TABLE OF CONTENTS

GENERAL DESCRIPTION

PART	DESCRIPTION PAGE
1	SYSTEM OVERVIEW
	1.1 INTRODUCTION 1-1 1.2 AUTO ATTENDANT 1-1 1.3 VOICE MAIL 1-1 1.4 PROGRAMMING 1-2 1.5 SYSTEM INTEGRATION 1-3 1.6 GENERAL INFORMATION 1-5
2	HARDWARE DESCRIPTION
-	2.1 STANDARD CABINET 2-1 2.2 EXTENDED CABINET 2-1 2.3 MEMORY MODULE (SIX HOUR) 2-1 2.4 MEMORY MODULE (12 HOUR) 2-2 2.5 816 PORT CARD 2-2 2.6 ANALOG PORT CARD 2-2
3	FEATURES
	3.1 SYSTEM FEATURES
4	APPLICATION NOTES
	4.1 ANSWERING OUTSIDE CALLS 4-1 4.2 AUTO ATTENDANT TRANSFER MODES 4-1 4.3 AUTO ATTENDANT ROUTING 4-2 4.4 MENU BRANCH (AUTO ATTENDANT BRANCH TYPE 1) 4-2 4.5 DIRECTORY BRANCH (AUTO ATTENDANT BRANCH TYPE 2) 4-4 4.6 DEPARTMENT BRANCH (AUTO ATTENDANT BRANCH TYPE 3) 4-4 4.7 DIAL BRANCH (AUTO ATTENDANT BRANCH TYPE 4) 4-4 4.8 JUMP BRANCH (AUTO ATTENDANT BRANCH TYPE 5) 4-5 4.9 OUTDIAL BRANCH (AUTO ATTENDANT BRANCH TYPE 6) 4-5 4.10 DISCONNECT BRANCH (ID 9999) 4-5 4.11 VOICE MAIL 4-5 4.12 USER MAILBOXES 4-5 4.13 GROUP MAILBOXES 4-6 4.14 BROADCAST MAILBOX 4-6 4.15 CASCADE PAGING MAILBOXES 4-7 4.16 INFORMATION MAILBOXES 4-7
5	REGULATORY APPROVALS
	5.1 FCC

TABLE OF CONTENTS

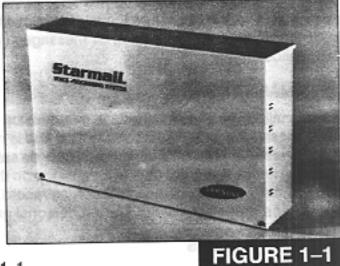
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PART 1. SYSTEM OVERVIEW

NOTE: This General Description Section applies to Starmail versions 12.0 or later.

1.1 INTRODUCTION

Starmail is a stand-alone auto attendant and voice mail system specially designed for use with the PROSTAR line of telecommunications equipment. Starmail can be configured for two ports (standard cabinet) to eight ports (extended cabinet) and six or twelve hours of voice storage (see the note below). It is housed in a compact metal case that is wall-mounted in the telephone equipment room. The system consists of a cabinet that houses two or four station cards and slots for one or two memory modules. It is powered by an



external power transformer. See Figure 1-1.

NOTE: Because of changes in disk drive capacity and price, the specifications for Starmail memory modules improve constantly. The figures here represent minimum values. Ask your installer at the time of purchase about any increase in storage.

1.2 AUTO ATTENDANT

Starmail's automated attendant answers phone calls with your recorded greeting and presents the caller with a number of options. These options usually include dialing the extension number if known, dialing a single digit to reach a certain department and selecting a name from a directory.

The system's call routing follows a branch concept that can be simple or complex. Based on the dial pad selections, a caller is routed along a path from branch to branch to a preset extension or extensions, an alphabetic directory, a department directory or another branch for further choices. Call routing can contain up to six levels of branches with each branch at each level capable of advancing to up to eight more branches (total branches not to exceed 40).

1.3 VOICE MAIL

Starmail will operate as voice mail only, auto attendant only or combined voice mail and auto attendant. For maximum efficiency, use Starmail's combination of automated attendant and voice mail. Voice mail in conjunction with auto attendant automatically reroutes designated busy and/or no answer stations to their corresponding mailboxes or to other extensions.

If a more personal touch is required, use voice mail only. In this case, a person continues to answer incoming phone calls, but Starmail simplifies the task of taking messages. The system operator can transfer a call directly to an individual's mailbox or telephone which can then be programmed to forward to the voice mailbox.

Starmail is equipped with any combination of 600 user and information mailboxes as well as 16 group mailboxes, ten cascade paging mailboxes and one broadcast mailbox. Each mailbox can have a maximum of 64 messages (you cannot leave messages for information mailboxes).

USER MAILBOXES

A user mailbox can be assigned to any extension on the phone system. It allows callers to leave messages for the station user if he/she is not present. Personnel who do not have telephones (e.g., warehouse workers, outside sales reps, etc.) may have mailboxes if the mailbox numbers are not usable extensions on the phone system. The mailbox user can perform many mailbox functions such as record, delete and hear the personal greeting and enter a new password. Record a personal greeting to turn on the mailbox.

GROUP MAILBOXES

Group mailboxes allow authorized individuals to send a message to several members' mailboxes at one time. Saved group messages are played back as new messages.

BROADCAST MAILBOX

The system administrator uses the broadcast mailbox to send messages to all mailboxes on the system (you cannot leave messages for information mailboxes).

CASCADE PAGING MAILBOXES

Cascade paging mailboxes are the same as user mailboxes but have the added ability to notify up to three external pagers.

INFORMATION MAILBOXES

Information mailboxes provide information to outside callers. Messages cannot be left in information mailboxes.

1.4 PROGRAMMING

Programming of the system can be done in one of two ways-DTMF and SIP.

DTMF

Dial Starmail directly from any telephone. Enter the appropriate password using the dial pad (DTMF commands). Starmail's built-in voice prompts walk the programmer through all system programming on a prompted, step-by-step basis.

STARMAIL INSTALLATION PROGRAMMER (SIP)

SIP is a PC program that presents the programmer with all programming data on screen for

programming changes. Starmail system data can be created once and uploaded into many systems. A customer-provided PC running MS-DOS_® 3.3 or higher is required. SIP is not intended for online database changes but is designed to simplify the installation process.

Recording of system announcements, prompts and directory names is accomplished through any tone phone connected to Starmail. Starmail's announcements can be of any length (within total memory module limits).

You may program announcements, name changes and other day to day operations via the administrator's password. All other more permanent programming can be accessed only by a higher level programmer's password.

1.5 SYSTEM INTEGRATION

Starmail is designed for and can only be used with either the PROSTAR 816, 816 PLUS, 56ex/120mx, 1224 and DCS family of telephone systems. Proprietary port cards designed specifically for each phone system automatically select the appropriate Starmail integration default data when the port card is installed. Two different interface cards are available for Starmail. They are referred to as "analog" and "816." When you are installing Starmail on an existing PROSTAR phone system, have your installing company verify that the phone equipment has the correct software version.

CALL FORWARD TO STARMAIL

When calls are transferred to a station that is forwarded, the call will ring at the forward destination. Call forwarding is an important part of voice mail integration. The functionality depends on the type of phone system to which Starmail is connected. Table 1–A shows the call forward types supported by each PROSTAR phone system.

	LUMBER OF BUILDING	BARDE TERDICAL CHARA
D TYPES		
FWD ALL	FWD BUSY	FWD NO ANS
YES	NO	NO
YES	YES	NO
YES	YES	YES
	YES YES YES YES YES YES	FWD ALL FWD BUSY YES NO YES

NOTE: Although the 816 PLUS does not support Call Forward No Answer, it may be programmed to simulate this feature for calls transferred to 816 stations.

ANALOG-ANALOG/2500 CONNECTION

This card is used for the following telephone systems:

- 1. 56ex/120mx-via single line ports on the MSLC2 card
- 2. 1224-via single line ports on the 2 x 4 hybrid card
- DCS—via single line ports on the SLI and 8SLI cards
- 4. DCS COMPACT-via single line ports on the 2 SLI and 2 x 4 SLI cards

When the analog interfaced port cards are used in Starmail, communication with the host telephone system is accomplished using inband DTMF. When transferring calls, Starmail will execute a hookflash, dial the extension/group and listen for a DTMF to indicate busy, Do Not Disturb, etc. prior to releasing the call.

816—PROPRIETARY KEYSET CONNECTION

This card is used for the 816 (via keyset ports, not single line) and the 816 PLUS (via keyset ports, not single line).

When the 816 keyset interface port cards are used in Starmail, communication with the host telephone system is accomplished by using data from the KSU in the same manner as a keyset. When transferring calls, Starmail will use the DSS key. If the extension is idle, Starmail will determine if the extension is call forwarded or in Do Not Disturb prior to releasing the call. If the extension is busy (lit DSS key), Starmail will not place the outside caller on hold prior to playing the mailbox greeting.

Table 1–B summarizes the integration for each phone system and shows the minimum phone system software revision.

1-B INTEGRATIO	ON .		
PHONE SYSTEM	PHONE SYSTEM SOFTWARE	PHONE SYSTEM CONNECTION	STARMAIL INTERFACE
816	V7 6/10/94	816 keyset ports	816
816 PLUS	All versions	816 keyset ports	816
1224	All versions	2 x 4 hybrid VM/AA ports	Analog
56ex/120mx Package A	3/24/94	MSLC2 VM/AA ports	Analog
56ex/120mx Package B	3/22/94	MSLC2 VM/AA ports	Analog
DCS COMPACT	All versions	2 SLI cards	Analog
DCS A SWEAK A SIA STORY	All versions	SLI cards	Analog

1.6 GENERAL INFORMATION

1-C DIMENS	SIONS AND WEIGHTS
Size	12.5" x 8" x 3"
Weight	6.7 lb.

1-D ELECTRICAL AND ENVIRONMENTAL INFORMATION					
A/C Input	120 volts A/C 60 Hz				
Maximum Power Consumption	25 watts				
Environmental Limits	32-104 °F				

1-E GENERAL SPECIFICATION	VS	
Maximum Number of Ports	2, 4, 6 or 8	
Routing Branches	40	
Maximum Message Storage Time	6 or 12 hours	
Number of User Mailboxes	Up to 600	
Number of Group Mailboxes	16	
Number of Broadcast Mailboxes	1	
Number of Cascade Mailboxes	10	
Number of Information Mailboxes	Up to 600	
Messages per Mailbox	64	

OTES

PART 2. HARDWARE DESCRIPTION

ware version numbers that end with "s" (standard). See Figure 2-1.

2.1 STANDARD CABINET

The basic Starmail cabinet contains the motherboard and all common control. It is based on a 68000 series processor, uses DSP architecture with four MB of operating program and contains two expansion slots for two port interface cards (816 or analog) and one additional slot for future use.

Connections for memory module (disk drive) power and data are provided on the motherboard. A connector for the external



power transformer, a red LED that lights steady to indicate normal operation and a nine pin female RS232 socket that is used for system diagnostics and SIP programming are found on the bottom of the cabinet. The system software is located on two EPROMs. When you are installing or upgrading software to this cabinet, make sure you have soft-

2.2 EXTENDED CABINET

This cabinet is the same as the standard one in operation and appearance but it has four expansion slots for 816 or analog port cards and one additional slot for future use. When you are installing or upgrading software to this cabinet, be sure you have software version numbers that end with "x" (extended). The extended cabinet is not used in addition to the standard cabinet but instead of the standard cabinet where the use of more ports is necessary.

2.3 MEMORY MODULE (SIX HOUR)

All speech files (prompts, custom greetings and messages) are stored on a hard disk

drive. The disk drive has a proprietary format to work with the Starmail operating system. See Figure 2–2.

Replace only with another Starmail memory module. DO NOT USE ANOTHER MANUFACTURER'S DISK DRIVE. IT WILL NOT WORK. Because of changes in disk drive capacity and price, this specification for Starmail is constantly improving. The figures printed here represent minimum values. Check with your installing company for any increase in storage time.

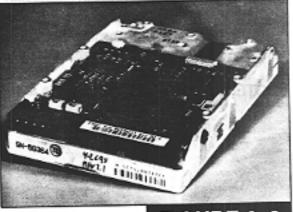


FIGURE 2-2

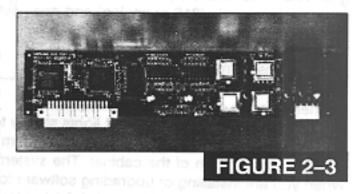
2.4 MEMORY MODULE (12 HOUR)

The 12 hour memory module is the same as the six hour memory module but it has an additional six hours of storage for a total of 12 hours.

Because of changes in disk drive capacity and price, this specification for Starmail is constantly improving. The figures printed here represent minimum values. Check with your installing company for any increase in storage time.

2.5 816 PORT CARD

This card is the interface card between Starmail and the phone system and has two connectors, one for each station line. See Figure 2–3. Connect one or two 816 keyset ports to this card. Up to four 816 port cards can be installed in a Starmail cabinet. No special programming is required to assign this card be-

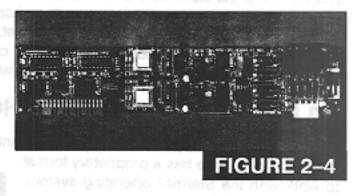


cause Starmail recognizes it when it is installed and sets default software parameters to match.

NOTE: Do not mix 816 port cards and analog port cards in the same Starmail cabinet.

2.6 ANALOG PORT CARD

This card is the interface card between Starmail and the phone system and has two connectors, one for each station line. See Figure 2–4. Connect one or two analog (single line) ports from the 1224, 56ex/120mx, DCS or DCS COM-PACT. Up to four analog port cards can be installed in a Starmail extended cabi-



net. No special programming is required to assign this card because Starmail recognizes it when it is installed and sets default software parameters to match.

NOTE: Do not mix 816 port cards and analog port cards in the same Starmail cabinet.

PART 3. FEATURES

3.1 SYSTEM FEATURES --- motors primary visitation of a literal S

64 KB P/S VOICE QUALITY
AUTOMATIC SETUP
BLIND TRANSFER WITH RECALL TO VOICE MAIL
INTERRUPTIBLE VOICE PROMPTS
MODULAR EXPANSION
NO DISK FRAGMENTATION
ON-SITE ORDERMOTE PROGRAMMING
PASSWORD SECURITY
PC PROGRAMMING (ON-SITE OF PROMPTS)
PRINTED REPORTS (WITH A CUSTOMER-PROVIDED PRINTER)
PROPRIETARY DESIGN
REAL TIME CLOCK
UPLOAD/DOWNLOAD OF SYSTEM PROGRAM
VOICE-PROMPTED PROGRAMMING USING ANY TONE TELEPHONE (ON-SITE OR REMOTE)
WALL-MOUNTABLE

SYSTEM FEATURE DESCRIPTIONS

64 KB P/S VOICE QUALITY A REMOTEUD A HTML STRONGER CETTAINS

Starmail records messages digitally at 64 kb p/s. The higher the number, the more real the recording sounds.

AUTOMATIC SETUP

When first switched on, Starmail automatically configures itself to the type of PROSTAR phone system used, reducing both installation errors and setup time.

BLIND TRANSFER WITH RECALL TO VOICE MAIL

Starmail can transfer callers immediately to extensions that are not busy. Therefore calls are transferred more quickly, making the port available for the next caller. Unanswered recalls are quickly identified and processed according to programmed instructions.

INTERRUPTIBLE VOICE PROMPTS

If Starmail receives a dial pad command while it is playing a message, it will stop playing the message and follow the dial pad command's instructions.

MODULAR EXPANSION

Starmail can be configured from two to eight ports and for six or 12 hours of message time. Buy only what you need now because Starmail can grow when your business does.

NO DISK FRAGMENTATION

Starmail's proprietary operating system prevents the disk drive from becoming fragmented. PC-based systems must run utility programs to correct disk fragmentation.

ON-SITE OR REMOTE PROGRAMMING

Because programming can be accomplished through any tone phone, you can make changes at any time from anywhere.

PASSWORD SECURITY

To prevent unauthorized access to the system programming, various password levels exist in Starmail. The technician, administrator and each mailbox owner have individual passwords. If you prefer, the user password can be disabled, allowing maximum ease of access.

PC PROGRAMMING (ON-SITE CONTROL OF THE PROGRAMMING (ON-SITE CONTRO

Use Starmail Installation Programmer (SIP) to program Starmail using a personal computer. Create an entire database that can be uploaded to Starmail later.

PRINTED REPORTS (WITH A CUSTOMER-PROVIDED PRINTER)

By connecting a serial printer (not supplied), you can obtain printed reports to determine system activity, for example, how many calls Starmail answered, how many times callers requested the sales department, usage time, free disk space and the number of new and old messages in each mailbox.

PROPRIETARY DESIGN

Because Starmail is designed to work exclusively with PROSTAR phone systems, we have been able to achieve a high degree of integration. This allows Starmail to achieve maximum use of its ports while providing fast accurate service.

REAL TIME CLOCK

The system clock keeps track of the current date and time and is supported by a battery. Even if AC power is interrupted, it will keep the correct time.

UPLOAD/DOWNLOAD OF SYSTEM PROGRAM

The system program can be uploaded or downloaded. This means that a copy of the system program can be saved and easily reinstalled at a later date.

VOICE-PROMPTED PROGRAMMING USING ANY TONE TELEPHONE (ON-SITE OR REMOTE)

Programming the system is as easy as following spoken directions. Dial Starmail, enter a password and follow the instructions as you are guided through each step in plain language. There are no special commands or programming languages to learn.

WALL-MOUNTABLE

Starmail's small size and compact design allow it to be wall-mounted, avoiding using valuable office space as a PC-based system does. It is designed to go in the phone room, out of the way.

3.2 AUTOMATED ATTENDANT FEATURES

6 MENU LEVELS, 40 BRANCHES

ACCESS TO OPERATOR

ACD-AUTOMATIC CALL DISTRIBUTION (816 ONLY)

AFTER HOURS ANSWERING

ALPHABETICAL DIRECTORY

AUDIOTEXT

CAMP-ON WITH RECALL TO MAILBOX

DEPARTMENT DIRECTORY

DIAL BRANCH WITH 20 DESTINATIONS

EXTENSION NUMBER CONFIRMATION more upon a term and to leave well as selected at

EXTENSION PRIVACY are not not not a motor between vitroupers the ell seved

FAX RECOGNITION longs too books used of the segment of the segment

INCOMING CALL OVERFLOW TO SEE STATE OF THE SECOND AND THE SECOND A

MULTIPLE CALL HANDLING

OFF PREMISES TRANSFER

OPERATOR TRANSLATION

OVERFLOW ANSWERING

PRERECORDED SYSTEM ANNOUNCEMENTS (ANY OF WHICH CAN BE CUSTOMIZED)

REROUTE ON BUSY OR NO ANSWER

SECOND MAIN GREETING

SEPARATE GREETINGS FOR DAY AND NIGHT WITH AUTOMATIC CHANGE

SINGLE DIGIT DIALING

AUTOMATED ATTENDANT FEATURE DESCRIPTIONS

6 MENU LEVELS, 40 BRANCHES CITAMITED OS HTIW HOMARD JAIO

Six menu levels and 40 branches allow you to set up a call routing structure that can be as simple or as complex as you wish.

ACCESS TO OPERATOR

At any time, callers can dial 0 to reach a person. This eliminates "voice mail jail" and reduces callers' frustration.

ACD—AUTOMATIC CALL DISTRIBUTION (816 ONLY)

Callers attempting to reach a busy department receive a customized "all agents are busy—please hold" message instead of a busy signal. The longest waiting caller goes to the longest idle station. A second message informs the caller that all agents are still busy and plays periodically until the call is answered.

AFTER HOURS ANSWERING

Starmail can answer your phones 24 hours a day. At night, calls can be answered with a different message.

ALPHABETICAL DIRECTORY

A caller who does not know the extension number he/she wishes to call can use the keypad to enter the first three letters of an employee's name. Starmail then connects the caller with that employee's telephone or voice mailbox.

AUDIOTEXT

A mailbox may be programmed as an information mailbox to provide information to callers. Any or all of the user programmable mailboxes can be information mailboxes. Useful frequently requested information can be supplied in the form of recorded messages, for example, "...to hear about our special, press 1" or "...for directions, press 2." This saves time for the caller and for your employees.

CAMP-ON WITH RECALL TO MAILBOX

Starmail can transfer calls to stations even if they are busy. The calls will ring as a "call waiting" on the ringing station and can either be answered by a person or if ignored, answered by Starmail.

DEPARTMENT DIRECTORY

Callers reaching a particular department can hear a list of all employees in the department by name. After the caller makes a selection, Starmail will connect the caller to that member of the department.

DIAL BRANCH WITH 20 DESTINATIONS

A single menu choice can direct a caller to a list of stations called a dial branch. Call distribution can be among all dial branch members or can call each in order, hunting to the next member if the first is busy. An ACD option is also supported for 816 integration.

EXTENSION NUMBER CONFIRMATION

When incoming callers use a directory listing to dial an employee, Starmail can be programmed to disclose the employee's extension number or keep it secret.

EXTENSION PRIVACY

Callers who dial "private" extensions can be automatically rerouted to the system operator.

FAX RECOGNITION

When Starmail answers a call, if it detects a FAX machine calling, it will transfer the call automatically to the designated FAX extension. This automatic FAX switching means you can say good bye to dedicated FAX line charges and use any available phone line for your FAX machine.

INCOMING CALL OVERFLOW

Starmail can be configured to answer incoming calls exclusively, primarily with a person catching the overflow, as a backup to a human operator or not at all. The choice is yours.

MULTIPLE CALL HANDLING

Starmail can answer and process up to eight calls simultaneously.

OFF PREMISES TRANSFER

Incoming calls may be transferred to off premises locations by using outdial branches. You must have Centrex lines to use this feature.

OPERATOR TRANSLATION

You tell Starmail who you want to use as the operator when 0 is dialed from Starmail. This person can be your regular operator or a different person.

OVERFLOW ANSWERING

If you prefer to have a person answer the calls and use the auto attendant only as a backup if the operator is busy or does not answer, Starmail easily complies.

PRERECORDED SYSTEM ANNOUNCEMENTS (ANY OF WHICH CAN BE CUSTOMIZED)

The system has all of the necessary recordings and prompts to work right out of the box. However, any prompt can be rerecorded in your own voice. If you delete your own recording, the default recording once again takes over.

REROUTE ON BUSY OR NO ANSWER

When an extension is busy or unavailable, the caller can be redirected to voice mail, to another extension or to the operator.

SECOND MAIN GREETING

A second main greeting (one for the day mode and one for the night mode) can be programmed so that some Starmail ports answer with one greeting and some ports answer with a different greeting.

SEPARATE GREETINGS FOR DAY AND NIGHT WITH AUTOMATIC CHANGE

Different greetings for normal business hours and after hours can be recorded. At a preprogrammed time, the greeting will automatically change.

SINGLE DIGIT DIALING

Incoming callers can dial extension numbers directly or dial single digits to be routed to other options, departments or destinations.

3.3 VOICE MAIL FEATURES

16 GROUP MAILBOXES 901 TO 916

600 INDIVIDUAL MAILBOXES

AUTOMATIC LOG IN TO MAILBOX

AUTOMATIC MESSAGE PURGING

AUTOMATIC RECORDING STOP

BROADCAST MAILBOX ALL BOX MSG 900

CALL FORWARD TO VOICE MAIL

CASCADE NOTIFICATION

DELETE AND SAVE MESSAGES

FLEXIBLE MAILBOX NUMBERING

INDIVIDUAL PASSWORD SECURITY FOR EACH MAILBOX

INDIVIDUAL PERSONAL MAILBOX GREETING

MAILBOX ON/OFF OPTION

MESSAGE MOVE

MESSAGE NOTIFICATION TO PAGER (TONE AND DIGITAL)

MESSAGE SKIP

MESSAGE WAITING LIGHT CONTROL (FLEXIBLE)

PAUSE AND REWIND

TIME AND DATE STAMP

VOICE MAIL FEATURE DESCRIPTIONS

16 GROUP MAILBOXES

Sometimes the same message must be sent to a group of mailboxes at one time. This feature is useful for department managers who frequently want to send bulletins or updates to their personnel. 16 group mailboxes are available.

600 INDIVIDUAL MAILBOXES

Up to 600 voice mailboxes may be installed. Mailboxes do not need to have physical telephone sets associated with them, making them very useful for employees who spend their days "on the road."

AUTOMATIC LOG IN TO MAILBOX

Mailbox users can log into their mailboxes with one key. Passwords are optional.

AUTOMATIC MESSAGE PURGING

If a user hangs up while listening to a message, the message is automatically saved. Starmail can automatically delete old messages after a programmable time. This frees memory for more messages.

Starmail will automatically stop recording if the caller hangs up or if silence is detected for an extended (programmable) period of time. This prevents long annoying voice mail messages of silence or dial tone.

BROADCAST MAILBOX

The broadcast mailbox is similar to a group mailbox, but it sends a message to all mailboxes on the system (except information mailboxes).

CALL FORWARD TO VOICE MAIL

Your telephone can be call forwarded to Starmail. Unanswered calls at your station will forward to voice mail and the caller will hear your personal greeting.

CASCADE NOTIFICATION

When a message is received in a cascade notification mailbox, up to three different pager numbers can be called. Each number can be called a programmable number of times before the next number is also called. The delay before the next number is also called is programmable. There are ten cascade mailboxes available. Their numbers are fixed as 920–929.

DELETE AND SAVE MESSAGES

You have individual control over each message in your mailbox. Keep the ones you want and delete the ones you do not.

FLEXIBLE MAILBOX NUMBERING

A translation table allows a station to have a mailbox that is numbered differently than the station. For example, station 225 can have mailbox 253.

INDIVIDUAL PASSWORD SECURITY FOR EACH MAILBOX

Your messages remain private because a password is required to retrieve them.

INDIVIDUAL PERSONAL MAILBOX GREETING

You can record your own personal greeting and change it as often as you like.

MAILBOX ON/OFF OPTION

Turn your mailbox on or off for complete control over where your calls go.

MESSAGE MOVE

You can move a message to another mailbox and add your own comments to it.

MESSAGE NOTIFICATION TO PAGER (TONE AND DIGITAL)

When a new message is received in your mailbox, Starmail can be programmed to alert you via your personal pager. Both tone and digital pagers are supported.

MESSAGE SKIP

While you are listening to any message, press 9 to save the message and skip to the next message.

MESSAGE WAITING LIGHT CONTROL (FLEXIBLE)

Starmail has full control over your telephone's message waiting light. When you have new messages, the light will be on. The light will turn off when you have no new messages.

Mailboxes can be programmed to control a specific message waiting light. Multiple people can be notified of a new message by lighting all message waiting lights in a group.

PAUSE AND REWIND

While you are listening to any message, you can dial 1 to pause and 4 to rewind several seconds.

TIME AND DATE STAMP

While you are listening to any message, you can dial 2 to hear the date and time that the message was left. When a message is moved, you can hear the time of the original message and when it was moved.

3.4 SYSTEM REPORTS

There are three reports that can be printed using a customer-provided printer. The printer is connected to Starmail's RS232 port. An example of each report is provided below.

PROGRAM REPORT

```
Friday, 7 July 1995, 9:29:02 Page 1
Program report
Starmail II, Version Beta 12.1 - Friday, 7 July 1995, 9:29:02
 Disk 1 version: 2.01 (5/16/1995)
300 Starmail System Programming ******************
310 Day Answer Rings .......
   Night Answer Rings (Function 311) .....1
320 Time & Date ..... Friday, 7 July 1995, 9:29:04
340 Privacy extensions
   ******** End of privacy extension list ********
350 FAX Extension ..... Not Installed
380 1 Drive System (No Backup Mode Possible)
410 Operator Translation
     DayTime: Will Call Extension ...... 0
     NightTime: Will Call Extension ...... 0
 415 Reroute Operator
     DayTime: Will Jump To Branch ..... 35
     NightTime: Will Jump To Branch ..... 35
 420 Branches
     Branch: 1, Type: Menu, Enabled: Yes
       Recording 1: 0:11(U), Recording 2: 0:17(U)
       Day No Response: Call extension 0
       Night No Response: Jump to branch 9999
       Day Reroute: Call extension 0
       Night Reroute: Jump to branch 35
     Branch: 2, Type: Menu, Enabled: Yes
       Recording 1: 0:02(U), Recording 2: 0:00-
       Day No Response: Jump to branch 9999 [1]
       Night No Response: Jump to branch 9999
       Day Reroute: Call extension 0
     Branch: 11, Type: Directory, Enabled: Yes
Recording 1: 0:00(D)
       Recording 1: 0:00(D), Recording 2: 0:00(D)
       Day No Response: Call extension 0
Night No Response: Jump to branch 9999
       Day Reroute: Call extension 0
       Night Reroute: Jump to branch 1 dapage space seems of
```

```
Program report
                                        Friday, 7 July 1995, 9:29:02
                                                                                                     Page 2
           Branch: 358, Type: Jump, Enabled: Yes, Jump To: 35
        Recording 1: 0:00-, Recording 2: 0:00-
           Branch: 9999, Type: Jump (Disconnect #1), Enabled: Yes, Jump To: 0
              Recording 1: 0:00-, Recording 2: 0:00-
      ******* End of branch list ********
 421 ACD recall amount.....4
 422 Campon ..... Disabled
 425 Night Mode ..... Follow The Tables
 430 Daily Announcement Table
       1 - Sunday = Forced Night Mode
2 - Monday = Hour Table #3
3 - Tuesday = Hour Table #3
        4 - Wednesday = Hour Table #3
        5 - Thursday = Hour Table #3
6 - Friday = Hour Table #3
        7 - Saturday = Forced Night Mode
 435 Hourly Announcement Table
        — Table #3 — Table #4 — Table #5 —
       Table #3 — Table #4 — Table #5 — Table #6 — Table #6 — Table #7 — Table #8 — Table #8 — Table #8 — Table #6 — Table #7 — Table #8 — Table #6 — Table #7 — Table #8 — Table #8 — Table #8 — Table #8 — Table #7 — Table #8 — Table #8 — Table #8 — Table #8 — Table #7 — Table #8 — 
       3 - **: ** = NO mode 3 - **: ** = NO mode 3 - **: ** = NO mode
       — Table #9 ——
       1 - **: ** = NO mode
       2 - **:** - NO mode
       3 - **: ** = NO mode
       4 - **: ** = NO mode
       455 Announce Extension Number ...... Disabled
460 Directory Names _____ Ext Key Dept
                                 _____ 213 0224 cmc0ml at most consequent of
                                            218 6363 conford on graph associates and original
                                          217 372 acc 0 acces 150 SubcreA yed
                                         216 426 0 0
                                         305 535 0
300 253 0
219 965 0
       300 253 0
219 965 0
*********** End of names list **********
 510 Voicemail Message Length ................................ 120 Secs
520 External Paging Interval ...... 30 Mins
 525 External Paging Dialer .... 9#0#9#2#2#8##
 530 Number Of Days Messages Held Before Being Purged
           New Messages ..... Forever
```

Program re	port	Frida	y, 7	July :	1995,	9:29	:02		Page	3		
Old	Messages .		24.00	To an electron			FO	rever				
Gro	up Messages						FO	rever				
535 Exten	sion to mai	lbox tra	inslat	ion			-33	74	055			
	***** End	of Exter	nsion	to ma	llbox	tran	siati	on 11:	St .			
555 User	Mailboxes											
· Box	Last_Acces				Pagin	g Num						
216	6/29 18:		216				0					
217	7/06 14:		217				v					
218	7/06 13:	27 .	218				0					
219	6/29 16:		219				0					
269	7/06 13:		269				0					
300	7/06 14:	18	300				0					
305	6/30 17:	27	305				0					
393	6/30 17:	09	393				0					
** G1	coup Mailbox											
Group	Enabled	Members	0	M	ember				1 01			
900) Yes	300	216	217	218	201	202	203			206	207
			208	209	210	211	212	213	214		219	220
			221	222	223	224	225	226	227	228	229	230
			231	232	233	234	235	236	237	238	239	240
			241	242	243	244	245	246	247	248	249	250
			251	267	268	269	300	301	302	303	304	305
			252	253	254	255	256	257	258	259	260	261
			262	263	264	265	266	270	271	272	273	274
			275	276	277	278	279	280	281	282	283	284
			285	286	287	288	289	290	291	292	293	294
			295	296	297	298		306	307		309	310
903	l No	0										
903	2 No	0										
90	3 No	0										
904	4 No	0										
90	5 No	0										
90	6 No	0										
90		0										
90		0										
90		0										
91		0										
91		0										

Program :	report	Frid	ay, 7	July 1995,	9:29:02	Page 4
Grou	p Enabled	Members		Member	-List-	. regers
91	l2 No	0				
91	.3 No	0				
91	l4 No	0				
91	is No	0				
91	16 No	0				
** (ascade Pag	ing Mailbo	oxes			
Box				-Number-	Attempts	
920					0	1
921	5/30 1	7:07	1		0	1
922	5/30 1		1		0	1
923	5/30 1	7:07	1		0	1
924	5/30 1	7:07	1		0	1
925	5/30 1	7:07	1		0	1
926	5/30 1	7:07	1		0	1-
927	5/30 1	7:07	1		0	1
	5/30 1		1		0	1
929	5/30 1	7:07	1		0	1
****	***** End	d of mails		*****	****	
** 1	orts					
Po	rt Install	led I	Branch			
	1 Yes					
	2 Yes		4			
	3 Yes					
	4 Yes					

******* End of program report *******

STATISTICS REPORT

Statistics Report From Friday, 7 July 1995, 9:21 To Friday, 7 July 1995, 9:29

List of Extension Activity

Friday, 7 July 1995, 9:29:34

Page 1

Total 0 0 0 0 Port Activity Friday, 7 July 1995, 9:29:34 0 0

Port	Installed	Calls Answered	Time	Average
1	Yes	1	0:00:08	0:00:08
2	Yes	0	0:00:00	0:00:00
3	Yes	0	0:00:00	0:00:00
4	Yes	0	0:00:00	0:00:00
	Tota	1 1	0:00:08	0:00:08

First Call Selection From Main Greeting Friday, 7 July 1995, 9:29:34

Number % Of Total Choice 1 0 2 0 3 Last Alcerend Finne Lago Rev. 0 6 0 7 0 8 0 0 7 0... 0 0 -# w 0

0 0

0

Total

Ext

Abandon

User Mailboxes Activity With A Personal Greeting Friday, 7 July 1995, 9:29:34

	1-Ac	tive Ma	sgs-			10041	New !	Messages	
Box	New	Group		Last Ad	cessed	Since	Last	Report	
216	2	0	0	6/29	18:27		0		
217	0	0	2		14:47		-		
218	0	0	0	7/06	13:51		0		
219	0	0	0	6/29	16:22		0		
269	0	0	0	7/06	13:41		0		
300	0	0	0		14:18		0		
305	2	0	0		17:27		0		
393	0	0	1	6/30	17:09		0		

Total

Telephone and the contraction of the contraction of

Group Mailbox Ac	tivity
------------------	--------

			Total	New Messages
Group	Enabled	Maga	Since	Last Report
900	Yes	0		0
901	No	0		0
902	No	0		0
903	No	0		0
904	No	0		0
905	No	0		0
906	No	0		O SECTION
907	No	0		0
908	No	0		0
909	No	. 0		0
910	No	0		0
911	No	0		0
912	No	0		0
913	No	0		0
914	No	0		0
915	No	0		0
916	No	0		0 :001
		Total		0

Cascade Paging Mailbox Activity

		-Ac	tive Ms	gs-		Total New Messages
Box	Enabled	New	Group	Old	Last_Accessed	Since Last Report
920	No	0	0	0	6/19 10:35	0 0
921	No	0	0	0	5/30 17:07	0 0
922	No	0	0	0	5/30 17:07	0 0
923	No	0	0	0	5/30 17:07	0
924	No	0	0	0	5/30 17:07	0 2
925	No	0	0	0	5/30 17:07	0 0
926	No	0	0	0	5/30 17:07	0
927	No	0	0	0	5/30 17:07	0
928	No	0	0	0	5/30 17:07	0
929	No	0	0	0	5/30 17:07	0

Vilv. Art with Total

General information Friday, 7 July 1995, 9:30:20

Free disk space: 8:15:04 - 237633536 bytes, 5583 Msgs (CkSum: 7D24-7D24) Start purge at: 95% (11944752 bytes, 308 msgs)

End purge at: 90% (23889520 bytes, 615 msgs)

Max disk space used: 1%

Average voicemail message length since last report: 0:00:00

BRANCH REPORT

Branch Activity Monday, 30 October 1995, 17:03:18
Page 1

Branch		—Туре—	Used	Time
1		Menu	440	3:04:40
2		Menu	0	0:00:00
11		Directory	34	0:09:42
18		Jump	1	0:00:00
35		Menu	15	0:04:05
351		Jump	0	0:00:00
352		Jump	0	0:00:00
358		Jump	0	0:00:00
600		Directory	0	0:00:00
9999	Jump	(Disconnect #1)	28	0:00:49
		Total	518	3:19:16

NOTES

00-00-0		

PART 4. APPLICATION NOTES

This section provides descriptions and examples of the fundamentals of call processing, auto attendant and voice mail. Be sure to read it carefully before deciding which Starmail features need to be programmed for your customer's application.

4.1 ANSWERING OUTSIDE CALLS

Through telephone system programming, Starmail's auto attendant can:

- Answer all C.O. calls immediately—program the phone system to direct ring C.O.
 calls to the station ports to which Starmail is connected. The phone system's night
 mode capability may also be used to allow the attendant to control when calls will be
 sent to Starmail for immediate answer.
- Answer overflow C.O. calls—program the phone system to ring a certain number of times at the attendant console before overflowing to the Starmail group. On the 56ex/ 120mx, 1224 and DCS systems, if Starmail is programmed to wait a certain amount of rings prior to answering C.O. calls, the same delay will also occur when users are placing intercom calls to leave or retrieve messages.
 - For the 816 and 816 PLUS, Starmail knows the difference between C.O. and intercom callers. When Starmail is programmed to answer on the third ring, it will do so on C.O. calls but will answer intercom calls on the first ring.
- Answer only certain C.O. lines—program the phone system to only ring certain C.O.
 lines to Starmail. For example, outside sales representatives or service personnel can
 call specified C.O. line(s) that are answered by Starmail allowing them to reach inside
 personnel without interrupting the attendant.
- 4. Not answer C.O. calls at all (live attendant answering)—After the attendant has answered and transferred a caller to an extension that is call forwarded to Starmail, the outside caller will be placed directly into the appropriate mailbox. If the extension is not call forwarded to Starmail and is busy or does not answer, the caller will eventually recall to the operator. In order to transfer the caller to the appropriate voice mailbox, the operator will transfer the caller to the department/extension number to which Starmail is connected, dial #XXX (XXX = mailbox number) and then release the call.

4.2 AUTO ATTENDANT TRANSFER MODES

If Starmail is programmed to answer C.O. lines, callers may do one of the following upon reaching the main greeting:

- Make a single digit selection from the choices presented.
- Dial an extension number and be transferred.
- Log in to a mailbox to retrieve messages.
- Go directly to a mailbox to leave a message without attempting an extension.
- Log in for programming of the system (programmer or administrator).

When transferring to an extension, Starmail will initiate the transfer sequence, dial the extension number, and release the caller in a "blind" transfer mode. For the 56ex/120mx, 1224, DCS and DCS COMPACT systems, after dialing the extension number, Starmail will determine if the extension is busy or in Do Not Disturb mode prior to returning on-hook to release the call. For the 816 and 816 PLUS systems, Starmail will determine if the extension is in Do Not Disturb prior to returning on-hook to release the call (if camp-on is enabled, the call will be camped-on to the busy extension).

4.3 AUTO ATTENDANT ROUTING

Starmail's auto attendant routes callers along a programmed path of branches to the desired extension or mailbox. These branches are programmed by the installer based on the requirements of the application.

In Figure 4–1, the branch IDs and branch names shown are for programming purposes only. The caller only needs to press 1, 2, etc. to move through the choices. Each box represents a branch that has the following components.

The branch ID is a numeric designator that indicates a branch's location and relationship to the other branches. There can be up to six levels of branches. The first level is a single digit, the second level is two digits, etc. The first branch (main greeting) is ID 1; each of its subbranches will have that number plus an additional digit of its own—11, 12, 13, etc. Branch 13 will have subbranches 131, 132, etc.

The branch destination is the action that the branch is to take. Depending on the type of branch, it can dial extensions, give additional choices to the caller, jump to another location, play names from a directory, place callers directly into a mailbox, etc.

Each branch can be programmed as any one of six branch types, determining how the branch will perform.

4.4 MENU BRANCH (AUTO ATTENDANT BRANCH TYPE 1)

A menu branch plays an announcement so that callers may perform the following tasks:

- Make a single digit selection from the choices presented.
- Dial an extension number and be transferred.
- Log in to a mailbox to retrieve messages.
- 4. Go directly to a mailbox to leave a message without attempting an extension.
- Log in for programming of the system (programmer or administrator).

In Figure 4–1, the main greeting provides callers the ability to dial an extension number, 0 for an operator or choices 1–5. In menu branch ID 13, the caller is given the option to dial 1 for development, 2 for engineering or 3 to make another choice.

NOTE: All menu choices can be dialed from either the day or night mode.

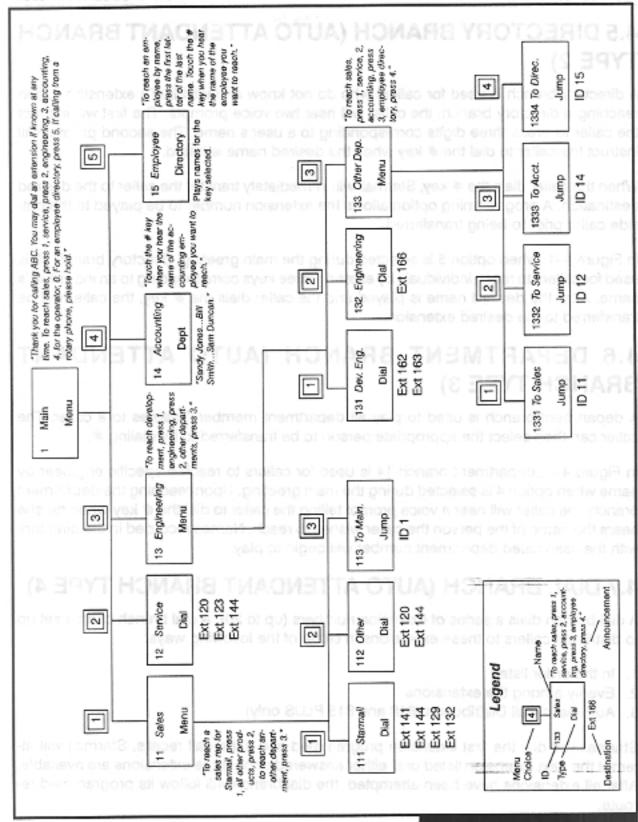


FIGURE 4-1

4.5 DIRECTORY BRANCH (AUTO ATTENDANT BRANCH TYPE 2)

A directory branch is used for callers who do not know an individual's extension. Upon reaching a directory branch, the caller will hear two voice prompts. The first will instruct the caller to press three digits corresponding to a user's name. The second prompt will instruct the caller to dial the # key when the desired name is heard.

When the caller dials the # key, Starmail will immediately transfer the caller to the desired destination. A programming option allows the extension number to be played to the outside caller prior to being transferred.

In Figure 4–1, when option 5 is selected during the main greeting, directory branch 15 is used for callers to reach individuals by entering three keys corresponding to an individual's name. After the desired name is played and the caller dials the # key, the caller will be transferred to the desired extension.

4.6 DEPARTMENT BRANCH (AUTO ATTENDANT BRANCH TYPE 3)

A department branch is used to play all department members' names to a caller. The caller can then select the appropriate person to be transferred to by dialing #.

In Figure 4–1, department branch 14 is used for callers to reach a specific engineer by name when option 4 is selected during the main greeting. Upon reaching the department branch, the caller will hear a voice prompt telling the caller to dial the # key when he/she hears the name of the person the caller wishes to reach. Names recorded in the directory with the associated department number will begin to play.

4.7 DIAL BRANCH (AUTO ATTENDANT BRANCH TYPE 4)

A dial branch dials a series of extension numbers (up to 20). A dial branch can be set up to distribute callers to these extensions in either of the following ways:

- In the order listed
- Evenly among the extensions
- Automatic Call Distribution (816 and 816 PLUS only)

Starmail will dial the first extension programmed and if the call recalls, Starmail will attempt the next extension listed until either answered or no more extensions are available. After all extensions have been attempted, the dial branch will follow its programmed reroute.

In Figure 4-1, dial branch 12 is programmed to attempt extensions 120, 123 and 144 when the caller selects option 2 during the main greeting.

4.8 JUMP BRANCH (AUTO ATTENDANT BRANCH TYPE 5)

A jump branch is used to "go to" any other branch in the system. It is most often used under a menu branch after a caller makes a selection.

In Figure 4-1, jump branch 113 will return the caller to the main greeting (ID 1) when option 3 is selected during the prompt in menu branch 11.

4.9 OUTDIAL BRANCH (AUTO ATTENDANT BRANCH TYPE 6)

An outdial branch can be used for transferring callers to off-premise locations via Centrex lines. After all of the key strokes in an outdial branch are completed, Starmail will hang up, performing a blind transfer.

4.10 DISCONNECT BRANCH (ID 9999)

The disconnect branch is used to disconnect a caller. The disconnect branch may or may not play an announcement prior to disconnecting.

4.11 VOICE MAIL

If voice mail without auto attendant is used, a person continues to answer incoming phone calls but Starmail simplifies the task of taking messages. The system operator can transfer a call directly to an individual's mailbox or to the telephone which can then be programmed to forward to the voice mailbox.

Starmail is equipped with any combination of 600 user and information mailboxes as well as 16 group mailboxes, ten cascade paging mailboxes and one broadcast mailbox. Each mailbox can have a maximum of 64 messages (you cannot leave messages for information mailboxes). User mailbox numbers are assigned by the installer in a range, for example, 100–300. Mailbox numbers should be the same as the users' extensions. Group mailboxes are automatically set as range 901–916, cascade paging mailboxes are preset at 920–929 and the broadcast mailbox is preset as 900.

4.12 USER MAILBOXES

A caller who has reached someone's mailbox hears the user's personal greeting such as "Hi, this is Jeff Jones. I'm either on the phone or away from my desk. Please leave me a message at the tone." After the message has been left, the caller hears another prompt such as "To reach an operator, press 0, or if finished, press * and hang up."

A mailbox user who is using a personal password to enter his/her mailbox will first be played the number of new and old messages currently in the mailbox and then played all messages starting with the oldest (or first) new message. The user can execute the following options during or at the end of each message: pause, save, delete, reply to sender,

back up, hear the time and date stamp, move the message to another mailbox with or without a preamble and leave a message in another mailbox.

NOTE: Reply to sender operates only if the message was left by another user who logged into his/her mailbox prior to leaving the message.

4.13 GROUP MAILBOXES

Group mailboxes allow the owner to send a message to all members of the group. When a master message is recorded in the group mailbox, it is instantly copied to each member's mailbox. A member can only delete or save his/her copy of a group message (if saved, it remains in the member's mailbox as a new message). The master message remains in the group mailbox until all members have deleted their copies from their mailboxes. Therefore, it is important that all members delete their group messages promptly. If the owner deletes the master message from the group mailbox, all remaining copies will automatically be deleted from the members' mailboxes.

The administrator assigns a group mailbox to its owner. The owner then inputs a list of the members' mailbox numbers. The owner may give the group mailbox number and password to others to allow them to record master messages for members of that group.

Starmail has 16 group mailboxes with defined numbers 901–916. The owner uses the group mailbox password to record the greeting, add and delete members and change the password (see the System Administration Section for details).

Two steps are required to activate a group mailbox:

- The group mailbox owner must record a mailbox greeting.
- The group mailbox owner must program the user mailbox members.

To leave a message in a group mailbox (for distribution to other mailboxes), at the main greeting, dial #9XX (9XX is the group mailbox number), enter the password and leave the message. Access group mailboxes by dialing *9XX from the main greeting. Enter the password and perform whatever administration is necessary.

NOTE: To prevent unauthorized use of group mailboxes, turn off any group or cascade paging mailboxes that are not assigned to an owner (they can be recreated later if needed).

4.14 BROADCAST MAILBOX

Starmail comes with a special group mailbox—the broadcast mailbox (900). The broadcast mailbox works the same as a group mailbox except that it contains every enabled user mailbox on the system and its list of members cannot be edited. To leave a message in the broadcast mailbox, you must dial #900 from the main menu and then enter the password. By default, the password is *900.

NOTE: Deactivate the password (enter 0) to allow anyone to leave a broadcast message.

4.15 CASCADE PAGING MAILBOXES

Ten cascade paging mailboxes (in the preset range 920–929) have been automatically created by the system. These can be assigned to anyone who requires additional levels of paging beyond the single level available in all user mailboxes. With the mailbox password, the cascade paging mailbox owner can record the greeting, add and delete paging numbers and change the password.

Cascade paging mailboxes can have up to three external pager numbers programmed to be paged in a cascading fashion. Whenever a new message has been taken, the first pager is paged for a programmed number of attempts and if the message has not yet been retrieved, the second pager is also paged for its programmed number of attempts before the third pager is added. Finally, all three pagers will be paged until the message is retrieved.

Two steps are required to provide full service for a cascade paging mailbox:

- The cascade paging mailbox owner must record a mailbox greeting.
- The cascade paging mailbox owner must program the paging numbers.

To access a cascade mailbox, dial *9XX (920-929) from the main menu and enter the password. The default password is *9XX (same as the mailbox number).

4.16 INFORMATION MAILBOXES

Use information mailboxes to give callers information on a variety of different subjects. The mailbox acts like a user mailbox except that the caller will be rerouted at the end of the personal greeting instead of being prompted to leave a message.

A 15 CASCADE PAGING MAILBOXES

Telection of the paging mails of the system. The system is a second levels of the system. The same statement to end which with the mailbox passing the paging beyond the single level available in all user mailbox as with the mailbox passing the single level available in all user mailbox as with the mailbox passing the single level available in all user mailbox as with the mailbox passing the single level available in all user mailbox as a second to the single level available in all user mailbox as a second to the single level available in all user mailbox as a second to the second to

number on hange the password.

Cascody Aging melboxes can have no to three external pay a numbers programmed to be pay if at a cascading frishlori. Whenever a new consequinas been taken, the first cage is caged for a programmed number of alternots and if the message has not yet been received the second pager is also paged for its programmed number of uttempts become in the degen is added. Finally all three pagers will be deged until the message is considered.

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The inscree paging mailbox owner must record a mailbox greeting.
The issende paging mailbox owner must program the paging numbers.

To access cascade malibox, dial 49XX '920-929) from the main more energined the passwers. The default password is #9XX (same as the maintex numbers.)

ALTERNATION MAILBOXES

Jak med maken madboxes to give calters intomation on a vendy of different subjects. Find a line ox bots like a user madbox except that the caller will be remained at the end of the present greeting instead of being pronipled to leave a message.

PART 5. REGULATORY APPROVALS

5.1 FCC

FCC Part 15—This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, and uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in which case the user will be required to correct the interference at his/her own expense.

FCC Part 68—Registration Number 1T1USA-20423-VM-E

5.2 UL

Safety—Complies with UL Standard 1459

STAVOSSIS AND STORY APPROVALS

NOTES

6.1 FCC

SOCIAL A 16—This equipment has been tested and found to comply with the limits for a Clasic A digital device, pursuant to Part 15 of the POC Rules. These limits are designed to prove the exponable protection against harmful interference when the equipment is operated to anomercial environment. This equipment generated, and uses, and can radiate ted or received an experted and used in accordance with the instruction matture in a notice that the instruction received the interference of the province own experts.

FOL Part 58 - Registration Number 111 USA 20423-VM-E

5.2 LL

Sale year on piece with Ut Standard 1450

TABLE OF CONTENTS

SYSTEM ADMINISTRATION

PART	DE	SCRIPTION	PAGE
1	SYS	TEM ADMINISTRATION ADMINISTRATOR'S RESPONSIBILITIES	1–1
2	ADN	MINISTRATOR PROGRAMMING	
	2.1	ENTERING PROGRAMMING	2–1
	2.2	PROGRAMMING OVERVIEW	2–1
	2.3	PROGRAMMING PROCEDURES	2–2
	2.4	ADMINISTRATOR FUNCTIONS	2–2
3	ADN	MINISTRATOR'S WORKSHEET	
4	USE	ER INSTRUCTIONS	
	4.1	MAIN MENU OPTIONS	4–1
	4.2	ACCESSING YOUR MAILBOX	4–1
	4.3	PERSONAL GREETINGS	4–1
	4.4	LEAVING MESSAGES	4–2
	4.5	RETRIEVING MESSAGES	4–2
	4.6	USER MAILBOX PROGRAMMING	4–4
	4.7	MESSAGE NOTIFICATION	4–4

TABLE OF CONTENTS

SYSTEM ADMINISTRATION

PART 1. SYSTEM ADMINISTRATION

NOTE: This System Administration Section applies to Starmail versions 12.0 or later.

1.1 ADMINISTRATOR'S RESPONSIBILITIES

The system administrator's duties may include the following items:

- Learning the system—to be able to assist others and new employees, learn about the system's operation. Carefully read this manual and the user guide. Ask questions of the installer.
- Rerecording prompts—Starmail has all necessary prompts prerecorded to assist in initial setup. You may wish to rerecord some or all of them. You must rerecord the main greeting. It is helpful to write out a script and practice.
- Assigning/deleting mailboxes—user mailboxes should match their extension numbers. If you have outside employees, assign them mailbox numbers that are out of the range of your existing phone system extension numbers but within the mailbox range set by the installer.
- Assigning special mailboxes—group, cascade paging and information only mailbox numbers are preset. Work out their best uses for your organization and distribute the group mailbox numbers accordingly.
- Maintaining the employee directory (if used).
- Administering manual change of day/night mode (if required).
- Distributing the user guide—obtain the user guide and distribute it to your organization. It provides enough detail for each user to get started. The user guide should become part of your new employee kit.
- · Training new employees in system operation.

PART I STOTEM ADMINISTRATION

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The system administrator's duties may include the following dams:

- Learning the system —to be able to assist of errand new employees, learn about the system's operation. Carefully read this militude the user guide man questions of the installar.
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- Assigning/detecting metiboxes—user next taxes should match their extension numbers. If you have outside employees, assign their resilbox numbers that are but of the range of your existing phone system extension numbers but within the malibox range set but the restaller.
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 - Maintaining the employee directory (if used).
 - Administering manual change of day/night mode fit required).
- Distriction the user guide—obtain the rear guide and distribute it to your organization. I provides enough detail for each user to get started. The user guide should become part of your new employee kit.
 - Training new employees in system operation.

PART 2. ADMINISTRATOR PROGRAMMING

2.1 ENTERING PROGRAMMING

The system administrator may use the administrator's password (**456# or the new administrator password if one has been created by the installer) to gain access to Starmail and make the desired changes. Program Starmail by dialing it from an extension or remotely from home or from another office. When Starmail answers, dial the administrator's password during the first few seconds of the main greeting. Starmail will respond with "enter Function." From this point, make all changes by entering a particular Function and following this manual and the voice prompts from Starmail. Refer to Part 2.4 for the programming Functions that can be accessed with the administrator's password.

2.2 PROGRAMMING OVERVIEW

When the system administrator enters programming, Starmail prompts and confirms each key stroke action with voice commands. Once the system is programmed, day to day operation will proceed largely unattended. The system administrator can make the following changes when necessary by using the administrator password: rerecording of prompts, changes to directory names and associated data, maintaining mailboxes, manually setting night mode and setting the time.

2.3 PROGRAMMING PROCEDURES

The following keys are used throughout programming:

- # Acts as an enter key. Used to confirm the new or existing entry and advance to the next programming step. (In a Function that allows multiple entries, ## will advance to the end of the Function.)
- Backs up to the previous prompt.
- 00# Acts to erase or replace any existing entry or recording with no entry.
- 110# Required to exit programming mode and return to main greeting.
- 111# Required to exit programming mode.

NOTE: Always use 110# or 111# to exit the programming mode (hanging up without exiting using 110# or 111# requires a 15 minute wait to reenter the programming mode).

When a Function is entered, Starmail will play one of the following:

- a. The default value.
- b. The existing value if previously programmed.
- c. "None" if the Function is being programmed for the first time.

If the Function has multiple entries, Starmail may begin with a command to enter the particular extension, etc., to be programmed. At any point where a programming entry

has been made incorrectly, use the key to back up to the previous prompt. The contents of any Function can be played without being altered. Enter the Function number and then use # to advance through the values without replacing them with new values.

2.4 ADMINISTRATOR FUNCTIONS

NUMBER	
110	EXIT PROGRAMMING
111 notion 111	EXIT PROGRAMMING
320	SET TIME FUNCTION
375	
425	DAY/NIGHT MODE
460	DIRECTORY NAME RECORDING
555	ADD/DELETE MAILBOXES
560 amiliono bos	ACCESS USER MAILBOX
655 of yeb , berring	
815 M olism nap a	BRANCH REPORT

A description of each Function follows.

When a Function is entered, Starmail will piey one of the following

EXIT PROGRAMMING

DESCRIPTION:

Used to exit the programming mode and return to the main greeting (ID 1). Always use 110# or 111# to exit the programming mode. Hanging up without dialing 110# or 111# requires a 15 minute wait before you can reenter the programming mode. If you exit accidentally without using Function 110 or 111, power down the system to allow immediate access to programming.

PROGRAMMING STEPS

- When the last programming option has been made, you will be prompted, "enter Function." Dial 110#.
 - You will exit programming and hear the main greeting (ID 1).

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 111 EXIT PROGRAMMING

EXIT PROGRAMMING

DESCRIPTION:

Used to exit the programming mode and disconnect the port you are using. Always use 110# or 111# to exit the programming mode. Hanging up without dialing 110# or 111# requires a 15 minute wait before you can reenter the programming mode. If you exit accidentally without using Function 110 or 111, power down the system to allow immediate access to programming.

PROGRAMMING STEPS

 When the last programming option has been made, you will be prompted, "enter Function." Dial 111#.

2. You will exit programming and the port you are using will disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 110 EXIT PROGRAMMING

SET TIME FUNCTION

DESCRIPTION:

Changes Starmail's internal clock that is used to record the time of all incoming messages. The system clock maintains the correct time even during power outages (the system date has been set at the factory and does not require updating).

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 320#.
- The current time will be played and you will be prompted to dial a new time or dial # to confirm the current time. Enter a new time in 12 hour format followed by the # key (four digits must be entered, for example, 0812# = 8:12, 1233# = 12:33 and 0315# = 3:15).
- At the "A.M. or P.M." prompt, dial 1# for A.M. or 2# for P.M.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: NONE

PRINT REPORTS

DESCRIPTION:

With a customer-provided serial printer connected to the serial port, a program report and a statistics report can be printed. The program report includes a hard copy of all programmed data. The statistics report details traffic, mailbox usage, etc. for the system. For a sample of each report, see the General Description Section.

NOTE: The statistics report will reset all values once the report has been printed.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 375#.
 - Dial 1 to print a program report, 2 for a statistics report or 3 to print both reports.
- At the "enter Function" prompt, dial another Function number to program or 111#
 to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 815 BRANCH REPORT

DAY/NIGHT MODE

DESCRIPTION:

Manually changes the system between automatic, day mode and night mode. You can program the system to automatically alternate between the day and night mode greetings on specific days of the week and at specific times of the day. Once the day or night mode has been set manually with this Function, it will remain until it is manually changed.

In automatic mode, the system will automatically switch between the day mode and the night mode following the programming in Functions 430 and 435.

PROGRAMMING STEPS and south tank and even even and (E) terriso behave and

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 425#. The system plays the current status (day, night or automatic).
 - 3. Dial 1 for day mode, 2 for night mode or 0 for automatic. Dial the # key.
 - 4. The new mode status will be played. Dial # to confirm.
 - At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DAY MODE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 430 DAY/NIGHT DAILY TABLE
FUNCTION 435 DAY/NIGHT HOURLY TABLE

DIRECTORY NAME RECORDING

DESCRIPTION:

Creates a database that both directory and department branches use to transfer callers. A department branch uses the department number and the name. A directory branch uses the extension number and the name keys. Use this Function only if you plan to use a directory or department branch.

NOTE: This Function cannot be accessed unless a directory or department branch exists.

Each entry can have up to four fields associated with it: (1) the extension number, (2) the recorded name, (3) the name keys (the first three letters of the first or last name) and (4) the department number (if department branches have been created in Function 420). Enter this information for all users on the system who need to be accessed through directory and department branches.

Photocopy the blank directory and mailbox worksheet found in Part 3 to prepare directories and make future changes. If you use directory or department branches, their lists of names must be maintained to keep the system up to date. As names change, the administrator can enter this Function and change any field via the administrator password.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 460#.
- At the "enter extension" prompt, dial an extension and the # key.
- At the "record" prompt, dial 1 and Begin recording the user's name at the tone.
- After you speak the name, dial 1 to stop recording.
- The system will repeat the name. Press # to confirm the new name OR rerecord it by repeating steps 4, 5 and 6.
- Dial the three dial pad keys that correspond to the name (for Q or Z, use key 1) and then dial the # key. For example, dial 253 for Sondra Alexander because ABC = 2, JKL = 5 and DEF = 3.
- Dial the department number and #. Skip this step if you are not using department branches.

- At the "enter extension" prompt, go to step 4 if more names are to be added or dial # if no more names are to be added.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

To delete a name, program as follows:

- Call Starmail and enter programming by dialing the password (**XXX#).
 - At the "enter Function" prompt, dial 460#.
 - At the "enter extension" prompt, dial the extension followed by the # key.
 - After the existing name is played, at the "confirm" prompt, dial 00#.
- 6. If more names are to be deleted, repeat steps 4 through 5.
 - If you are finished, at the "enter extension" prompt, dial #.
 - At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 420 AUTO ATTENDANT ROUTING

ADD/DELETE MAILBOXES

DESCRIPTION:

Used to add and delete individual mailboxes (the installer creates range(s) of mailboxes during system installation). When a new mailbox is added, it automatically becomes the type of mailbox (user or information) designated by the range in which it falls.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 555#.
- At the "add, delete or hear status" prompt, dial 1 to add a mailbox, 2 to delete a mailbox or 3 to hear the status of a mailbox.
- When prompted, dial the mailbox number to be created or deleted and then dial #. Repeat if necessary.
- When you are finished adding or deleting mailboxes, dial # at the "enter mailbox" prompt.
- At the "add, delete or hear status" prompt, dial #.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 505 MAILBOX RANGE

ACCESS USER MAILBOX

DESCRIPTION:

Allows the administrator to enter a user's mailbox and operate within it as if he/she were the user. It may be necessary if a user forgets the password, an employee leaves the organization, the administrator is deleting a user mailbox that still has messages or a group mailbox password must be changed. Once the administrator enters the mailbox number, the usual user prompts are available.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 560#.
- At the "enter mailbox" prompt, dial the mailbox number followed by the # key.
- 4. At the "confirm" prompt, dial #.
- 5. Use and/or program the mailbox per the user's guide.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: NONE

PROMPT RERECORDING

DESCRIPTION:

Used to rerecord all branch and system prompts.

The following default system prompts may be played to the caller at different points in the call routing or mailbox Functions. These system prompts have been prerecorded at the factory but may be rerecorded if you prefer them in a different voice or with different instructions.

605	Busy Prompt	"That extension is busy."
610	No Answer Prompt	"That extension does not answer."
615	Hold Prompt	"One moment please."
620	816 Initial ACD Prompt	"Those extensions are busy. Please hold." Grant A. S.
621	816 Repeat ACD Prompt	"Those extensions are still busy. Please continue to hold."
625	Q/Z Prompt	*For the letters Q or Z, use key number 1."
630	No Names Matched Prompt	"No names matched. One moment please."
635	Leave a Message Prompt	"To reach an operator, press 0 or to leave a message, begin recording at the tone. Press 1 when finished."
636	816 Leave a Message Prompt	"To leave a message, begin recording at the tone. Press 1 when finished."
640	End of Recording Prompt	"To reach an operator, press 0, or if finished, press * and hang up."
641	816 End of Recording Prompt	"If finished, press * and hang up." OHANGET - 22300A
645	End of Playback Prompt	"To delete, press 7, to save, press 9, to reply, press 3, to move this message to another mailbox, press 6, to reach another mailbox, press # or if finished, press * and hang up."
650	Mailbox Exit Prompt	"To reach an operator, press 0, to go to the main menu, press 8, to go to another mailbox, press #, to enter mailbox programming, press 5 or if finished, press * and hang up."

BUSY PROMPT (FUNCTION 605)

The busy prompt is played to the caller if the station called is busy. After the busy prompt is played, the system routes the call to the mailbox or to another destination if so programmed. A typical prompt is "That extension is busy."

NO ANSWER PROMPT (FUNCTION 610)

The no answer prompt is played to the caller if the station called does not answer. After this prompt is played, the system routes the call to the mailbox or to another destination if so programmed. A typical prompt is "That extension does not answer."

HOLD PROMPT (FUNCTION 615)

The hold prompt is played to the caller just before Starmail performs a transfer. A typical prompt is "One moment please."

816 INITIAL ACD PROMPT (FUNCTION 620)

The 816 initial ACD prompt is played to the caller if all agents in the ACD group are busy. A typical prompt is "Those extensions are busy. Please hold and your call will be answered in the order received."

816 REPEAT ACD PROMPT (FUNCTION 621)

The 816 repeat ACD prompt is played to the caller if all agents in the ACD group after the caller has heard the 816 initial ACD prompt and has waited for an agent a certain length of time and the agents are still busy. It is the second ACD prompt played to the caller and is repeated until the call is answered. A typical prompt is "Those extensions are still busy. Please hold and your call will be answered in the order received."

Q/Z PROMPT (FUNCTION 625)

The Q/Z prompt may be played to the caller when he/she has selected an alphabetic directory. It instructs the caller to use the number 1 key for the letters Q or Z because these two letters do not appear on the phone keypad. This prompt is played at the end of the first directory prompt only when a name in the directory includes the letters Q or Z. A typical prompt is "For the letters Q or Z, use the 1 key."

NO NAMES MATCHED PROMPT (FUNCTION 630)

In a directory branch, the no names matched prompt is played to the caller if the first letter(s) he/she selected do not have any names associated with them or if all of the names have been played and the caller has not made a selection. After this prompt is played, the system will route the call to the extension, branch or mailbox programmed in no response reroute. It is not required if a directory branch has not been created in Function 420. A typical prompt is "No names matched." When this prompt plays, it is always followed by prompt 615 ("One moment please").

LEAVE A MESSAGE PROMPT (FUNCTION 635)

The leave a message prompt plays at the end of the mailbox user's personal greeting and instructs the caller how to leave a message and about other options. A typical prompt is "To reach an operator, press 0 or to leave a message, begin recording at the tone. Press 1 when finished."

816 LEAVE A MESSAGE PROMPT (FUNCTION 636)

On the 816 and 816 PLUS, the 816 leave a message prompt plays instead of the prompt recorded in Function 635 when someone calls from an extension. A typical prompt is "To leave a message, begin recording at the tone. Press 1 when finished."

END OF RECORDING PROMPT (FUNCTION 640)

This prompt plays after a caller recording a message presses 1 to stop recording. It informs the caller about other options. A typical prompt is "To reach an operator, press 0. To go to the main greeting, press 8. To go to another mailbox, press # or if finished press * and hang up."

816 END OF RECORDING PROMPT (FUNCTION 641)

On the 816 and 816 PLUS, the following prompt plays instead of the prompt recorded in Function 640 if the caller is calling from an extension, "To go to another mailbox, press # or if finished, press * and hang up."

END OF PLAYBACK PROMPT (FUNCTION 645)

This prompt plays to the mailbox user at the end of each message playback (the user can dial over the prompt or message to avoid delay). A typical prompt is "To delete, press 7, to save, press 9, to reply, press 3, to move this message to another mailbox, press 6, to reach another mailbox, press # or if finished, press * and hang up."

MAILBOX EXIT PROMPT (FUNCTION 650)

This prompt plays to the mailbox user after all messages have been played. A typical prompt is "To reach an operator, press 0, to go to the main greeting, press 8, to go to another mailbox, press #, to enter mailbox programming, press 5 or if finished, press * and hang up."

On the 816 and 816 PLUS, the following prompt plays instead of the prompt recorded in Function 650 if the caller is calling from an extension, "To go to another mailbox, press #, to enter mailbox programming, press 5 or if finished, press * and hang up."

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 655#. TYMORY BOARSON A SVASU
- Dial the branch ID or system prompt number followed by the # key or dial 600 to play all prompts in order (use # to advance through the prompts one by one).
- The current recording will be played. To rerecord, dial 1 and begin speaking at the tone.
- When you have recorded the entire message, dial 1 to stop recording.

NOTE: Any system prompt that has previously been rerecorded can be erased and automatically returned to the default prompt by dialing 00# in step 5. The recording will return to the default recording (the default recording is never erased).

- Starmail will play back the new recording. Confirm it by dialing # or rerecord it by repeating steps 5 and 6.
- 7. If you need to rerecord another prompt, go back to step 4. If not, dial #.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: AS DEFINED IN TEXT

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 605 BUSY PROMPT

FUNCTION 610 NO ANSWER PROMPT

FUNCTION 615 HOLD PROMPT

FUNCTION 620 816 INITIAL ACD PROMPT FUNCTION 621 816 REPEAT ACD PROMPT

FUNCTION 625 Q/Z PROMPT

FUNCTION 630 NO NAMES MATCHED PROMPT

FUNCTION 635 LEAVE A MESSAGE PROMPT

FUNCTION 636 816 LEAVE A MESSAGE PROMPT

FUNCTION 640 END OF RECORDING PROMPT

FUNCTION 641 816 END OF RECORDING PROMPT

FUNCTION 645 END OF PLAYBACK PROMPT

FUNCTION 650 MAILBOX EXIT PROMPT

ANY EXISTING BRANCH IDS

BRANCH REPORT

DESCRIPTION: Imun notional and rentions lists agreen a notional assure" and IA 8

With a customer-provided serial printer connected to the serial port, a branch report can be printed. The branch report will show how many times each branch in the auto attendant routing structure has been accessed. For an example of this report, see the General Description Section.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 815#.
- The branch report will print at the customer-provided printer. The current amount of free and used disk space will be played.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 375 PRINT REPORTS

PART 3. ADMINISTRATOR'S WORKSHEET

This worksheet is designed to accommodate applications using directories, departments and/or mailboxes. Complete only the appropriate section for your use. Make several photocopies of the blank record and fill it in using a pencil to make future changes easier.

DIRE	CTORY AN	D MAIL	вох и	VORKSH	IEET		
EXT	NAME	KEY*	DEPT**	EXT	NAME	KEY*	D
							T
							╄
							ı
_		_	-				╁
							Γ
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_			\vdash			_	+
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			\perp				╀
_		_					+
\neg							Т
							1
-						-	+

,		В	_																	_		_	-		_	
Use Numbers	2	2	2	3	3	3	4	4	4	5	5	5	6	6	6	7	1	7	7	8	8	8	9	9	9	1

^{*}Required only if directory branch is used

^{**}Required only if department branches are used

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This workshoot is designed a condition of Total Outs Notice as copartments and or maliboxes. Complete Siny of Appropriate and or where a several pro-

		Isane		

Reculred only if directory branch is used.

^{**} Required only if department branches as: "sed

PART 4. USER INSTRUCTIONS

4.1 MAIN MENU OPTIONS

The main menu is the main greeting, the announcement played when Starmail answers a new call, e.g., "Thank you for calling ABC Company. Dial the extension if you know it or press 0 for an operator." During this greeting (prompt) a caller has the following dialing choices.

DIAL 0

Transfers the caller to the operator.

NOTE: If you are making an intercom call to Starmail from an 816 system, transfer to 0 is not possible.

DIAL * + MAILBOX NUMBER

Prompts the caller for a password for the mailbox number entered. It is used when logging on to Starmail from outside the system (e.g., from a pay phone).

DIAL # + MAILBOX NUMBER

Transfers the caller directly to the personal greeting for the mailbox number entered. It can be used if you call Starmail and want to leave a message for someone.

ANY SINGLE DIGIT

Any single digit can be dialed if there is a routing option (branch) installed for that digit.

ANY EXTENSION

Any valid extension number can be dialed.

4.2 ACCESSING YOUR MAILBOX

At the main greeting, if you dial * and then your mailbox number (the same as your extension number), you will be prompted for your password. When you are calling from a station on the system that has a mailbox, this will happen automatically.

NOTE: At this point, if you want to go to another mailbox, dial 8 and go directly to the main greeting. From the main greeting, dial # plus the other mailbox number.

After you enter the correct password, you will be told how many new and old messages you have and if your mailbox is turned off. Turn your mailbox on and off by recording and deleting your personal greeting. Dial 5 from the mailbox main menu to manage your personal greeting and perform all other mailbox administration.

4.3 PERSONAL GREETINGS

A mailbox is operational only when its personal greeting has been recorded. Record the personal greeting in your own voice to indicate your availability to return calls, for example, "Hi, this is Bill. I'm either away from my desk or on the phone. Leave me a personal message and I'll return it promptly." or "Hi, this is Bill. I'll be out of town until the

twenty-third. Leave me a message. I'll be checking in often." You can change the personal greeting as often as necessary by recording over the previous personal greeting. Deleting the personal greeting turns off your mailbox.

The personal greeting is immediately followed by a system greeting with instructions to the caller such as, "You may return to the operator by pressing 0 or to leave a message, begin recording at the tone. Press 1 when finished." If you dial 1 during a personal greeting, Starmail skips immediately to the message record mode, bypassing the remainder of the personal greeting.

4.4 LEAVING MESSAGES

If you wish to transfer a caller to a user's mailbox, dial the group or extension to which Starmail is connected. When Starmail answers, dial #XXX (XXX = mailbox number) and release the call. The caller will be connected to Starmail, hear the mailbox greeting and can proceed to leave a message after the tone.

To leave a message for another user on the system, call the group or extension to which Starmail is connected. At the "enter password" prompt, dial #XXX (XXX = another user's mailbox number) and you will be sent directly to the user's mailbox greeting without ringing the extension.

To leave a message in a group mailbox, dial #9XX (901–916) and then enter a password. By default, the password is *9XX (the same as the group number).

NOTE: During a mailbox greeting, dial 1 at any time during a personal greeting to skip directly to the record tone, dial 8 to go to the main greeting, dial 0 to go to the operator or dial * to disconnect.

4.5 RETRIEVING MESSAGES

Within the telephone system, pick up messages by calling the extension to which Starmail is connected (or by pressing the flashing MESSAGE WAITING key after going off-hook) and entering the mailbox password when prompted. When you are calling remotely to retrieve messages, dial *XXX# (XXX = mailbox) at the main greeting and then dial NNN# (NNN = password).

Starmail will announce the number of new and old messages and then begin playback of messages with the oldest new message and continue until all messages are played.

NOTE: During the "enter mailbox" prompt, dial 8 to go to the main greeting.

Voice prompts will be played at the end of each message. Once you have learned these prompts, you can proceed more rapidly by responding at any time during the message or during the prompt. The following selections may be made.

KEY	ACTION	COMMENTS
1 pnin	Pause maxiporq xodlism retne uoy sc	Pauses until 1 is dialed again or one minute has elapsed.
2	Hear Time/Date	Pauses the message, plays the time/date when the message was recorded and resumes.
3	Reply should be positive on a	You may reply to the originator of the message (if from a user logged onto the system). Begin recording the reply at the tone and dial 1 to stop.
4 h s	Back Up notices of my	When dialed during message playback, backs up approximately four seconds for each key press. If dialed after message playback, returns to the beginning of the message.
5	User Mailbox Programming	Accesses user mailbox programming. See Part 4.6.
	2-4 digits followed by avoM instention password requirements.	Moves a message to another user's mailbox. When prompted, enter the new mailbox number. If you wish to add an introduction, Starmail will respond with
		the mailbox greeting and record tone. When you have finished recording, dial 1 to stop. Both messages will be stored in the new mailbox as a single message.
7	Delete	Removes the message from the mailbox.
8	Main Greeting	Returns to the main greeting for further routing.
9 yd	the mailbox number foliave? # again when you are finished	Saves the message (it will be played as an old message the next time messages are picked up).
0 (Operator admun xodlism arti	Transfers to the operator.
#	Go to Another Mailbox	To leave a message in another user's mailbox, when prompted, enter the mailbox number.
*1	option is applicable on tixa in has been installed.	Causes Starmail to hang up (if pressed during play- back of a message, the message will be saved).

4.7 MESSAGE NOTIFICATION

4.6 USER MAILBOX PROGRAMMING

The following menus and submenus are played once you enter mailbox programming.

Personal Greeting

Record Personal Greeting

Begin recording at the tone. Dial 1 to stop. The new greeting automatically replaces the existing greeting.

Delete Personal Greeting

When you are prompted, dial 2 again to confirm the deletion. The mailbox is disabled until you record a new greeting.

Hear Current Personal Greeting

Password

Enter New Password

Dial 2-4 digits followed by #. Dial 0 to eliminate the password requirement at logon. Write down the new password.

Delete Current Password

When you are prompted, dial 2 again to confirm the deletion. The system reverts to the default password (same as the mailbox number).

Hear Current Password

Group Mailboxes Options apply only to group mailboxes.

Add a Group Member

Dial the mailbox number followed by #. Dial # again when you are finished.

Remove a Group Member

Dial the mailbox number followed by #. Dial # again when you are finished.

Hear List of Current Group Members

External Paging Notification

This option is applicable only if this feature has been installed.

Enter Pager Number

Dial 7-11 digits followed by #.

Delete Pager Number

When you are prompted, dial 2 again to confirm the deletion. The system will not page you until a new pager number is

entered.

Hear Pager Number

4.7 MESSAGE NOTIFICATION

Individual mailbox users can be notified of new messages in two ways—via the telephone's MESSAGE WAITING light (Starmail, not the phone system, controls the message light) and via his/her digital/tone pager when Starmail has access to outside C.O. lines.

NOTES

NOTES

TABLE OF CONTENTS

INSTALLATION

PART	DE	SCRIPTION	PAGE
1	SIT	E REQUIREMENTS	1–1
2	INS	TALLING THE HARDWARE	
	2.1	UNPACKING AND INSPECTION	2-1
	2.2	INSTALLING THE CABINET	2-1
	2.3	GROUNDING THE SYSTEM	2-2
	2.4	MEMORY MODULE	
	2.5	MEMORY MODULE MAINTENANCE	
	2.6	CONNECTIONS TO THE TELEPHONE SYSTEM	2–5
	2.7	PORT CARD	2–6
	2.8	SOFTWARE	2–7
3	PO	WER UP PROCEDURES	
	3.1	CONNECTING POWER	3–1
	3.2	TESTING THE HARDWARE	3–1
4	SEF	RIAL PORT	
	4.1	REPORTS	4–1
	4.2	EVENT LOG (DEBUG)	4–1
	4.3	STARMAIL INSTALLATION PROGRAMMER (SIP)	4–1
5	TRO	DUBLESHOOTING	
	5.1	GENERAL FAULTFINDING	5–1
	5.2	FUSE REPLACEMENT	5–1
	5.3	TECHNICAL ASSISTANCE	5–2

TABLE OF CONTENTS

INSTALLATION

SITE REQUIREMENTS		
21		
2.2 INSTALLING THE CABINÈT 2-1 2.3 GROUNDING THE SYSTEM 2-2 2.4 MEMORY MODULE 2-3 2.5 MEMORY MODULE MAINT BLANCE 2-3 2.6 CONNECTIONS TO THE TELETHONE SYSTEM 2-5 2.7 PORT CARD 2-6 2.8 SOFTWARE 2-7 2.9 POWIER UP PROCEDURES 3-1 3.1 CONNECTING POWER 3-1 4.2 TESTING THE HARDWARE 3-1 4.3 SERIAL PORT 4-1 4.4 REPORTS 4-1 4.5 STARMARI INSTALLATION PROGRAMMER (SIP 4-1 4.6 STARMARI INSTALLATION PROGRAMMER (SIP 4-1 5.1 GENERAL FAULTINONIG 3-1 6.2 FUSE REPLACEMENT 3-1 6.3 STARMARI INSTALLATION PROGRAMMER (SIP 4-1 6.4 STARMARI INSTALLATION PROGRAMMER (SIP 4-1 6.5 SUSE REPLACEMENT 3-1 6.6 SUSE REPLACEMENT 3-1 6.7 SUSE REPLACEMENT 3-1 6.8 SUSERIAL SUSTEMENT 3-1 6.8 SUSTEMENT 3-1 6.9 SUS		
2.3 GROUNDING THE SYSTEM 2.4 MEMORY MODULE 2.5 MEMORY MODULE MAINTENANCE 2.6 CONNECTIONS TO THE TELETHONE SYSTEM 2.7 PORT CARD 2.8 SOFTWARE 2.9 POWER UP PROCEDURES 3.1 CONNECTING POWER 3.2 TESTING THE HARDWARE 4.1 REPORTS 4.2 EVENT LOG (DEBUG) 4.3 STARMAIL INSTALLATION PROGRAMMEN (SIP) 4.4 STARMAIL INSTALLATION PROGRAMMEN (SIP) 4.5 TROUBLESHOOTING 5.1 GENERAL PAULTENANCE 5.2 FUSE REPLACEMENT 5.4 GENERAL PAULTENANCE 5.5 FUSE REPLACEMENT 5.5 FUSE REPLACEMENT 5.5 FUSE REPLACEMENT 5.6 FUSE REPLACEMENT 5.7 GENERAL PAULTENANCE 5.7 GENERAL PAULTENANC		
2.4 MEMORY MODULE 2-8 2.5 MEMORY MODULE MAINT BHANCE 2-8 2.6 CONNECTIONS TO THE TELEPHONE SYSTEM 2-6 2.7 PORT CARD 2-6 2.8 SOFTWARE 2-7 3 POWER UP PROCEDURES 3-1 3.1 CONNECTING POWER 3-1 4 SERIAL PORT 4-1 4.1 REPORTS 4-1 4.2 EVENT LOG (DEBUG) 4-1 4.3 STARMAIL INSTALLATION PROGRAMMEN (SIP) 4-1 5.1 GENERAL FAULTTHON PROGRAMMEN (SIP) 4-1 6.2 FUSE REPLACEMENT 5-1 6.2 FUSE REPLACEMENT 5-1		
2.6 MEMORY MODULE MAINTENANCE		
2.6 MEMORY MODULE MAINTENANCE	MEMORY MODULE 2-2	
2.7 PORT CARD		
POWER UP PROCEDURES 3 POWER UP PROCEDURES 3 CONNECTING POWER 3 2 TESTING THE HARDWARE 4 SERIAL PORT 4 REPORTS 4 EVENT LOG (DEBUG) 4 STARMARL INSTALLATION PROGRAMMER (SIP) 5 TROUBLESHOOTING 5 GENERAL PAULTEINON G	CONNECTIONS TO THE TELEPHONE SYSTEM	
POWER UP PROCEDURES 3-1		
SI CONNECTING POWER 3 CONNECTING THE HARDWARE 4 SERIAL PORT 4 SERIAL PORT 4 REPORTS 4 REPORTS 4 SERIAL PORT 5 EVENT LOG (DEBUG) 5 TROUBLESHOOTING 5 TROUBLESHOOTING 5 FUSE REPLACEMENT 5-1		
2 TESTING THE HARDWARE 3-1 4 SERIAL PORT 4 REPORTS 4 REPORTS 4-1 4 REPORTS 4 EVENT LOG (DEBUG) 4-1 4 STARRMAIL INSTALLATION PROGRAMMER (SIP 4-1 5 TROUBLESHOOTING 5-1 8 GENERAL PAULTFINDING 5-1 8 FUSE REPLACEMEN 5-1	WER UP PROCEDURES	
SERIAL PORT ALL REPORTS ALL REPORTS ALL EVENT LOG (DEBUG) ALL STARMARL INSTALLATION PROGRAMMER (SIP) 5. TROUBLESHOOTING BLO GENERAL PAULTFINDING BLO GENERAL PAULTFINDI		
A REPORTS		
	REFORTS4-1	

PART 1. SITE REQUIREMENTS

NOTE: This Installation Section applies to Starmail versions 12.0 or later.

When you are planning the installation of the Starmail system, choose a site that meets the following requirements:

- Starmail is designed to be wall-mounted in the telephone equipment room. Locate a space that provides easy connection to the telephone system's extensions, 110V isolated power and a good earth ground.
- Select a location that is adequately lighted and provides enough space for easy installation.
- Select a location that minimizes cable lengths.
- The equipment should not be exposed to direct sunlight, corrosive fumes, dust, constant vibration or strong magnetic fields such as those generated by motors and copy machines.
- A direct commercial AC power outlet is required. Do not use extension cords.
 Preferably, a dedicated circuit should be used to minimize the risk of other electrical equipment being connected that could adversely affect system operation.
- Do not install the system in close proximity to a fire sprinkler head or to other sources of water.

Meeting these requirements will help to ensure Starmail's proper performance and greater life expectancy.

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when you are planning the the following requirements

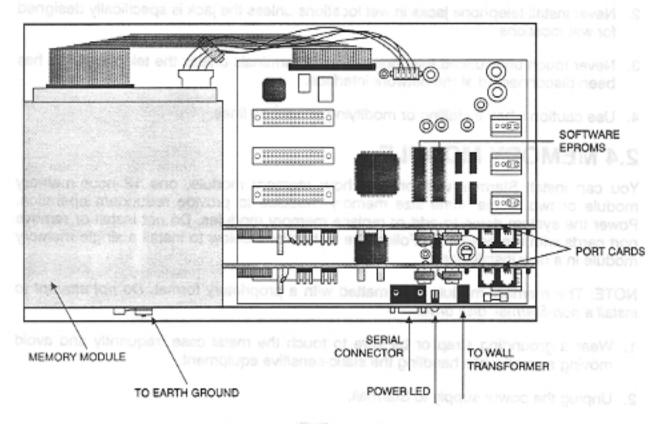
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Meeting these requirements will help to ensure Starmall's proper performance and greater life expectancy.

PART 2. INSTALLING THE HARDWARE

2.1 UNPACKING AND INSPECTION

After unpacking the Starmail boxes, inspect the equipment for signs of physical damage. If you detect any damage, do not attempt to install the system. All Starmail systems are composed of three items: (1) the cabinet—a four port basic cabinet or an eight port extended cabinet, (2) the memory module—a disk drive to store the system prompts and messages and (3) interface cards (port cards)—816 type or analog type.



2.2 INSTALLING THE CABINET

The Starmail cabinet is either a four port basic cabinet or an eight port extended cabinet. It contains the motherboard with two or four slots, two bays for memory modules and software. Use three #8 hex head screws (supplied) and follow the instructions below to install the cabinet. Note the position of the three mounting holes in the Starmail cabinet.

- Install the top screw to the backboard allowing about 3/8" clearance between the head and the plywood.
- 2. Hang the unit using the "keyhole" in the back top/left center of the case.
- 3. Level the unit and install the bottom two screws (do not overtighten).
- Remove the cover and tighten the top screw if necessary (do not overtighten).

2.3 GROUNDING THE SYSTEM

Connect a #14 or higher gauge wire between a good earth ground (such as a cold water pipe or grounding rod) and the grounding lug located on the bottom of Starmail.

CAUTIONS:

- 1. Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

2.4 MEMORY MODULE

You can install Starmail with one six hour memory module, one 12 hour memory module or two of the same size memory modules to provide redundant operation. Power the system down to add or replace memory modules. Do not install or remove port cards with the power on. Follow the instructions below to install a single memory module in a new installation.

NOTE: The memory module is formatted with a proprietary format. Do not attempt to install a non-Starmail disk drive.

- Wear a grounding strap or be sure to touch the metal case frequently and avoid moving around while handling the static-sensitive equipment.
- Unplug the power supply to Starmail.
- Remove the cover by removing the two Phillips screws.
- Remove the locking screw from the side of the memory module (save it to use to lock the module into the cabinet).
- Locate the memory module cavities in the left side of the cabinet. Slide the module (exposed circuit board side up) into either of the cavities. Secure with the locking screw through the corresponding hole in the left side of the cabinet.
- Connect either of the two ribbon connectors to the module and then connect either of the two power connectors to the module. Both sets of connectors are "keyed." If the connectors do not seat with relatively little force, examine the orientation of the connectors before attempting to reseat them.
- Replace the cover (you may wish to wait to replace the cover until you have observed successful power up).

2.5 MEMORY MODULE MAINTENANCE

DISK BACKUP

Use disk backup to make an exact copy of another disk. Everything from the first disk, including the prompts and configuration, is copied to the second disk. The second disk must be formatted with a proprietary Starmail format and must be the same size or greater in size than the first disk. Disk backup works in the background without taking Starmail out of service. The length of time to complete disk backup will depend on how busy Starmail is. For a system with only a few recordings and default prompts, it can take 10–20 minutes to complete. Follow the steps below.

- Make sure that the disk you want to copy from has the DS jumper installed. Make sure the disk to be copied to has the DS jumper removed (may require tweezers or small needle-nose pliers).
- 2. Power Starmail down and remove its cover.
- Insert the disks into the hard disk slots.
- Connect the four wire power cables and the ribbon cables to both disks (these connectors can be inserted one way only).
- Power Starmail up.
- Enter the programming mode.
- 7. At the "enter Function" prompt, dial 380#. yew and behave not assemble and
- When you are prompted "for disk update, press 1, for continuous backup mode, press 2," dial 2#.
- When you are prompted "the backup mode is disabled, to enable the backup mode, press 1," dial 1#.
- The second disk (DS jumper removed) will be reformatted and everything from the first disk (DS jumper installed) will be copied to it.
- When you are prompted "the backup mode is enabled, to disable the backup mode, press 2," dial #.
- At the "enter Function" prompt, dial 111# to exit programming.
- The disk drive's LED will be on or will flicker indicating disk access.
- The backup is completed when the disk drive's LED stays off for at least five minutes.

- Power Starmail down.
- Remove the second disk (unless a redundant drive is desired). Remember to reinstall the DS jumper on the second disk before installing it into another system as the primary disk.
- 17. Replace the cover and power Starmail up.

NOTE: Disk backup copies everything from the disk with the DS jumper installed to the disk with the DS jumper removed.

PROMPT UPDATE 20 art as more you want to copy from his 22 arts and and ask

Use prompt update to copy the new factory-default prompts from a newer version disk to an older version disk. All user prompts, recordings, voice mail messages and system programming on the older version disk will not be affected. You must take Starmail out of service. No ports will be able to process calls.

- Remove the DS jumper from the new disk (may require tweezers or small needlenose pliers).
- Power Starmail down and remove its cover.
- Insert the new disk in the slot above the old disk.
- Connect the four wire power cable and the ribbon cable to the new disk (these
 connectors can be inserted one way only).
- 5. Power Starmail up. and all assets stated which betgered are downed.
- Call into Starmail and enter the programming mode.
- 7. At the "enter Function" prompt, dial 380#.
- When you are prompted "for disk update, press 1, for continuous backup mode, press 2," dial 1#.
- When you are prompted "to confirm the updating of the prompts from disk two to disk one, press # or to cancel the update, press *," dial # to confirm.
- The prompts from the new disk (DS jumper removed) will be copied to the old disk (DS jumper installed).
- Prompt update can take about five minutes and is complete when you hear the "for disk update, press 1, for continuous backup mode, press 2" prompt again.
- 12. Dial #.

- At the "enter Function" prompt, dial 111# to exit programming.
- Power Starmail down.
- 15. Remove the new disk: 18 violehoorg pribriogenico erit proclitu va metava priorioelei
- 16. Replace the cover and power Starmail up.
- 17. Enter the programming mode.
- 18. At the "enter Function" prompt, dial 800#. This Function plays the Starmail software version and the disk version. Verify that the disk version is the same as that of the new disk.

NOTE: Prompt update copies the factory-default prompts from the disk with the DS jumper removed to the disk with the DS jumper installed.

2.6 CONNECTIONS TO THE TELEPHONE SYSTEM

Starmail is connected to the phone system via a standard line cord connector for each port. These connectors are located on each port card and are accessible when the cover is removed. Two to eight ports can be connected depending on the number of port cards installed in Starmail. The order of connection is as described below. Make sure that you have the correct type of Starmail interface card for the phone system. See the compatibility chart in the General Description Section for software compatibility. After connections have been made, replace the cover.

2-A PHONE SYSTEM INTEGRATION					
PORT NO.	816	1224	56ex/120mx	DCS COMPACT	DCS
1–2	Any keyset port	SLT circuits 209 and 210	MSLC1 circuits 5 and 6	Any SLI port	Any SLI or 8SLI circuit
3–4	Any keyset port	SLT circuits 211 and 212	MSLC1 circuits 7 and 8	Any SLI port	Any SLI or 8SLI circuit
5–6	Any keyset port	N/A node	MSLC2 circuits 5 and 6	Any SLI port	Any SLI or 8SLI circuit
7–8	Any keyset port	oga N/A _{lmbil}	MSLC2 circuits 7 and 8	Any SLI port	Any SLI or 8SLI circuit

NOTE: When you are connecting Starmail to the DCS, it is advised that you use SLI cards because of their dedicated receivers.

2.7 PORT CARD

Starmail can be installed for use with the PROSTAR 816, 816 PLUS or 56ex/120mx telephone system by utilizing the corresponding proprietary 816 port card or the analog port card (for the 56ex/120mx). Both cards install into the Starmail cabinet similarly and perform in the same manner when connected to the corresponding port of the phone system. Only one type of port card can be used in a single Starmail installation, i.e., an 816 port card and an analog port card cannot be installed in the same Starmail cabinet.

Before proceeding, verify that you have the correct type port card for your installation. "Samsung 816 port card" is silk-screened on the upper left corner of the 816 port card. The analog port card has no designation in the upper left corner.

You can install up to two port cards in the standard cabinet. You can install up to four port cards in the extended cabinet. The standard cabinet is distinguished from the extended cabinet by the lack of connectors on the motherboard to accommodate the third and fourth port cards.

Do not install or remove port cards with the power on. Follow the instructions below.

- Wear a grounding strap or be sure to touch the metal case frequently and avoid moving around while handling the circuit boards.
- 2. Unplug the power supply to Starmail.
- 3. Remove the cover by removing the two Phillips screws.
- 4. If a card is to be removed, disconnect the line cords from the card. Carefully grasp the card at its right and left edges. Pull at a right angle to the main board until the card pulls free (rest your hands against the case sides to act as a fulcrum).
- Observe the locations and relative positions of the sockets and card guides. Carefully position the card between the guides and insert it with downward pressure until the card is seated in its sockets. It should rest between the two guides on either side of the case.
- Connect the line cards to the appropriate phone system extensions. The left-hand RJ11 is the first port on each card.
- Power up Starmail. The port card LEDs will light for approximately 20 seconds and then go out.
- Verify that the phone system is correctly programmed to present calls to the additional port cards.
- Replace the cover (you may wish to wait to replace the cover until you have observed successful power up).

2.8 SOFTWARE

Changing the EPROMs requires that you take the system out of service and in certain circumstances initialize it before it is returned to service. If initialized, all user-generated data, recordings and messages will be erased. Therefore, be sure to have a copy of the completed programming worksheets available (see the Programming Section).

- Wear a grounding strap or be sure to touch the metal case frequently and avoid moving around while handling the circuit boards and EPROMs.
- Unplug the power supply to Starmail.
- Remove the cover by removing the two Phillips screws.
- Remove the third and fourth port cards (if a six or eight port system) above the two EPROMs located in positions U7 and U8.
- Use an EPROM puller to remove the old EPROMs from sockets U7 and U8. The old EPROMs have labels similar to the new ones.
- Insert the new EPROMs. Be careful to avoid bending the leads. Be sure that each is installed in the correct socket and that the notch is toward the top of the main board. Examine the leads to assure that none is bent and all are seated in the socket.
- 7. Reinstall the port cards (if applicable) and make sure that they are seated properly.
- Replace the cover and power up Starmail. The power LED will illuminate.
- If advised by the documentation included with the EPROMs, initialize the system and reprogram per the Programming Section.

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Changing the EPROMs of Ses 13 you To set O m of service and in certain circumstances initialize it See 13 stument to set O. It in Albertain as a service of the data, recontinue and measures will be exceed Therefore, be sure to have a cook of the

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- 6. Insert the new EPROMs. Be careful to avoid bending the leads. Be sure that each is installed in the correct socket and that the notch is toward that top of the main board. Examine the leads to assure that none is bent and all are seated in the socket.
- 7. Reinstall the port cards (if applicable) and make sure that they are seated properly.
 - 3. Replace the cover and power up Starmail. The power LED will disminate
- If advised by the documentation included with the EPROMs, initialize the system and reprogram per the Programming Section.

PART 3. POWER UP PROCEDURES

3.1 CONNECTING POWER

Connect the power transformer to the Starmail power plug located on the bottom of the case and plug it into a standard 110V outlet. A clean, isolated power source is recommended. For uninterrupted service, use a UPS system. Starmail's maximum power consumption is 25 watts.

3.2 TESTING THE HARDWARE

Starmail has the following LEDs that are designed to provide visual feedback:

- Power On LED—located on the bottom of the case. Illuminates when power is applied to the system.
- Port LEDs—located beside their respective RJ11 connectors on the port cards.
 Each LED will illuminate as a call is processed on its port. The lamp will blink off momentarily as it detects sound on its port providing visual feedback concerning ringing, DTMF detection and voice.
- Memory Module LED—located on the top center of the main board. Flashes as data is transferred to and from the memory module.

INITIALIZATION SEQUENCE

When power is first connected to Starmail, you will see the following chain of events.

- All LEDs come on.
- The memory module and port LEDs go off (the power LED stays on).
- The memory module LED comes on briefly and then goes out.
- 4. All port LEDs come on briefly and then go out.

AFTER PROGRAMMING

- 1. Call each port individually and make sure Starmail answers correctly.
- At the main greeting, dial a valid working extension number and verify that Starmail is properly transferring calls. If not, see Part 5, Troubleshooting.
- Place test calls to extensions that are busy, do not answer and are call forwarded to verify proper call processing.
- 4. At the main greeting, test directory and department branches for proper routing.

N O THE SITE ON

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- Memory Module LED—located on the top center of the nain board. Flashes as data is transferred to and from the memorin module.

IMPRIATION SEQUENCE

When power a first connected to Starmail, you will see the following chain of events.

- Alf LEDs come on:
- The memory module and port LEDs go off (the power LED slays on)
 - 3. The niemon, module LED comes on briefs and then goes his
 - 4. All port LEDs come on briefly and then go out.

AFTER PROGRAMMING

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- At the man greeting, dial a valid working extension number and yeary that Starmail
 is properly transferring calls. If not see Pair 5. Troubleshooting.
- Place test calls to extensions that are thisy, do not answer that are call tonyarded to verify pulper call processing.
 - At the main greating, rest directory and department branches for proper routing.

PART 4. SERIAL PORT

The serial port is used to connect a customer-provided printer or personal computer to perform the functions described below.

4.1 REPORTS

You can use a standard customer-provided serial printer or personal computer to produce a statistics report, program report or branch report. For more details, see the Programming Section, Functions 375 and 815. For examples of the reports, see the General Description Section.

4.2 EVENT LOG (DEBUG)

You can use a customer-provided personal computer to collect a real time event log (debug report) of system activity. This log is usually run only at the request of Samsung Technical Support.

4.3 STARMAIL INSTALLATION PROGRAMMER (SIP)

You can connect a customer-provided personal computer to the serial port to run SIP (Starmail Installation Programmer). This program allows easy configuration and database upload capabilities. When you use SIP, the serial port baud rate is automatically set to 9600 for faster data transfer. For more information, see the Programming Section.

The RS232 serial port output is 1200 baud, 8 data bits, 1 stop bit and no parity. The pin out is data transmit: pin 2, receive: pin 3 and ground: pin 7.

A standard shielded serial cable DB9 to DB25 may be used (Radio Shack #26-117 or equivalent) to connect to a laptop computer.

XMIT 2 RCV 3 GND 5

PART 4. DERINE FUR

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4.1 REPORTS

You can use a standard customer-provided sensi printer or parsonal computer to produce a statistica report, program report or branch report, for more details, see the Programming Section. Functions 375 and 415, For examples of the report, see the General Description Section.

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A standard shielded serial cable DB9 to DB25 may be used (Rs.46 Shack #26-117 or equivalent) to connect to a laptop computer.

2 7100 X 800 3

816 Port

PART 5. TROUBLESHOOTING

5.1 GENERAL FAULTFINDING

The following test procedures are designed to isolate a failed component of the total installation, i.e., the PBX port, the wiring or the Starmail unit. Starmail is thoroughly tested before leaving our factory. Check all wiring continuity twice. Be sure that the system is properly grounded and that a clean power source is being used before you perform any of the following checks.

- Power LED Does Not Light 1. Check that the power transformer is solidly connected at the 110V outlet and at Starmail's power jack.
 - Verify that the transformer is outputting 24V AC.

Starmail Does Not Answer

- Verify that the power LED is on.
- Remove the cover and observe the port LEDs. If the port LED does not blink at ring voltage, check the extensions with a phone and verify that the phone will ring as a call is placed to it.
- 3. If the port LED indicates that Starmail detects ringing but does not answer after waiting at least nine rings, verify that ringing line preference is programmed for Starmail's extensions in the phone system. Connect a phone and verify that going off-hook will answer a C.O. call. If Starmail will not answer after reconnection, reset Starmail by disconnecting the power supply for at least 30 seconds.

Starmail Answers But Does Not Play the Main Greeting

- Verify that a night mode greeting has been recorded if set for night mode.
- Connect a phone to the station port and verify that voice can be heard over the line.

5.2 FUSE REPLACEMENT

If any fuse has blown, check the board carefully for obvious signs of damage. Check the input source before replacing the fuse. See Table 5-A.

Equipment	Qty	Purpose	Type	No.
is thorough	lusame	Line Fuse made entre got	W art the W	nstallation, i.e., the
Analog Port Card	4	Protects against possible power strikes on the RJ11 inputs	2AG 250V .5A	Littlefuse #225.500
is solidly	emiol	Power Fuse	oris i trigili in	Power LED Does N
Main Board	bos 1	Protects against possible power spikes on the AC input	2AG 250V 1.5A	Littlefuse #22501.5
816 Port Card	0	ly that the power LED is co.		Starmall Does Not

5.3 TECHNICAL ASSISTANCE

Dealer technical assistance is available 8:30 A.M. to 8:00 P.M. Eastern Time, Monday through Friday. We ask that a qualified telephone repair technician be on-site with the appropriate test equipment.

NOTES

NOTES

TABLE OF CONTENTS PROGRAMMING

ART	DE	SCRIPTION	PAGE	
1	INT	RODUCTION TO PROGRAMMING		
	1.1	PHONE SYSTEM PROGRAMMING	1–1	
	1.2	STARMAIL INITIAL PROGRAMMER (SIP)	1–3	
2	STARMAIL SOFTWARE			
	2.1	FUNCTION LIST	2–1	
	2.2	PROGRAMMING PROCEDURES	2–1	
	2.3	GETTING STARTED	2–3	
		FUNCTIONS APPEAR IN NUMERICAL ORDER		
	2.4	DEFAULT DATA	2–5	
	2.5	BLANK DATA RECORD SHEETS		

TABLE OF CONTENTS

PART 1. INTRODUCTION TO PROGRAMMING

NOTE: This Programming Section applies to Starmail versions 12.0 or later.

1.1 PHONE SYSTEM PROGRAMMING

When 816 keyset interface port cards are used, communication with the host telephone system is accomplished by using data from the Key Service Unit (KSU) in the same manner as a keyset. Starmail uses the DSS keys when transferring a call. If the extension is idle, Starmail will determine if the extension is call forwarded or in Do Not Disturb mode prior to releasing the call. If the extension is busy (lit DSS key), Starmail will not place the outside caller on hold prior to playing the mailbox greeting.

PROSTAR 56EX/120MX AND PROSTAR 1224

For the 56ex/120mx system, Starmail connects to the single line ports of an MSLC2 card. The software in CPU Package A must be dated 3/24/94 or later and the software in CPU Package B must be dated 3/22/94 or later.

For the 1224 system, Starmail connects to the single line ports of the 2 x 4 hybrid card. All 1224 software versions are compatible with Starmail.

Program the 56ex/120mx and 1224 to interface to Starmail as follows:

- MMC #45 Voice Mail/Auto Attendant Port must be set as VM/AA for all Starmail ports.
- MMC #33 Station Hunt Group must be set to VM/AA group and the recommended ring mode is SEQUENTIAL (see note below).
- MMC #904 (or MMC #94) Voice Mail/Auto Attendant Options has default data already assigned to work with Starmail.
- MMC #46 Data/Voice Port must be set to DATA for all Starmail ports to avoid intrusion tones.
- MMCs #60 Day Ring Station and #61 Night Ring Station must be set to ring the VM group if Starmail is to answer and process outside callers during the day and/or night mode(s).
- In MMC #40 Assign Barge-In, secure Starmail ports from barge-in.
- If Starmail is not to be used for pager notification, restrict the Starmail ports to class
 F (Class J on 56ex/120mx Package B systems) in MMC #30 Station Toll Class.

NOTE: To prevent Starmail from answering callers prior to the completion of system programming, program the ring mode(s) only when Starmail is ready to be cut over. See Step 5 above.

See the PROSTAR 56ex/120mx and PROSTAR 1224 Technical Manuals for more information.

DCS AND DCS COMPACT

For the DCS and DCS COMPACT, Starmail connects to the single line ports of an SLI card. All DCS and DCS COMPACT versions of software are compatible with Starmail. Program the DCS and DCS COMPACT to interface to Starmail as follows:

- MMC 207 Assign VM/AA Port must be set as VM/AA for all Starmail ports.
- MMC 601 Assign Station Group must be set to the VM/AA group. The recommended ring mode is SEQUENTIAL.
- MMC 726 VM/AA Options has default data already assigned to work with Starmail.
- MMC 406 Trunk Ring Assignment must be set to ring the voice mail group if Starmail is to answer and process outside callers during the day and/or night mode(s).

NOTE: In order to prevent callers from being answered by Starmail prior to completing system programming, the ring mode(s) should only be programmed when Starmail is ready to be cut over. See Step 4 above.

See the DCS and DCS COMPACT Technical Manuals for more information.

PROSTAR 816 AND 816 PLUS

For the PROSTAR 816 and 816 PLUS, Starmail connects to the 816 keyset ports of the KSU. The 816 system must have software revision 7.0 or later in order to be compatible with Starmail. All software versions of the 816 PLUS are compatible with Starmail.

The DSS/BLF buttons must be programmed (which is the 816 and 816 PLUS default) with the top left button as extension 21 and continuing in order (i.e., 22, 23, 24, etc.) down the left-hand row and then down the right-hand row as needed.

If any of the unused buttons are to be used for features, be sure to program Function 315 Extension Range to include only the extension range used. If any extensions within the range are to be skipped, list them as Privacy Extensions (Starmail Function 340).

Program the 816 and 816 PLUS to interface to Starmail as follows:

- MMC #61 Night Ringing Assignment and MMC #62 Day Ringing Assignment must be set to ring Starmail's extensions if Starmail is to answer and process outside callers during the day and/or night mode(s) (see note below).
- MMC #69 Station Hunt Groups must be set with all Starmail ports in group 3. This is to ensure the Forward to Voice Mail feature (always to group 3) operates properly.
- 4. MMC #76 Hunt Group Ring Modes must be set to 0 (Individual Ring) for group 3.
- In MMC #39 Assign Barge-In Status, protect Starmail ports from barge-in by inputting 1 for each port.
- MMCs #32 Internal Page and #68 Internal Page Zones restrict Starmail ports from receiving a page.
- If Starmail is not to be used for pager notification, restrict the Starmail ports to class E in MMC #30 Station Toll Class.

NOTE: To prevent Starmail from answering callers prior to the completion of system programming, program the ring mode(s) only when Starmail is ready to be cut over. See Step 2 above.

See the PROSTAR 408/612/816 Installation Manual and the PROSTAR 816 PLUS Technical Manual for more information.

1.2 STARMAIL INITIAL PROGRAMMER (SIP)

You can initially program Starmail in one of the two following ways:

- By DTMF from any standard phone (either locally or remotely) by dialing Starmail, entering a password and following the manual and voice prompts to enter the desired configuration data and voice prompts.
- By Starmail Installation Programmer (SIP) where the programmer sets the initial configuration data and then loads the data to the Starmail unit. Prompts are recorded via a standard telephone in the same manner as described above.

NOTE: Obtain a thorough understanding of the Installation Section before you program Starmail via either method.

SIP is a stand-alone PC software package designed to provide initial programming of Starmail configuration data on a standard PC running MS-DOS* version 3.3 or later. Once the configuration data has been programmed in SIP, it can be uploaded to a Starmail unit via a serial port. SIP's programming steps follow the same conventions as programming Starmail directly using DTMF. SIP simply presents the Functions on a PC screen rather than voice prompts over a phone.

Once the system has been initially programmed via either of the above two methods, all future changes must be accomplished via a telephone using DTMF. Using SIP for minor changes to the configuration once Starmail has been initially programmed is not supported. Also, SIP is not designed to be used with a modem to provide remote programming—use DTMF.

WARNING: SIP will always initialize Starmail prior to loading data to Starmail.

Loading programmed configuration data from SIP to Starmail keeps a current record of a site's configuration in SIP for future reference or for use as a template for other installations. Starmail can print the configuration data to a standard printer from its serial port as an aid in troubleshooting or as a reference for later changes to Starmail programming via DTMF.

Prior to loading data to Starmail, print a copy of the SIP program report to verify that the configuration data is as desired. The report contains a listing and directions for all prompts that need to be recorded.

NOTE: When programming with SIP, it is important to indicate as part of Function 420 and Function 600 that a recording will be required in order to provide these lists. Be sure to make these recordings before attempting to process calls through Starmail since missing prompts will cause confusion when trying to verify that the programming is correct.

To install SIP on your PC:

- Insert the SIP program disk into Drive A (or Drive B) of your PC.
- In DOS, type "A:INSTALL" followed by the drive and directory name (for example, "C:SMFILE") and press ENTER.

The SIP startup screens provide detailed instructions about using SIP. Additionally, there are individual item quick help instructions at the bottom of each programming screen.

NOTE: SIP must run alone (without other resident programs). Do not run it from within Microsoft Windows*.

PART 2. STARMAIL SOFTWARE

2.1 FUNCTION LIST

NO.	NAME and another art right	NO.	NAME very work set the larmal amangon
100	INITIALIZE SYSTEM	520	EXTERNAL PAGING INTERVAL
110	EXIT PROGRAMMING	525	EXTERNAL PAGING DIALER
111	EXIT PROGRAMMING	530	MESSAGE PURGE CONTROL
300	STARMAIL SYSTEM PROGRAMMING	535	EXTENSION/MAILBOX TRANSLATION
310	ANSWER RINGS	540	MAILBOX/MESSAGE LIGHT TRANSLATION
315	EXTENSION RANGE	555	ADD/DELETE MAILBOXES
320	SET TIME FUNCTION	560	ACCESS USER MAILBOX
330	ADMINISTRATOR PASSWORD	570	INFORMATION MAILBOXES
335	PROGRAMMER PASSWORD	575	INFORMATION MAILBOX REPOUTE
340	PRIVACY EXTENSIONS	600	SYSTEM RECORDINGS
350	FAX EXTENSION	605	BUSY PROMPT
375	PRINT REPORTS	610	NO ANSWER PROMPT
400	AUTO ATTENDANT PROGRAMMING	615	HOLD PROMPT 10 10 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
405	PROGRAM MAIN GREETING	620	816 INITIAL ACD PROMPT
406	SECOND MAIN GREETING	621	816 REPEAT ACD PROMPT
410	OPERATOR TRANSLATION	625	Q/Z PROMPT
415	OPERATOR REROUTE	630	NO NAMES MATCHED PROMPT
420	AUTO ATTENDANT ROUTING	635	LEAVE A MESSAGE PROMPT
421	816 ACD HOLD LIMIT	636	816 LEAVE A MESSAGE PROMPT
422	CAMP-ON	640	END OF RECORDING PROMPT
425	DAY/NIGHT MODE	641	816 END OF RECORDING PROMPT
430	DAY/NIGHT DAILY TABLE	645	END OF PLAYBACK PROMPT
435	DAY/NIGHT HOURLY TABLE	650	MAILBOX EXIT PROMPT
455	ANNOUNCE EXTENSION NUMBERS	655	PROMPT RERECORDING
460	DIRECTORY NAME RECORDING	800	SOFTWARE VERSION NUMBER
500	VOICE MAIL PROGRAMMING	805	PLAY FREE DISK SPACE
505	MAILBOX RANGE	815	BRANCH REPORT 10 1xen ed 101
510	MESSAGE LENGTH		

2.2 PROGRAMMING PROCEDURES

This section is intended to provide a more detailed description of each programming Function. Read the System Administration Section carefully first for a general understanding of the system's features.

Programming Functions are broken into a number of sections. Each section is accessible by a pilot Function (Functions 300, 400, 500 and 600). Dial the pilot Function to step through all Functions in that section. This method is the easiest way to initially program Starmail. Use the # key to advance through the Functions in the series that do not need programming (i.e., the Functions for which the default setting is the desired setting). To back up to the previous prompt, press *.

Functions are individually numbered so that they can be accessed directly if desired for specific program changes.

HINT: The prompts are intended to be descriptive and detailed. You do not have to wait for the entire prompt to play—you can input a value and/or # during any prompt. As you become familiar with a Function, you can step through its prompts very quickly.

The Function series are the following:

2-A	FUNCTION SERIES			
300	Starmail System Programming	These are Starmail general parameters.		
400	Auto Attendant Programming	Programs how Starmail will answer and route callers.		
500	Voice Mail Programming	Sets up the voice mail portion of the system.		
600	System Recordings	Provides for the rerecording of the various prompts played to the callers and users. Starmail's built-in prompts may be used as is or rerecorded as desired.		

Use the following key strokes during programming:

- # Acts as an enter key. It also confirms the new or existing entry and advances to the next programming step.
- Backs up to previous prompt.
- 00# Erases or replaces any existing entry or recording with no entry.
- 110# Exits programming mode and goes to the main menu.
- 111# Exits programming mode and goes on-hook.

NOTE: Always use 110# or 111# to exit programming mode (hanging up without using 111# to exit requires a fifteen minute wait to reenter the programming mode).

StarmaiL Hidden Functions

- 311 Night time Answer rings: Same as function 310, but for night answering mode; will follow
 310 unless changed.
- 380 2nd Memory Module: The second memory module is made the master/slave via a jumper.
- 810 Mailbox Debug: This enables/disables the user debug mode. When enabled, one of the following codes is played:

1 = Message stopped due to silence

```
2 = " " " dialtone
```

3 = " " timeout

4 = " " reorder

If no code is played after the message, then the message was stopped due to a key being pressed (DTMF detection).

- 830 Volume Control: Setting is 1 to 10. Probably will not have to use this for version 14.0 and higher, because an AGC circuit was added.
- 860 Serial Port Baud: 300, 1200, 2400, 9600 (XXXX, N, 8, 1)
- 7210 Extension Length: 2, 3, or 4 digits
- 7325 Set Date

Starmark Endoen Functions

- 380. Ind Vassabre Modulet. For some assumy stocked is made the system black was a jumper.
 - Str. Mailbox Debug: The mobile decobles the user debug mode. When the bled, one of the

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- countries and bapquir gases :)
- montach
 - Company of the Compan
 - relations to the second second

If no code is prayed after the message, the message are stopped out to a key bour t pressed

- v 330 Volume Control String is to 10. Probably will not have a set dair for each or 14.0 and
 - 856 Seyfal Perf Baud: 100, 1200, cPit, 9600 100000 N.D.
 - effett bin L.C. gigned seignerad out? -
 - stell to a bridge

Enter programming by dialing one of the extensions to which Starmail is connected. Starmail will answer with the main greeting or the "enter password" prompt. Enter the default programming password (**789#). Starmail will respond with "enter Function."

When you enter a Function, Starmail plays one of the following:

- a. The default value
- The existing value if previously programmed
- c. "None" if the Function is being programmed for the first time

If the Function has multiple entries, Starmail may begin with a command to enter the particular extension to be programmed. If you make an incorrect entry at any point, use the * key to back up to the previous prompt. You can play the contents of any Function without altering it. Enter the Function number and then use # to advance through the values without replacing them with new values.

816 NOTE: When you are programming Starmail from a keyset, you must use the dial pad to enter station numbers. You cannot use DSS keys to enter station numbers.

IMPORTANT REMINDER

When you first install this system, always use Function 100 to reset and clear memory. This will ensure that you begin with clean default data. Failure to follow these instructions can result in lost or corrupted data.

2.3 GETTING STARTED

After installation is complete, the following programming must take place before the voice mailboxes can be used.

- A range of mailboxes must be created. It is set up by the technician but it can be modified by the system administrator using Function 505.
- After the mailboxes have been created, each user must record a personal greeting. The personal greeting turns the mailbox on. Create or change personal greetings in the following way:
 - a. Call Starmail from a station on the phone system.
 - Starmail answers the call and asks for a password.
 - c. Dial the password (by default, it is * plus the station, e.g., *24 or *204).

- d. Follow instructions for mailbox programming (option 5).
 - e. Follow instructions to change the personal greeting (option 1).
- At this time, each mailbox owner is advised to change his/her passcode. Do this with option 2 from the administration menu.

The mailbox is now operational.

MPORTANT REMINDER

Alter the maliboxes have been created cach user must record a personal greeting. The personal greeting turns the mailbox on Create or disarge personal greetings in

a. Call Starmal from a station on the phone system.

Dial the passiverd (by default, it is ≠ plus the station, e.g., #24 or #204).

INITIALIZE SYSTEM

DESCRIPTION:

Resets all components and software to their initial states. All programmed data and user recordings will be erased. When initialization is completed, the system will go on-hook. If programming changes are needed, call Starmail again and enter the programming mode using the password.

NOTE: Use extreme caution. This Function effectively returns the Starmail software to out of box condition.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 100#.
- When you are prompted to "enter 100 again to confirm initialization," dial 100#.
- When you are prompted to "press the # key to start initialization," dial #.
- Starmail will initialize (reset) and return on-hook. Wait approximately five seconds before reentering programming.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

INITIALIZE SYSTEM

DESCRIPTION:

Resets all components and software to their initial states. It is ogremmed data and user recordings will be erased. When initialization is completed, the system will go on hook, if programming changes are needed, call Starmal again and enter the programming mode using the password.

NOTE: Use extreme caution. This Function effectively returns the Starmad software to gut of box condition.

PROGRAMMING STEPS

- Cat Surmail and enter programming by disting too password (#PDCC#5)
 - 2. At the "enter Eunction, prompt, dia: 10046.
- 3. When you are prompted to "enter 100 equin to confirm interession," that 100%.
 - 4. When you are prompted to i press the 4 key to start write it attorn. Dist #
- Starmail will initiate (reset) and retorn on-hook. War approximately five seconds before reentering programming.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

WINDLESS OF COSTA DIS

EXIT PROGRAMMING

DESCRIPTION:

Used to exit the programming mode and return to the main greeting (ID 1). Always use 110# or 111# to exit the programming mode. Hanging up without dialing 110# or 111# requires a 15 minute wait before you can reenter the programming mode. If you exit accidentally without using Function 110 or 111, power down the system to allow immediate access to programming.

PROGRAMMING STEPS

- When the last programming option has been made, you will be prompted, "enter Function." Dial 110#.
- 2. You will exit programming and hear the main greeting (ID 1).

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 111 EXIT PROGRAMMING

EXIT PROGRAMMING

DESCRIPTION:

Used to exit the programming mode and return to the main greating (ID 1). Always use 110% or 111% to exit the programming mode. Hanging up without disting 110% or 111% requires a 15-minute was before voti can reenter the programming mode. If you exit accidentally without using Function 110 or 111. Twendown the system to allow immediate access to programming.

PROGRAMMING STEPS

- When the last programming option has been made, you will be prompted, "enter Exection." Dial 1104*
 - 2. You will end programming and hear line main greeting (ID 1)

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 11/1 EXIT PROGRAMMING

EXIT PROGRAMMING

DESCRIPTION:

Used to exit the programming mode and disconnect the port you are using. Always use 110# or 111# to exit the programming mode. Hanging up without dialing 110# or 111# requires a 15 minute wait before you can reenter the programming mode. If you exit accidentally without using Function 110 or 111, power down the system to allow immediate access to programming.

PROGRAMMING STEPS

- When the last programming option has been made, you will be prompted, "enter Function." Dial 111#.
- 2. You will exit programming and the port you are using will disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 110 EXIT PROGRAMMING

EXIT PROGRAMMING

DESCRIPTION:

Used to exit the programming mode and disconnect the port you are using. Always use 110# or 111# to exit the programming mode. Hanging up without dialing 110# or 111# requires a 15 minute wall before you can reenter the programming mode. If you exit accidentally without using Function 110 or 111, power down the system to allow immediate access to programming.

PROGRAMMING STEPS

- When the last programming option has been made, you will be prompted, "enter Function." Dist 1114.
 - 2. You will exit programming and the port you are using will disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 110 EXIT PROGRAMMING

ANSWER RINGS

DESCRIPTION:

Sets the answering delay for Starmail ports. Enter the number of ring cycles that you want Starmail to detect before it answers a call. Delayed answer by Starmail causes mailbox users on the analog interface who are retrieving messages to have to wait through these extra rings (on the 816 and 816 PLUS, C.O. calls are answered on the delayed ring while intercom calls are answered immediately). This setting applies to all Starmail ports.

NOTE: Setting this Function to several rings and including one or more stations in the incoming ring group allows Starmail to be used as a backup operator. Starmail will answer only the calls that are not answered by the human operator.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 310#.
- 3. Dial the number of times the ports should ring before Starmail answers. The range is 1-9 rings.
- 4. At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: ONE RING

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

310 DAY 311 NIGHT

ANSWER RINGS

DESCRIPTION:

Sets the answering delay for Starmail ports. Enter the norther of ring cycles that you want Starmail to detect before it answers a call. Delayed answer by Starmail causes mailtox users on the analog interface who are retrieving messages to have to wait through these extra rings (or the 616 and 616 PLUS C.C. calls are answered on the delayed ring while intercom catts are answered immediately). This setting applies to all Starmail ports.

NOTE. Setting this Function to several rings and including one or more stations in the incoming ring group allows Starmal to be used as a backup operator. Starmall will arrower only the calls that are not answered by the human operator.

PROGRAMMING STEPS.

- Call Statinail and enter programming by bialing the password (###00004);
 - 2. At the "erter Function" prompt dial 310#
- Diar the number of times the ports should and before Shamed answers. The rapper is 1.9 ands.
- At the "enter Function" prompt, dial another Function number to program or 11 to 10 exit programming and disponnect.

DEFAULT DATE: ONE RING

ACCESS TECHNICIAN ONLY

RELATED IT EMS: NONE

TANILY 118

EXTENSION RANGE

DESCRIPTION:

Sets up one extension number range. To avoid Starmail attempting to transfer calls to nonexistent extensions, you must program a range of valid extensions. The software requires a low number and a high number to define a range. A range of extension numbers must be an unbroken list. If you want an extension number range from 201–245 and 249–287, use Function 340 (Privacy Extensions) to prevent extensions 246, 247 and 248 from being dialed.

This Function contains default data designed for Samsung phone systems. Usually, it is not necessary to change it.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 315#.
- Starmail plays the current lowest extension number and prompts you for a new value. Dial # to retain the current value.
- Starmail plays the current highest extension number and prompts you for a new value. Dial # to retain the current value.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: 816 INTEGRATION SETS UP DEFAULT EXTENSIONS 21–36
ANALOG INTEGRATION SETS UP DEFAULT EXTENSIONS 201–320
AND 500–529

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 340 PRIVACY EXTENSIONS

EXTENSION RANGE

DESCRIPTION:

Sets up one extension number range. To avoid Starmac Attempting to transfer calls to nonexistant extensions, you must program a range of raid extensions. The software requires a low number and a high number to define a range. A range of extension numbers must be all unbroken list. If you want an extension number range from 201-245 and 249-287, use Function 340 (Proving Edensions) to prevent extensions 246, 247 and 248 from being dialed.

Thir Function contains default data designed for Samsung phone systems. Usually, it is not necessary to change it.

PROGRAMMING STEPS

- Call Starmail and entar programming by disting the passy and set0000(#)
 - 2. At the "enter-Function" prompt, dial 315#
- 3 starmail plays the current lowest extension number and prompts you for a new value. Dial # to retain the current value.
- Starmall plays the current highest extension number and mompts you for a new value. Dial # to retain the coment value.
- 5. At the "enter Function" prompt, distranother Function number to program or 114 to exit programming and disconnect.

DEFAULT DATA: 816 INTEGRATION SETS UP DEFAULT EXTENSIONS 21-36
ANALOG INTEGRATION SETS UP DEFAULT EXTENSIONS 201-320
AND 500-529

ACCESS: YECHNICIAN ONLY

RELATED STEMS: FUNCTION 340 PRIVACY EXTENSIONS

SET TIME FUNCTION

DESCRIPTION:

Changes Starmail's internal clock, used to record the time of all incoming messages. The system clock maintains the correct time even during power outages (the system date is set at the factory and does not require updating).

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 320#.
- The current time will be played and you will be prompted to dial a new time or dial # to confirm the current time. Enter a new time in 12 hour format followed by the # key (four digits must be entered, for example, 0812# = 8:12, 1233# = 12:33 and 0315# = 3:15).
- At the "A.M. or P.M." prompt, dial 1# for A.M. or 2# for P.M.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: NONE

SET TIME FUNCTION

DESCRIPTION.

Ohe gas Starmail's internal ctock, used to record the time of all incoming messages. The system clock maintains the correct time even during power outages the system date is set at the factory and does not require upgrafings.

PROGRAMMING STEPS

- Cell Starmait and enter programming by dialing the password (sattXXX).
 - 2. At the "enter Function" prompt, dial 3.10#
- 3 The current time will be played and you will be promytus; to dial a new time or dial # to confirm the current time. Enter a new time in 12 hour tormat followed by the # key (four digits must be entered, for example: 1612# = 812, 1233# = 12:33 and 0315# = 3:15)
 - 4 Acting talk or P.M. or P.M. bigmpt, dist 1st for J.M. or 2st for P.M.
- At the "enter Function" prompt, discending Function number to program or title to sixt programming and disconnect.

DEFAULT DATA: NOME

ACCESS TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: NONE

ADMINISTRATOR PASSWORD

DESCRIPTION:

Used to change the administrator password. The administrator password (2-8 digits) is given to the on-site system administrator and allows access to Starmail to perform routine maintenance. With it, the following Functions can be accessed.

FUNCTION NUMBER	FUNCTION NAME
110	EXIT PROGRAMMING
111	EXIT PROGRAMMING
320	SET TIME FUNCTION
375	PRINT REPORTS
425	DAY/NIGHT MODE
460	DIRECTORY NAME RECORDING
555	ADD/DELETE MAILBOXES
560	ACCESS USER MAILBOX
655	PROMPT RERECORDING
815	BRANCH REPORT

NOTE: When they are entered, the password digits must be preceded by ** and followed by # (for example, **456#).

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 330#.
- Starmail plays the current administrator password. Dial a new password or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: 456

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 335 PROGRAMMER PASSWORD

ADMINISTRATOR PASSWORD

DESCRIPTION:

Used to change the administrator password. The administrator password (2-8 digits) is given to the on-site system administrator and allows access to Starmail to bedroom toutine maintenance. With it, the following Functions: an he accessed.

655

NOTE, When they am entered, the password digits must be preceded by 事本 and lottowed by # (for example 非维本56样).

PROGRAMMING STEPS

- Call Starmalt and enter programming by disting the password (wetXXXx+)
 - 2 A the "onter Function" prompt dial 330 /
- Starmail plays the current administrator password. Dis. a new password or dist.#.
 to confirm.
- 4. At the "enter Function" prompt, discignother Eurotion number to program of 1114 to exit programming and disconnect.

DEFAULT DATA: 456

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 335 PROGRAMMER PASSWORD

FUNCTION: 335 PROGRAMMER PASSWORD

DESCRIPTION:

Used to change the programmer password. The programmer password (2–8 digits) is used to perform all of the administration and programming and allows access to all of the programming options.

NOTE: When they are entered, the password digits must be preceded by ** and followed by # (for example, **456#).

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 335#.
- Starmail plays the current technician password. Dial a new password or dial # to confirm the current password.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: 789

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 330 ADMINISTRATOR PASSWORD

FUNCTION: 335 PROGRAMMER PASSWORD

DESCRIPTION:

Used to change the programmer password. The programmic bassword '2-8 digits) is used to perform all of the administration and programming and allows access to all of the programming options.

NOTE: When they are entered, the password digits must be preceded by ### and followed by # (for example, ### 456#).

PROGRAMMING STEPS

- Call Starmall and enter programming by dialing the password (****)OX#).
 - 2. A the "enter Function" grompt, dist 335 #.
- Starmal plays the current technicien password. Dist a new password or dist # to confirm the current password.
- At the "enter Function" promot dial another Function number to program or 111 if to exit programming and disconnect.

DEFAULT DATA: 789

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 330 ADMINISTRATOR PASSYYORD

PRIVACY EXTENSIONS

DESCRIPTION:

Used to provide Starmail with a list of extensions that Starmail should not dial. This list may include key executives, offices that are not to be disturbed, modem extensions, etc. Callers dialing an extension on this list from the auto attendant will be routed directly to the extension's mailbox if it exists and is turned on. If the mailbox does not exist or is not turned on, the caller will go to ID 1.

NOTE: You cannot add 0 (operator) to this list.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 340#.
- Dial 1 to add extensions to the privacy list, 2 to delete extensions from the privacy list or 3 to hear the privacy list.
- To add or delete multiple extensions, dial each extension separated by # and dial ## to end the list.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 505 MAILBOX RANGE

PRIVACY EXTENSIONS

DESCRIPTION:

Used to provide Starmail with a lat of expansions that Starmal should not dial. This list may include key executives, officer that are not in be disturbed, modern extensions, etc. Callers dialing an extension on this list from the auto attendant will be routed directly to the extension's mailbox if it exists and is turned on. If the mailbox can not exist or is not turned on the caller will go to D t.

NOTE. You cannot add 0 (operator) to this list.

PROGRAMMING STEPS

- Caji Starmail and enter programming by dialing the password (##XXX#).
 - A: the "enter Function" prompt, dial 340#.
- Dief * to add exhibitions to the privacy list. 2 to delete extensions from the privacy list or 3 to hear the privacy tist.
- To add or delete multiple extensions diel nach extension separated by # and dies ## to and the list.
- 5. At the "enter Function" prompt, diet snother Function number to program or 111* to exit programming and disconnect.

DEFAULT DATA: NONE

VIMO MAIORINA CARROLA A

RELATED ITEMS: FUNCTION 505 MAILBOX RANGE

FAX EXTENSION

DESCRIPTION:

Used to tell Starmail where to automatically transfer the call when it detects a FAX tone on any of its ports during the main greeting. Starmail will blind transfer the call to the FAX extension. If more than one FAX machine are used, use the phone system's call forward busy/no answer feature or the phone system's group feature. If a FAX tone is detected but no fax extension is installed, Starmail will drop the call.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 350#.
- Starmail plays the current FAX extension if installed. Dial # to confirm or dial the FAX extension.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

PAX EXTENSION

DESCRIPTION:

Used to tell Starmari where to autometically transfer me of It when it detects a FAX tone on any of its ports during the main greating. Starmar will blind transfer the call to the FAX extension. If more than one TAX machine are used, use the phone system's call forward busylno answer feature or the phone system's group feature. If a FIX tone is detected but no tax extension is installed. Starmark will also the call.

PROGRAMMING STEPS

- . Call Starmall and enter programming by disking the password (##XXX#).
 - 2. At the "enter Function" prompt, dial 3504°.
- Starmall plays the current FAX extension if installed, D.al. if to confirm, in dial the FAX extension.
- A) the "enter Function" prompt, cial another Function number to program or 1.1% to exit programming and discormed.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

RELATED LITEMS: NONE

PRINT REPORTS

DESCRIPTION:

With a customer-provided serial printer connected to the serial port, you can print a program report and a statistics report. The program report includes a hard copy of all programmed data. The statistics report details traffic, mailbox usage, etc. for the system. For a sample of each report, see the General Description Section.

NOTE: The statistics report resets all values once the report has printed.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 375#.
- Dial 1 to print a program report, 2 for a statistics report or 3 to print both reports.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 815 BRANCH REPORT

PRINT REPORTS

DESCRIPTION:

With a customer-provided serial printer connected to the serial port, you can print a program report and a statistics report The program report nectudes a hard copy of all programmed data. The statistics report details traffic, mailbox usage, etc. for the system. For a sample of each report, see the General Description Section.

NOTE: The statistics report resets all values once the report has printed.

PROGRAMMING STEPS

- Call Starmail and entar programming by dising the passwore (##XXX#].
 - 2. At the "enter Function" promot, dist 375#.
- 3. District print a program report is local statistics report or 3 to print both reports.
- 4. At the "enter Function" prompt, distributes Function in most to program of 111% to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 815 BRANCH REPORT

FUNCTION: 405 PROGRAM MAIN GREETING

DESCRIPTION:

Records the main greeting for each mode of operation—day mode and night mode. The main greeting is the first thing callers hear when Starmail answers. This Function is also used to program where callers are sent if they do not make a choice from the main greeting or if the chosen selection is unavailable.

DAY TIME MAIN GREETING

A default system greeting exists for the day mode main greeting as an aid in installation and can be rerecorded.

NIGHT TIME MAIN GREETING

Record a night mode main greeting if night mode is to be used. The act of recording a night mode main greeting activates night mode programming and inserts the appropriate prompts in the Functions where night mode rerouting may be different than day mode rerouting.

NO RESPONSE

If a caller makes no choice during the main greeting, by default, the caller will be transferred to ID 9999 (disconnect). However, such calls can be transferred to a different extension, to a branch or to a mailbox (such as a general mailbox). Remember that callers from rotary dial phones will also be routed to this extension.

BUSY/NO ANSWER REROUTE

A call transferred from the main greeting to an extension that does not answer or is busy will be rerouted to the extension's mailbox or to the operator if no mailbox exists. Instead of going to the operator, the call can be programmed to be transferred to a different extension, to a branch or to a mailbox.

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 405#.
- Starmail plays the current main greeting. Dial # to confirm or record the new main greeting.
- 4. When prompted, record the new night time main greeting (if required).

- 5. When prompted, program the day no response destination. Dial 1 for transfer to an extension, 2 for transfer to a branch or 3 for transfer to a mailbox. Dial the extension number, branch ID or mailbox number accordingly. If you recorded a night mode main greeting in step 4, you will be prompted to program a night no response destination. Program it in the same manner as you programmed the day no response destination.
- 6. When prompted, program the day busy/no answer destination. Dial 1 for transfer to an extension, 2 for transfer to a branch or 3 for transfer to a mailbox. Dial the extension number, branch ID or mailbox number accordingly. If you recorded a night mode main greeting in step 4, you will be prompted to program a night busy/no answer destination. Program it in the same manner as you programmed the day busy/no answer destination.
 - At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NO RESPONSE = 9999

DAY MODE BUSY/NO ANSWER = 0 NIGHT MODE BUSY/NO ANSWER = ID 1

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 406 SECOND MAIN GREETING

FUNCTION 655 PROMPT RERECORDING

FUNCTION: 406 SECOND MAIN GREETING

DESCRIPTION:

Records the second main greeting for each mode of operation—day mode and night mode. Two main greetings allow Starmail to answer two different groups of lines with different greetings. For example, the first three Starmail ports can be answered "Thank you for calling ABC..." and port 4 can be answered "Thank you for calling XYZ..." Second main greetings are programmed in the same manner as in Function 405 (however, you will hear an additional set of prompts to indicate the ports to which the second main greeting applies). If you program second main greetings here, a second menu tree starting with ID 2 will be created. Program ID 2 branches in Function 420 in the same manner as ID 1 branches are programmed. This Function is also used to program where callers are sent if they do not make a choice from the main greeting or if the chosen selection is unavailable.

DAY TIME MAIN GREETING

A default system greeting exists for the day mode main greeting as an aid in installation. You can rerecord it here.

NIGHT TIME MAIN GREETING

Record a night mode main greeting if night mode is to be used. The act of recording a night mode main greeting activates night mode programming and inserts the appropriate prompts in the Functions where night mode rerouting may be different than day mode rerouting.

NO RESPONSE

If a caller makes no choice during the main greeting, by default, the caller will be transferred to ID 9999 (disconnect). However, such calls can be transferred to a different extension, to a branch or to a mailbox (such as a general mailbox). Remember that callers from rotary dial phones will also be routed to this extension.

BUSY/NO ANSWER REROUTE

A call transferred from the main greeting to an extension that does not answer or is busy will be rerouted to the extension's mailbox or the operator if no mailbox exists. Instead of the operator, the call can, however, be programmed to be transferred to a different extension, to a branch or to a mailbox.

PROGRAMMING STEPS

Call Starmail and enter programming by dialing the password (**XXX#).

- 2. At the "enter Function" prompt, dial 406#.
- Starmail plays the current second main greeting. Dial # to confirm or record the new second main greeting.
- 4. When prompted, record the new second night time main greeting (if required).
- 5. When prompted, program the day no response destination. Dial 1 for transfer to an extension, 2 for transfer to a branch or 3 for transfer to a mailbox. Dial the extension number, branch ID or mailbox number accordingly. If you recorded a night mode main greeting in step 4, you will be prompted to program a night no response destination. Program it in the same manner as you programmed the day no response destination.
- 6. When prompted, program the day busy/no answer destination. Dial 1 for transfer to an extension, 2 for transfer to a branch or 3 for transfer to a mailbox. Dial the extension number, branch ID or mailbox number accordingly. If you recorded a night mode main greeting in step 4, you will be prompted to program a night busy/no answer destination. Program it in the same manner as you programmed the day busy/no answer destination.
 - 7. Enter the ports (1-8) that are to be answered by the second main greeting.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NO RESPONSE = 9999

DAY MODE BUSY/NO ANSWER = 0 NIGHT MODE BUSY/NO ANSWER = ID 1

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 405 PROGRAM MAIN GREETING
FUNCTION 655 PROMPT RERECORDING

FUNCTION: 410 OPERATOR TRANSLATION

DESCRIPTION:

Used to program a different dial 0 (operator) location for both day and night modes. The destination of a call whenever 0 is dialed can be an extension, a branch or a mailbox (such as a general mailbox). If a night greeting has not been recorded in Function 405 (and Function 406), the night time operator destination is not offered as a programming option.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 410#.
- 3. Starmail plays the current operator destination (day and night). Dial # to confirm and go to step 6. To enter a new destination, go to step 4.
- 4. Indicate the type of destination by dialing 1 for transfer to an extension, 2 for transfer to a branch or 3 for transfer to a mailbox.
- Dial the extension number, branch ID or mailbox number.
- 6. At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: EXTENSION 21 DURING DAY MODE FOR 816

EXTENSION 500 DURING DAY MODE FOR ANALOG EXTENSION 21 DURING NIGHT MODE FOR 816

EXTENSION 500 DURING NIGHT MODE FOR ANALOG

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 415 OPERATOR REPOUTE

FUNCTION: 410 ORERATOR TRANSLATION

DESCRIPTION:

Used to program a different dial 0 (operator) location for both day and night modes. The destination of a call whenever 0 is dialed can be un extension, a branch or a mailbox (such as a general mailbox). If a night greeting has not been recorded in Function 405 (and Function 405), the night time operator destination is not offered as a programming option.

PROGRAMMING STEPS

- Cali Stampiliand enter programming by dialing the password (IntiOOC#).
 - 2. At the "enter Function" promot dist 4" 0%.
- Starmalt plays the current operator dentination (day and night). Dial # to confirm and go to step 6. To enter a new destination, go to step 4.
- Indicate the type of destination by draing 1 for transfer to an extension, 2 for train fer to a branch or 3 for transfer to a mailbox.
 - 5. Die the extension number, branch iO or mailbox number
- 6. At the "enter Function" prompt, distribute Function number to program or 1.1% to exit programming and disconnict.

DEFAULT DATA: EXTENSION 21 DURING DAY MODE FOR 818
EXTENSION 500 DURING DAY MODE FOR ANALOG
EXTENSION 21 DURING NIGHT MODE FOR 818
EXTENSION 500 DURING NIGHT MODE FOR ANALOG

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 415 OPERATOR REROUTE

OPERATOR REROUTE

DESCRIPTION:

Allows calls to the operator's extension that are not answered or that reach a busy condition to be rerouted to a destination other than the main greeting (where they are routed by default). A different operator reroute can be programmed for the day mode and for the night mode (if a night mode main greeting has been recorded in Function 405). The calls can be rerouted to an extension, to a branch or to a mailbox.

NOTE: If you want calls that are not answered by the operator to go to the operator's mailbox, you must assign the operator reroute destination as the operator's mailbox.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 415#.
- Starmail plays the current operator reroute destination (day and night). Dial # to confirm and go to step 6. To enter a new destination, go to step 4.
- Indicate the type of destination by dialing 1 for transfer to an extension, 2 for transfer to a branch or 3 for transfer to a mailbox.
- Dial the extension number, branch ID or mailbox number.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: ID 1 (MAIN GREETING) DURING DAY MODE

ID 1 (MAIN GREETING) DURING NIGHT MODE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 410 OPERATOR TRANSLATION

OPERATOR REPOUTE

DESCRIPTION:

Allows calls to the operator's extension that are not answered or that reach a busy condition to be rerouted to a destination other than the main greeting (winers they are routed by default). A different operation reroute can be programmed for the day mode and for the night mode (if a night mode main greeting has been recorded in Function 405). The calls can be reroured to an extension, to a branch or to a mailbox.

NOTE: If you want calls that are not enswered by the operator to go to the operator's mailbox, you must assign the operator regular destination as the operator's mailbox.

PROGRAMMING STEPS

- 1. Carl Starmail and enter programming by disting the password (##0000th)
 - 2. A: the "enter Function" promot, diel 4 lb #
- 3 Starmail plays the current operator resoute destination (day and night). Dial # to confirm and go to stop 6. To enter a new destination, go to step 4.
- Indicate the type of destination by disting 1 for transfer to an extension, 2 for transfer to a branch or 3 for transfer to a mailbox.
 - 5. Dial the extension number, branch ID or malbox number.
- At the "enter Function" prompt, distribution Function number to program or 1112 to exit programming and discornect.

DEFAULT DATA: ID 1 (MAIN GREETING) DURING DAY MODE ID 1 (MAIN GREETING) DURING NIGHT MODE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 410 OPERATOR TRANSLATION

AUTO ATTENDANT ROUTING

DESCRIPTION:

Starmail's auto attendant follows a branch concept where the caller is routed through a series of branches until he/she reaches the desired extension. The caller moves from branch to branch by selecting numbers or names presented to the caller as prompts.

In Figure 2–1, the branch IDs and branch titles shown are for programming purposes only. The caller merely dials 1, 2, etc. to move through the choices. Each box represents a branch that has the following components:

Branch ID

A numeric designator indicating its location and relationship to the other branches. There can be up to six levels of branches. The first level is a single digit, the second level is two digits, etc. The main greeting is always ID 1 (or ID 2 if a second main greeting has been programmed in Function 406). Each of its sub-branches will have that number plus an additional digit of its own. Menu branch 123 has sub-branches 1231, 1232, etc.

Destination

In a menu branch, the destination is always other branches (or direct dialed extensions). In a dial branch, the destination is programmed extension numbers. In a jump branch, it is another branch ID. In a department or directory branch, the destination is a list of names that are translated by the system to extension numbers and called. In an outdial branch, it is a "string" of digits or commands to suit the need.

Branch Type

Add or change a branch by inputting its ID and then the appropriate branch type as shown below. Input 00# to delete a branch. Once a branch ID and its type have been input, the system will prompt only for the appropriate data for that branch type.

1 = Menu 3 = Department 5 = Jump 2 = Directory 4 = Dial 6 = Outdial

MENU BRANCH (TYPE 1)

A menu branch includes a prompt that instructs the caller to dial an extension or make single digit selections to advance to its sub-branches. A sub-branch's ID consists of its "parent's" ID plus the single digit choice given in the prompt.

When a menu branch is created, its sub-branches must also be created in this Function. For example, if branch ID 14 is a menu branch with three choices given to the caller in its prompt, create and program sub-branches 141, 142 and 143.

When programming a menu branch, the following programming options are available: day and night recordings (for IDs 1 and 2—all other menus provide one recording), no response reroute destination and busy/no answer reroute destination.

DIRECTORY BRANCH (TYPE 2)

A directory branch allows the caller to be connected to a person by selecting the person's name from an alphabetical directory. The prompt instructs the caller to dial the first three letters of the individual's last name. A second prompt instructs the caller to dial # when the caller hears the name of the individual.

The branch is created in this Function but use Function 460 to create the directory list of names. Starmail links the names from the directory list to the directory branch. The system plays the names from the directory list that have the corresponding keys listed for them.

Each directory branch name entry can have up to four fields associated with it: (1) the extension number, (2) the recorded name, (3) the name keys (first three letters of the last name) and (4) the department number key (see Department Branch below). The name key field is the numeric equivalent to the letters appearing on a phone keypad (for Q or Z, the 1 key is used).

Make copies of the blank Directory and Mailbox Worksheet (see the Blank Data Record Sheets in this Section) for preparing directories and making future changes. As names change, the administrator can use Function 460 to change any field.

When programming a directory branch, the following programming options are available: first recording, second recording, no response reroute destination and busy/no answer reroute destination.

DEPARTMENT BRANCH (TYPE 3)

A department branch allows the caller to reach a specific employee via a departmental directory. When a department branch is reached, the system instructs the caller to dial # when he/she hears the name of the department employee he/she wishes to reach. Starmail will then play all names for the chosen department and transfer accordingly.

The branch is created in this Function but Function 460 must be used to create the directory list of names. Starmail links the names from the directory list to the

department branch. The system plays the names from the directory list that have corresponding department designator keys listed for them.

During branch recording, program a one digit code to identify each department. For example, if you have department branches for engineering and accounting, you would program a one digit department designator key for each in the directory list, such as 1 for engineering and 2 for accounting. If a department branch has been created, when you record names in Function 460, you will also be prompted for a department number for each name. Dial 1 as part of programming for each engineering name, 2 for each accounting name and # to leave all others blank. When the caller chooses the engineering department branch, Starmail plays those names from the directory list that have a 1 input as the department designator key.

When programming a department branch, the following programming options are available: recording, department number, no response reroute destination and busy/no answer reroute destination.

DIAL BRANCH (TYPE 4)

A dial branch is used to dial its programmed extension(s) as a result of a caller's menu selection. If more than one extension are listed, the system will attempt to call the extension listed first. If the response is busy or no answer, Starmail will call the second extension listed, etc. Up to 20 extensions can be listed in each dial branch. To change an extension once entered, advance through the list of extensions and replace it with a new extension. Replace an extension number with 00 to delete it.

During programming, the system will also prompt (if more than one extension has been listed) for the extensions to be called in the order listed, in a rotation or (if an 816 or 816 PLUS) by Automatic Call Distribution (ACD—see Dial Branch Using ACD Option below). Finally, if all of the extensions are busy/no answer, an extension, branch or mailbox can be programmed as the final destination (reroute busy/no answer). If a single extension has been listed in the dial branch, it can be programmed as a dial branch extension or ACD. ACD allows multiple callers to be queued to the busy station. ACD applies only to 816 or 816 PLUS.

When programming a dial branch, the following programming options are available: recording, list of extensions, ring type and busy/no answer reroute destination.

DIAL BRANCH USING ACD OPTION (816 AND 816 PLUS ONLY)

This branch is a variation of the dial branch. For the 816 and 816 PLUS phone systems only, a dial branch can have Automatic Call Distribution (ACD) to the extensions listed. Callers will be transferred on a longest idle station basis and if all stations are busy, the caller is so informed and then held in queue until a station becomes available. The callers are played periodic prompts to continue to hold for

an available station as they recall from hold. When a station becomes available, Starmail automatically connects the longest holding caller.

Two prompts are used: (1) ACD Queue Prompt (Function 620) is played when all extensions are busy and before the caller has been first put on hold ("Those extensions are busy. Please hold and your call will be answered in the order received.") and (2) ACD Hold Prompt (Function 621) is played at recall from hold ("Those extensions are still busy. Please continue to hold.").

NOTE: The interval between the ACD Hold Prompts is determined by the recall timer set in the 816 and 816 PLUS.

When programming a dial branch using the ACD option, the following programming options are available: recording, list of extensions, ACD option (816 and 816 PLUS only) and busy/no answer reroute destination.

JUMP BRANCH (TYPE 5)

A jump branch is used to jump to any other branch in the system. It is helpful to provide a jump branch as a sub-branch of each menu branch because it gives the caller a route to another menu if he/she does not wish to select any of the choices played.

For example, "For widget sales, press 1, for gadget sales, press 2 or to return to the main greeting, press 3." In this case, the third branch would be a jump branch with ID 1 (main greeting) as its programmed jump-to ID.

When programming a jump branch, the following programming options are available: recording and jump branch destination.

OUTDIAL BRANCH (TYPE 6)

An outdial branch can be used to transfer callers to off-premise locations via Centrex lines. It can include programmed dial string pauses, hook-flashes, etc. The input in this Function requires that you (a) enter the number of key strokes that is to be executed (maximum of 40 key strokes) and (b) enter the key strokes that are to be executed. Verify the "string" by executing the steps from a phone on the system.

The key codes below represent special conditions that may be added to the string:

= "#" DTMF tone #8 = sends last extension number #0 = wait for dial tone #2 = three second delay #6 = hook-flash #3 = five second delay #1 = one second delay #9 = play recording

NOTE: If a recording has been made as part of an outdial branch, unlike all other branch types, it will be played only if #9 is programmed as part of the dial string.

For example, on the 816 and 816 PLUS, to create an outdial string that dials, flash-hooks to Centrex, waits for dial tone and dials 578-5644 before going on-hook, indicate that the number of keys is 11 and dial the following key strokes: #6 #0 5785644 (spaces added for clarity). Do not end the string with #.

When programming an outdial branch, the following programming options are available: recording, outdial string and busy/no answer reroute destination.

DISCONNECT BRANCH (BRANCH 9999)

Any caller routed to this branch will be disconnected. When programming a disconnect branch, there are no programming options. The disconnect branch is fixed as branch 9999. Branch 9999 will play a recording and go on-hook. If desired, the programmer and administrator may rerecord default the branch recording.

PROGRAMMING STEPS

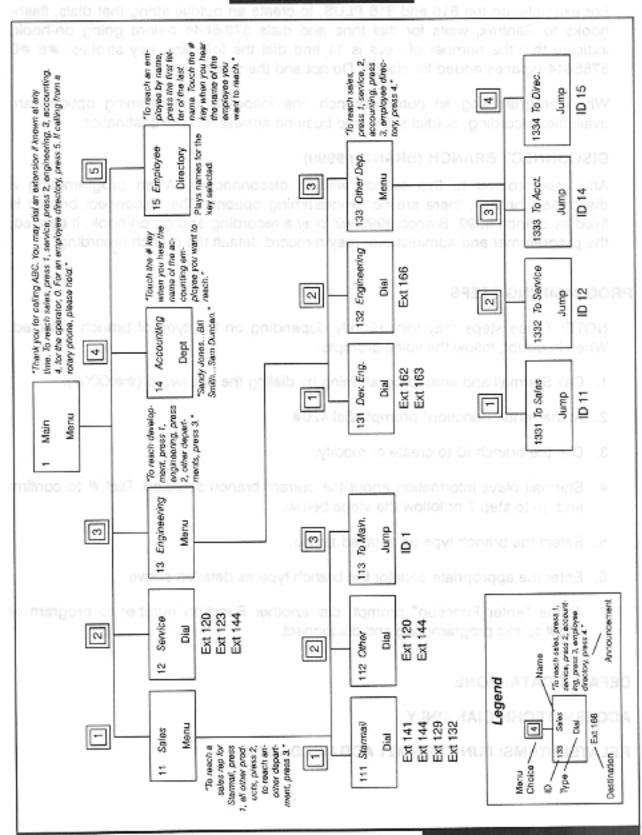
NOTE: These steps may vary slightly depending on the type of branch selected. When in doubt, follow the voice prompts.

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 420#.
- 3. Dial the branch ID to create or modify.
- Starmail plays information about the current branch selected. Dial # to confirm and go to step 7 or follow the steps below.
- Select the branch type as detailed above.
- 6. Enter the appropriate data for the branch type as detailed above.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 421 ACD HOLD LIMIT



816 ACD HOLD LIMIT

DESCRIPTION:

Used to change the 816 ACD hold limit. The hold limit indicates the maximum number of times a caller is recalled and played the ACD Hold Prompt before he/she is rerouted. THIS VALUE APPLIES TO ALL ACD DIAL BRANCHES. This Function will only appear in 816 integration as ACD is exclusively an 816 feature.

If the hold limit is set to 0, a caller will remain on hold until connected or until the caller hangs up. When the hold limit is set for other than 0 and is reached, the caller will be automatically rerouted per the reroute setting programmed for the branch.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 421#.
- Starmail plays the current ACD hold limit. Dial # to confirm or dial a new value.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 420 AUTO ATTENDANT ROUTING, DIAL BRANCH

SIG ACD HOLD LIMIT

DESCRIPTION

Used to change the S16 ACC hold find. The hold limit indicates the maximum number of errors a caller is received and played the ACC Rold Prompt before he/she is received. THIS VALUE APPLIES TO ALL ACC DIAL BEANCHES. This Function will only appear in 816 integration as ACD is exclusively an 816 feature.

If the rigid limit is set to 0, a Later will remain on hold until connected or until the caller hangs up. When the hold limit is set for other than 0 and is reached, the caller will be automatically reported per the reroute setting programmed for the tranch.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXXXIII)
 - 2. At the "enter Function" promot dist 42 fat.
- 3. Starmali plays the current ACD hold itmd. Dist # to confirm of dist a new value.
- At the "enter Function" prompt, dist another Function number to program or 111% to exit programming and disconnect.

BUOM-ATACITURISM

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: PUNCTION 420 AUTO A DEMDANT ROUTING, DIAL BRANCH

CAMP-ON

DESCRIPTION:

Used to enable and disable the camp-on feature. This Function affects calls transferred to a busy extension as a result of the caller inputting the extension number at the main greeting or selecting it from a directory or department. With camp-on disabled, the call will go to the mailbox or be rerouted as programmed. With camp-on enabled, busy stations will receive call waiting indications. If not answered, the call will go to the mailbox or be rerouted as programmed.

This is a system-wide option. The setting in this Function applies to all stations on the system with the exception of the operator. By default, camp-on is always enabled for the operator station.

NOTE FOR 816 INTEGRATION: When camp-on is enabled in an 816 system, Starmail calls the station and regardless of the busy or idle status of the phone, hangs up and camps the call on to the station. If camp-on is disabled, Starmail checks if the phone is busy or idle before it transfers the call. If the station is busy, the call will not be transferred but will go to the mailbox or be rerouted as programmed. If you intend to use the 816 Forward Busy feature for any destination other than group 73 (Starmail), you must enable camp-on.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 422#.
- Starmail plays the current camp-on mode. Dial # to confirm, 1 to enable campon or 0 to disable camp-on.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DISABLED

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

CAMP-ON

DESCRIPTION:

Used to enable and disable the camp on teature. This Function affects calls transferred to a busy extension as a result of the caller inputting the extension number at the main greeting or sejecting it from a directory or department. With camp-on disabled, the call will go to the mailbox or be resouted as programmed. With camp-on enabled, busy stations will receive call waiting indications. If not answered, the call will go to the mailbox or be rerouted as programmed.

This is a system-wide option. The setting in this Function applies to all stations on the system with the exception of the operator. By default, camp-on is always enabled for the operator station.

NOTE FOR \$18 INTEGRATION: When camp-on is prabled in an \$16 system, Starmail calls the station and regardless of the busy or idle status of the phone, hangs up and camps the call on to the station. If camp on is disabled, Starmail checks if the phone is busy or idle before it transfers the call. If the station is busy, the call will not be transferred but will go to the mailbox or be rerouted as programmed, if you intend to use the \$15 Forward Busy feature for any destination other than group 73 Starmail), you must enable camp-on.

PROGRAMMING STEPS

- Call Starmal and enter programming by dialing the password (\$400000).
 - 2. At the "enter Function" prompt dial 422#
- Starmail plays the current camp-on mode. Dial # to confirm, 1 to enable campon or 0 to disable camp-on.
- As the "enter Function" prompt, dial another Function number to program or 111% to exit programming and disconnect.

DEFAULT DATA: DISABLED

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

DAY/NIGHT MODE

DESCRIPTION:

Manually changes the system between automatic, day mode and night mode. You can program the system to automatically alternate between the day and night mode greetings on specific days of the week and at specific times of the day. Once the day or night mode has been set manually with this Function, it will remain until it is manually changed.

In automatic mode, the system will automatically switch between the day mode and the night mode following the programming in Functions 430 and 435.

NOTE: This Function can only be accessed if a night recording has been recorded in Function 405 or 406.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 425#. The system plays the current status (day, night or automatic).
- 3. Dial 1 for day mode, 2 for night mode or 0 for automatic. Dial the # key.
- The new mode status will be played. Dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DAY MODE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 430 DAY/NIGHT DAILY TABLE

FUNCTION 435 DAY/NIGHT HOURLY TABLE

DAY MICHT MODE

DESCRIPTION:

Manually changes the system between a cornetic, day mode and night mode, you can progrem the system to automatically alternate between the day and night mode greetings on specific days of the week and at specific times of the day. Once the day or night mode has been set manually with this Function it will remain until it is meanually stranged.

In autumatic mode, the system will autumatically switch between the day mode and the night mode following the programming in Eurobons 410 and 435.

NOTE, This Function can only be accessed if a hight recording has been recorded in Function 405 or 406.

PROGRAMMING STEPS

- Call Stannail and enter programming by disting the password (4400004).
- At the "enter Function" prompt, dial 425%. The system plays the current status (day, hight or sutomatic).
 - 3. Dia 1 for day mode, 2 for night mode or 0 for automatic. Dial the # key.
 - 4. The new mode status will be played. Olal # to confirm
- A) the "enter Function" prompt, diet enotite: Function number to program or 1:1# to exit programming and disconnect.

DEFAULY DATA: DAY MODE.

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: PUNCTION 430 DAY MIGHT DAILY TABLE FUNCTION 436 DAY/MIGHT HOURLY TABLE

DAY/NIGHT DAILY TABLE

DESCRIPTION:

Automatically switches between day and night mode on preset days of the week. More than one day can be set to follow the same hourly table. Tables 1 and 2 are day mode and night mode respectively and cannot be altered. Hourly tables 3 through 9 are blank until programmed in Function 435.

In the example illustrated below, Sunday is set for night mode (2) all day. Monday through Thursday are set for day mode (1) all day. Friday has been set to follow hourly table 3 and Saturday has been set to follow hourly table 4.

NO.	DAY	TABLE
1	SUNDAY	2
2	MONDAY	1
3	TUESDAY	1
4	WEDNESDAY	1
5	THURSDAY	1
6	FRIDAY	. 3
7	SATURDAY	4

NOTE: This Function can be accessed only if a night greeting has been recorded in Function 405 or 406.

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 430#.
- Dial the day of the week (Sunday = 1, Monday = 2, etc.).
- Dial 1 for day mode all day, 2 for night mode all day or 3 through 9 to follow the corresponding hourly table as programmed in Function 435.
- Repeat steps 3 and 4 for each day.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NOT ASSIGNED

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 425 DAY/NIGHT MODE

FUNCTION 435 DAY/NIGHT HOURLY TABLE

in the enumple illustrated below. Sunday is set for night mode (2) all day. Monday through Thursday are set for day mode (1) all day. Friding this been set to follow hourly table 3 and Saturday has been set to follow hourly table 4.

NOTE: This Function can be accessed only if a night greeting has been recorded in Function 405 or 405.

- Calt Starmail and enter programming by dialing the password (**#XXX**).
 - 2 At the "enter Function" prompt, dist 43/64/F.
 - 3. Earthe day of the week (Sunday -1 Monday ≈ 2.900 .)
- 4. Dischior day mode all day, 2 for night mode all day or 3 through 9 to follow the corresponding frough table as programmed in Function 435.
 - 5 Repeat steps 3 and 4 for each day.
- At the "enter Function prompt, die another Function number to program or titual to exit encoramina and disconnect

FUNCTION: 435 DAY/NIGHT HOURLY TABLE

DESCRIPTION:

Used to set automatic day/night mode change. Days programmed in Function 430 with table numbers 3 through 9 can be set to change from day mode to night mode and back to day mode up to six times daily. Tables may be used for more than one day. The six time slots are recognized by Starmail as numbers 1 through 6.

For example, on Friday (table 3), XYZ Company begins normal business hours at 8:00 A.M., closes for lunch at noon (12:00 P.M.), resumes normal business hours again at 1:30 P.M. and closes business at 5:15 P.M. On Saturday (table 4), its normal business hours are from 10:00 A.M. to 2:00 P.M. The other days of the week may be programmed with other tables 5 through 9 or with an existing table.

The illustration below illustrates how tables 3 and 4 are created. See the example in Function 430 for an illustration of how the tables are assigned to Friday and Saturday.

No.	Table 3		Table 4		Table 5	
	Time	Mode	Time	Mode	Time	Mode
1	8 A.M.	1	10 A.M.	1		
2	12 P.M.	2	2 P.M.	2		
3	1:30 P.M.	1				
4	5:15 P.M.	2				
5						
6						

NOTE: This Function can only be accessed if a night greeting has been recorded in Function 405 or 406.

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 435#.
- Dial 3–9 to select a table number (e.g., 3).
- 4. Dial 1-6 to select an entry number (e.g., 1).

- 5. Enter the time in 12 hour format (e.g., 0800).
- Dial 1 for day mode or 2 for night mode. (e.g., 1). The examples given in steps 3 through 6 cause the system to go into day mode at 8 A.M. Repeat steps 3–6 as necessary.
- 7. At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NOT ASSIGNED

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 425 DAY/NIGHT MODE

FUNCTION 430 DAY/NIGHT DAILY TABLE



FUNCTION: 455 ANNOUNCE EXTENSION NUMBERS

DESCRIPTION:

Sets Starmail to announce the extension number prior to transferring the call when the caller selects a name from a directory or department branch. The caller is then provided with the extension number for future direct dialing from the main greeting. Do not use this feature in a motel application or where individual privacy is desired.

NOTE: This Function can be accessed only if a directory or a department branch exists.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 455#.
- 3. Dial 1 to announce extension numbers or 2 to not announce extension numbers.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: EXTENSION NUMBERS ARE NOT ANNOUNCED

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 420 AUTO ATTENDANT ROUTING

FUNCTION: 455 ANNOUNCE EXTENSION NUMBERS

DESCRIPTION:

Sets Etarmail to announce the extension number prior to transferring the call when the caller selects a name from a directory or department branch. The caller is then provided with the extension number for future direct dieling from the main greeting. Do not use this feature in a motel application or where individual privacy is desired.

NOTE: It is Function can be accessed only if a directory or a department branch exists.

PROGRAMMING STEPS

- Call Starmail and enter programming by disting the password (#40000(#))
 - At the "enter Function" prompt, dia 455 #.
- District announce extension numbers or 2 to not announce extension numbers.
- At the enter Function' prompt, dial chother Function cumber to program or 113# to exit programming and disconnect.

TO DEFAULT DATA - SOTEMSION WINNESDS ASS NOT ANDOUGHD OF

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 420 AUTO ATTEMBANT WOUTHING

DIRECTORY NAME RECORDING

DESCRIPTION:

Creates a database that both directory and department branches use to transfer callers. A department branch uses the department number and the name. A directory branch uses the extension number and the name keys. Use Function 460 only if you plan to use a directory or department branch.

Each entry can have up to four fields associated with it: (1) the extension number, (2) the recorded name, (3) the name keys (the first three letters of the first or last name) and (4) the department number (if department branches have been created in Function 420). Enter this information for all users on the system who need to be accessed through directory and department branches.

Photocopy the blank Directory and Mailbox Worksheet (see Blank Data Record Sheets in this Section) to prepare directories and make future changes. If you use directory or department branches, their lists of names must be maintained to keep the system up to date. As names change, the administrator can enter this Function and change any field via the administrator password.

NOTE: This Function can be accessed only if a directory or a department branch exists.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 460#.
- At the "enter extension" prompt, dial an extension and the # key.
- At the "record" prompt, dial 1 and begin recording the user's name at the tone.
- After you speak the name, dial 1 to stop recording.
- The system will repeat the name. Dial # to confirm the new name OR rerecord it by repeating steps 4, 5 and 6.
- Dial the three dial pad keys that correspond to the name (for Q or Z, use key 1) and then dial the # key. For example, dial 253 for Sondra Alexander because ABC = 2, JKL = 5 and DEF = 3.

- Dial the department number and #. Skip this step if you are not using department branches.
- At the "enter extension" prompt, go to step 4 if more names are to be added or

 dial # if no more names are to be added.

 | Company | Company
- 10. At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

To delete a name, program as follows:

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 460#.
- 3. At the "enter extension" prompt, dial the extension followed by the # key.
- 4. After the existing name is played, at the "confirm" prompt, dial 00#.
- At the "confirm deletion" prompt, dial #.semble ed. swib ed. yes exceeded.
- If more names are to be deleted, repeat steps 4 through 5.
- If you are finished, at the "enter extension" prompt, dial #.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

Call Starmail and enter programming by dialing the possword (NEFOCKE).

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 420 AUTO ATTENDANT ROUTING

USER MAILBOX RANGE

DESCRIPTION:

Sets one or more ranges of user mailboxes, e.g., 201–224, 250–258, 301–405, etc. The total number of mailboxes cannot be greater than 600. Mailboxes 900–929 cannot be used as user mailboxes. Use Function 555 to add to or delete from this list.

As a reminder, you must record a personal greeting to turn on an individual user mailbox (so it is able to record and playback messages). Delete the personal greeting to turn off the mailbox.

NOTES:

- If you create an information mailbox range in Function 570, these information mailboxes are counted toward the 600 allowable mailboxes.
- Large ranges may take a few seconds to be created.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 505#.
- 3. Dial 1 to install a range of mailboxes or 2 to delete a range of mailboxes.
- Dial the lowest mailbox number.
- Dial the highest mailbox number. If you wish to enter a range consisting of one mailbox, dial #.
- Repeat steps 3 through 5 as necessary.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 555 ADD/DELETE MAILBOXES

FUNCTION 570 INFORMATION MAILBOXES

USER MAILBOX RANGE

DESCRIPTION:

Sets the or more ranges of user mailboxestle gt 201-224, 250-258, 301-405, etc. The trail number of meilboxes cannot be greater than 600. Mailboxes 900-929 cannot be used as user mailboxes. Use Function 555 to add to or delete from this list.

As a reminder, you must record a personal greeting to furn on an individual user mailbox "so it is able to record and payback messages". Delete the personal greeting to turn off the mailbox.

NOTES

- If you create an information mailbox range in Function 570, these information mailboxes are counted toward the 600 allowable mailboxes.
 - 2 Large ranges may take a few seconds to be created

PROGRAMMING STEPS

- 1. Call Starmail and enter programming by dialing the password (##0000#)
 - 2. A: the 'enter Function' prompt dial 505-#.
- 3. Diei 1 to instalt a range of maliboxes or 2 to delete a range of maliboxes.
 - 4 D.d. the lowest mailbox number.
- Dist the highest malbox number. If you wish to enter a range consisting of one mailbox, dial #.
 - 6. Repeat steps 3 through 5 as necessary.
- At the "enter Function" prompt, dist another Function number to program or 111% to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 555 ADD/DELISTE MAILBOXES FUNCTION 570 INFORMATION MAILBOXES

MESSAGE LENGTH

DESCRIPTION:

Sets the maximum time available to record an incoming message.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 510#.
- Starmail plays the current value. Dial # to confirm or dial a new value. The range is 30–600 seconds.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: 120 SECONDS

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

MESSAGE LENGTH

DESCRIPTION:

Sets the maximum time available to record an incoming message.

PROGRAMMING STEPS

- Coll Starmall and enter programming by disting the password (##0000#).
 - At the "enter Function" prompt, dist 51 till.
- Standard plays the current value. Diet if to confirm or dist a new value. The range is 30–600 seconds.
- 4 At the "enter Function" prompt, dial enotine Europine rumber to program or 1314* to exit programming and disconnect.

DEFAULT DATA: 120 SECONDS

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

EXTERNAL PAGING INTERVAL

DESCRIPTION:

Sets the interval between pages. When a mailbox receives a new message and pages the mailbox owner, the page is repeated at this programmed interval until the new message is saved or deleted.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 520#.
- Starmail plays the current interval between paging reminders. Dial # to confirm, a new interval or 0 for no reminder pages. The range is 10–1440 minutes.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: 30 MINUTES

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 425 DAY/NIGHT MODE

CASCADE PAGING MAILBOXES (MAILBOXES 920-929)

EXTERNAL PAGING INTERVAL

DESCRIPTION:

Sets the interval between pages. When a mailbox receives a new meshage and pages the mailbox owner, the page is repetted at this programmed interval until the new nessage is saved or deleted.

PROGRAMMING STEPS

- Call Starmail and enter programming by dieling the password (##DOCC#)
 - At the "enter Function" grompt, dist 52041.
- Starmed plays the current interval between peging recunders. Dial # to confirm, a new interval or 0 for no reminder pages. The range is 10-1440 minutes.
- 4. At the "enter Function" prompt, dial another Function number to program or 13.98 to exit programming and disconnect.

DEFAULT DATA: 30 MINUTES

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 425 DAY/NIGHT MODE CASCADE PAGING MAILBOXES (MAILBOXES 920-929)

FUNCTION: 525 EXTERNAL PAGING DIALER

DESCRIPTION:

Defines a system-wide paging string to tell Starmail how to operate the paging feature. Starmail uses this string of digits and the programmed pager number to activate a pager. Program the pager number as part of mailbox programming. Add a pager number in the mailbox setup to turn on paging for the mailbox. Delete the paging string here to turn the paging feature off system-wide.

This Function requires that you enter the number of key strokes to be executed (maximum of 20 key strokes) and the key strokes that are to be executed. Starmail plays back the keys entered after the last key in the string has been entered.

The following codes represent special conditions that may be added to the string:

= "#" DTMF tone #3 = Five second delay #0 = Wait for dial tone #6 = One flash-hook (56ex/120mx only) #1 = One second delay #8 = Sends mailbox number #2 = Three second delay #9 = Send user's phone number PRGER

The default sequence is the following: Starmail will go off-hook, dial 9, wait for dial tone, dial the user's pager number, pause six seconds, dial the mailbox number, dial # and go on-hook. The number of keys is 13 and the keys are 9 #0 #9 #2 #2 #8 ## (spaces added here for clarity). Do not end the string with an additional #. Verify the page string by using a phone in place of Starmail to activate a page.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 525#.
- Starmail plays the current paging string. Dial # to confirm or dial a new string.
- 4. At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE 9 #0 #9 #1 #3 #8 ##

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 420 AUTO ATTENDANT ROUTING

FUNCTION: 525 EXTERNAL PAGING DIALER

DESCRIPTION:

Defines a system-wide paging string to tell Starmail how to operate the paging feature. Starmail uses this suing of digits and the programmed pager number to activate a pager. Program the pager number as part of malibox programming. Add a pager number in the mailbox setup to run on paging for the mailbox. Delete the paging string here to turn the daging feature off system-wide.

This Function requires that you enter the number of key stickes to be executed (maximum of 20 key strokes) and the key strokes that are to be executed Starmail plays track the keys ontered after the last key in the string has been entered.

The following codes represent special obtaillions that may be added to the string:

what RMTC "%" = %

#0 = Was for dial tone

1 = One arcond delay

#2 = Three second delay

w3 = Five second delay

4/6 = One flash-hook (56ex/120mx only)

#8 = Sends mailbox number

#3 = Send user's phone number 7866K

The default sequence is the following. Starmal will go cif-hook, diat 9, weit for dial tone, distinct user's pager number, pages aix seconds, diat the mailbox number, diat a and go on-hook. The number of knys is 13 and the keys are 9 #0 #9 #2 #2 #8 ## (spaces added here for darity). Do not end the string with an additional #. Verify the page string by using a phone in place of Starmall to activate a page.

PROGRAMMING STEPS

- Call Starmal and enter programming by dialing the password (##0000#).
 - 2. At the Tenter Function prompt dial 675#.
- 3. Starmal plays the current naging string. Dial # to ocnimm or dial a new string.
- 4. At the "enter Eunetian" protript, distribution Function number to ingrain or titled to exit propremiting and disconnect.

DEFAULT DATA: NONE

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RELATED ITEMS: FUNCTION 420 AUTO ATTENDANT ROUTING

FUNCTION: 530 MESSAGE PURGE CONTROL

DESCRIPTION:

Establishes how Starmail will automatically erase messages if its memory becomes exhausted. Starmail's purge routine begins when its memory is full and it removes messages until it is 90% full according to the following programmed values:

- It will remove old messages that are older than the number of days indicated.
- It will remove group messages that are older than the number of days indicated.
- It will remove new messages that are older than the number of days indicated.
- "0" indicates that a type of message should not be removed unless deleted by the user.

If Starmail's memory is full and no message can be eliminated according to these purge values, callers will be played a voice mail full announcement until memory becomes available.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 530#.
- Starmail plays the current value for old voice mail messages. Dial a new value or dial # to confirm. For example, to erase old messages more than three days old when the system's memory becomes full, dial 3.
- Starmail plays the current value for group voice mail messages. Dial a new value or dial # to confirm. For example, to erase group messages more than five days old when the system's memory becomes full, dial 5.
- Starmail plays the current value for new voice mail messages. Dial a new value or dial # to confirm. For example, to not erase new messages when the system's memory becomes full, dial 0.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: OLD MESSAGES = 0

GROUP MESSAGES = 0 NEW MESSAGES = 0

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

FUNCTION: 530 MESSAGE PURGE CONTROL

DESCRIPTION:

Establishes how Starmeil will automatically erase messages if its memory decomes exhausted. Starmail's purge routine begins when its memory is full and it removes messages until it is 90% full according to the following programmed values.

- It will remove old messages that are order than the number of days indicated.
- If will remove group messages that are older than the number of days indicated.
 - It will remove new messages that are nifer than the number of days indicated.
- "0" indicates that a type of message should not be removed unless deleted by the user

If Strimmal's memory is full and no message can be elvidinated according to these purge values, callers will be played a voice maif by anouncement until memory becomes available.

PROGRAMMING STEPS

- Coll Starmail and enter programming by disling the password (#90000#).
 - 2. A. the "anter Function" prompt, dial 50019.
- Starmail plays the current value for old voice mail messages. Dial a new value or dist with confirm. For example, to erase old messages more than three days old whan the system's memory becomes full, dist 3.
- 4. Starmail plays the current value for group voice mail messages. Dial a new value or dial # to confirm. For example, to trase group messages more than five days old when the system's memory becomes full, dial 5.
- 5. Starmail plays the current value for new voice mail messages. Dial a new value or dial # to confirm. For example, to not erase new messages when the system's memory becomes fulf, dial 0.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: OLD MESSAGES = 0 GROUP MESSAGES = 0 NEW MESSAGES = 0

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

FUNCTION: 535 EXTENSION/MAILBOX TRANSLATION

DESCRIPTION:

Starmail automatically assigns mailboxes to stations using the same number for both, e.g., extension 205 has mailbox 205. This Function can be used to assign a mailbox with a different number than its corresponding station, e.g., extension 205 has mailbox 903.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 535#.
- 3. Enter an extension number. Its current mailbox number will be played.
- Enter the mailbox to use for the extension entered in step 3.
- Repeat steps 3 and 4 as required.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: MAILBOX NUMBERS MATCH EXTENSION NUMBERS

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 540 MAILBOX/MESSAGE LIGHT TRANSLATION

FUNCTION: 535 EXTENSION MAILBOX TRANSLATION

DESCRIPTION:

Starmail automatically assigns mailboxes to stations using the same number for both eight extension 205 has mailbox 205. This Function can be used to assign a mailbox with a different number than its corresponding station, e.g., extension 205 has mailbox 903.

PROGRAMMING STEPS

- Call Starmall and enter programming by dialing the password (##0000#).
 - 2. At the "enter Function" prompt dial 535#.
 - Enter an extension number. Its current mailbox number will be played.
 - 4. Enter the mailbox to use for the energion entered in stop 3.
 - 5. Repeat steps 3 and 4 as required.
- At the "anter Function" prompt, dist another Function number to program or 1114 to exit programming and discornect.

DEFAULT DATA- MAIL BOY MUMBERS MATCH EXTENSION MUMBERS

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION SAD MAILBOX/MESSAGE LIGHT TRANSLATION

FUNCTION: 540 MAILBOX/MESSAGE LIGHT TRANSLATION

DESCRIPTION:

Starmail automatically assigns message waiting light numbers to mailboxes using the same number for both, e.g., extension mailbox 227 will light message waiting light 227. This Function can be used to assign a mailbox with a different message waiting number, e.g., mailbox 227 will light message waiting light 505.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 540#.
- Enter a mailbox number. Its current message light number will be played.
- Enter the message light number to use for the mailbox entered in step 3.
- Repeat steps 3 and 4 as required.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: MESSAGE WAITING LIGHT NUMBERS MATCH MAILBOX

NUMBERS

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 535 EXTENSION/MAILBOX TRANSLATION

FUNCTION: 540 MAILBOX MESSAGE LIGHT TRANSLATION

DESCRIPTION:

Starmail automatically assigns message walting light numbers to mailboxes using the same number for both, e.g. extension mailbox 227 will light message waiting light 227. This Function can be used to assign a mailbox with a different message waiting number, e.g., mailbox 227 will light message waiting light 505.

PROGRAMMING STEPS

- Carl Starmail and enter programming by dialing the password (909)0004).
 - 2. At the "enter Function" prompt dial 540#.
- 3. Enter a mailbox number. Its current massage light number will be played.
 - Enter the message light number to use for the mailbox entered in step 3.
 - 5. Repeat steps 3 and 4 as required.
- 8 At the "enter Function" prompt, dial another Function number to program or 1114/Ft exit programming and disconnect.

DEFAULT DATA: MESSAGE WAITING LIGHT NUMBERS MATCH MAILBOX NUMBERS

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 535 EXTENSION/MAILBOX TRANSLATION

ADD/DELETE MAILBOXES

DESCRIPTION:

Used to add and delete individual mailboxes (the installer creates range(s) of mailboxes during system installation). When a new mailbox is added, it automatically becomes the type of mailbox (user or information) designated by the range in which it falls. If messages exist in the mailboxes you are deleting, use Function 560 to access the mailboxes and delete the messages.

NOTE: When a mailbox is created in this Function outside of a range defined in Function 505 or Function 570, it is automatically a user mailbox, not an information mailbox.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 555#.
- At the "add, delete or hear status" prompt, dial 1 to add a mailbox, 2 to delete a mailbox or 3 to hear the status of a mailbox.
- When prompted, dial the mailbox number to be created or deleted and then dial #. Repeat if necessary.
- When you are finished adding or deleting mailboxes, dial # at the "enter mailbox" prompt.
- At the "add, delete or hear status" prompt, dial #.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 505 MAILBOX RANGE

FUNCTION 570 INFORMATION MAILBOXES

FUNCTION: 555 ADD DELETE MAILBOXES

DESCRIPTION:

Used to add and detete individual mailboxes (the installer creates range(s) of mailboxes during system installation). When a new mailbox is added, it automatically becomes the type of mailtox (user or information) designated by the range in which it fails. If massages exist in the mailboxes you are deleting, use Function 560 to access the mailboxes and delete the messages.

NOTE: When a mailbox is created in this Function outside of a range defined in Function 505 or Function 570, it is autorautically a user mailbox, not an information mailbox.

PROGRAMMING STEPS

- Call Starmail and enter programming by disting the password (#e#00004).
 - At the "enter Function" prompt, dial 555#
- At the "add, detete or hear status" prompt, deal 1 to add a mailbox, 2 to delete a
 mailbox or 3 to hear the status of a mailbox.
- When prompted dial the mailbox number to be created or deleted and then dial.
 Repeat it necessary.
- When you are finished adding or deleting mailboxes dial # at the "enter mailbox prompt
 - 6. In the "add, delete or hear status" prompt, dial #.
- At the "enter Function" prompt, dia another Europen number to program or 11 for to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OF ADMINISTRATOR

RELATED ITEMS: FUNCTION 505 MAILBOX BANGE FUNCTION 570 IMPORMATION MAILBOXES

ACCESS USER MAILBOX

DESCRIPTION:

Allows the administrator to enter a user's mailbox and operate within it as if he/she were the user. It may be necessary if a user forgets the password, an employee leaves the organization, the administrator is deleting a user mailbox that still has messages or a group mailbox password must be changed. Once the administrator enters the mailbox number, the usual user prompts are available.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the administrator's password (**XXX#).
- 2. At the "enter Function" prompt, dial 560#.
- At the "enter mailbox" prompt, dial the mailbox number followed by the # key.
- At the "confirm" prompt, dial #.
- 5. Use and/or program the mailbox per the user's guide.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 555 ADD/DELETE MAILBOXES

ACCESS USER MAILBOX

DESCRIPTION:

Allows the administrator to enter a user's realbox and operate within it as if he/she were the user, it may be necessary if a user longers the password, an employee leaves the organization, the administrator is deleting a user mailbox that still has messages or a group mailbox password must be changed. Once the administrator enters the mailbox number, the usual user prompts are available.

PROGRAMMING STEPS

- Call Starmarl and enter programming by disting the administrator's password (autoXXXI)
 - Actine "enter Function" gramph dial 560 P.
 - At the "enter mailbox" prompt, dial the mailbox number followed by the # key.
 - 4. At the "confirm" prompt, dial #
 - Use and/or program the mailbox per the user's guide

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: PUNCTION 555 ADD/DELETE MAILBOXES

FUNCTION: 570 INFORMATION MAILBOXES

DESCRIPTION:

Sets one or more ranges of information mailboxes, for example, 201–224, 250–258, 301–405, etc. An information mailbox is a place to provide callers with frequently requested information such as directions or hours of operation. The maximum length of the mailbox greeting (information message) is a minutes.

Information mailboxes act like user mailboxes except that the caller is not given a record tone after the information message but is rerouted per Function 575 Information Mailbox Reroute.

The total number of mailboxes cannot be greater than 600. Mailbox numbers 900– 929 cannot be used as information mailboxes.

Use Function 505 or 555 to add or delete mailboxes from these range(s). Information mailboxes are turned on when the information message has been recorded. Deleting it turns the mailbox off.

NOTES:

- If a previously created user mailbox falls within the information mailbox range created here, it will be converted to an information mailbox.
- Information mailboxes can be accessed from the main greeting by dialing the information mailbox number; therefore, the number must not conflict with any valid extension number.
- If an user mailbox range is created in Function 505, these user mailboxes are counted toward the 600 allowable mailboxes.
- Large ranges may take a few seconds to be created.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 570#.
- Dial 1 to add an information mailbox range or 2 to delete an information mailbox range.
- Dial the lowest information mailbox number.
- Dial the highest information mailbox number (a range can be a maximum of 600 mailboxes). Dial # if you desire a range consisting of one mailbox.

4.

- 6. Repeat steps 3 through 5 as necessary.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 505 MAILBOX RANGE

FUNCTION 555 ADD/DELETE MAILBOXES

It a previously created user melibox falls within the information mailbox range created here, it will be converted to an information mailbox.

Information mailbox is can be accessed from the main greeting by dialing the

 If an User mailtook range is created in Function 505. These user mailtookes and connect toward the 600 allowable mailtookes.

Call Starmall and onter programming by dialing the password (NetXXXXII).

2 At the "enter Function" prompt, dial 6 *0#.

3. Dial 1 to add an information mailbox lange or 2 tr. or tells information mailbox

4. Clai the lowest information mailbox number.

Dial the nighest information mailbox number (a range can be a maximum of 600 roughboxes). Dial 4 if you desire a range consisting of one mailbox.

FUNCTION: 575 INFORMATION MAILBOX REROUTE

DESCRIPTION:

Specifies the branch ID to which the caller will automatically be rerouted at the conclusion of playback of the personal greeting in an information mailbox.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 575#.
- Starmail plays the current information mailbox reroute destination. Dial a new destination or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: ID 9999 (DISCONNECT)

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 570 INFORMATION MAILBOXES

FUNCTION 420 AUTO ATTENDANT ROUTING

FUNCTION: 575 INFORMATION MAILBOX-REROUTE

DESCRIPTION:

Specifies the branch 10 to which the differ will automatically be rerouted at the conclusion of playback of the personal practing in an information mailbox.

PROGRAMMING STEPS

- Call Starmail and enter programming by digling the password (##0000#).
 - At the "enter Function" prompt, dial 575#.
- Starmall plays the current information mailbox retruth riestination. Dial a new destination or dial # to confirm.
- 4 At the "enter Function" prompt, dial another Function number to program or 1114 to exit programming and disconnect.

DEFAULT DATA: ID 9999 (DISCONNECT)

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 570 INFORMATION MAILBOXES FUNCTION 429 AUTO ATTENDANT ROUTING

BUSY PROMPT

DESCRIPTION:

Used to rerecord the busy prompt that is played to the caller if the station called is busy. A typical prompt is "That extension is busy." After the busy prompt is played, the system routes the call to the busy station's mailbox or to another destination if so programmed.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 605#.
- Starmail plays the busy prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT BUSY PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

EUSY PROMPT

DESCRIPTION:

Used to rerecord the busy promot that is payed to the patent the station railed is busy. A typical prompt is "That extension is busy " what the busy prompt is played, the system routes the call to the busy station as the thorum to another destination if so programmed.

PROGRAMMING STEPS

- 1. Call Starmail and enter orogramming by dialing the password (web000cs)
 - 1. At the lenter Function' prompt, diet 605 av
 - Starmail plays the busy prompt. Rerecord it or disc if to c.t. m.
- At the fenter Function' prompt, distinctor Function number to program or 1119 to ext programming and disocnnect.

DEFAULT DATA DEFAULT BUSY PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

NO ANSWER PROMPT

DESCRIPTION:

Used to rerecord the no answer prompt that is played to the caller if the station called does not answer. A typical prompt is "That extension does not answer." After this prompt is played, the system will route the call to the station's mailbox or to another destination if so programmed.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 610#.
- Starmail plays the no answer prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT NO ANSWER PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

NO ANSWER PROMPT

DESCRIPTION:

Used to refecute the no answer prompt that it pinyed to the caller if the station called does not answer. A typical prompt is "That extension coes not extriver." After this prompt is played, the system will toute the call to the station's maillook or to another destination if so programmed.

PROGRAMMING STEPS

- Colf Starmall and enterprogramming by dialong the password (###XXXX#).
 - 2. At the "enter Function" prompt dial 610#.
 - Starmeit plays the no answer prompt. Remoted a or the skillo confirm.
- (A) the "enter Function" prompt, dial another Function cumber to program or the exit programming and discornect.

DEFAULT DATA: DEFAULT NO ANSWER PROMPT (FUNCTION 855)

ACCESS: TECHNICIAN ONLY

(

HOLD PROMPT

DESCRIPTION:

Used to rerecord the hold prompt that is played just before Starmail transfers the caller. A typical prompt is "One moment please."

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 615#.
- Starmail plays the hold prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT HOLD PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

HOLD PROMPT

DESCRIPTION:

Used to removed the hold prompt that is played just before "farmed transfers the callet. A typical prompt is "One moment plasse."

PROGRAMMING STEPS

- Cas Starmail and enter procramming by draing the pay sword (4/4000 M).
 - 2 At the "enter Function" prompt dial 61b #.
 - Sharms: plays the hold prompt Reincord it or dial # to confirm
- 4. At the tenter Function, compt, dial another Function tumber to intigram of 1.1% to exit programming and disconnect.

DEFAULT DATA: DEFAULT HOLD PROMET (FUNCTION 636)

ACCESS: TECHNICIAN ONLY

816 INITIAL ACD PROMPT

DESCRIPTION:

Used to rerecord the initial ACD prompt that is played to the caller if all agents in the ACD group are busy. A typical prompt is "Those extensions are busy. Please hold and your call will be answered in the order received."

NOTE: This Function applies only to the 816 and 816 PLUS systems.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 620#.
- 3. Starmail plays the initial ACD prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT 816 INITIAL ACD PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 621 816 REPEAT ACD PROMPT

FUNCTION 655 PROMPT RERECORDING

ETG INITIAL ACD PROMPT

DESCRIPTION:

Used to rerecord the initial ACD prompt that is played to the caller it all agents in the ACD group are busy. A typical prompt is "Thosh extens has are busy. Please hold and your call will be answered in the order received."

NOTE: This Function applies only to the 813 and 816 PLUS systems.

PROGRAMMING STEPS

- Care Starmail and enter programming by disting the pathword (##0000/#);
 - At the "enter Function" prompt, dist 620#.
 - Starman plays the initial ACD prompt. Resecond it or dust # to confirm.
- At the Tenter Function prompt distandmen Euroban number to program as 1114 to exit programming and disconnect.

DEFAULT DATA: DEFAULT ATA INITIAL ACD PROMPT (FLIVOTION RSS)

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 621 816 REPEAT ACD PROMPT FUNCTION 655 FROMPT RERECORDING

FUNCTION: 621 816 REPEAT ACD PROMPT

DESCRIPTION:

Used to rerecord the repeat ACD prompt that is played to the caller if all agents in the ACD group are still busy. A typical prompt is "Those extensions are still busy. Please hold and your call will be answered in the order received." This prompt is the second ACD prompt played to the caller and is repeated until the call is answered.

NOTE: This Function applies only to the 816 and 816 PLUS systems.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 621#.
- 3. Starmail plays the repeat ACD prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT 816 REPEAT ACD PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 620 816 INITIAL ACD PROMPT

FUNCTION 655 PROMPT RERECORDING

FUNCTION: 621 SIGNEPEAT ACD PROMPT

DESCRIPTION:

Used to rerecord the repeat ACD prompt that is clayed to the caller if all agents in the ACD group are still busy. A typical prompt is "Those instensions are still busy. Please hold and your call will be answered in the order received." This prompt is the second ACD prompt played to the caller and is repeated until the call is answered.

NOTE: This Function applies only to the 816 and 616 PLUS systems

PROGRAMMING STEPS

- Call Starmail and enter programming by dialog the password (498XXXV#).
 - At the "enter Function" prompt, axis 621.8.
 - 3. Starmail plays the repeat ACE prempt. Resecute it or drail is to confirm
- At the "enter Function" prompt, distraction "under comber to program or think to exit programming and disconnect.

DEFAULT DATA: DEFAULT 816 REPEAT ACD PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

RELATED (TEMS: FUNCTION 620 916 INITIAL ACD PROMPT FUNCTION 655 PROMPT RERECORDING

Q/Z PROMPT

DESCRIPTION:

Used to rerecord the Q/Z prompt that may be played to the caller when he/she has selected an alphabetic directory. A typical prompt is "For the letters Q or Z, use the 1 key." The caller is instructed to use the number 1 key to indicate the letters Q and Z because these letters do not appear on the phone keypad. This prompt is played at the end of the first directory prompt and is played only if there is a name in the directory that includes a Q or Z.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 625#.
- 3. Starmail plays the Q/Z prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT Q/Z PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 655 PROMPT RERECORDING

FUNCTION 460 DIRECTORY NAME RECORDING

OZ PROMPT

DESCRIPTION:

Used to rerecord the Q/Z prompt that may be played to the patient when he she has selected an alphabetic chectory. A typical prompt is "For the letters Q or Z, use the 1 key." The caller is instructed to use the number it key to it scate the letters Q and Z because these letters do not appear on this phone certified. This prompt is played at the end of the first directory prompt and is played directory that includes a Q or Z.

PROGRAMMING STEPS

- Call Starnail and enter programming by dialing the password (##0000 m.)
 - 2 At the "enter Function" prompt diel 625#.
 - Starmall plays the Q.Z prompt. Rerecord it or diat # to unfilm.
- At the Tenter Fundion prompt, dial another Fundion number to program or till to exit programming and disconnect.

DEFAULT DATA: DEFAULT Q/Z PROMPT (FUNCTION 885)

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: FUNCTION 855 PROMPT RERECORDING FUNCTION 450 DIRECTORY NAME RECORDING

NO NAMES MATCHED PROMPT

DESCRIPTION:

Used to rerecord the no names matched prompt that is played to the caller if the first letter(s) he/she selected in a directory branch do not have any names associated with them or if the caller has listened to all of the names played and has not made a selection. A typical prompt is "No names matched. One moment please." After the prompt is played, the system routes the call to the extension, branch or mailbox programmed in the no response reroute (see Function 420).

NOTE: This prompt is not required if a directory branch has not been installed in Function 420.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 630#.
- 3. Starmail plays the no names matched prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT NO NAMES MATCHED PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

NO NAMES MATCHED PROMPT

DESCRIPTION:

Used to rerecord the no names matched prompt that is clayed to the caller if the first letter(s) he/she selected in a directory branch is not have any names associated with them or if the caller has listened to all of the names played and has not made a selection. A typical prompt is "No names instched. One moment please." After the crompt is played, the system nucles the call to the extension, branch or mailbox programmed in the no response tenute (see Function 420).

NOTE. This prompt is not required if a directory blanch has not been installed in Function 420.

PROGRAMMING STEPS

- Cas Starmals and orter programming by dieling the paraword (##XXXX#).
 - 21 Authe Tenter Function1 prompt dial 630 M.
- Starmshiplays the no names matched prompt. Rerecord conducts in 10 confirm.
- At the "enter Function" prompt, discionation Function number to program or the to exit programming and disconnect.

DEPAULT DATA: DEFAULT NO NAMES MATCHED PROMET INUNCTION 655)

ACCESS: TECHNICIAN ONLY

FUNCTION: 635 LEAVE A MESSAGE PROMPT

DESCRIPTION:

Used to rerecord the leave a message prompt. To reduce the recording requirements for the mailbox user, this prompt is played at the end of the mailbox user's personal greeting and instructs the caller how to leave a message and what other options are available. A typical prompt is "To reach an operator, press 0 or to leave a message, begin recording at the tone. Press 1 when finished."

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 635#.
- Starmail plays the leave a message prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT LEAVE A MESSAGE PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

FUNCTION: 635 LEAVE A MESSAGE PROMPT

DESCRIPTION:

Used to rerecord the leave a message prompt to reduce the recording requirements for the mailbox user, this prompt is puryed at this end of the mailbox user's personal greeting and instructs the caller how to leave a message and what other options are syntaple. A typical prompt is "To reach this operator, priss 0 or to leave a message, begin recording at the loss. Press I which furshed."

PROGRAMMING STEPS

- Catt Starmail and enter programming by dialing the bassword (\$49,000.4)
 - 2. At the "enter Function" prompt, dist 635%.
- Starmad plays the leave a message prompt. Recoording of to confirm
- 4 At the "enter Function" prompt, dist another Function manual to program or to by to ext programming and disconnect.

DEFAULT DATA: DEFAULT LEAVE A MESSAGE PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

FUNCTION: 636 816 LEAVE

816 LEAVE A MESSAGE PROMPT

DESCRIPTION:

Used to rerecord the 816 leave a message prompt. To reduce the recording requirements for the mailbox user, this prompt is played at the end of the mailbox user's personal greeting and instructs the caller how to leave a message and what other options are available. This prompt plays instead of the leave a message prompt recorded in Function 635 if the caller is calling from an extension on the 816 or 816 PLUS. The 816 systems use a different prompt because they cannot transfer an intercom call. This greeting does not offer the caller the choice to dial 0 because that option requires an intercom transfer. A typical prompt is, "To leave a message, begin recording at the tone. Press 1 when finished."

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 636#.
- Starmail plays the 816 leave a message prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT 816 LEAVE A MESSAGE PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

FUNCTION: 636 STELEAVE A MESSAGE PROMPT

DESCRIPTION:

used to rerecord the mailbox user, this prompt is played at the end of the mailbox user's personal greeting and instructs the caller how to leave interesting and what other options are available. This prompt plays has each of the leave a message or other options are available. This prompt plays has each of the leave a message or other recorded in Function 635 if the caller is calling from an extension on the 815 or 816 PLUS. The 816 systems use a different prompt be such they denot transfer an intercom call. This greeting does not offer the caller the choice to dish to because that option requires an intercom transfer. A typical prompt is, "To leave a message, begin recording at the tone. Press I when finished."

PROGRAMMING STEPS

- Call Starmail and enterprogram ming by disting the pessivoid (##000/#)
 - 2. At the "enter Function" prompt dial 636#
- Starmal, plays the 816 leave a message prompt. Research dor that # to ponform.
- At the "enter Function" prompt, diel another Eurodon number to program of a cart programming and disconnect.

DEFAULT DATA: DEFAULT SIS LEAVE A MESSAGE PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

END OF RECORDING PROMPT

DESCRIPTION:

Used to rerecord the end of recording prompt. When a caller finishes recording a message and dials 1 to stop recording, this prompt informs the caller about other options. A typical prompt is "To reach an operator, press 0. To go to the main greeting, press 8. To go to another mailbox, press # or if finished press * and hang up."

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 640#.
- Starmail plays the end of recording prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT END OF RECORDING PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

END OF RECORDING PROMPT

DESCRIPTION:

Used to rerecord the end of recording prompt. When a ratter finishes recording a message and dials t to stop recording, this prompt informs the calter about other options. A typical prompt is "To reach an operator press 0. To go to the main greeting, press 8. To go to another mailbox, press # or 1 inished press # and hang up."

PROGRAMMING STEPS

- Cat Starmail and enter programming by disting the pastword (##XXX#).
 - At the "enter i unction" prompt dial 6404.
- Starmail plays the end of recording arompt. Resecond it or dial # 10.00 alirm.
- 4 At the Tenter Function" prompt dist another Function number to program or 1.11% to exit programming and disconnect.

DEFAULT DATA: DEFAULT END OF RECORDING PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

FUNCTION: 641 816 END OF RECORDING PROMPT

DESCRIPTION:

Used to rerecord the 816 end of recording prompt. When a caller finishes recording a message and dials 1 to stop recording, this prompt informs the caller about other options. This prompt plays instead of the prompt recorded in Function 640 when someone calls Starmail from an extension on the 816 or 816 PLUS system. The 816 systems use a different prompt because they cannot transfer an intercom call. This greeting does not offer the choice to dial 0 as that requires an intercom transfer. A typical prompt is "To go to another mailbox, press #, or if finished, press * and hang up."

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 641#.
- 3. Starmail plays the 816 end of recording prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT 816 END OF RECORDING PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

-UNCTION: 641 816 END OF RECORDING PROMPT

DESCRIPTION:

Used to rerecord the 816 end of recording prompt. When a caller finishes recording a message and dials 1 to stop recording, this prompt informs the caller about other options. This prompt plays instead of the prompt recorded in Function 640 when someone calls Starmail from an extension on the 816 or 916 PLUS system. The 816 systems use a different prompt because they cannot transfer an intercom call. This greeting does not often the choice to dial 0 as that requires an intercom transfer. A typical prompt is "To go to another mailbox press # to it missived, press # and hard up."

PROGRAMMING STEPS

- G at Starmail and enter programming by disting the password (##)000#1.
 - 2. At the "enter Function" prompt dial S41 41.
- 3. Starma® plays the 816 end of recording prompt. Recenord it or dist in to confirm:
- 4 At the "enter Function" groups, dist unother inuncle. I number to program or 1114 to exit programming and disconnect.

DEFAULT DATA: DEFAULT SIS END OF RECORDING PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

FUNCTION: 645 END OF PLAYBACK PROMPT

DESCRIPTION:

Used to rerecord the end of playback prompt. It plays at the end of each message (the user can dial over the prompt or message to avoid the delay). A typical prompt is "To delete, press 7, to save, press 9, to reply, press 3, to move this message to another mailbox, press 6, to reach another mailbox, press # or if finished, press * and hang up."

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 645#.
- Starmail plays the end of playback prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT END OF PLAYBACK PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

FUNCTION: 645 END OF PLAYBACK PROMPT

DESCRIPTION:

Used to rerecord the end of playbach promot. It plays at the end of each thessage (the user can dial over the prompt or message to avoid the delay). A typical prompt is "To delete, press 7, to save, press 6, to reply, press 5 to move this message to another mailbox, press 6, to reach another mailbox, press at this heat press and hang up."

PROGRAMMING STEPS

- Call Starmall and enter programming by dialing the ps. sword (494)0009).
 - 2. At the "enter Function" prompt, dial 645#
- 3. Starmal plays the end of playback grompt. Resecond if it dial if to confirm.
- 4 As the "enter Function" grompt, disc another Function number to program or turn to exit programming and disconnect.

DEFAULT DATA: DEFAULT END OF PLAYBACK PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

MAILBOX EXIT PROMPT

DESCRIPTION:

Used to rerecord the mailbox exit prompt. It plays after all messages have been played. A typical prompt is "To reach an operator, press 0, to go to the main greeting, press 8, to go to another mailbox, press #, to enter mailbox programming, press 5 or if finished, press * and hang up."

The following prompt plays instead of the one above if someone is calling from an extension on the 816 and 816 PLUS, "To go to another mailbox, press #, to enter mailbox programming, press 5 or if finished, press * and hang up." This alternate prompt is played because the 816 systems cannot transfer an intercom call.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 650#.
- Starmail plays the mailbox exit prompt. Rerecord it or dial # to confirm.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: DEFAULT MAILBOX EXIT PROMPT (FUNCTION 655)

ACCESS: TECHNICIAN ONLY

MAILSOX EXIT PROMPT

DESCRIPTION:

Used to rerecord the mathox ext prompt it plays after all messages have been played. A typical prompt is "To reach an openiur, plays 0, to go to the main greeting press 8 to go to encire mailbox, press #, to enter mailbox programming, press 5 or if finished cress # and hang up."

The following prompt plays instead of the one above it someone is calling from an extension on the 816 and 816 PLUS, "To go to another mailbox, press # to enter mailbox programming, press 5 or if finished, press # and hang up." This alternate prompt is played because the 816 systems denot transfer iv. intercomical

PROGRAMMING STEPS

- Cali Starman and enter programming by dialog the password (#x00000#).
 - 2. At the "onter Function" prompt, diet 650#
 - 3. Starmail plays the mailbox axit prompt. Refeccing it of dial into confirm
- At the "enter Eunction" prompt, dial another Election number to program of 1.14 to exit programming and discounces.

DEFAULT DATA: DEFAULT MAILBOX EXCLIPROMPT (PUNCTION 655)

ACCESS: TECHNICIAN ONLY

PROMPT RERECORDING

DESCRIPTION:

Used to rerecord all branch and system prompts.

The following default system prompts may be played to the caller at different points in the call routing or mailbox Functions. These system prompts have been prerecorded at the factory but may be rerecorded if you prefer them in a different voice or with different instructions.

605	Busy Prompt	"That extension is busy."
610	No Answer Prompt	"That extension does not answer."
615	Hold Prompt	*One moment please.*
620	816 Initial ACD Prompt	"Those extensions are busy. Please hold."
621	816 Repeat ACD Prompt	"Those extensions are still busy. Please continue to hold."
625	Q/Z Prompt	*For the letters Q or Z, use key number 1."
630	No Names Matched Prompt	"No names matched. One moment please."
635	Leave a Message Prompt	"To reach an operator, press 0 or to leave a message, begin recording at the tone. Press 1 when finished."
636	816 Leave a Message Prompt	"To leave a message, begin recording at the tone. Press 1 when finished."
640	End of Recording Prompt	"To reach an operator, press 0, or if finished, press * and hang up."
641	816 End of Recording Prompt	"If finished, press * and hang up."
645	End of Playback Prompt	"To delete, press 7, to save, press 9, to reply, press 3, to move this message to another mailbox, press 6, to reach another mailbox, press # or if finished, press * and hang up."
650	Mailbox Exit Prompt	"To reach an operator, press 0, to go to the main menu. press 8, to go to another mailbox, press #, to enter mailbox programming, press 5 or if finished, press * and hang up."

BUSY PROMPT (FUNCTION 605)

The busy prompt is played to the caller if the station called is busy. After the busy prompt is played, the system routes the call to the mailbox or to another destination if so programmed. A typical prompt is "That extension is busy."

NO ANSWER PROMPT (FUNCTION 610)

The no answer prompt is played to the caller if the station called does not answer. After this prompt is played, the system routes the call to the mailbox or to another destination if so programmed. A typical prompt is "That extension does not answer."

HOLD PROMPT (FUNCTION 615)

The hold prompt is played to the caller just before Starmail performs a transfer. A typical prompt is "One moment please."

816 INITIAL ACD PROMPT (FUNCTION 620)

The 816 initial ACD prompt is played to the caller if all agents in the ACD group are busy. A typical prompt is "Those extensions are busy. Please hold and your call will be answered in the order received."

816 REPEAT ACD PROMPT (FUNCTION 621)

The 816 repeat ACD prompt is played to the caller if all agents in the ACD group after the caller has heard the 816 initial ACD prompt and has waited for an agent a certain length of time and the agents are still busy. It is the second ACD prompt played to the caller and is repeated until the call is answered. A typical prompt is "Those extensions are still busy. Please hold and your call will be answered in the order received."

Q/Z PROMPT (FUNCTION 625)

The Q/Z prompt may be played to the caller when he/she has selected an alphabetic directory. It instructs the caller to use the number 1 key for the letters Q or Z because these two letters do not appear on the phone keypad. This prompt is played at the end of the first directory prompt only when a name in the directory includes the letters Q or Z. A typical prompt is "For the letters Q or Z, use the 1 key."

NO NAMES MATCHED PROMPT (FUNCTION 630)

In a directory branch, the no names matched prompt is played to the caller if the first letter(s) he/she selected do not have any names associated with them or if all of the names have been played and the caller has not made a selection. After this prompt is played, the system will route the call to the extension, branch or mailbox programmed in no response reroute. It is not required if a directory branch has not been created in Function 420. A typical prompt is "No names matched." When this prompt plays, it is always followed by prompt 615 ("One moment please.").

LEAVE A MESSAGE PROMPT (FUNCTION 635)

The leave a message prompt plays at the end of the mailbox user's personal greeting and instructs the caller how to leave a message and about other options. A typical prompt is "To reach an operator, press 0 or to leave a message, begin recording at the tone. Press 1 when finished."

816 LEAVE A MESSAGE PROMPT (FUNCTION 636)

On the 816 and 816 PLUS, the 816 leave a message prompt plays instead of the prompt recorded in Function 635 when someone is calling from an extension. A typical prompt is "To leave a message, begin recording at the tone. Press 1 when finished."

END OF RECORDING PROMPT (FUNCTION 640)

This prompt plays after a caller recording a message dials 1 to stop recording. It informs the caller about other options. A typical prompt is "To reach an operator, press 0. To go to the main greeting, press 8. To go to another mailbox, press # or if finished press * and hang up."

816 END OF RECORDING PROMPT (FUNCTION 641)

On the 816 and 816 PLUS, the following prompt plays instead of the prompt recorded in Function 640 if the caller is calling from an extension, "To go to another mailbox, press # or if finished, press * and hang up."

END OF PLAYBACK PROMPT (FUNCTION 645)

This prompt plays to the mailbox user at the end of each message playback (the user can dial over the prompt or message to avoid delay). A typical prompt is "To delete, press 7, to save, press 9, to reply, press 3, to move this message to another mailbox, press 6, to reach another mailbox, press # or if finished, press * and hang up."

MAILBOX EXIT PROMPT (FUNCTION 650)

This prompt plays to the mailbox user after all messages have been played. A typical prompt is "To reach an operator, press 0, to go to the main greeting, press 8, to go to another mailbox, press #, to enter mailbox programming, press 5 or if finished, press * and hang up."

On the 816 and 816 PLUS, the following prompt plays instead of the prompt recorded in Function 650 if the caller is calling from an extension, "To go to another mailbox, press #, to enter mailbox programming, press 5 or if finished, press * and hang up."

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 655#.

- Dial the branch ID or system prompt number followed by the # key or dial 600 to play all prompts in order (use # to advance through the prompts one by one).
- The current recording will be played. To rerecord, dial 1 and begin speaking at the tone.
 - When you have recorded the entire message, dial 1 to stop recording.

NOTE: Any system prompt that has previously been rerecorded can be erased and automatically returned to the default prompt by dialing 00# in step 5. The recording will return to the default recording (the default recording is never erased).

- Starmail will play back the new recording. Confirm it by dialing # or rerecord it by repeating steps 5 and 6.
- 7. If you need to rerecord another prompt, go back to step 4. If not, dial #.
 - At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: AS DEFINED IN TEXT

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 605 BUSY PROMPT

FUNCTION 610 NO ANSWER PROMPT

FUNCTION 615 HOLD PROMPT

FUNCTION 620 816 INITIAL ACD PROMPT

FUNCTION 621 816 REPEAT ACD PROMPT

FUNCTION 625 Q/Z PROMPT

FUNCTION 630 NO NAMES MATCHED PROMPT

FUNCTION 635 LEAVE A MESSAGE PROMPT

FUNCTION 636 816 LEAVE A MESSAGE PROMPT

FUNCTION 640 END OF RECORDING PROMPT

FUNCTION 641 816 END OF RECORDING PROMPT

FUNCTION 645 END OF PLAYBACK PROMPT

FUNCTION 650 MAILBOX EXIT PROMPT

ANY EXISTING BRANCH IDS

SOFTWARE VERSION NUMBER

DESCRIPTION:

Used to play the current software version and the current disk drive version.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 800#.
- Starmail plays the software version number and memory module version number.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NOT APPLICABLE

ACCESS: TECHNICIAN ONLY

RELATED ITEMS: NONE

SOFTWARE VERSION NUMBER

DESCRIPTION:

Used to play the current software version and the current disk drive version.

PROGRAMMING STEPS

- Call Starmail and enter programming by disting the pat sword (##0000#)
 - At the "enter Function" prompt, dist 800%.
- Starmail plays the software version number and memory module version number.
- At the "enter Function" prompt, dial another European number to program or 111# to exit programming and discioned.

DEFAULT DATA: NOT APPLICABLE

ACCESS: TECHNICIAN ONLY

RELIATED ITEMS: NONE

PLAY FREE DISK SPACE

DESCRIPTION:

Used to play the current percentage of used disk space.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- 2. At the "enter Function" prompt, dial 805#.
- 3. The current percentages of free and used disk space will be played.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: NONE

PLAY FREE DISK SPACE

DESCRIPTION:

deed to play the current percentage of used disk space.

PROGRAMMING STEPS

- Call Starmail and sofer programming by dialing the cassword (www.XXXXX);
 - At the "enter Function" prompt, dial 805%.
 - The current percentages of free and used disk scare will be played.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: NONE

BRANCH REPORT

DESCRIPTION:

With a customer-provided serial printer connected to the serial port, you can print a branch report. The branch report shows how many times each branch in the auto attendant routing structure has been accessed. For an example of this report, see the General Description Section.

PROGRAMMING STEPS

- Call Starmail and enter programming by dialing the password (**XXX#).
- At the "enter Function" prompt, dial 815#.
- The branch report will print at the customer-provided printer. The current amount of free and used disk space will be played.
- At the "enter Function" prompt, dial another Function number to program or 111# to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 375 PRINT REPORTS

BRANCH REPORT

DESCRIPTION:

With a customer-provided serial printer connected to the serial port, you can print a branch report. The branch repon shows now many times each branch in the auto attendent routing structure has been accessed. For an example of this report, see the General Description Section.

PROGRAMMING STEPS

- Call Starmail and enter programming by disting the passivord (***XXXX**)
 - 2. At the "enter Function" prompt dist 815#.
- The branch report will print at the oustomer-provided content. The current amount
 of the and used disk space will be played.
- At the "enter Function" prompt, call another Function number to program or 111% to exit programming and disconnect.

DEFAULT DATA: NONE

ACCESS: TECHNICIAN OR ADMINISTRATOR

RELATED ITEMS: FUNCTION 375 PRINT REPORTS

2.4 DEFAULT DATA

100: INITIALIZE SYSTEM	NONE
110: EXIT PROGRAMMING	NONE
111: EXIT PROGRAMMING	NONE
310: ANSWER RINGS	ONE RING
315: EXTENSION RANGE	816 INTEGRATION SETS UP DEFAULT EXTENSIONS 21-36
DAY MODE	ANALOG INTEGRATION SETS
	UP DEFAULT EXTENSIONS
NOT ASSIGNED	201–320 AND 500–529
320: SET TIME FUNCTION	455: ANNOUNCE EXTERNON NUMBERS
330: ADMINISTRATOR PASSWORD	456
335: PROGRAMMER PASSWORD	480: DIRECTORY NAME R 987/RDING
340: PRIVACY EXTENSIONS	505: MAILBOX RANGE 3000
350: FAX EXTENSION 38 00	510: MESSAGE LENGTIBION
375: PRINT REPORTS JAMES 08	520: EXTERNAL PAGINCIAN SVAL
405: PROGRAM MAIN GREETING	NO RESPONSE = 9999
OLD MESSAGES = 0 GROUP MESSAGES = 0	ANSWER = 0
	NIGHT MODE BUSY/NO ANSWER = ID 1
406: SECOND MAIN GREETING	NO RESPONSE = 9999
	DAY MODE BUSY/NO ANSWER = 0
	NIGHT MODE BUSY/NO ANSWER = ID 1
410: OPERATOR TRANSLATION	EXTENSION 21 DURING DAY MODE FOR 816
	EXTENSION 500 DURING DAY
	MODE FOR ANALOG
	EXTENSION 21 DURING NIGHT MODE FOR 816
	EXTENSION 500 DURING NIGHT MODE FOR ANALOG

415:	OPERATOR REROUTE	ID 1 (MAIN GREETING) DURING DAY MODE
		ID 1 (MAIN GREETING) DURING NIGHT MODE
420:	AUTO ATTENDANT ROUTING	NONE TO THE PROPERTY OF THE PR
421:	816 ACD HOLD LIMIT	NONE SOME HEAVEN OF
422:	CAMP-ON	DISABLED
425:	DAY/NIGHT MODE	DAY MODE
430:	DAY/NIGHT DAILY TABLE	NOT ASSIGNED
435:	DAY/NIGHT HOURLY TABLE	NOT ASSIGNED
455:	ANNOUNCE EXTENSION NUMBERS	EXTENSION NUMBERS ARE NOT ANNOUNCED
460:	DIRECTORY NAME RECORDING	NONE AS REMARADORS SEE
505:	MAILBOX RANGE 3MO/4	NONE REVISION ON EXTENSION
510:	MESSAGE LENGTH	120 SECONDS
520:	EXTERNAL PAGING INTERVAL	30 MINUTES
525:	EXTERNAL PAGING DIALER	MNONED MIAM MARROOFS and
530:	MESSAGE PURGE CONTROL	OLD MESSAGES = 0
		GROUP MESSAGES = 0
		NEW MESSAGES = 0
535:	EXTENSION/MAILBOX TRANSLATION	MAILBOX NUMBERS MATCH EXTENSION NUMBERS
540:	MAILBOX/MESSAGE LIGHT TRANSLATION	MESSAGE WAITING LIGHT NUMBERS MATCH MAILBOX
		NUMBERS
555:	ADD/DELETE MAILBOXES	NONE
560:	ACCESS USER MAILBOX	NONE SPECIAL SOLVEN
570:		NONE
575:	INFORMATION MAILBOX REROUTE	ID 9999 (DISCONNECT)
605:	BUSY PROMPT	DEFAULT BUSY PROMPT (FUNCTION 655)
	NO ANSWER PROMPT	DEFAULT NO ANSWER PROMPT (FUNCTION 655)

615:	HOLD SMEETS TAMONY DIOH	DEFAULT HOLD PROMPT (FUNCTION 655)
620:	816 INITIAL ACD of upy not belowing the steem	PROMPT (FUNCTION 655)
	816 REPEAT ACD PROMPT	DEFAULT 816 REPEAT ACD PROMPT (FUNCTION 655)
625:	Q/Z PROMPT no salid else e ni grammangord	DEFAULT Q/Z PROMPT (FUNCTION 655)
630:	NO NAMES MATCHED PROMPT	DEFAULT NO NAMES MATCHED PROMPT (FUNCTION 655)
635:	LEAVE A MESSAGE PROMPT	DEFAULT LEAVE A MESSAGE PROMPT (FUNCTION 655)
636:	816 LEAVE A MESSAGE PROMPT	DEFAULT 816 LEAVE A MESSAGE PROMPT (FUNCTION 655)
640:	END OF RECORDING PROMPT	DEFAULT END OF RECORDING PROMPT (FUNCTION 655)
641:	816 END OF RECORDING PROMPT	DEFAULT 816 END OF RECORDING PROMPT (FUNCTION 655)
645:	END OF PLAYBACK PROMPT	DEFAULT END OF PLAYBACK PROMPT (FUNCTION 655)
650:	MAILBOX EXIT PROMPT	DEFAULT MAILBOX EXIT PROMPT (FUNCTION 655)
655:	PROMPT RERECORDING	AS DEFINED IN TEXT
800:	SOFTWARE VERSION NUMBER	NOT APPLICABLE
805:	PLAY FREE DISK SPACE	NONE
815:	BRANCH REPORT	NONE

2.5 BLANK DATA RECORD SHEETS

The following blank data record sheets are provided for you to record the programmed data for each system you install.

USEFUL GUIDELINES

- Keep a record of each system programming in a safe place on-site.
- B. Use a pencil to record the data. Ink cannot easily be erased or changed.
- C. Always update the record sheets when changes are made to the system database.
- D. These sheets may be copied as needed.

STARMAIL DATABASE RECORD SHEETS

CUSTOMER NAME:		
ADDRESS:		
TELEPHONE NUMBER:		
DATABASE CONTAINS	SHEETS	

STARMAIL DATABASE RECORD SHEETS

TABASE CONTAINS SHEET

FUNCTIO	N 300 STARMAIL SY	STEM PROGRAM	MMING
FUNCTION	FUNCTION NAME	DEFAULT DATA	NEW VALUE
310	ANSWER RINGS	1	
315	EXTENSION RANGE	21–36 (816) 201–320 (ANALOG)	
320	SET TIME FUNCTION	N/A	2 804
330	ADMINISTRATOR PASSWORD	456	
335	PROGRAMMER PASSWORD	789	
340	PRIVACY EXTENSIONS	NONE	
350	FAX EXTENSION	NONE	410
375	PRINT REPORTS	N/A	

NOTE: Enter Function 300 to step through Functions 305-350.

SHEET OF

FUNCTIO	N 400 AUTO ATTEN	DANT PR	OGRAM	MING
FUNCTION	FUNCTION NAME	DEFAUL	NEW VALUE	
405	PROGRAM MAIN GREETING NO RESPONSE BUSY/NO ANSWER	D:9999 D:0	N:9999 N:0	315 E
406	SECOND MAIN GREETING NO RESPONSE	D:9999	N:9999	320 S
	BUSY/NO ANSWER PORTS TO ANSWER	D:0 NONE	N:0	340 P
410	OPERATOR TRANSLATION 816	D: 21	N: 21	375 P
415	OPERATOR REPOUTE	D: 500 D: 1	N: 500 N: 1	TE: Exter Fut

NOTE: Enter Function 400 to step through Functions 405-435.

FUNCTION 420 AUTO ATTENDANT ROUTING BRANCH ID NO .: TYPE 1 MENU BRANCH Day Recording Night Recording No Response Reroute Busy/No Answer Reroute BRANCH ID NO .: TYPE 2 DIRECTORY BRANCH First Recording Second Recording No Response Reroute Busy/No Answer Reroute BRANCH ID NO .: TYPE 3 DEPARTMENT BRANCH Recording Department Number No Response Reroute Busy/No Answer Reroute BRANCH ID NO .: TYPE 4 DIAL BRANCH Recording List of Extensions Ring Type or ACD Busy/No Answer Reroute BRANCH ID NO .: TYPE 5 JUMP BRANCH Recording Jump Branch Destination TYPE 6 BRANCH ID NO .: Recording OUTDIAL BRANCH Outdial String Busy/No Answer Reroute

COPY AS NEEDED

12/95

SHEET ___ OF ___

FUNCTION 430	DAY/NIGHT DAILY TAE	UNCTION 420 ale
NO.	YAD NCH ID NO	TABLE 199
1	SUNDAY	ENU BRANCH
2	MONDAY	
3	TUESDAY	
4	WEDNESDAY	(PE 2
5	THURSDAY	
6	FRIDAY	
7	SATURDAY	

	Table 3 Table 4		Table 4 Table		le 5	le 5 Table 6		Table 7		Table 8		Table 9		
No.	Time	Mode	Time	Mode	Time	Mode	Time	Mode	Time	Mode	Time	Mode	Time	Mode
1							annia.	ding	Reco			H	RANG	AL B
2										1				
3							IOA i	ed/.	gniA					
4						7019h	19WS	IA ON	Vena					
5					DM OI	НОИ	v88							39
6								Buip	009H			HO	BRAN	SIMI

BRANCH ID NO	

SHEET ____ OF ____

DIRECTORY NAME RECORDING **FUNCTION 460** DIRECTORY AND MAILBOX WORKSHEET

EXT	NAME	KEY*	DEPT**	EXT	NAME	KEY*	DEPT**
		Виои			IAILBOX RANGE		505
-	00		2.51		ESSAG: LENGIN		UIC
	88	NINUL	30	JAV	XTERNAL PAGE INTE		520
	4.10.94	10000	-0e0	OME	T2-0410/11-34/13TX		350
_		2000		LOATI	ESSAGE PURGE CON		530
		O DAYS		-	OLO OLO	-	-
		ayag o		-	GROUP	-	-
		C FAU U			NEW		
		Atten		83	DEFINITE MARKED		555
		AW		83X	CCESS USER MAILBO	4	baa
			-			-	
		.,71011		- OJA	ALOKWA IION MAILDA		UVC.
		6866 CI		ST	NEO MAILBOX REROU		576
							-
		-		-		-	-
		-		-			+-
		+	-			-	+
		+	-			-	+
		+	+-+			-	-
		+	\vdash				+

For Key	Α	В	С	D	Ε	F	G	Н	1	J	K	L	М	N	0	P	Q	R	S	Т	U	٧	W	Х	Υ	Z
Use Numbers	2	2	2	3	3	3	4	4	4	5	5	5	6	6	6	7	1	7	7	8	8	8	9	9	9	1

^{*}Required only if directory branch is used **Required only if department branches are used

FUNCTIO	ON 500	VOICE MAIL	PROGRAMMING	Vantage					
FUNCTION	FUN	CTION NAME	N NAME DEFAULT DATA						
505	MAILBOX F	RANGE	NONE						
510	MESSAGE	LENGTH	120 SECONDS						
520	EXTERNAL	PAGE INTERVAL	30 MINUTES						
525	EXTERNAL	PAGING STRING	9#0#9#2#2#8##						
530	MESSAGE	PURGE CONTROL							
	OLD		0 DAYS						
	GROUP		0 DAYS						
	NEW		0 DAYS						
555	ADD/DELE	TE MAILBOXES	N/A						
560	ACCESS U	SER MAILBOXES	N/A						
570	INFORMAT	TON MAILBOXES	NONE						
575	INFO MAIL	BOX REROUTE	ID 9999						