

FEATURES & BENEFITS

STARPLUS STSe Business Communications System



The Vodavi STARPLUS STS product family is a market leader in small business. With over 30,000 systems installed throughout the United States, you can be assured of the system's track performance and reliability.

FEATURE	APPLICATION	BENEFIT	HOW TO...
All Call Page	Can be utilized in almost any application but is especially useful for larger buildings where departments may be widely dispersed. The STSe supports 20 internal page zones.	Great notification tool to reach someone within the building without knowing the exact location. It also supports "meet me paging."	Dial the All Call Paging Code (700) or press the pre-programmed flex button. Replace handset or press the ON/OFF key to terminate page announcement.
Answering Machine Emulation	This feature is used to screen calls as messages are left in the owner's mailbox. Users can press a preprogrammed button if they decide to take the call.	Great tool to screen calls. Allows user flexibility to be selective about which calls they choose to answer.	Program code 654+1 for speaker mode, or 654+0 for ring mode on a flexible button. Activating this feature allows the voice-mail message to be broadcast over the speaker. This enables the mute key on the keyset. (Requires voicemail system).
Attendant Day/Night/Special	This can be used to specify different greetings based on the time of day. In addition, calls can be automatically routed to a different destination based on the time of day such as at lunch or break periods.	The ability to automatically change greetings based on the time of day promotes flexibility and efficiency as the attendant does not have to manually change the greeting or forwarding location.	The DND button on the attendant's phone (station 100 by default) toggles between modes. Pressing the button one time puts the phone system in night mode and the LED is lit solid. Press again and the special mode is activated. The LED flashes. Press again and back to day mode, LED is OFF.
Backlit Display Phone	The STSe supports the Backlit Display telephone set. This is ideal in dimly lit areas such as restaurants, gaming arcades and of course, residences.	The back light option provides greater visibility and has three flexible options - always on, always off, or only when in use.	Press SPEED + SPEED followed by the desired flexible button to be programmed and dial code 637.
BGM/MOH	The on-hold message can be customized with special messages for customers and can be utilized for spiffs, as well as promote products and services. This can be used with the Audiomax 5100 CD Message on Hold system (5100CD)	This provides another way to inform customers about promotions, new products or specials as they are waiting on hold and are essentially a captive audience.	Dial 632 or press the preprogrammed BGM flexible button, then enter 1 on the keypad. To deactivate, press 632, then enter 0.
Built in Caller ID	Caller ID is standard on all CO lines at no additional charge. Users can identify the calling party by name or number as seen on the phone's LCD display.	This presents a significant cost savings as a separate caller ID box is not required, eliminating the additional expense. A record of answered and unanswered calls is kept on a per system or station basis for easy reference.	Dial 653 or press a preprogrammed flexible button to view both the number and name on the LCD when receiving a Caller ID CO call. For a list of all answered calls, dial 635. For a list of all unanswered calls, dial 659. To call back a number in the call list, press the SPEED fixed key. Button must be programmed and LED "ON" to receive name and number.
Call Coverage	Call Coverage allows users to answer calls for other stations. If a co-worker is out of the office, calls for that extension can provide audible or visual indication on another person's station. This is a great option for a back up operator or service department.	This is another important feature that helps to improve efficiency in the workplace. Calls aren't missed or unanswered simply because a co-worker is out of the office. DSS button for this application serves a dual purpose as it combines as a station and a call coverage button. In addition, the call coverage timer is now on a per station basis for greater flexibility.	Press SPEED + SPEED, dial 646 for ringing, 647 for non-ringing followed by the station number to cover. The call coverage station timer must be programmed by the installer.



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Call Forward (Busy/No Answer)	In a busy work environment, this feature is very important as users can define a forwarding destination if their extensions are busy or if there is no answer.	This feature is flexible as calls can be forwarded to various destinations such as voicemail, a UCD group, Hunt group or another station. It is a great tool to help reduce the number of missed calls. Best of all, each station can determine its own forwarding destination.	Lift the handset, or press the ON/OFF button. Press the fixed FWD button or dial 640 then dial 9 for busy/no answer, followed by the forwarding destination such as the DSS button of the desired station or UCD, Voice Mail, Hunt Group pilot numbers and Speed Dial bins. (Note this could be pre-
Call Forward (Off-Net/External)	This allows you to forward all calls to an external destination such as a cell phone. This is useful feature for a busy sales executive who doesn't want to miss important calls.	Again, this reduces the number of missed calls and allows the user to be accessible even when out of the office. For the teleworker, calls can be forwarded to the home number, for the busy sales exec, calls can be forwarded to a cell phone or another branch office.	Lift the handset, or press the ON/OFF button. Press the fixed FWD button or dial 640 then dial * followed by the speed bin number that contains the external number where calls are to be forwarded. (Note this could be preprogrammed by installer)
Call Park/Pickup	Users can park calls at one of the fourteen call park locations (424 - 437) or a per station personal park location (438) and retrieve from any extension on the system. The system features 20 pick-up locations. Applications for this feature are universal.	This feature shows the flexibility of the system as calls retrieved from any station within the building.	To park a call, press the TRANS fixed button, followed by the park location (424-437) or 438 for personal park. You can also press the preprogrammed flex button. To retrieve a parked call, lift the handset or press the ON/OFF button, then press [#]. Dial the (424-437) where call was parked, or press the preprogrammed PARKED CALL PICKUP flexible button.
Daylight Savings	Users will have the ability to activate or de-activate daylight savings time in system programming. If activated the system will automatically update to reflect the new time.	This feature reduces service calls needed to adjust system time due to daylight savings schedule.	
Do Not Disturb (DND)	This feature blocks Intercom and CO calls from ringing at a station. It also blocks the station from receiving pages. This is ideal for a boardroom environment that may prefer not to be disturbed by page announcements.	DND is an excellent feature as it allows the user to control calls presented to the station and helps to eliminate the distraction of unwanted calls. In addition, users can specify DND forwarding destination on a per station basis such as voicemail or an alternate extension.	Press the preprogrammed DND button once or dial the DND code - 631. The DND button can be pressed while the phone is ringing to stop the ringing. To activate Page Block, press the preprogrammed DND button a second time. (Not applicable to attendant station 100 by default)
Fax Detection	With fax detection, the system is able to automatically route fax transmissions to pre-determined fax location without the need for a dedicated fax line. This is ideal in a home office environment or a busy real estate or title company with heavy fax usage.	Customers will recognize a cost savings by eliminating the need for a dedicated fax line.	Fax detection must be enabled in Flash programming by an installer by accessing Flash 40, Page B to enable.
Headset Mode	This allows for hands-free communications and is ideal in an office environment with heavy phone usage.	This presents an alternative to the user who prefers not to use the handset. The STSE telephone will accommodate a headset inserted into the handset jack in addition to the easily accessible 2.5mm headset jack on the side of the phone. The latter presents an inexpensive and efficient option for headset capability	To activate the headset mode, dial 634 on the dial pad or press the pre-programmed flexible button. The desired station must first be enabled in system programming.
Last Number Dialed	This is a widely popular feature found on all STSE telephones. Programming has been enhanced to activate this feature on a range of stations versus individually on each telephone	This saves installation time and money as technicians can now program this feature in Flash programming versus activating the feature manually on each telephone set.	This must be enabled in Flash programming for a range of stations or can still be done on an individual basis using SPEED + #.



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Off-Hook Preference	This allows the flexibility to go off hook and directly connect to an outside line versus intercom dial tone or a ringdown circuit to an extension.	This is ideal in a centrex application where users can directly access an outside line and great for credit card machines in a retail environment where it directly accesses an outside line.	Must be programmed by installer. If a CO line is programmed for OFF-Hook Preference, for ICM calls DSS station must be pressed prior to going off hook
One Touch Record	This allows users to record a current conversation directly to voicemail for later reference. This is very useful in locations such as a lawyer or doctor's office. It is also a great tool for coaching/training purposes.	One Touch record is very beneficial as conversations can be recorded for later use. This is ideal in applications where liability is of great significance.	Dial feature code 649 or assign it to a flexible button followed by the VM group# 440-447. (Voicemail system 440 required).
Relay Activation	This relay feature is ideal for applications such as apartment buildings, gate entrances access etc.	The relay activation feature is a convenient way to allow gate access using a flexible button on your telephone. Even better, it no longer requires a CO port.	Press SPEED + SPEED, dial 665 for relay activation. Toggle the button to open and close the relay as needed.
Tenant Groups	The STSe will now support 10 tenant groups per system. Each tenant group will allow for six attendants per group. For some small businesses, this is an ideal solution as they may run several operations out of one location and can partition the system to function as individual companies with custom routing and day/night	Tenant Groups present a flexible cost effective solution to the dealer as one switch takes the place of several. This feature provides flexibility as each tenant group's programming can be customized to meet the individual needs of each company.	This feature has many parameters and must be programmed by an installer.
Toll Restriction	This provides the ability to restrict access to long distance calls on a per station basis.	This is an excellent management tool for business owners as it provides them with greater control over telephone long distance usage.	For Station Day Class of Service, select Flash 50, Page B, Button #2. For Station Night Class of Service, select Flash 50, Page B, Button #3. For the toll restriction table, select Flash 70 and program the allow and deny tables. (This must be programmed by the installer).
UCD	Uniformed Call Distribution (UCD) can be utilized in small call centers or departments within a company where calls are automatically routed to the next available agent e.g - sales department, technical support group, etc.	UCD is a great management tool as it shows important call information such as the # of calls in queue, # of agents available to take calls and the length of the longest call holding in queue. The STSE supports up to 16 groups each holding up to eight stations.	For UCD Calls In Queue Display, dial 567 followed by the UCD group number (55X), or press the preprogrammed flexible button. For an agent to become available, dial 566 or press the preprogrammed button. For an agent to become unavailable, dial 566 block incoming UCD calls, or press the preprogrammed button. (This must be programmed by installer)
Virtual Stations	This is a widely popular feature found on all STSE telephones. Programming has been enhanced to activate this feature on a range of stations versus individually on each telephone	Currently UDA/UNA applications require the use of a physical hardware port. A virtual station will eliminate the need for this hardware requirement. Call routing applications can be created without having to install a physical telephone device or card. This will result in significant cost savings.	The station must be defined in Flash programming as a virtual station. (Must be programmed by an installer).
Voicemail Button	This provides easy one touch access to voicemail for multiple mailboxes. In addition, it will provide message wait indication for each of these buttons. Users can program a general night time mailbox or another mailbox user on their phones.	This feature provides direct mail box access for multiple mailboxes and allows a user, like an attendant to have one-button transfer directly to voicemail.	Press SPEED + SPEED, followed by the desired flexible button to be programmed then dial 440-447. For multi mailbox appearance, press SPEED + SPEED and dial the feature code 460, followed by the voicemail box number. (Requires VM system)



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ADDITIONAL BENEFITS			
Capacity/Scalability	The STSE can grow in proportion to your company business needs and size. The basic configuration is 4 CO lines, 8 digital stations and 2 single line stations. The system grows to 24 CO lines, 48 digital stations.	This is ideal in a centrex application where users can directly access an outside line and great for credit card machines in a retail environment where it directly accesses an outside line.	
Modem	This allows remote access to program the STSE.	The ability to program the STSE remotely reduces site visits and shortens customer response time resulting in a higher quality of service.	
T1/PRI capability	This allows connection to a digital T1/PRI interface trunk.	This provides added flexibility in the type of trunking interface based on customer business needs as both POTS lines and ISDN trunks can co-exist in the system. In some geographical areas, PRI rates are more cost effective than T1, hence the	
Tenant Groups	The STSe will now support 10 tenant groups per system. Each tenant group will allow for six attendants per group. For some small businesses, this is an ideal solution as they may run several operations out of one location and can partition the system to function as individual companies with custom routing and day/night	Tenant Groups present a flexible cost effective solution to the dealer as one switch takes the place of several. This feature provides flexibility as each tenant group's programming can be customized to meet the individual needs of each company.	This feature has many parameters and must be programmed by an installer.



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