



# STARPLUS Dispatch

Voice Mail Made Simple and Affordable

## Highlights

- Automated attendant for operator-free call answering and transfer
- 2, 4, 6 or 8 ports
- Easy to upgrade in 2 port increments
- Automatic configuration of integration with common telephone systems.
- Unlimited number of mailboxes
- Up to 70 hours of storage
- System setup and administration via a telephone set or laptop PC
- Windows-based setup and data-base administration software
- Automatic Fax Detection routes incoming faxes to fax extensions
- Park and Page option announces unanswered calls over in-house paging system
- Custom call routing allows creation of site-specific menus
- Request extensions with convenient dial-by-name feature
- Flag messages with special delivery options



The way in which incoming calls are handled can make or break a growing business. You need to ensure that calls are correctly routed and messages are reliably delivered. You need to know that callers can get through during busy times and off hours.

You need a voice messaging system that is fully featured, yet affordably priced.

### Compact, Economical

Starplus Dispatch is a self-contained voice processing system that delivers large capability in a compact and economical package. With two to eight ports, up to 70 hours of storage and an unlimited number of voice mailboxes, Dispatch is the perfect choice for the small to mid-sized organization. Plus, Dispatch can grow as your needs grow – the system can start as small as two ports and expand up to eight ports.

### Simple, Versatile Voice Mail

Custom call routing lets you tailor options and menus to your site. Users can easily customize personal greetings to convey availability based on time-of-day, day-of-week or as needed. Up to 100 system-wide distribution lists can be set up by the administrator, plus users can program up to nine personal distribution lists per mailbox.

### Automated Attendant

Dispatch can manage communications without a live operator. Dispatch will greet callers with an introduction, ask them to enter an extension or select from options and even ask for the caller's name before transferring, so the recipient may screen the call. Dispatch can park a call in a hold location so you can announce the call over your in-house paging system. Plus, Dispatch can provide frequently requested information such as directions to your facility.

### Easy Administration

Dispatch has a Windows-based setup screen that makes installation and administration a snap from a laptop computer. Programming can also be done from a telephone set, even from an off-site location. With the "Quick Pick" list, integrations with several popular telephone systems is easily implemented. Mailboxes, message waiting strings, transfer strings and time-of-day greetings are automatically implemented.





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## Features

### Administrative Conveniences

- Automated attendant for operator-free call reception and transfer
- System administration by telephone or laptop PC
- Windows-based GUI Administration Module
- Audiotex for automated delivery of frequently requested information
- Automatically setup for most popular telephone systems with Quick Pick list
- Unlimited number of mailboxes
- Up to 70 hours of voice storage
- Lower-port configurations can be upgraded at any time without a complete reinstallation
- Remote Administration
- Multiple time-of-day configurations for each class of service, mailbox, menu or extension
- Up to 100 system distribution lists
- Administrator can log into any mailbox to perform maintenance
- Cascade mailbox and paging (automatically send a copy of received messages to other mailboxes)
- Broadcast messages to all mailboxes
- Fax detect and transfer
- Park and page
- Set time and date
- Recover deleted messages
- General delivery mailbox
- Print or view system administration reports
- Access code reset
- Add/delete mailboxes

### User Conveniences

- First-time user tutorial
- Password protection
- Multiple messaging options including private, urgent, future delivery and confirmation receipt
- Messages can be played faster, slower, louder, softer or skipped
- Each message can either be replayed, saved, deleted, forwarded or replied to with annotation
- Date/time stamp and sending mailbox ID on every message
- Multiple greetings per mailbox, including standard, temporary, busy and time-sensitive
- Up to nine personal distribution lists per mailbox
- Confirmation on message deletion
- Call screening, with calling party name played to mailbox owner who can then accept, reject or forward the call to another extension
- Address by name or mailbox number
- Re-record message option
- Unheard message reminder
- End of recording warning
- Return to personal operator

### Technical Specifications

- Housing in a self-contained 2 5/8" x 10" x 13 1/2" unit
- DSP processing
- Channel activity monitor LEDs
- Up to 8 phone jacks for telephone system interface
- Serial port for laptop PC administration
- External power supply
- Time and date maintained on lithium battery

### Purchase Options

- 2, 4, 6 or 8 ports
- Quick Reference Cards and User Guides
- Port upgrade kits



**STARPLUS**  
**DISPATCH**