



CT Lic. #125640
CT Lic. #122079

Electrical and Communications Contractors

What is a VPS? (Voice Processing System)

The VPS handles incoming and outgoing calls. When a call comes in, it answers, forwards to appropriate extensions, takes and stores messages, and notifies subscribers when messages are left. Subscribers may send and transfer messages to other subscribers within the VPS. The VPS is easy to use, providing voice guidance (referred to as "system prompts") to callers, directing them to press certain buttons to access desired features. Unlike handwritten messages or those left with answering services, VPS messages are confidential; they are stored in a mailbox and retrieved only with the subscriber's password. Other advantages of the VPS are clarity and accuracy, which are commonly lacking with written messages. The messages come directly from the caller, in the caller's own voice. To further ensure accuracy, the VPS allows the sender to correct or change messages before saving them. Messages can be erased or transferred by the recipient.

Basic Features

Greeting Callers

The VPS greets callers with a prerecorded message that includes directions for leaving and editing messages. The VPS can list single-digit numbers for each available extension or mailbox. Callers who know the extension of the person they wish to reach may dial the extension number at any time. Callers with rotary telephones are transferred to a preprogrammed destination, which is normally an operator or the General Delivery Mailbox.

Sending Messages

Callers can review and edit messages before leaving them in a mailbox. Subscribers can send messages to an individual or to several mailboxes at once. Extension users can also receive verification when messages they send to other subscribers have been received.

Receiving Messages

Subscribers can receive messages from outside callers and other subscribers. The total amount of recording time for all messages, as well as the maximum length of each message may be limited by the subscriber's Class of Service (COS). The VPS can notify subscribers when they have new messages by sending a beeper page, an E-mail, and even by calling subscribers' home or mobile phones. For subscribers who are on premises, the VPS can also light the message waiting lamp on their extension telephones. Subscribers can choose their preferred notification method. If the VPS is connected to the PBX using APT/DPT Integration, subscribers can press a preprogrammed button to record their telephone conversations into their own mailboxes or into other subscribers' mailboxes.