StarHub VoiceMail System
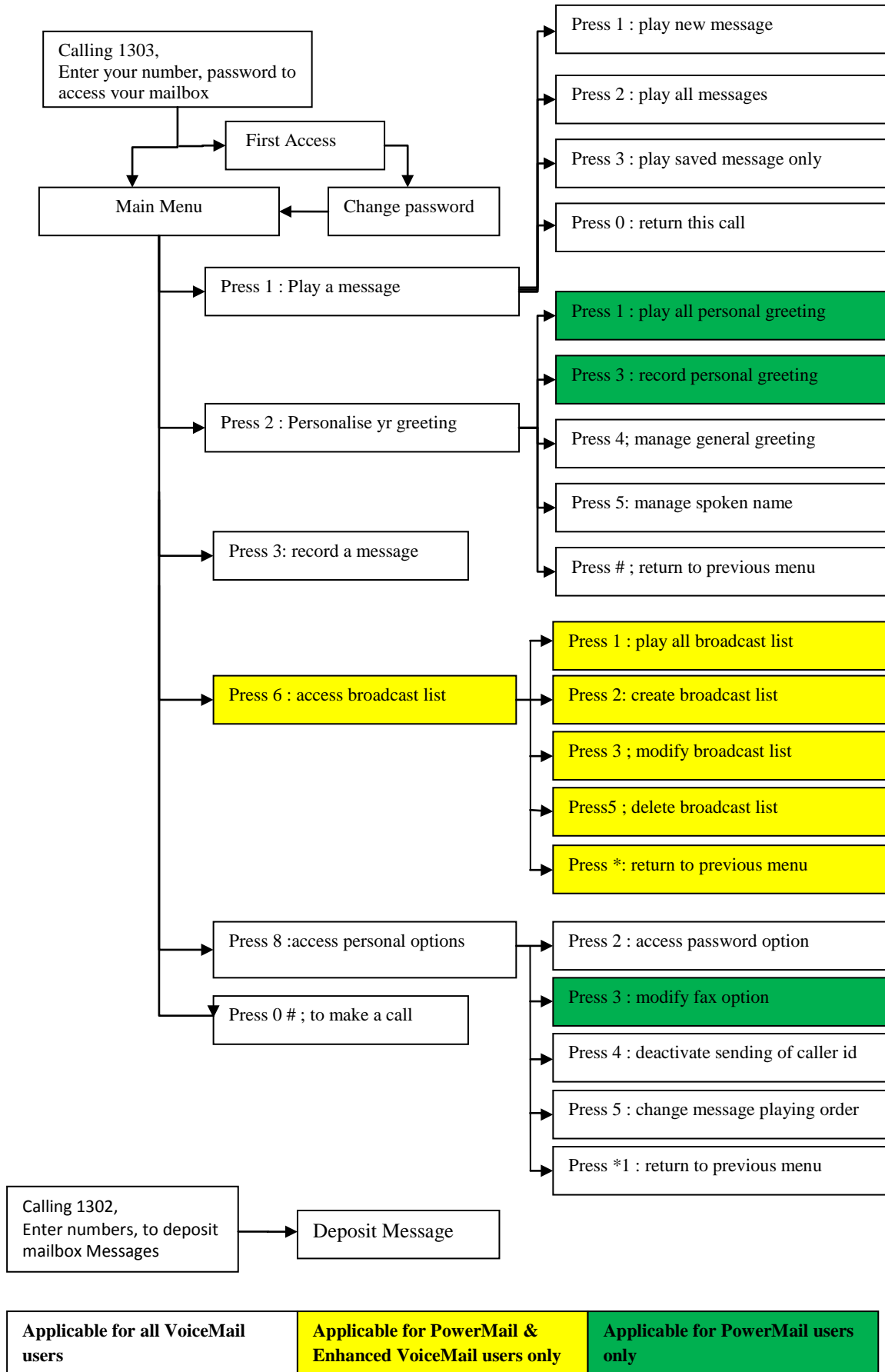
User Guide

1 High level Flow Guide

This section describes the high level IVR flow of StarHub Voicemail system.

Calling 1303,
Enter your number, password to
access your mailbox

First Access

Main Menu

Change password

Press 1 : Play a message

Press 2 : Personalise yr greeting

Press 3: record a message

Press 6 : access broadcast list

Press 8 :access personal options

Press 0 # ; to make a call

Press 1 : play new message

Press 2 : play all messages

Press 3 : play saved message only

Press 0 : return this call

Press 1 : play all personal greeting

Press 3 : record personal greeting

Press 4; manage general greeting

Press 5: manage spoken name

Press # ; return to previous menu

Press 1 : play all broadcast list

Press 2: create broadcast list

Press 3 ; modify broadcast list

Press5 ; delete broadcast list

Press *: return to previous menu

Press 2 : access password option

Press 3 : modify fax option

Press 4 : deactivate sending of caller id

Press 5 : change message playing order

Press *1 : return to previous menu

Calling 1302,
Enter numbers, to deposit
mailbox Messages

Deposit Message

Applicable for all VoiceMail users	Applicable for PowerMail & Enhanced VoiceMail users only	Applicable for PowerMail users only

2 Getting Started: Accessing the Mailbox

VoiceMail subscriber can access the mailbox by using

Own phone (within Singapore)

- Dial 1303 and wait for voicemail system to answer

- Enter your password to login to main menu

Own phone (at overseas)

- Dial (+65) 98501303 and wait for voicemail system to answer

- Enter your phone number followed by # key

3 Main Menu

VoiceMail subscriber logs in to the mailbox, the system will inform subscriber that how many messages he has and their categories. If VoiceMail subscriber logs in to the mailbox, the system will prompt VoiceMail subscriber to operate it. For example, VoiceMail subscriber may hear a message summary like:

You have three new messages, one voice, one fax, and eight read messages, and three saved messages. You are at the Main Menu. To play a message, please press 1. To personalize your greeting, please press 2. To record a message, please press 3...

The Main Menu is played at the beginning of every session and can be reached by pressing *1 at any time during a call.

Key Options
The options are:

1	To play a message, press 1
2	To personalize your greeting, press 2
3	To record a message, press 3
6	To access your broadcast list, press 6
8	To access your personal options, press 8
0#	To make a call, please press 0 follow by # key.

4 Playing Messages: To Retrieve Your Messages

If a VoiceMail subscriber does not have messages in the mailbox, only the Main Menu options will be played. Messages are placed into categories when deposited into the mailbox.

- Urgent: A message may be marked as urgent by the calling party and will be played first.
- New: A message that has not been played.
- Read: A message that has been played.
- Saved: A message that has been played but not deleted.

The messages will be played in the following sequence: New and Urgent, New, Saved, Read.

Key Options

Log in to the mailbox

1	To play a message, press 1.

After logging in to mailbox, the options are:

1	To play your new messages only, press 1.
2	To play all messages, press 2.
3	To play your saved message only, press 3.

During or after a message is played, the options are:

0	To return this call, press 0.
1	To save this message, press 1
2	To play the next message, press 2
3	To record a reply, press 3
5	To delete this message, press 5
7	To forward this message, press 7
8	To replay this message, press 8
9	To skip to the last message, press 9

10	To return to the previous message, please press 10	5-2
*1	To return the main menu, press the * key followed by 1.	

5 Record and Sending Message

VoiceMail subscriber can send a message to another mailbox, a telephone number, or a broadcast list.

Key Options

Log in to the mailbox

3	To record a message, press 3.

The system plays "*Please begin recording your message at the tone, when you are finished, please press the # key.*"

#	When you are finished, please press the # key.

The options are:

3	To continue recording, press 3
4	To replay this message, press 4
5	To delete this message, press 5
7	For special delivery options, press 7
9	To send this message immediately, press 9
*1	To return the main menu, press the * key followed by 1.

6 Setting Personal Greeting/Spoken Name

6.1 Managing Personal Greeting

The personal greeting is played when a calling party connects to the mailbox. It should be updated regularly to show calling parties that VoiceMail subscriber are actively using the mailbox. For example, "*Hello, this is Bill Jones. It is the week of May 16th and I will be in town all week. Please leave a message at the tone and I will call you back as soon as possible. Thank you for calling.*"

Greetings are classified into universal greetings, CLI greetings, and time-based greetings.

- Universal greeting: indicates the greeting that is applicable to any scenario. You can create only one universal greeting.
- CLI greeting: indicates a greeting that is played to certain calling numbers. You can set different greetings for different calling numbers.
- Time-based greeting: indicates a greeting that is played for certain periods.

Key Options

Log in to the mailbox

2	To personalize your greeting, press 2.

The options are:

1	To play all your personal greeting, press 1
3	To record your personal greeting, press 3
4	To manage your general greeting, press 4
5	To manage your spoken name, press 5
#	To listen to the menu again, press the # key

6.2 Recording Personal Greeting

This feature allows VoiceMail subscriber to record personal greeting.

Key Options

After greeting menu playback

3	To record your personal greeting, press 3

The system plays "Please record your personal greeting after a beep, and press the # key when you are finished."

> **NOTE**
> If the number of greetings reaches the maximum, the system plays "You cannot record new personal greeting. Please delete greeting via greeting list."

#	Press the # key when you are finished.

After recording greeting, the options are:

1	To save this greeting, press 1
3	To continue recording, press 3
4	To set it to special caller, press 4
5	To set it on special time, press 5
6	To set it as the general greeting, press 6
*	To return to the previous menu, press the * key.

6.3 Managing General Greeting

VoiceMail subscriber can manage general greetings.

Key Options

After greeting menu playback

4	To manage your general greeting, press 4

The system plays "Your general personal greeting is *(Greeting media)*."

If you do not set a universal greeting

The system plays "You do not have general greeting."

3	To record your general greeting, press 3

6.4 Managing Spoken Name

The voice signature serves as the identification tag for the mailbox. When VoiceMail subscriber are sending, replying to, or forwarding a message, the voice signature will precede the message. The voice signature will also play as a confirmation when a subscriber is sending VoiceMail subscriber a message or adding VoiceMail subscriber's mailbox to a broadcast list.

Key Options
After greeting menu playback

5	To manage your spoken name, press 5.

The options are:

1	To play your spoken name, press 1.
3	To record your spoken name, press 3.
5	To delete your spoken name, press 5.
*****	To return to the previous menu, press the * key.

7 Accessing the Broadcast List

VoiceMail subscriber can send or forward a message to a broadcast list. All the recipients on the broadcast list receive this message.

VoiceMail subscriber can have multiple broadcast lists and manage the broadcast lists. For example, VoiceMail subscriber can add, modify, or delete broadcast lists.

Key Options

Log in to the mailbox

6	To access your broadcast list, press 6.

If VoiceMail subscriber has broadcast list, the options are:

1	To play all broadcast list, press 1
2	To create a broadcast list, press 2
3	To modify broadcast list, press 3
4	To delete a broadcast list, press 4
*	To return to the previous menu, please press * key.

If VoiceMail subscriber do not have broadcast list, the options are:

2	To create a broadcast list, press 2.
*	To return to the previous menu, please press * key.

8 Accessing Personal Options

VoiceMail subscriber can customize the mailbox password, voices, and mail playing sequence.

Key Options

Log in to the mailbox

8	To access your personal options, press 8.

The options are:

2	For password option, press 2
3	To modify your fax option, press 3
4	To deactivate Caller Identity, press 4
5	To change the message playing order, press 5
*1	To return the main menu, press the * key followed by 1.

The options are:

8.1 Modifying Password

VoiceMail subscriber can change the mailbox password. VoiceMail subscriber must change the mailbox password during the first login.

Key Options

After personal option menu playback

2	For password option, press 2

The options are:

3	To change your password, press 3
#	To return to the previous menu, please press the # key.

When VMS subscriber changes password, the option is:

#	To change your password, please enter a 4 to 7 digit password followed by the # key.

9 Making a Call

After accessing the mailbox, VoiceMail subscriber can make a call.

Key Options

Log in to the mailbox

0#	To make a call, please press 0 follow by # key

The options are:

#	Input the number you want to call followed by # key.
*	To return to previous menu, please press * key.

10 Deposit Message

If a calling party dials the number of a VoiceMail subscriber when the VoiceMail subscriber is busy, powered off, out of service, or does not answer the call for a long time, the system introduces the calling party to leave a message for the VoiceMail subscriber by following the message-leaving process.

Key Options

The options of the deposit message are:

*9	To end this call, please press the * key followed by 9