, press [#] and your mailbox number. With some telephone systems this step will not be required.

3. When asked for your temporary access code enter _____.

4. Listen to the tutorial. When prompted, select and enter a new personal access code. A personal access code can be any length up to nine digits. However, your system administrator may program a minimum and/or maximum length for personal access codes. This code should be a number that is easy for you to remember, but difficult for someone else to guess. Avoid using your extension number, birthday, etc. If you wish, record the number you have selected as your access code here _____. You can change your access code at any time.

5. When prompted, record your name.

Your mailbox is now set up and ready to use. You may, however, wish to record a personal greeting. If a personal greeting is not recorded, the system will use a standard greeting anytime your mailbox is called: "(Your name) is not available. At the tone please record your message. At the end of your message you may hang up or press one for more options." To establish a personal greeting, read the section *Changing Your Greeting*.

Accessing Your Mailbox.

1. Call the INFOSTAR/VX2 system.

2. If you hear the system greeting, press [#] and your mailbox number. With some telephone systems this step will not be required.

3. Enter your personal access code. If there is a system broadcast message, it is played. The system prompts you to repeat the message, or erase and continue. If there are any delivery notification messages waiting, they are played. The system will tell you if you have any messages waiting to be heard. The main menu is then played.

Broadcast Messages

Broadcast messages are recorded by the system administrator and are sent to all subscribers. These messages contain important announcements about the system (e.g., "The following system enhancements will be available to all subscribers effective ...") or the company (e.g., "Tomorrow will be a half-day holiday."). Subscribers *must* listen to broadcast messages.

Erased Message Notices

An erased message notice informs a subscriber that a message was automatically erased, or is about to be erased. An erased message notice may be skipped. Subscribers cannot save these messages and skipping them simply saves subscribers from having to listen to the entire notice.

Confirmation Notices

Subscribers may request **confirmation** from the system regarding the status of messages they sent.

There are two types of confirmation notices:

- A positive confirmation of receipt. This notice indicates that the message sent by the subscriber was reviewed by the recipient. This notice is generated only if the original message was sent with the "proof of delivery" option.

- A notification of an undelivered message. This notice indicates that a message has resided in the recipient's mailbox for X days and that it has not been listened to. The number of days ("X") is determined on a per mailbox basis by the system administrator. This notice may be generated only if the original message was sent with the "undelivered message notification" delivery option.

Confirmation notices may be skipped.

Disconnecting From The System

When you have finished using the system, press ✳ until the system says, "Exiting the system. Goodbye."

If you attempt to disconnect while there are new messages in your mailbox, the system plays a message, "Check your mailbox for new messages." Press 1 if you wish to listen to the new messages. Press ✳ to disconnect from the system.

5

Listening To Your Messages

[1] → Listen to the message → [1] Replay the message   [2] Save

[5] Get envelope info → [3] Erase → { [#] Confirm

[6] Send a copy   [4] Reply   [*] Cancel
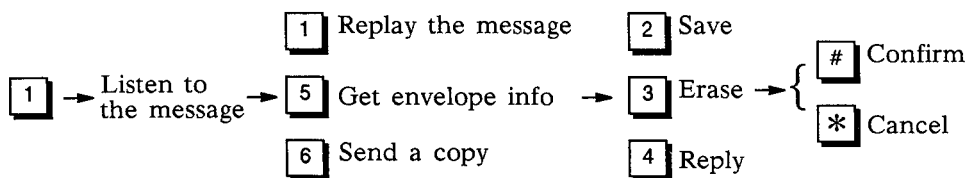
Messages in your mailbox come from several places: from non-subscribers who leave messages in the telephone answering mode, from other subscribers, or from special limited-use subscribers called guest users.

Messages are presented to you in the following order: broadcast messages, confirmation messages, new messages (priority messages first), skipped messages, and saved messages.

After the last new message has been presented to you, the system searches the mailbox to see if there are any remaining new messages to be reviewed. In particular, if new messages arrive during message review, they are presented in the same order as before (priority, normal, etc.) but are labeled "skipped." Thus, if a new priority message arrives after the subscriber has passed priority messages during message playback, this new message is played after all other new messages and is labeled *skipped*.

To listen to the messages in your mailbox:

1. At the main menu, press [1]. The system plays your messages. After each message is played, the system asks you what to do with the message.

Options

[1] *Replay* repeats the complete message.

[2] *Save* keeps the message in your mailbox for future reference.

[3] *Erase* allows you to discard the message.

[4] *Reply* allows you to record a reply to the message with a single keystroke.

[5] *Envelope* plays the time and date the message was sent, and where the message is from.

[6] *Send a Copy* allows you to forward a copy of the message to another user. When you send a copy, you may choose to send the copy with introductory comments.

6

Listening To Your Messages, cont.

Erase, Save, and Reply are the most common options, and the system prompts you for these actions. To hear prompts for the other actions, press [0].

You may cancel message playing while listening to messages by dialing [✱]. Any message not completely reviewed remains in the new message queue. If a subscriber forgets to dial [✱] to cancel play and just hangs up, all partially listened to messages also remain in the new message queue.

Playback Controls

As you become more and more comfortable leaving/receiving voice messages, the length and complexity of messages increases. Sometimes an important phone number is embedded in a three-minute message. As you become more experienced, you will want to control the playback of the messages you receive.

The system playback controls are designed to give exactly that flexibility. With playback controls, you can scan through a three or five minute message to find a phone number without listening to the whole message. After dialing [1] to listen to a message, you can press:

[1]   Rewind to the beginning of the message

[7]   Rewind 5 seconds

[8]   Pause and restart the message

[9]   Forward 5 seconds

[#] [#]   Skip to the next message

In addition to the playback controls, you can press the key for any of the listening options while the message is playing. For example, you don't have to listen to the entire message before deciding you want envelope information, or to erase the message etc.

[2]   Save the message in your mailbox for future reference

[3]   Erase the message

[4]   Reply to the message

[5]   Envelope information

[6]   Send a Copy

7

Listening To Your Messages, cont.

Skipping a Message

Subscribers with limited time may use the skip feature to scan through their messages, or to look for an important message from a certain person. There are two variations on this form of message scanning:

- Listen to the first few seconds of each message, then skip to the next message. Repeat this process for each message.

- Listen to message envelope information as soon as each message begins to play, then skip to the next message. It is not necessary to listen to the entire envelope.

NOTE: The envelope information for messages may also be scanned through use of the secretary access code.

A subscriber may skip to the next message at any time by dialing ⃞# twice. Skipping a message means that it retains its original place in the new message queue. It is available for review as a skipped message during this session or as a new message in a subsequent session.

⃞1 ⟶ During Review⟶ ⃞# ⃞# ⟶ Next Message

⃞1 ⟶ ⃞5 ⟶ Listen to envelope info ⟶ ⃞# ⃞# ⟶ Next Message

Cancelling Play of Messages

You may cancel message playing while listening to messages by dialing ⃞✻. Any message not completely reviewed remains in the new message queue. If a subscriber forgets to dial ⃞✻ to cancel play and just hangs up, all partially listened to messages also remain in the new message queue.

Replaying a Message

At the end of a message (when the system prompts with the "After Listening" menu) you can replay that message in its entirety.

⃞1 ⟶ End of message ⟶ ⃞1 ⟶ Message replays

Listening To Your Messages, cont.

Save

If the message needs to be acted on later, it may be saved. Saved messages are kept in a separate queue. They will be played after new messages.

[1] → [2] → Message is saved

The procedures for returning a message to storage and for storing a new message are the same.

Erase

If the message does not require action, it should be erased. Erasing messages keeps the mailbox clear and reduces the need for system storage capacity.

[1] → [3] → Message is erased

Once a message has been erased, it cannot be retrieved.

Reply to a Message

A subscriber can send a reply to a message by dialing one key. If the message has been copied from another subscriber, the reply can be sent to the person who original- ly sent the message, or to the person who sent the copy of the message. **Replies may only be sent to messages from subscribers received in the voice mail mode. Therefore, subscribers should enter their own mailbox before sending messages, so recipients may conveniently reply.**

[1] → [4] → [1] Reply to sender → Record [#] → [#] Message Acceptable → [#] To send your reply

[2] Reply to originator

[1] Listen to reply

[0] For delivery options

[2] Erase and re-record

[3] Continue recording

[*] Cancel reply

9
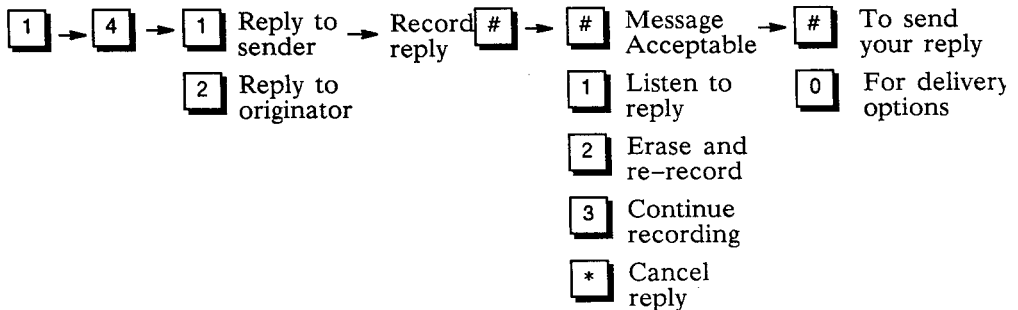
Listening To Your Messages, cont.

Envelope Information

Sometimes a subscriber wants to know details about a message: who sent it, the time and date it was delivered, the length of the message, and whether it is priority and/or confidential. This information is called the envelope information. It can be obtained immediately after the message ends by dialing [5]. After playing envelope information, the system automatically returns the subscriber to the point at which envelope information was requested.

[1] → [5] → Listen to envelope → Return to options
information   menu
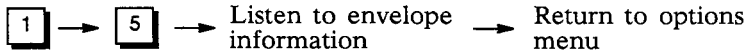
The time and date stamp on a new message always relates to message *delivery*.

For messages sent with one or more introductions, the system prompts for your choice of the sender or the person who originated the message.

Once a message is saved, the time and date stamp refers to the time it was first saved. This time and date stamp allows the subscriber to know how much longer the message can stay in the mailbox before it is automatically deleted. Listening to a message and re-saving it does not change the time and date stamp nor when the system automatically erases the message.

NOTE: To skip envelope information and return to message review, press [#] twice.

Send a Copy to Someone Else

You may wish to send a copy of a message to another subscriber. In this situation, you may record introductory remarks and then send the remarks plus a copy of the message to another subscriber. Copies may be sent to one or more subscribers, including group distribution lists. You may send copies of messages that are received in either the voice mail mode or telephone answering mode.

[1] → [6] → [1] Send with → Record → [#] → Enter the → [#] → Delivery
comments   comments   destination   options
               [2] Send without _____→
                   comment

Sending A Message

2 → Record **#** → **#** Message → Enter destination → **#** Send
message   Acceptable   mailbox, or   message

                 1 Listen to   group list, or   **0** Delivery
                    message   guest mailbox   options

                 2 Erase and   ***** Cancel
                    re–record   destination

                 3 Continue
                    recording
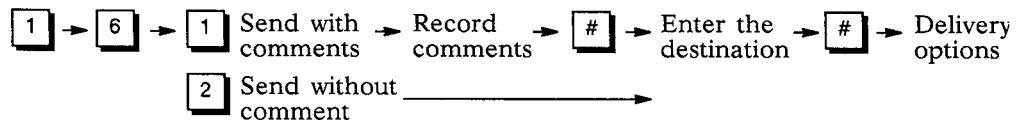
                 * Cancel
                    message
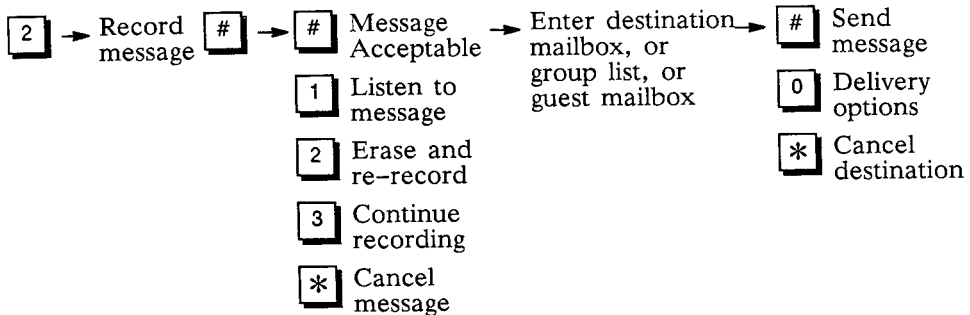
To send a message:

1. At the main menu, press **2** to send a message. The system prompts you to begin recording your message.

2. Record the message. You can press the ***** key at any point in the recording to erase the message and start over.

3. Press **#** to end the message. The system prompts you to send the message if it is acceptable and gives you a chance to listen to the message you have just recorded, to continue recording, or to erase and begin again.

4. When the message is acceptable, press **#**.

5. Enter the destination. The destination is the mailbox number of the person who is to receive the message. A destination can also be a personal or system group distribution list number, or a guest mailbox. Messages may be sent to any of these individually or in combination with other destinations. Once you enter the mailbox number, the system plays back the name of the person whose mailbox you have selected. If you have selected the wrong destination, press the ***** key and enter a new number.

6. After the system plays the name of the destination, you are prompted to send the message or press **0** for more options. These options are delivery options. Messages may be marked priority, or confidential. Proof of delivery can be requested. The message may be marked for delivery at a future time. See the *Delivery Options* section for more detail. Once the message and delivery options are correct, press **#**. The system prompts you for more destinations.

7. Press ***** if there are no more destinations, or continue from step 5.

Delivery Options

Delivery
options

1	Confidential		
2	Priority		
3	Proof of delivery → {	**1**	Proof of delivery
		2	Notification of non–delivery
4	Specify delivery time		
✱	Cancel		

Did you ever want to know exactly when a message was received? Did you ever send a private message and want to prevent the recipient from passing the message to other people? Want to send a message for delivery at a later date? Mark a message priority? Delivery options allow you to control how your message is sent. These options are prompted after you have selected a destination.

You select delivery options after the destination is entered and before the message is sent. Once selected, a delivery option may be cancelled by dialing its number again (e.g., dialing **2** the first time marks a message priority; dialing **2** again removes the priority marking). It is, therefore, possible to have different delivery options for different destinations.

Confidential

A subscriber may mark a message confidential and thereby prevent the recipient from sending a copy of the message to any other subscriber.

Priority

A subscriber may mark a message for priority delivery. New priority messages will be presented for review after broadcast messages, but ahead of non-priority messages in the recipient's mailbox.

Proof of Delivery

If it is important for a subscriber to know precisely when a message is received, proof of delivery may be requested. When the recipient listens to the message, the subscriber who sent the message will be sent a short message giving the date and time the recipient listened to the message. The confirmation notice appears before the main menu in the subscriber's mailbox.

Delivery Options, cont.

Undelivered Message Notification

Subscribers may request that the system notify them if messages they sent are not listened to within a pre-set period of time. If the allotted time period passes and a message remains unheard, the sender receives an "undelivered message notification" with the name of the intended recipient. The time interval used for the undelivered message notification feature is specified by the system administrator.

NOTE: Messages may be marked for proof of delivery *or* undelivered message notification, but not both.

For purposes of proof of delivery, undelivered message notification, and check receipt, a message is considered "received" (actually listened to) only if the subscriber listens to the entire message. If a subscriber skips a message at any time before the end of the message, cancels listening to the message, or hangs up before the end of the message, it is not considered received. Often the most important information can be included as an afterthought at the end of a message. For this reason, it is important to know whether the *entire* message was actually heard.

Use of this option on too many messages may result in a subscriber's mailbox becoming inundated with confirmations. It should only be used when it is essential to know **exactly** when a message has been received.

Specified Delivery Time

Subscribers may tell the system to deliver messages at a specific time in the future. This feature is especially useful for reminder messages or when information must be released at a specific time in the future.

The system first asks whether the subscriber wishes to specify a date (e.g., "January 31") or just the day of the week within the next week (e.g., "Wednesday"). A subscriber can dial [1] to specify a specific date, or [2] to specify a day in the coming week.

Delivery options [4] → Enter delivery time → [#] Send message → More destinations

Delivery Options, cont.

To enter the delivery time:

If over a week:		If within a week:

Dial ⬛**1** then:

• Select month
  (Jan = 1, July = 7,
  Dec = 12, etc.)

• Select date
  (1 to 31)

OR

Dial ⬛**2** then:

• Spell out day, using
  the first two letters
  (*Su*nday = 78,
  *Fr*iday = 37, etc.)

Set the hour and the minutes as either 3 or 4 digits.

• Set 2:00 as ⬛**2** ⬛**0** ⬛**0**

• Set 10:15 as ⬛**1** ⬛**0** ⬛**1** ⬛**5**

Press ⬛**1** for AM or ⬛**2** for PM.

Since most people are not familiar with 24-hour (military) time, the system only accepts time in 12-hour clock format. **Subscribers must set the time for future delivery in the time zone of the system's location.**

Subscribers' classes of service determine whether or not they may specify delivery time for messages and the number of days in advance that messages may be sent.

Different Delivery Options Can Apply to Different Destinations

When sending to multiple destinations, the option(s) assigned to the previous destination (e.g., confidential, priority, proof of delivery and specify delivery time) apply to the next destination. To cancel a previous option, dial the number of that option again before sending the message to the next destination. This action turns the option off. In this way, the same message can be sent to two people with it going to one person as "priority," to another as "confidential," and to a third as "priority" and "confidential." Any combination of the options is possible.

Dial By Name

2	→ Record your message	# →	#	Message Acceptable	→	#	Spell name	→	#	Send message

[2] → Record your message   [#] → [#] Message Acceptable → [#] Spell name → [#] Send message

[1] Listen to message   [0] Delivery options

[2] Erase and re-record   [*] Cancel destination

[3] Continue recording

[*] Cancel message
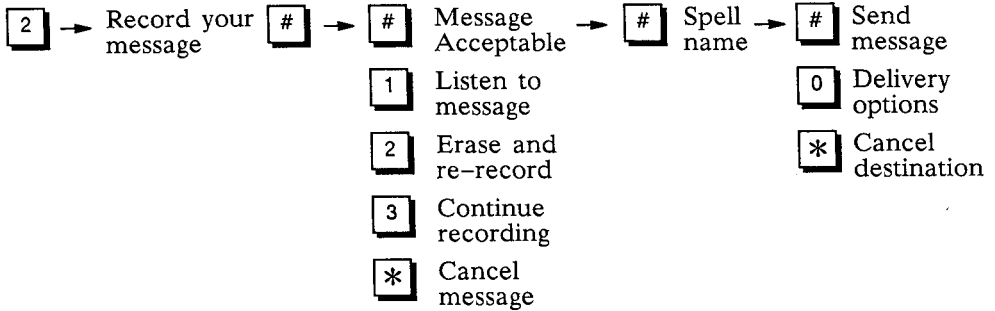
Have you ever recorded a message and realized you forgot your mailbox directory? This experience can be extremely frustrating for subscribers who end up hanging up, losing the message they recorded, looking for a directory and then restarting the whole process. *Dial-By-Name allows subscribers to easily send messages without memorizing mailbox numbers.*

After you finish recording the message, dial [#] twice to spell a name. The system needs only enough letters to uniquely identify the mailbox, so you may not need to spell the full name. As soon as the system finds an exact match for the name, the name is played to confirm the destination. Use the keys on your telephone to spell the last name of the person to receive the message. For example, Smith Bob is entered as: [7][6][4][8][4][2][6][2].

Dial [7] to enter a Q, and dial [9] to enter a Z.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PRS	8 TUV	9 WXY
*	0 OPER	#

15

Changing Your Mailbox Greeting

$\boxed{3}$ → $\boxed{1}$ → $\boxed{2}$ → $\boxed{2}$ → Record your mailbox greeting → $\boxed{\#}$

Greetings   Record   Mailbox greeting
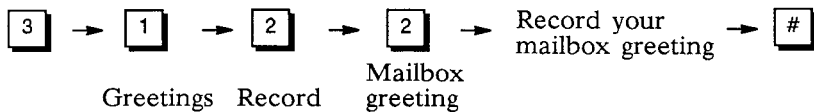
Your mailbox greeting is played to outside callers who enter your mailbox in the telephone answering mode. This greeting enables you to give callers information about your schedule and to encourage callers to leave detailed messages. To change your greeting, simply enter personal options by pressing $\boxed{3}$ and select $\boxed{1}$ "greetings."

There are three additional greetings which you can record. These greetings are Ring – No Answer, Busy, and Out of the Office. If your telephone system has the necessary Call Forward features, the appropriate greeting is played when a call is forwarded from your telephone. If your additional greetings are not recorded, the system plays your mailbox greeting.

NOTE: Ask your system administrator if your telephone system has the appropriate Call Forward features necessary to use these additional greetings.

NOTE: The system administrator can limit the length of a greeting.

If a mailbox greeting has not been recorded, the system uses your recorded name and creates a standard system greeting.

What is a Good Mailbox Greeting?

A good mailbox greeting encourages callers to leave detailed messages (not just name and phone number) and gives them additional information that might be needed. It should present the kind of professional image that is appropriate for your particular organization. You may wish to include an instruction to dial $\boxed{0}$ to reach an operator. For example, "Hello, this Jim Smith. I am sorry I am not able to receive your call, but if you leave a detailed message along with your name and number, I will be prepared to help you when I call you back. If you must talk to someone immediately, please dial zero and someone will help you."

To change your mailbox greeting:

1. At the main menu, press $\boxed{3}$ for personal options.

2. Press $\boxed{1}$ for greetings.

3. Press [2] for record.

4. Press [2] for mailbox greeting.

5. Record your greeting, then press [#].

Listening To Your Mailbox Greeting

[3] → [1] → [1]
Greetings Listen

You may use the personal options to listen to your recorded greeting. To listen to your mailbox greeting:

1. At the main menu, press [3] for personal options.

2. Press [1] for greetings.

3. Press [1] for listen.

4. Press [2] for mailbox greeting.

Erasing Your Mailbox Greeting

[3] → [1] → [3]
Greetings Erase

The standard system greeting may be chosen at any time by erasing your recorded greeting without recording a new one. To erase your mailbox greeting:

1. At the main menu, press [3] for personal options.

2. Press [1] for greetings.

3. Press [3] for erase.

4. Press [2] for mailbox greeting.

Recording Your Name

$\boxed{3} \rightarrow \boxed{1} \rightarrow \boxed{2} \rightarrow \boxed{1} \rightarrow$ Record your $\rightarrow$ $\boxed{\#}$
                                name

Greetings Record Name
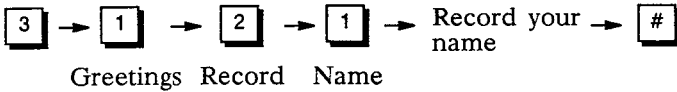
You record your name the first time you use your mailbox. The recording of the name will be used: (1) to verify destinations, (2) as part of a system-generated personal greeting, or (3) as verification when someone is creating or editing group lists. You may change the way your name is recorded at any time.

To record your name:

1. At the main menu, press ③ for personal options.

2. Press ① for greetings.

3. Press ② for record.

4. Press ① for name.

5. Record your name, then press #.

Temporary Greeting

$\boxed{3} \rightarrow \boxed{1} \rightarrow \boxed{2} \rightarrow \boxed{3} \rightarrow$ Record your $\rightarrow$ $\boxed{\#} \rightarrow$ $\boxed{2}$ Activate your
                              greeting   temporary greeting

Greetings Record   ③ Deactivate your
                                               temporary greeting
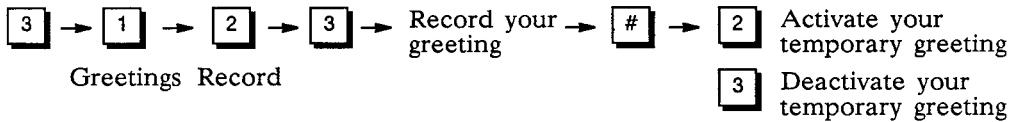
As customers and subscribers begin to appreciate the speed of information flow with voice mail, it is important to warn them when it may take longer then usual to respond to messages. The temporary greeting allows you to give a special notice to outside callers and subscribers. The temporary greeting plays in place of the mailbox greeting when calls are answered in the telephone answering mode. The greeting should emphasize that you will not be checking in for messages frequently. It might be used to direct callers to someone who could help them.

The prompting for telephone answering is slightly different if the caller has a temporary greeting. Callers hear the temporary greeting and are then prompted with the usual prompts.

Additional Operation

When subscribers enter their mailboxes while a temporary greeting is in effect, they hear a message from the system that a temporary greeting is in effect. The system prompts subscribers to listen to the greeting ①, retain the greeting ②, or deactivate the greeting ③.

Recording A Temporary Greeting

To establish a temporary greeting:

1. At the main menu, press ③ for personal options.

2. Press ① for greetings, then press ② for record.

3. Press ③ for temporary greeting.

4. Record the greeting, then press #.

5. Press ② to activate the greeting.

The temporary greeting can be deactivated without being erased. To deactivate the greeting, when the system prompts you that a temporary greeting is in effect, press ③.

Listen To Your Temporary Greeting

To listen to your existing temporary greeting:

1. At the main menu, press ③ for personal options.

2. Press ① for greetings, then press ① for listen.

3. Press ③ for temporary greeting.

Erase Your Temporary Greeting

To erase your temporary greeting:

1. At the main menu, press ③ for personal options.

2. Press ① for greetings, then press ③ for erase.

3. Press ③ for temporary greeting.

19

Additional Greetings

There are three additional greetings which you can record. These greetings are Ring – No Answer, Busy, and Out of the Office. If your telephone system has the necessary Call Forward features, the appropriate greeting is played when a call is forwarded from your telephone. If your additional greetings are not recorded, the system plays your mailbox greeting.

NOTE: Ask your System Administrator if your telephone system has the appropriate Call Forward features necessary to use these additional greetings.

③ → ① →	① Listen →	⧣ →	④ Ring/No Answer	→ Record your greeting → ⧣
Greetings	② Record		⑤ Busy	
	③ Erase		⑥ Out of the Office	
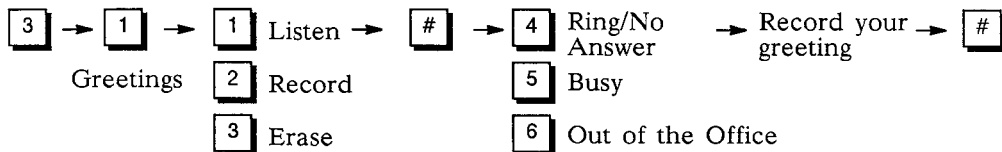
Recording An Additional Greeting

To establish an additional greeting:

1. At the main menu, press ③ for personal options.

2. Press ① for greetings, then press ② for record.

3. Press ⧣ for additional greetings.

4. Press ④ for Ring – No Answer, or ⑤ for Busy, or ⑥ for Out of the Office.

5. Record the greeting, then press ⧣.

Listen To Additional Greetings

To listen to your existing additional greetings:

1. At the main menu, press ③ for personal options.

2. Press ① for greetings, then press ① for listen.

3. Press ⧣ for additional greetings.

4. Press ④ for Ring – No Answer, or ⑤ for Busy, or ⑥ for Out of the Office.

20

Erase Additional Greetings

To erase one of your additional greetings:

1. At the main menu, press ③ for personal options.

2. Press ① for greetings, then press ③ for erase.

3. Press #️ for additional greetings.

4. Press ④ for Ring – No Answer, or ⑤ for Busy, or ⑥ for Out of the Office.

Personal Access Code

③ → ② → ② Create/ → ⓪ Mailbox → Enter access → #️
             Modify   access code   code

There is one access code that is associated with each subscriber mailbox. Each access code may be from 1 to 9 digits long. The system administrator can program a minimum and maximum length for mailbox access codes. **Zero should not be used as the first digit.** An initial, temporary access code is given to each subscriber and is used to enter the system for the very first time; it should not be used again.

Your access code should represent numbers that are easy for you to remember yet not easily guessed by other people. You are strongly discouraged from using birthdays, employee numbers, social security numbers, etc., since these numbers could be readily guessed by others. You are encouraged to change your access code frequently.

To change access code, use the *Personal Options* menu:

1. From the main menu, press ③.

2. Press ② for access codes, then press ② to create/modify an access code.

3. Press ⓪ for mailbox access code.

4. Enter the access code you have decided on, then press #️.

21

Secretary Mailbox

$\boxed{3} \rightarrow \boxed{2} \rightarrow \boxed{2}$ Create/ $\rightarrow$ $\boxed{1}$ Secretary $\rightarrow$ Enter $\rightarrow$ $\boxed{\#}$
Modify access code access code
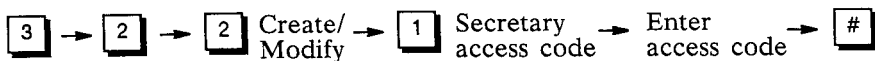
Secretary mailbox is another method of accessing your mailbox with its own access code. When your mailbox is accessed using the secretary mailbox access code, instead of the mailbox access code, only the envelope information of messages in your mailbox can be played. The actual messages cannot be played. This is useful if you wish to have someone check the messages in your mailbox without letting them hear the actual messages. Messages cannot be sent or received by secretary mailboxes.

To add a secretary mailbox access code, use *Personal Options:*

1. From the main menu, press $\boxed{3}$ for personal options.

2. Press $\boxed{2}$ for access codes, then press $\boxed{2}$ for create/modify.

3. Press $\boxed{1}$ for secretary access code.

4. Enter the desired access code, and then press $\boxed{\#}$.

To delete a secretary mailbox access code:

1. From the main menu, press $\boxed{3}$ for personal options.

2. Press $\boxed{2}$ for access codes, then press $\boxed{3}$ for erase.

3. Press $\boxed{1}$ for secretary access code.

Guest Mailboxes

Do you have a customer or vendor who is impossible to reach? Do you travel frequently and need to stay in touch with your family? Guest mailboxes can help you stay in touch with people outside your company. You may use up to 8 guest mailboxes depending upon your mailbox's class of service.

There are three steps to using a guest mailbox:

1. Create the mailbox by establishing a guest access code to your mailbox.

2. Send a message to the guest mailbox.

3. Instruct your guest how to obtain the message.

Create A Guest Mailbox

Guest mailboxes are created using the *Personal Options* menu:

1. From the main menu, press ③ for personal options.

2. Press ② for access codes, then press ② for create/modify.

3. Press the digit ② - ⑨ corresponding to the guest number. ② for guest 2 access code, etc. (Guest 1 is reserved for the secretary mailbox).

4. Enter the desired access code, and then press ⌗.

Erase A Guest Mailbox

To erase a guest mailbox access code:

1. From the main menu, press ③ for personal options.

2. Press ② for access codes, then press ③ for erase.

3. Press the digit ② - ⑨ corresponding to the guest number to be deleted.

23

Guest Mailboxes, cont.

Send A Message

To send a message to a guest mailbox, record your message. When prompted for the destination, press ⑧ plus the guest number ② - ⑨ . For example, to send a message to guest number 3, press ⑧ ③.

Instruct Your Guest

Give your guest the following instructions:

1. Call the INFOSTAR/VX2 telephone number: _____.

2. Enter ⌗ and your mailbox number: _____. Listen to your name.

3. Enter the access code (assigned to the guest).

Group Distribution Lists

[3] → [3] Group → [1] List → Enter list
　　　　lists　　　members　　number (11–29)

　　　　　　　　[2] Establish
　　　　　　　　　　list

　　　　　　　　[3] Erase
　　　　　　　　　　list

　　　　　　　　[4] Modify
　　　　　　　　　　list
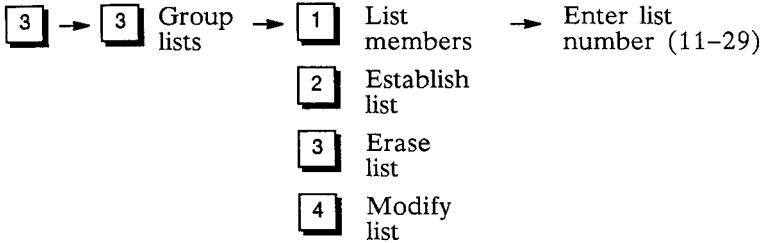
Group lists allow subscribers to record a message once and send it *simultaneously* to multiple destinations. Messages are recorded and sent like any other message and may have delivery options like confidential, priority, etc.

Each subscriber, depending on his or her class of service, may be allowed to create and use up to 19 lists of up to 25 subscribers each. In addition, subscribers may be given access to system group lists. These lists have names that are recorded by the subscriber or, in the case of system group lists, by the system administrator. The lists also have numbers that are used as destinations when sending messages. Personal group lists are numbered from 11 to 29 and system group lists are numbered from 30 to 79. An example of a personal group list might be:

Regional Managers　　　　11

　Kevin Jones　　　3922
　Dan Smith　　　　3267
　Jim Fields　　　　3721

Group lists may NOT be linked together, but subscribers may send the same message to several group lists in succession, if required.

To send a message to one of your distribution lists, enter the 2–digit distribution list number followed by [#] when prompted for the destination. You will hear the name of the list you have recorded to confirm that you are about to send a message to that list of people. You can always change a distribution list by deleting or adding any voice mailbox you wish.

Group Distribution Lists, cont.

Establishing a Personal Group List

| 3 | → | 3 | → | 2 | → | Dial list number (11–29) | → | Record group name | → | # | → | 1 | Add or Erase Mailboxes |

Group lists   Create list

             2   Rename group list
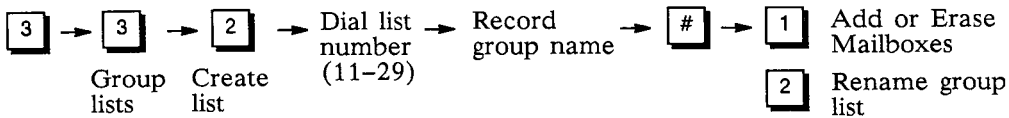
→ ✳   When done

To create a Personal Group list:

1. From the main menu, press ③ for personal options.

2. Press ③ for group lists, then press ② for establish list.

3. Enter the desired 2-digit list number (11–29), and then press #.

4. Press ① to add mailbox numbers to the new list. Press ✳ when you have finished adding mailboxes.

Listing Members

| 3 | → | 3 | → | 1 | List members | → | Dial list number (11–29) | → | 3 | Delete number |

                                         7   Play previous name

If you forget the names of a particular list, the names of a list may be listened to.

To play the mailboxes in a Personal Group list:

1. From the main menu, press ③ for personal options.

2. Press ③ for group lists, then press ① for list members.

3. Enter the desired 2-digit list number (11–29), and then press #.

4. Press ③ to delete a mailbox number while the list is playing. Press ⑦ to repeat the previous entry in the list.

Group Distribution Lists, cont.

Erasing Existing Lists

[3] → [3] Group → [3] Erase → Dial list
        lists   list   number
                                (11–29)
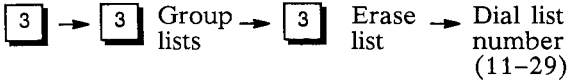
Subscribers may erase an entire personal group distribution list. To erase a Personal Group list:

1. From the main menu, press [3] for personal options.

2. Press [3] for group lists, then press [3] to erase.

3. Dial the desired 2–digit list number (11–29).

Modifying Existing Lists

[3] → [3] → [4] → Dial list → [1] Add or Erase → [*] When
                    number   Mailboxes   done
   Group Modify (11–29)   [2] Rename group → Record [#]
   lists   list   list   new name
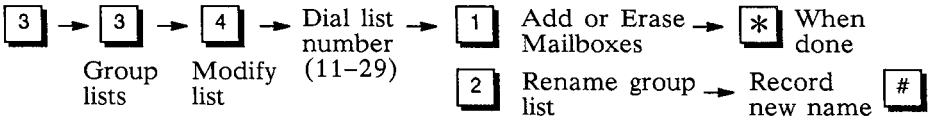
By selecting to modify a list, you can either add or delete a particular person's mailbox from the list or ask the system to rename the group list. If a subscriber's mailbox is already on the list, dialing the number again will remove it. If it is not on the list, the address will be added. The recorded name of a list can be changed or re-recorded at any time without affecting the contents of the list.

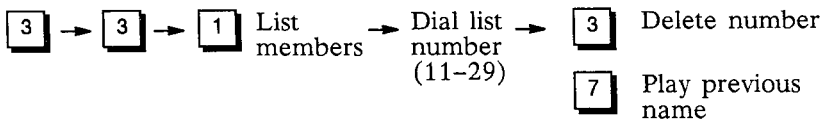To modify a Personal Group list:

1. From the main menu, press [3] for personal options.

2. Press [3] for group lists, then press [4] to modify a list.

3. Dial the desired 2–digit list number (11–29).

4. Press [1] to add mailbox numbers to the list, or erase mailbox numbers from the list. Press [*] when you have finished.

5. Press [2] to rename the list. Record the new name, then press [#].

Outdial

You can use the optional outdial feature to have the system call and notify you that a new message has been received in your mailbox. Before you begin to use outdialing you must specify:

- A schedule of when the system can call you.

Each mailbox user may establish 2 outdial schedules and an override schedule for weekdays and for weekends. Schedules 1 and 2 can be programmed to accommodate time gaps in the same day. For example, "I want the system to call me at home from 6:00 am to 8:00 am and then again from 6:00 pm to 8:00 pm." Schedule 3 is the override schedule.

- The telephone number where you can be reached. This number may be a telephone system (or Centrex) extension, a local or long distance telephone number, or the telephone number and dialing sequence of a pager.

  NOTE: If the telephone number is a telephone system extension, be aware of call forwarding. The outdial call should be call forwarded back to the VX2. Otherwise, the outdial message will be recorded as a new message, and may cause a new outdial. Check with your system administrator to make certain the timer for call forward on no answer is longer than the VX2's timer for an unanswered call (usually 4 rings).

The system allows each mailbox user to specify up to 9 *outdial bins* (numbered 1–9), each of which can contain an extension number, telephone number, or pager sequence. Each outdial bin may contain up to 46 digits. A mailbox user may insert a pause (required in some pager sequences) by dialing $\boxed{*}$.

- The number of times the system is to attempt to reach you.

- An alternate telephone number. This can be skipped if desired.

If the system fails to reach you at the primary bin destination after the programmed number of attempts, it will automatically attempt to notify you at the alternate bin destination using the same number of attempts. If after this, the system still has not reached you, no further attempts are made.

- The type of message that causes an outdial call.

A subscriber can specify: all new messages, or only priority new messages. In addition, a subscriber can limit outdialing to messages from a member of a group list, or from a particular mailbox.

- How long the system waits after a message has been received before placing the outdial call.

Outdial, cont.

Outdial Bins

The first task in creating an outdial schedule is to program the telephone numbers where you can be reached. These numbers can be extensions on a PBX (or Centrex), a telephone number, or the telephone number and dialing sequence of a pager. These numbers are stored in system memory in locations called *outdial bins*. You may store up to 9 telephone numbers. These bins are labeled 1 through 9.

Do not include the dial access code (e.g., 9) needed to reach an outside line in an outdial bin. This information is already programmed into the system.

Creating An Outdial Bin

3 → 4 → 2 → 2 → Dial bin → 1 External → Dial
number Telephone number number
Bin   Add   (1-9)
Maint.   2 Extension
number

3 Pager
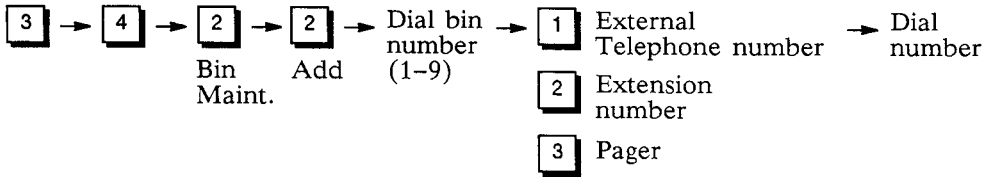
To create an Outdial bin:

1. From the main menu, press ③ for personal options.

2. Press ④ for message notification, then press ② for bin number maintenance.

3. Press ② to add a bin number.

4. Dial the desired bin number (1-9).

5. Dial the type of number to be added (1 – external telephone number or number for a voice pager, 2 – extension number, or 3 – pager).

6. Dial the telephone number. Use the ✳ to insert a pause.

7. If the number is correct, press # when prompted.

Outdial, cont.

Review An Outdial Bin

$\boxed{3} \rightarrow \boxed{4} \rightarrow \boxed{2} \rightarrow \boxed{1} \rightarrow$ Dial bin
number
Bin   Review (1–9)
Maint.
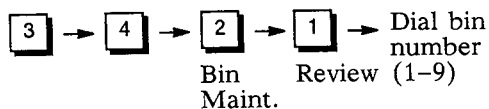
To review the contents of an outdial bin:

1. From the main menu, press $\boxed{3}$ for personal options.

2. Press $\boxed{4}$ for message notification, then press $\boxed{2}$ for bin number maintenance.

3. Press $\boxed{1}$ to review a bin number.

4. Dial the desired bin number (1–9).

Erase An Outdial Bin

$\boxed{3} \rightarrow \boxed{4} \rightarrow \boxed{2} \rightarrow \boxed{3} \rightarrow$ Dial bin
number
Bin   Erase (1–9)
Maint.
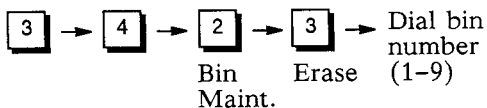
To erase an outdial bin:

1. From the main menu, press $\boxed{3}$ for personal options.

2. Press $\boxed{4}$ for message notification, then press $\boxed{2}$ for bin number maintenance.

3. Press $\boxed{3}$ to erase a bin number.

4. Dial the desired bin number (1–9).

Modify An Outdial Bin

$\boxed{3} \rightarrow \boxed{4} \rightarrow \boxed{2} \rightarrow \boxed{4} \rightarrow$ Dial bin
number
Bin   Modify (1–9)
Maint.
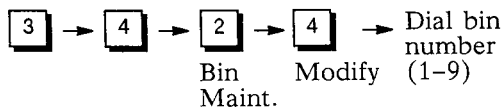
To modify the contents of an outdial bin:

1. From the main menu, press $\boxed{3}$ for personal options.

Outdial, cont.

2. Press ④ for message notification, then press ② for bin number maintenance.

3. Press ④ to modify a bin number.

4. Dial the desired bin number (1–9). The system plays the current contents of the bin. If the contents are correct, dial #. If the contents are not correct, dial ✳. The system will prompt for new information.

Outdial Administration

The outdial administration selection is used to program the schedules used by outdial when attempting to reach a subscriber. Each subscriber can program an outdial schedule for weekdays and a schedule for weekends. Both the weekday and weekend schedule can be divided into 2 schedules (schedule 1 and schedule 2). This allows you to program gaps in the day. The schedules are allowed to overlap. In addition, there is an override schedule (schedule 3) for weekdays and one for weekends. When the override schedule is programmed, it takes the place of schedules 1 and 2.

Each schedule is programmed with:

- a start and stop time

- the outdial bin number containing the telephone number where a subscriber can be reached

- the number of times to attempt to reach a subscriber

- an alternate bin number (optional)

- the type of message (all or priority) which causes an outdial

- how long after a message has been received to place the outdial

- message senders who cause an outdial (subscribers in a particular group list, a specific mailbox number, or any new message.)

Outdial, cont.

Add An Outdial Schedule

$\boxed{3}$ → $\boxed{4}$ → $\boxed{3}$ → $\boxed{2}$ → $\boxed{1}$ Weekday → $\boxed{1}$ Schedule 1 →

Outdial Add $\boxed{2}$ Weekend $\boxed{2}$ Schedule 2
Admin

$\boxed{3}$ Override
schedule

→ Dial start → Dial stop → Dial bin → Dial number → Dial alternate →
time   time   number   of attempts   bin number

→ $\boxed{1}$ All → Dial how long → Dial a group list,
messages   to wait before   mailbox number, or
$\boxed{2}$ Priority   placing the outdial # for all subscribers.
messages   call.
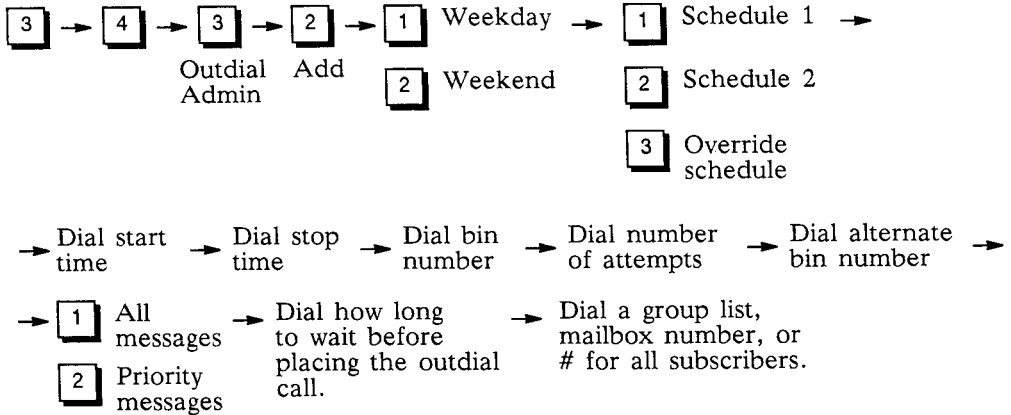
To add an outdial schedule:

1. From the main menu, press $\boxed{3}$ for personal options.

2. Press $\boxed{4}$ for message notification, then press $\boxed{3}$ for outdial administration.

3. Press $\boxed{2}$ to add a schedule.

4. Press $\boxed{1}$ for a weekday schedule, or press $\boxed{2}$ for a weekend schedule.

5. Dial the number of the schedule to be programmed (1, 2, or 3 – override schedule). Schedule 4 – Wakeup is not used at this time.

6. Dial the time when you will start accepting calls as a 3–digit or 4–digit number in 24–hour clock format (i.e., military time). For example, 2 p.m. is enter as 1400.

7. Dial the time when you will stop accepting calls as a 3–digit or 4–digit number in 24–hour clock format (i.e., military time). For example, 8 p.m. is enter as 2000.

8. Dial the desired bin number (1–9).

9. Dial the number of attempts to reach you (this number must be at least 1).

10. Dial an alternate bin number if desired, press $\boxed{0}$ for no alternate, or press $\boxed{\#}$ to skip.

Outdial, cont.

11. Press ① for all messages, or press ② for only priority messages.

12. Dial how long the system is to wait after receiving a non–priority message before outdialing to you. Dial 1–9 for hours, or 10–99 for minutes. Dial 00 for immediate notification. (The system skips this step if requested notification is for priority messages only.)

13. Dial how long the system is to wait after receiving a priority message before out-dialing to you. Dial 1–9 for hours, or 10–99 for minutes. Dial 00 for immediate notification.

14. Dial a group list number, a mailbox number, or ⧉ for all subscribers.

Review An Outdial Schedule

③ → ④ → ③ → ① → ① Weekday → ① Schedule 1
Outdial Review
Admin ② Weekend ② Schedule 2
③ Override schedule

To review an outdial schedule:

1. From the main menu, press ③ for personal options.

2. Press ④ for message notification, then press ③ for outdial administration.

3. Press ① to review a schedule.

4. Press ① for a weekday schedule, or press ② for a weekend schedule.

5. Dial the number of the schedule to be reviewed (1, 2, or 3 (override schedule)). Schedule 4 – Wakeup is not used at this time.

Erase An Outdial Schedule

③ → ④ → ③ → ③ → ① Weekday → ① Schedule 1
Outdial Erase
Admin ② Weekend ② Schedule 2
③ Override schedule

33

Outdial, cont.

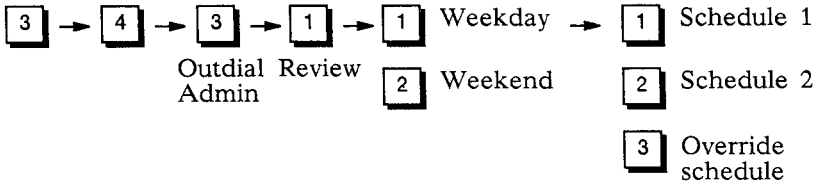To erase an outdial schedule:

1. From the main menu, press ③ for personal options.

2. Press ④ for message notification, then press ③ for outdial administration.

3. Press ③ to erase a schedule.

4. Press ① for a weekday schedule, or press ② for a weekend schedule.

5. Dial the number of the schedule to be erased (1, 2, or 3 (override schedule)). Schedule 4 – Wakeup is not used at this time.

Modify An Outdial Schedule

③ → ④ → ③ → ④ → ① Weekday → ① Schedule 1

Outdial Modify
Admin   ② Weekend   ② Schedule 2

                           ③ Override
                                schedule

To modify an outdial schedule:

1. From the main menu, press ③ for personal options.

2. Press ④ for message notification, then press ③ for outdial administration.

3. Press ④ to modify a schedule.

4. Press ① for a weekday schedule, or press ② for a weekend schedule.

5. Dial the number of the schedule to be modified (1, 2, or 3 (override schedule)). Schedule 4 – Wakeup is not used at this time. The system plays the schedule, and request confirmation for each entry. Press # if the entry is correct, or press * and change the entry as needed.

Outdial, cont.

Turn Outdial On/Off

Once the desired outdial schedules have been programmed, outdial can be turned on and off whenever desired. Outdial On/Off is a toggle. If outdial is on, this procedure turns it off. If outdial is off, this procedure turns it on.

[3] → [4] → [1]

         Activate/
         Deactivate

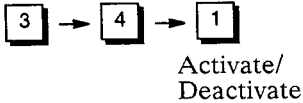To turn outdial on or off:

1. From the main menu, press [3] for personal options.

2. Press [4] for message notification, then press [1].

Answering An Outdial Call

When the system places an outdial call, it waits until it detects that the call has been answered. As soon as the call is answered the system plays "This is the (recorded company name) voice mail system with a message for (recorded mailbox name). If you are an operator, please transfer this call to (recorded mailbox name). If (recorded mailbox name) cannot be reached at this number, please dial star, and please have (recorded mailbox name) call the (recorded company name) voice mail system. If you are (recorded mailbox name), dial your access code now."

NOTE: The system uses your recorded name as part of the outdial greeting. If your name is not recorded, the system will use your mailbox number as part of the greeting. For this reason, make certain you have recorded your name for your mailbox.

Dial your access code, then press [#] and listen to your messages.

NOTE: If an outdial call is answered and whoever answers the call dials a * in response to the outdial greeting (indicating the called party is not at that number), the system automatically turns off outdial. A message is then left in the subscriber's mailbox that outdial has been turned off. Outdial remains off until the subscriber turns it back on. See Section *Turn Outdial On/Off.*

Things to Know About The Outdial Schedule

When a call is received in a your mailbox, the system first checks to see if outdial notification is turned on. If it is, the system checks to see if you are using the mailbox (no outdials will be made if you are using your mailbox when a message is received). If not, the system checks your outdial schedule to determine if the message received matches the message type (priority, all, from a group list, etc.) of a schedule. The system then determines when to begin the outdial process.

If there is nothing programmed for "normal message call after" or "priority message call after" (depending upon the type of message), the system queues the outdial process immediately and follows the schedule(s) in effect at the time (weekday, weekend, schedule 1, etc.).
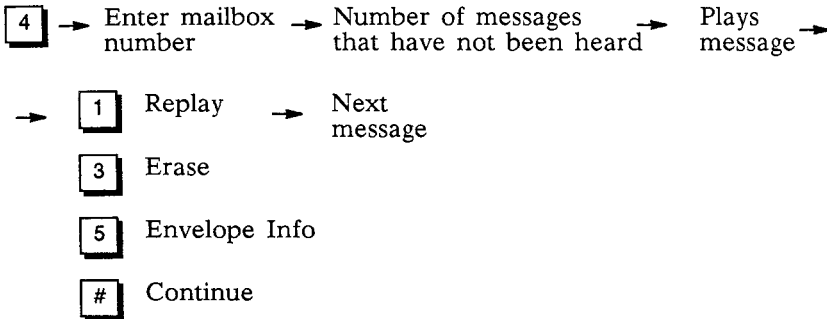
If there is a value programmed for "normal message call after" or "priority message call after," that value is added to the time the message is received and then compared to the schedule start and stop times. If the time falls within the schedule, the outdial process is queued for the delayed delivery time. If the time falls outside of the start and stop time, the system queues the outdial for the next scheduled time you are available for an outdial call based on all outdial schedules for the mailbox.

If you retrieve all new messages from your mailbox while an outdial is in queue, the outdial attempt will be canceled.

The system knows an outdial was successful when your mailbox access code is dialed. If the system was not successful on an outdial attempt, the system waits five minutes before the next attempt, until the number of attempts programmed on the schedule is reached. The system then repeats the process for an alternate bin if one is programmed. If after all attempts the system was not successful in reaching you, a message is left in your mailbox informing you of the failed attempts to outdial to you.

NOTE: If the system is dialing a pager number (Tel Type 3), the system will call the pager the number of times programmed for attempts, or until the mailbox is accessed and a valid access code is entered.

36

Check Delivery

| 4 | → | Enter mailbox number | → | Number of messages that have not been heard | → | Plays message | → |

→	1	Replay	→	Next message
	3	Erase
	5	Envelope Info
	#	Continue

The system gives you an opportunity to determine whether or not your messages have been received. The check delivery feature of the system allows you to check for proof of delivery by directing the system to play any messages from you which have not been listened to in a specified subscriber's mailbox. This after-the-fact method of confirmation generally provides much greater flexibility and convenience.

After dialing the mailbox number, the system confirms the name of the person whose mailbox is being checked.

The total number of messages not listened to will be given. If a message has not been received, the system plays back any unheard messages in the mailbox, and gives the subscriber an opportunity to erase the messages.

To check to see if a message has been listened to by the recipient:

1. From the main menu, press 4 for check delivery.

2. Dial the desired mailbox number, or press # to use spell by name. The system tells you how many of your messages have not been played by the recipient. The unheard messages are then played. After each message, the system will prompt you to take action on the message. Your choices are:

    1   Replay the message

    3   Erase the message. This is useful when you have second thoughts about a message you have sent.

    5   Envelope information.

    #   Continue to the next message.

Expert mode is a series of automatic features designed for experienced voice mail users.

The auto mode can be changed back to the normal mode at any time by dialing [0].

Skip To Saved Messages

[1] → [#][0] → Listen to
saved messages

If you wish to bypass the new messages in your mailbox, and go directly to your saved messages:

1. At the main menu, press [1].

2. Press [#] [0]. The system plays your saved messages.

Auto Listen/Skip

[1] → [#][1] → Listen to
the messages

When messages are listened to using Auto Listen/Skip, the system plays all messages one after the other until interrupted by the subscriber. Messages listened to in this fashion are considered skipped, and appear as new messages the next time the subscriber listens to messages.

To auto listen to the messages in your mailbox, and then skip to the following messages:

1. At the main menu, press [1].

2. Press [#] [1]. The system plays your messages. After the message is played, it is placed in the skipped message queue.

Auto Listen/Save

| 1 | → | # | 2 | → | Listen to the messages |

When messages are listened to using Auto Listen/Save, the system plays all messages one after the other until interrupted by the subscriber. Messages listened to in this fashion are saved after they are played.

To auto listen to the messages in your mailbox, and then save them:

1. At the main menu, press [1].

2. Press [#] [2]. The system plays your messages. After the message is played, it is placed in the saved message queue.

Auto Listen/Erase

| 1 | → | # | 3 | → | Listen to the messages | → | Message erased after play |

When messages are listened to using Auto Listen/Erase, the system plays all messages one after the other until interrupted by the subscriber. **Messages listened to in this fashion are erased after they are played**. After Auto Listen/Erase is selected,the system plays a message to remind the subscriber that messages will be automatically deleted after being played, and then prompts for confirmation.

To auto listen to the messages in your mailbox, and then **erase** them:

1. At the main menu, press [1].

2. Press [#] [3]. The system plays your messages. After the message is played, it is **erased**.

NOTE: Erase messages cannot be recovered.

Auto Scan Envelope Information

$\boxed{1}$ → $\boxed{\#}$ $\boxed{5}$ → Listen to envelope info → $\boxed{1}$ Play message

$\boxed{6}$ Send a copy

$\boxed{0}$ Normal mode

The envelope information of all messages can be played without listening to the messages themselves. While the envelope information is playing any of the playback commands can be used. The envelope information can be interrupted and the message played, saved, replied to, etc. After the interruption, the system then continues playing envelope information for the remaining messages.

To auto listen to the envelope information only of the messages in your mailbox:

1. At the main menu, press $\boxed{1}$.

2. Press $\boxed{\#}$ $\boxed{5}$. The system plays the envelope information for each message. If you wish to listen to the message, press $\boxed{1}$. If you wish to send a copy to someone else, press $\boxed{6}$.

Play Previous Message

$\boxed{1}$ → $\boxed{\#}$ $\boxed{7}$ → Listen to previous message

During message review, you may wish to back up and play the previous message:

1. At the main menu, press $\boxed{1}$.

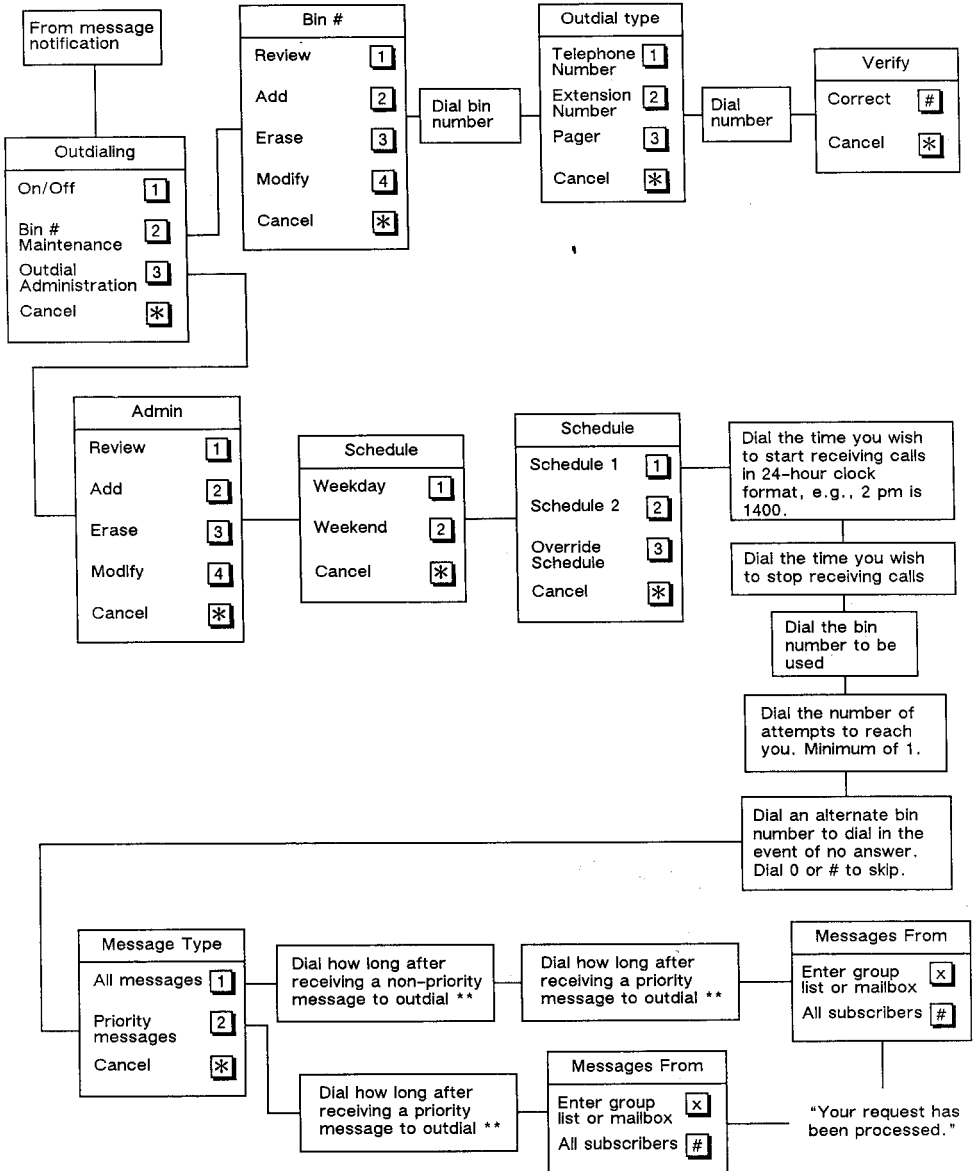2. Press $\boxed{\#}$ $\boxed{7}$. The system plays the previous message.

Mass Auto Delete

If you wish to empty your mailbox of all messages, you can use mass auto delete. To empty your mailbox of **all messages**:

1. At the main menu, press $\boxed{1}$.

2. Press $\boxed{\#}$ $\boxed{*}$. The system erases all messages in your mailbox.

CAUTION: All messages in your mailbox will be erased and CANNOT be recovered.

Outdial

From message notification

Outdialing	
On/Off	[1]
Bin # Maintenance	[2]
Outdial Administration	[3]
Cancel	[*]

Bin #	
Review	[1]
Add	[2]
Erase	[3]
Modify	[4]
Cancel	[*]

Dial bin number

Outdial type	
Telephone Number	[1]
Extension Number	[2]
Pager	[3]
Cancel	[*]

Dial number

Verify	
Correct	[#]
Cancel	[*]

Admin	
Review	[1]
Add	[2]
Erase	[3]
Modify	[4]
Cancel	[*]

Schedule	
Weekday	[1]
Weekend	[2]
Cancel	[*]

Schedule	
Schedule 1	[1]
Schedule 2	[2]
Override Schedule	[3]
Cancel	[*]

Dial the time you wish to start receiving calls in 24-hour clock format, e.g., 2 pm is 1400.

Dial the time you wish to stop receiving calls

Dial the bin number to be used

Dial the number of attempts to reach you. Minimum of 1.

Dial an alternate bin number to dial in the event of no answer. Dial 0 or # to skip.

Message Type	
All messages	[1]
Priority messages	[2]
Cancel	[*]

Dial how long after receiving a non-priority message to outdial **

Dial how long after receiving a priority message to outdial **

Messages From	
Enter group list or mailbox	[x]
All subscribers	[#]

Dial how long after receiving a priority message to outdial **

Messages From	
Enter group list or mailbox	[x]
All subscribers	[#]

"Your request has been processed."

** NOTE: Dial 1-digit (1-9) for how long after in hours
         Dial 2-digit (10-99) for how long after in minutes
         Dial 00 for immediate outdial.

1. **Call the INFOSTAR/VX2**
2. **Dial** `#`
3. **Dial your mailbox number**
4. **Dial access code**

Main Menu

Listen	Send	Personal Options	Check Delivery	Start Again	Hang Up	Transfer
1	**2**	**3**	**4**	**#**	*****	**0**

While Listening

Repeat **1**	Save **2**	Erase **3**
Reply **4**	Envelope **5**	Copy **6**
Rewind **7**	Pause/ Resume **8**	Forward **9**
Cancel Review *****	Options **0**	**#**

Skips Message

After Listening

Repeat **1**	Save **2**	Erase **3**
Reply **4**	Envelope **5**	Copy **6**
Rewind **7**	**8**	**9**
Main Menu *****	Options **0**	**#**

Record Message

Options

Send Options

Mailbox Number/ Group List	**xxxx**
Spell Name	**#**
Cancel/Rerecord	*****
Options	**0**

Delivery Options

Confidential	**1**
Priority	**2**
Proof of Delivery	**3**
Specified Delivery	**4**
Cancel	*****

Personal Options

Greetings	**1**
Access Codes	**2**
Group Lists	**3**
Outdial	**4**

On/Off	**1**
Bin # Maint	**2**
Calling Admin	**3**

List Members	**1**
Establish	**2**
Erase List	**3**
Modify	**4**

Enter List # (11-29)

Listen	**1**
Create/ Modify	**2**
Erase	**3**

Personal	**0**
Secretary	**1**
Guests (2-9)	**X**

Listen	**1**
Record	**2**
Erase	**3**

Name	**1**
Mailbox Greeting	**2**
Temporary Greeting	**3**

Check Delivery

Enter Mailbox Number	**xxxx**
Spell Name	**#**

Erase Unheard Message **3**

Note: You may cancel an operation at any time by dialing *****