

Voice Intercept Messaging (VIM)¹ provides your callers with informative messages about your schedule when you're not available to answer the telephone. For example, your diversion message could say you're *"in a meeting,"* then indicate when you might be available. Callers can then leave a message, transfer to an operator or personal assistant, transfer to your mobile telephone² or other number, or hear the menu choices again in another language. You can set a diversion so it begins immediately, or specify future diversions for scheduled activities such as meetings and vacations.

Each company can designate a number of unique diversion codes for its employees. Check with the system administrator to find out what diversions are available for use. For handy reference, you might want to mark the ones you use most frequently in the box below.

The Quick Reference on the back of this card gives an overview of VIM. To use this feature, check with the system administrator to find out if it's available and if you have privileges. Also, for this card to be correct, the telephone user interface (TUI) setting in your subscriber mailbox must be set for the standard CallXpress TUI. The system administrator can advise you if this setting matches yours and provide you with an alternate quick reference card if necessary.

Setting a diversion through PhoneManager

1. Access your subscriber mailbox.
2. Press 3 to access PhoneManager, then press 3 again to access Automated Attendant Options.
3. Press 4 to access Diverted Call Processing and press 1 to set a diversion.
4. Press 1 again and enter the 3-digit absence reason code for the desired diversion.
5. If necessary, specify when the diversion should begin. To start the diversion immediately, press # to accept the current month, then press # again for the day.
6. If necessary, specify when you'll return or press # to have your callers told that you'll return the next work day. You'll hear the message *"One moment please while your diversion is registered."*

Clearing a diversion from PhoneManager

1. Access your subscriber mailbox.
2. Press 3 to access PhoneManager, then press 3 again to access Automated Attendant Options.
3. Press 4 to access Diverted Call Processing.
4. Press 1, then press 9 to clear the *current* diversion.

Frequently used VIM diversions

1 _____	6 _____
2 _____	7 _____
3 _____	8 _____
4 _____	9 _____
5 _____	10 _____

1. This feature may be restricted or not available. Check with the system administrator for availability.

2. Some options that your callers can choose, such as transferring to a mobile telephone, might not be available. Check with the system administrator to find out what's available.

