Norstar Voice Mail 4.0
Reference Guide

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Introduction

The *Norstar Voice Mail Reference Guide* is to be used with the *Norstar Voice Mail Quick Reference Guide*. The *Norstar Voice Mail Reference Guide* gives more detailed information to a user about using the Norstar Voice Mail system.

This chapter describes:

- How the Reference Guide is organized

- Conventions and symbols used in this guide

- Prerequisites

How the Reference Guide is organized

The *Norstar Voice Mail Reference Guide* contains the following chapters:

Chapter	Description
1. How to use this guide	Describes the contents and conventions of this guide.
2. Using Norstar Voice Mail	Describes Norstar telephones, how Alternate sets work, the Analog Terminal Adapter (ATA), entering characters on the Norstar dialpad, Norstar Voice Mail voice prompts, the Automated Attendant, types of mailboxes and exiting Norstar Voice Mail.
3. Setting up your mailbox	Shows how to initialize and open your mailbox. Explains passwords, the Company Directory and Assigning a Target Attendant.
4. Feature codes and mailbox options	Describes feature codes and mailbox options.
5. Greetings	Describes Primary, Alternate, Personalized and Information mailbox greetings. Shows how to record and choose greetings.
6. Accessing your messages	Describes Receiving Calls, the Norstar Voice Mail Never Full mailbox feature, listening to your mailbox messages, and Call Screening.
7. Sending messages	Explains types of messages, using the Company Directory, message delivery options, recording and sending a message, replying to messages and how to send a message to more than one recipient.
8. Call Forwarding your calls	Describes Call Forwarding your calls.
9. Transfering calls	Describes Transfering calls and Outbound Transfer.
10. Off-premise Message Notification	Explains what Off-premise Message Notification is and shows how to set up and change Off-premise Message Notification.
11. Recording a call	Describes the Call Record feature.
12. Norstar Voice Mail Tips	Provides suggestions for the optimal use of Norstar Voice Mail.

Chapter	Description
13. Troubleshooting	Provides helpful procedures for problems that might occur while operating Norstar Voice Mail.
Appendix A: Default values and tone commands	Provides a list of default values and tone commands.
Glossary	Defines terms used in this guide.
Index	Provides an alphabetical list of information contained in this guide.

Conventions and symbols used in this guide

The following conventions and symbols are used for describing features and their operation:

Convention	Example	Used for
Word is in a special font (shows top line of display)	Pswd:	Command line prompts. Used on single-line and two-line display telephones.
Underlined word in capital letters (shows bottom line of a two-line display telephone)	PLAY	Display button option. Available on two-line display telephones only. You can press the button directly below the option on the display to proceed.
Dial pad buttons	#	Represents the buttons you press on the dial pad to select a particular option.

Prerequisites

If you are a new user, make sure you are familiar with the operation of Norstar single-line and two-line display telephones. Refer to "Norstar telephones" on page 3 and read the *Norstar Telephone User Card* that came with your telephone.

For more information about Norstar Voice Mail, ask your System Coordinator.

Using Norstar Voice Mail

2

Introduction

Norstar Voice Mail works with the Norstar Business Communication System, providing an automated receptionist service. Norstar Voice Mail answers incoming calls, routes them to directory numbers (DNs) and mailboxes within the system, and provides message taking capability.

This chapter describes:

- Norstar telephones
- Alternate DNs
- Analog Terminal Adapter (ATA)
- Entering characters on the Norstar dialpad
- Norstar Voice Mail voice prompts
- Automated Attendant
- Types of mailboxes
- Exiting Norstar Voice Mail

Norstar telephones

Single-line display telephones

Norstar single-line display telephones can be used for most Norstar Voice Mail sessions. If you are a using a single-line display telephone, the display shows the Norstar Voice Mail display command line. The single-line display telephone does not show the display button options.

On a single-line display telephone, all options are given immediately by the voice prompts. Selections are made using the dialpad only. You do not need to wait for the voice prompt to complete the option list. You can interrupt the voice prompt and make your selection immediately.

Two-line display telephones

Norstar two-line display telephones show you Norstar Voice Mail commands and options. All system administration tasks, such as setting up a Group List, require a two-line display telephone.

The two-line display can show up to three display button options at a time. In cases where there are more options, wait for the voice prompt to state the other available options. If you know the corresponding dialpad number for the option you want, you can enter it at any time during the voice prompt.

Press ✻ to return to the previous display prompt.

An example of the Norstar Voice Mail two-line display is shown in the following Norstar two-line display illustration.

Norstar two-line display

Display command line
Display button options
Display buttons

```
Pswd:
OTHR     RETRY     OK
```
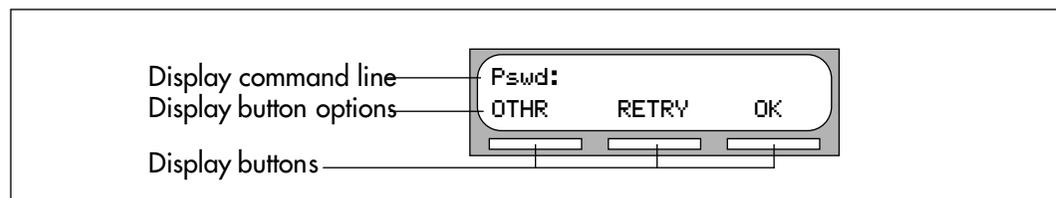
Alternate DNs

You can have up to two Alternate DNs for your mailbox. When a caller dials the main DN (a DN that has Alternate DNs assigned), the call rings at the main DN only.

If the call is not answered and a message is left, a message indicator appears at the main DN and at the Alternate DN(s). You can access the message from the Alternate DN(s) with ⌈Feature⌋ ⌈9⌋ ⌈8⌋ ⌈1⌋, the same way that you usually access messages from your main DN telephone.

When an Alternate DN is assigned to a telephone that has Caller ID (CLID) and Display Caller enabled, CLID information is displayed and an audible tone occurs at all telephones when the call goes to Norstar Voice Mail. (For information on enabling Display Caller refer to "Call Forward with Caller ID (CLID)" on page 48.) The message can be intercepted using the Interrupt Feature, ⌈Feature⌋ ⌈9⌋ ⌈8⌋ ⌈7⌋ , at all telephones as long as the caller is still leaving a message.

Analog Terminal Adapter (ATA)

A single-line Norstar telephone can be used for most Norstar Voice Mail sessions. However, you cannot use a single-line telephone attached to an ATA for Norstar Voice Mail System Administration tasks.

There is no Message Waiting Notification when you are using an ATA.

Although the single-line telephone does not have a feature button, you can access Norstar Voice Mail features.

To access Norstar Voice Mail features, such as the Leave Message feature or the Open mailbox feature, call Norstar Voice Mail and follow the voice prompts. The Norstar Voice Mail directory number is determined by using Feature 985 on a Norstar telephone.

If you have an Enhanced ATA, you can also press:

- ⌷Link⌷ ⌷*⌷ ⌷9⌷ ⌷8⌷ ⌷1⌷ to open your mailbox

  or

- ⌷Link⌷ ⌷*⌷ ⌷9⌷ ⌷8⌷ ⌷0⌷ to leave a message, and follow the voice prompts.

Entering characters on the Norstar dialpad

The buttons on your Norstar telephone dialpad act as both numbers and letters. Each button represents a number and also represents letters of the alphabet.

You can enter a maximum number of 16 characters on the command line of the Norstar dialpad. The display shows 16 characters at a time. The prompt remains on the display when fewer than ten characters are entered.

In some situations, the prompt and the information to be entered total fewer than 16 characters, and you can see both the prompt and the information you entered.

An example of a display with less than 16 characters, where the command line prompt remains on the display is the Pswd command line prompt.

```
Pswd:1111
OTHR    RETRY    OK
```

The prompt disappears for the following command line prompts:

- º Name:

- º Log:

- º Dest ph:

For instance, the following display shows the `Name:` command line prompt:

```
Name:
RETRY    BKSP    OK
```

When you begin to enter the last name, the `Name:` command line prompt disappears. For example, if you are entering the name Partridge, you press the dialpad button ⑦ for P, and the display drops the `Name:` prompt.

```
P
RETRY    BKSP    OK
```

The command line prompt is still not shown on the display after you have entered the entire name, although the name is only nine characters.

```
PARTRIDGE
RETRY    BKSP    OK
```

Norstar Voice Mail voice prompts

All Norstar telephones provide voice prompts.

The voice prompt tells you the dialpad button to press to use different Norstar Voice Mail options. Voice prompts provide the same options as display buttons. Prompts also provide options that do not appear on the display. If you are using a two-line display telephone, you can use either the display button or the dialpad button to access the option.

On a Norstar single-line display telephone the voice prompt plays immediately. If you do not choose an option after four seconds, the voice prompt replays the options. If you still do not choose an option, Norstar Voice Mail ends the session.

On a Norstar two-line display telephone, the voice prompt plays after a five-second delay. If you do not choose an option, Norstar Voice Mail ends the session.

Interrupting a voice prompt

A voice prompt can be interrupted by selecting any option on the display or dialpad. A voice prompt can also be interrupted by pressing ⌗ . You cannot interrupt a voice prompt that is informing you of an error.

Automated Attendant

The Automated Attendant acts as a receptionist for incoming calls. When enabled, the Automated Attendant answers your company's incoming telephone lines depending upon the time of day. If the caller knows which option they want, they can interrupt the Automated Attendant by pressing their selection on the dialpad of any tone-dial telephone.

The Automated Attendant provides callers with voice prompt commands associated with each of the following options:

- entering a mailbox number

- entering the directory number

- using the Company Directory

- leaving a message

- reaching the Operator

- selecting an Alternate Language* (not a voice prompt)

* If your Norstar Voice Mail system was installed with bilingual capabilities, the caller can press ⑨ to listen to the Automated Attendant in the Alternate Language.

When an option has been selected, the Automated Attendant responds to the command either by routing the call to a DN or mailbox within your company, or directing the caller to the Company Directory or the Operator.

The caller listens and then presses the option they want to use.

Types of mailboxes

A mailbox is a storage place for messages. A Norstar Voice Mail system can have 1000 mailboxes. There are three types of mailboxes:

- Personal

- Information

- Special

Most users have personal mailboxes.

Personal mailbox

A personal mailbox is assigned by the System Coordinator and is maintained by the mailbox owner. A personal mailbox can be a user or a guest mailbox.

User mailbox

A user mailbox can be assigned to each mailbox owner who has an operating Norstar DN.

Guest mailbox

Guest mailboxes provide temporary employees and guests with access to internal messaging and call routing features. Guest mailboxes do not have an operating DN. They are assigned a number that looks and works like a DN . This allows the guest mailbox owner to access Norstar Voice Mail in the same way a mailbox owner accesses their mailbox from another DN or telephone. Refer to "Opening a mailbox after it has been initialized" on page 11. Ask the System Coordinator for a guest mailbox.

Information mailbox

An Information mailbox is designed to provide an informative message to a caller. These mailboxes do not have an operating Norstar DN, and the caller cannot leave a message in them. A voice prompt provides a caller with access to Information mailboxes. An Information mailbox is reached through the Automated Attendant, Custom Call Routing (CCR) or the Operator. For more information, refer to "Information mailbox greetings" on page 23.

Information mailboxes are created by the System Coordinator, and are either maintained by the System Coordinator or a mailbox owner.

Special mailboxes

Special mailboxes are set up automatically when the Norstar Voice Mail system is initialized.

The Special mailboxes include:

- General Delivery mailbox
- System Coordinator mailbox

General Delivery mailbox

The General Delivery mailbox is used:

- to collect messages from callers who use a rotary dial telephone
- for individuals in your company who do not have personal mailboxes
- for mailbox owners whose mailboxes are full. For more information, refer to the "Norstar Voice Mail Never Full mailbox feature" on page 29.

The receptionist or System Coordinator sends messages left in the General Delivery mailbox to the appropriate mailbox owner. For more information about the General Delivery mailbox, refer to "Default mailbox numbers for the General Delivery mailbox" on page 85.

System Coordinator mailbox

This mailbox is used by your System Coordinator as a personal mailbox. You can leave messages for your company's System Coordinator in this mailbox.

Ask your System Coordinator for the mailbox number.

Exiting Norstar Voice Mail

To exit Norstar Voice Mail:

- replace the receiver
- press an alternate line button
- press ⌈Rls⌉
- press QUIT when this option appears on the display, to return to the Main menu
- press ⌈∗⌉ to return to the Main menu

Setting up your mailbox   3

Introduction

This chapter shows you how to set up your mailbox and describes the following topics:

- Initializing your mailbox
- Opening your mailbox
- Mailbox Password
- Company Directory
- Assigning a Target Attendant

Initializing your mailbox

Initializing your mailbox prepares your mailbox to receive messages. Your mailbox cannot receive and store messages until it has been initialized.

Initializing your mailbox involves:

- choosing a password from four to eight digits long that does not start with zero
- changing the Norstar Voice Mail default password to your new password
- recording your name in the Company Directory (refer to "Recording or changing your name in the Company Directory" on page 13)

To initialize your mailbox, follow the steps in "Initializing and opening your mailbox for the first time" on page 10.

Initializing and opening your mailbox for the first time

To initialize and open your mailbox for the first time:

1. Press `Feature` `9` `8` `1`.

```
Pswd:
OTHR   RETRY   OK
```

2. Press `0` `0` `0` `0` (the default password) and press
    `OK` or `#`.

    Note: If you are at another Norstar set, press `OTHR` or
    `*` to access the `Log:` display prompt. From
    the `Log:` prompt, enter your mailbox number
    and password as a continuous number. Your
    mailbox number is normally the same as your
    directory number. Your default password is
    `0` `0` `0` `0`.

```
Must change pswd
```

3. This display appears briefly to indicate that you must
    change your password.

```
Pswd:
RETRY          OK
```

4. Choose a password from four to eight digits long that
    does not start with zero. Enter your new mailbox
    password and press `OK` or `#`.

```
Again:
RETRY          OK
```

5. Enter your new mailbox password again and press `OK`
    or `#`.

```
Record name:
RETRY          OK
```

6. At the tone, record your name in the Company
    Directory. Press `OK` to end your name. Press `RETRY` or
    `2` to erase and re-record your name.

    Note: It is a good idea to include your mailbox
    number in your Company Directory recording.
    For example "*Paul Wayne, mailbox 5813*".

```
Accept name?
RETRY   PLAY   OK
```

7. Press `OK` or `#` to accept the recording. Press `PLAY` or
    `1` to listen to the recording. Press `RETRY` or `2` to
    erase and re-record your name.

```
0 new   0 saved
PLAY   REC   ADMIN
```

8. Press `Rls` to end the session.

After your mailbox is initialized, record your Personal mailbox greetings. If you do
not record any Personal greetings, your Company Directory name recording plays
to callers who reach your mailbox.

Opening your mailbox

Your mailbox can be opened from:

- your own directory number (DN)

- another Norstar Voice Mail DN

- an outside telephone (as shown in Opening your mailbox remotely)

Opening a mailbox after it has been initialized

This section describes how to open:

- your mailbox from your own telephone

- your mailbox from another Norstar DN

- a Guest mailbox

After a mailbox is initialized, follow these steps to open it:

1. Press [Feature] [9] [8] [1].

```
Pswd:
OTHR    RETRY    OK
```

2. Enter your mailbox password and press OK or [#].

> **Note:** If you are at another Norstar DN, or if you are using a Guest mailbox, press OTHR or [*] to access the Log: display prompt. From the Log: prompt, enter your mailbox number and password as a continuous number. Your mailbox number is normally the same as your DN.

Opening your mailbox remotely

If you are calling your Norstar Voice Mail mailbox from an outside telephone, press [*] [*] during your greeting to open your mailbox. At the voice prompt, enter your mailbox number, password and press [#]. Follow the voice prompts.

Mailbox Password

Your password is from four to eight digits long and cannot start with zero. When you initialize Norstar Voice Mail, the default mailbox password is four zeros (0000). You are prompted to change this password.

It is recommended that you change your password every 30 days. By changing your password regularly, you decrease the chance that someone will discover your password and gain access to your system.

Keep a written copy of your password in a safe place, and avoid giving it to your co-workers. Your mailbox password is used to keep your voice messages private and confidential. For security reasons, it is a good idea to choose an uncommon password (not a predictable password like 1234 or 1111). If someone else knows your password, they can access your mailbox and listen to or delete your messages. They may also be able to access your Norstar Voice Mail system and use it fraudulently or disrupt service.

Changing your mailbox password

You can change your mailbox password at any time. Remember to choose a password from four to eight digits long that does not start with zero.

To change your password:

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
Pswd:
OTHR   RETRY   OK
```
2. Enter your mailbox password and press OK or `#`.

```
0 new  0 saved
PLAY   REC   ADMIN
```
3. Press ADMIN or `8`.

```
Mailbox admin
GREET  PSWD  QUIT
```
4. Press PSWD or `4`.

```
Pswd:
RETRY          OK
```
5. Enter your new mailbox password and press OK or `#`.

```
Again:
RETRY          OK
```
6. Enter your new mailbox password again and press OK or `#`.

```
Mailbox admin
GREET  PSWD  QUIT
```
7. Press `Rls` to end the session.

Company Directory

The Company Directory is a list of mailbox owners on the Norstar Voice Mail system. Before your mailbox can be used to receive messages, you must record your name in the Company Directory. It is a good idea to include your mailbox number in your Company Directory recording. For example "*Paul Wayne, mailbox 5813*".

This establishes your "voice" name in a directory that is used by other Norstar Voice Mail users and outside callers who use the Company Directory.

If you do not want your name in the Company Directory, ask your System Coordinator. The Company Directory feature can be disabled by the System Coordinator. If you are unsure whether or not you have this feature, ask your System Coordinator.

Recording or changing your name in the Company Directory

Names included in the Company Directory can be changed at any time.

To change your name in the Company Directory:

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
Pswd:
OTHR    RETRY    OK
```

2. Enter your mailbox password and press `OK` or `#`.

```
0 new   0 saved
PLAY   REC   ADMIN
```

3. Press `ADMIN` or `8`.

```
Mailbox admin
GREET  PSWD   QUIT
```

4. Press `1`.

   Note: This is a voice prompt option. It does not appear as a display button option on a two-line display telephone.

```
Record name:
RETRY           OK
```

5. At the tone, record your name. Press `OK` or `#` to end your recording. The recording of your name is automatically placed in the Company Directory.

```
Accept name?
RETRY   PLAY   OK
```

6. Press `OK` or `#` to accept your recording. Press `PLAY` or `1` to listen to the recording. Press `RETRY` or `2` to erase and re-record your name in the Company Directory.

```
Mailbox admin
GREET  PSWD   QUIT
```

7. Press `Rls` to end the session.

Assigning a Target Attendant

The person that you assign to answer your telephone is your Target Attendant.

Once you have assigned your Target Attendant, a caller who reaches your mailbox can press ⓪ to speak with the Target Attendant. If the Target Attendant does not answer, the call goes to your mailbox. If your personal mailbox is not available, the call goes to the General Delivery mailbox.

Remember to tell callers in your greetings that if they need assistance they can press ⓪ to speak to Target Attendant. For example, *"Please press* ⓪ *to speak to my assistant."* The Target Attendant can be any valid DN. The default Target Attendant is the person assigned as the Norstar Voice Mail Operator.

To assign your personal Target Attendant:

1. Press [Feature] ⑨ ⑧ ① to open your mailbox.

```
Pswd:
OTHR   RETRY   OK
```
2. Enter your mailbox password and press **OK** or ⌗ .

```
0 new   0 saved
PLAY   REC   ADMIN
```
3. Press **ADMIN** or ⑧ .

```
Mailbox admin
GREET   PSWD   QUIT
```
4. Press ⑤ .

```
Atdt ext: oper
CHNG           QUIT
```
5. Press **CHNG** or ① to change the Target Attendant. The **Atdt ext:oper** prompt indicates that the current Target Attendant is the Norstar Voice Mail Operator.

```
Ext:
RETRY          OPER
```
6. Enter the DN number of your new Target Attendant. Press **OPER** or ⓪ to change the Target Attendant back to the Norstar Voice Mail Operator.

```
Atdt ext: <xxx>
CHNG           QUIT
```
7. The **Atdt ext:xxx** prompt appears, where **xxx** represents the DN you entered. Press **QUIT** to accept the number of the Target Attendant. Press **CHNG** or ① to change the Target Attendant.

   Press [Rls] to end the session.

Feature codes and mailbox options

4

Introduction

This chapter describes the Norstar Voice Mail feature codes and mailbox options, and includes the following topics:

- Feature codes

- Determining custom feature codes

- Programing a memory button with a feature code

- Mailbox options

Feature codes

The table "Description of feature codes" on page 17 explains the purpose of each Norstar Voice Mail feature code.

Feature codes are assigned during installation. The feature codes in this guide are the default feature codes. If your company is using custom feature codes, you need to find out what the custom feature codes are. To determine the Norstar Voice Mail custom feature codes, refer to "Determining custom feature codes" on page 17.

Once you know the feature codes that your company is using (default feature codes or custom feature codes), you can program the feature codes onto memory buttons. For information, refer to "Programing a memory button with a feature code" on page 18.

Feature Code Name	Default feature code	Description
Leave Message	Feature 9 8 0	Used to leave a message in a mailbox. No password is required.
Open Mailbox	Feature 9 8 1	Used to open your Personal mailbox to listen to your messages and access Norstar Voice Mail options. Your personal password is required.
Operator Status	Feature 9 8 2	Not a user feature. Used by the System Coordinator, receptionist, or Operator to set the Operator Status.
Norstar Voice Mail directory number (DN)	Feature 9 8 5	Used to determine the Norstar Voice Mail DN. You need to know what the Norstar Voice Mail DN is when you forward your DN to Norstar Voice Mail.
Call Forward to Norstar Voice Mail	Feature 9 8 4	Used to forward all incoming calls to Norstar Voice Mail.
Transfer	Feature 9 8 6	Used to transfer calls to a mailbox.
Interrupt	Feature 9 8 7	Used to interrupt Norstar Voice Mail when a caller is listening to your personal mailbox greeting or leaving a message. This allows you to speak with a caller who has reached your mailbox. (Refer to the Note that follows this table.)
Voice Activated Dialing	Feature 9 8 8	The Voice Activated Dialing feature gives you the ability of directing your own calls by speaking the name of the person you want to reach. The Speech Recognition Automated Attendant option must be installed on the Norstar Voice Mail system before this feature can be accessed.
Call Record	Feature 9 8 9	Used to record a telephone call from your Norstar telephone. The resulting message will be deposited in your mailbox.

Note: When a caller leaving a message in a mailbox is interrupted, the part of the message that was recorded before the interruption remains in the mailbox. Delete this message. If Off-premise Message Notification is turned on, the interrupted message causes Norstar Voice Mail to call the Off-premise Message Notification number immediately. For information on Off-premise Message Notification, refer to "About Off-premise Message Notification" on page 61.

If Outbound Transfer is turned on, you cannot interrupt the call unless you interrupt it before the caller gets transferred to your Outbound Transfer destination number by pressing 7 . For information on Outbound Transfer, refer to "Outbound Transfer" on page 54.

Determining custom feature codes

If your company is using custom feature codes, you need to find out what the custom feature codes are. To determine the Norstar Voice Mail custom feature codes, use a Norstar two-line display telephone.

To determine the Norstar Voice Mail feature codes:

1. Press ⌈Feature⌉ ⌈9⌉ ⌈✻⌉ ⌈1⌉.

| Leave msg: F9xx |
| NEXT |
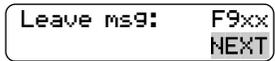
2. The name and numerical code of the first feature, the Leave Message feature, is shown on the display. The xx represents a number between 00 and 99. Record the custom feature code for the Leave Message feature in the appropriate column in the table "Description of feature codes". Press NEXT.

| Open mbox: F9xx |
| NEXT |
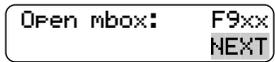
3. The display now shows the name and numerical code of the Open Mailbox feature. Record the feature code for the Open Mailbox feature in the appropriate column in the table "Description of feature codes". Press NEXT.

4. Continue pressing NEXT to show all of the Norstar Voice Mail feature codes and record them in the appropriate column in the table "Description of feature codes".

| Interrupt: F9xx |
| QUIT |

5. This display is shown when you reach the last Norstar Voice Mail feature code, the Interrupt feature code. Press QUIT or ⌈Rls⌉ to end the session.

Once you have determined the custom feature codes, make sure that you record the custom feature codes in the appropriate column in the table "Description of feature codes".

Table 1 Description of feature codes

Feature Code name	Default feature code	Custom feature code
Leave Message	Feature 9 8 0	Feature 9 ___ ___
Open Mailbox	Feature 9 8 1	Feature 9 ___ ___
Operator Status	Feature 9 8 2	Feature 9 ___ ___
Call Forward to Norstar Voice Mail	Feature 9 8 4	Feature 9 ___ ___
Transfer	Feature 9 8 6	Feature 9 ___ ___
Interrupt	Feature 9 8 7	Feature 9 ___ ___
Voice Activated Dialing	Feature 9 8 6	Feature 9 ___ ___
Record Call	Feature 9 8 9	Feature 9 ___ ___

Programing a memory button with a feature code

Each Norstar Voice Mail feature code can be programed to a single memory button.

To program a memory button:

1. Do not lift your receiver. Press ⌊Feature⌋ ⌊*⌋ ⌊3⌋ .

| Program Features |

2. There is a transient display which shows `Program Features`.

| Press a button
QUIT |

3. Press a programable button.

| Feature code:
QUIT |

4. Press ⌊Feature⌋ .

| F_
QUIT   CLEAR |

5. Enter the feature code number you want to program. For example, enter ⌊9⌋ ⌊8⌋ ⌊0⌋ to program the Leave Message feature code. For a list of frequently used feature codes, refer to the table <u>"Description of feature codes"</u> on page 17.

| Programmed |

The display shows that the button has been programed.

Repeat steps 1 to 4 for each Norstar Voice Mail feature code you want to program.

Use one of the paper labels that came with your Norstar telephone to identify the programed button. To use the feature, press the labeled button.

Mailbox options

To access the main mailbox menu, refer to the table <u>"Main Mailbox menu and options"</u>. The main mailbox menu options are described in the table <u>"Main Mailbox Options"</u>.

To access the mailbox administration menu, refer to <u>"Mailbox Administration menu"</u> on page 19. The mailbox administration options are described in the table <u>"Mailbox Administration Options"</u> on page 20.

Main Mailbox menu and options

To access the main mailbox menu:

1. Press [Feature] [9] [8] [1] to open your mailbox.

```
Pswd:
OTHR   RETRY   OK
```

2. Enter your mailbox password and press <u>OK</u> or [#].

```
0 new   0 saved
PLAY   REC   ADMIN
```

3. The main mailbox menu options appear. Choose one of the options shown in the table below.

Table 2 Main Mailbox Options

Display Button	Button	Task Description	Found on Page
<u>PLAY</u>	[2]	Listening to your mailbox messages (new messages).	[30](#)
<u>REC</u>	[3]	Message delivery options.	[43](#)
--	[6]	Listening to your mailbox messages (saved messages).	[30](#)
<u>ADMIN</u>	[8]	To change mailbox options. Refer to the Mailbox Administration menu.	[19](#)
--	[0]	To talk to an operator if an operator is available.	--
--	[#]	About the Automated Attendant.	[6](#)

Mailbox Administration menu

To access the Mailbox Administration menu:

1. Press [Feature] [9] [8] [1] to open your mailbox.

```
Pswd:
OTHR   RETRY   OK
```

2. Enter your mailbox password and press <u>OK</u> or [#].

```
0 new   0 saved
PLAY   REC   ADMIN
```

3. Press <u>ADMIN</u> or [8].

```
Mailbox admin
GREET   PSWD   QUIT
```

4. Choose one of the options shown in the table 'Mailbox Administration Options'.

Table 3 Mailbox Administration Options

Display Button	Button	Task Description	Found on Page
--	①	Recording or changing your name in the Company Directory.	13
GREET	②	Recording the Primary or the Alternate mailbox greeting.	23
PSWD	④	Changing your mailbox password.	12
--	⑤	Assigning a Target Attendant. The Target Attendant answers the call if a caller presses 0 during the call. The Target Attendant overrides the Designated Operator.	14
--	⑥	About Off-premise Message Notification.	61
--	⑧	Outbound Transfer.	54
QUIT	*	To quit the Mailbox Administration menu and return to the Main menu.	8

Greetings 5

Introduction

This chapter describes the mailbox greetings and how to record them. This chapter includes:

*   Types of mailbox greetings

*   Recording the Primary or the Alternate mailbox greeting

*   Choosing the Primary or the Alternate mailbox greeting

*   Recording a Personalized mailbox greeting

*   Deleting a Personalized mailbox greeting

*   Recording an Information mailbox greeting

Types of mailbox greetings

The two types of greetings are:

*   Personal mailbox greetings (which includes Primary, Alternate, and Personalized greetings)

*   Information mailbox greetings

Personal mailbox greetings

Personal mailbox greetings are played to callers who reach your mailbox. Greetings inform callers that they have reached the correct mailbox and give callers any necessary information or instructions. You can change the greetings at any time.

After you have initialized your mailbox, you can record your greetings. If you do not record any Personal greetings, your Company Directory name recording plays to callers who reach your mailbox. Refer to "Recording or changing your name in the Company Directory" on page 13.

There are three types of Personal mailbox greetings: Primary, Alternate and Personalized.

Recording technique for personal mailbox greetings

When recording your Personal greetings, remember to speak clearly and at a pace that is easy to understand. After recording a greeting, you can replay it before accepting it. You can record or change a greeting from any Norstar telephone or, if you are away from the office, from any touch tone phone. When you record a greeting, do not use the Handsfree feature. You will have better results if you speak directly into the receiver.

Primary mailbox greeting

Your Primary mailbox greeting is recorded for everyday use. This greeting should include your name and a brief message explaining to callers that you are unable to answer their calls. For example:

"Hi. This is Paul Wayne. I'm not able to take your call right now. Please leave me a message at the tone and I will return your call as soon as possible."

If you are a new mailbox owner, you should record your Primary mailbox greeting immediately.

Alternate mailbox greeting

The Alternate mailbox greeting is normally used for special circumstances. For example:

"Hi. This is Paul Wayne. I am out of the office until Thursday, the 17th of December. Although I am out of the office, I do check my mailbox daily. Please leave me a message at the tone and I will return your call as soon as possible. Thank you."

Once it is recorded, you must choose which greeting you want Norstar Voice Mail to play. You can change the selection at any time, and as often as needed.

Personalized mailbox greeting

Personalized mailbox greetings are available only if your company subscribes to the Caller ID (CLID) service from your local telephone company. For more information about CLID, ask your System Coordinator.

A Personalized mailbox greeting plays to callers based on the caller's phone number. Norstar Voice Mail recognizes the assigned incoming phone number and plays the Personalized mailbox greeting. For example:

"Hi Susan. I may have missed your call, but I don't want to miss meeting you for lunch. See you at noon."

Information mailbox greetings

Information mailboxes greetings provide messages and announcements to callers. A caller is automatically disconnected after listening to an Information mailbox greeting. Information mailboxes can be used to:

- announce sales

- provide product lists

- announce special events

For example:

"Paddy's Dance Studio proudly presents an extravaganza of dance. The entertainment begins at 8:00 p.m. on the fourth of July. Toddlers tap is in the White Room. Folk dance is in the Green Room. Classical ballet is in the Pink Room. Contemporary jazz is in the Blue Room. The Studio and Recital Rooms are located at 222 Main Street."

You should make Information mailboxes easy for a caller to find. Do this by using your company Operator, or the Automated Attendant Company greetings to route the caller. For details, ask your System Coordinator.

Information mailboxes are different from Custom Call Routing (CCR) Information Mailboxes. Callers must use the CCR Tree to access a CCR Information mailbox. For more information about CCR Information Mailboxes, ask your System Coordinator.

Recording the Primary or the Alternate mailbox greeting

This procedure shows you how to record your Primary or Alternate mailbox greetings. To start using Norstar Voice Mail, only a Primary mailbox greeting is necessary. If you do not record any Personal mailbox greetings, your Company Directory name recording plays to callers who reach your mailbox.

If you record both Primary and Alternate mailbox greetings, you must choose which greeting is to be played. If you do not choose a greeting, the Primary mailbox greeting automatically plays. For information on how to choose a greeting, refer to

To record your Primary or Alternate mailbox greeting:

1. Press ⌷Feature⌷ ⌷9⌷ ⌷8⌷ ⌷1⌷ to open your mailbox.

```
Pswd:
OTHR   RETRY   OK
```
2. Enter your mailbox password and press OK or ⌷#⌷.

   Note: If you are recording a mailbox greeting from a telephone that has not been assigned to your Personal mailbox, press OTHR. The display shows the Log: prompt. When this prompt appears, enter your mailbox number and password.
   If you are using a single-line display telephone, press ⌷*⌷ at the Pswd: prompt to show the Log: prompt.

```
0 new   0 saved
PLAY   REC   ADMIN
```
3. Press ADMIN or ⌷8⌷.

```
Mailbox admin
GREET   PSWD   QUIT
```
4. Press GREET or ⌷2⌷.

```
Greeting options
REC  CHOOSE   CFWD
```
5. Press REC or ⌷1⌷.

```
Greeting:
PRIME   ALT   PERS
```
6. Press PRIME or ⌷1⌷ to record the Primary mailbox greeting. Press ALT or ⌷2⌷ to record the Alternate mailbox greeting.

   Note: If you are changing your greeting, your current recorded Primary mailbox greeting begins to play.

```
Record new?
YES    NO    QUIT
```
7. Press YES or ⌷1⌷ and record your greeting at the tone.

```
Record greeting:
RETRY         OK
```
8. Press OK or ⌷#⌷ to end your recording.

```
Accept greeting?
RETRY   PLAY   OK
```
9. Press OK or ⌷#⌷ to accept the greeting. Press PLAY or ⌷1⌷ to listen to the greeting. Press RETRY or ⌷2⌷ to erase and re-record the greeting.

```
Mailbox admin
GREET   PSWD   QUIT
```
10. Press ⌷Rls⌷ to end this session.

Choosing the Primary or the Alternate mailbox greeting

Primary mailbox greeting

You record a Primary mailbox greeting after initializing your mailbox. If you record a Primary and an Alternate mailbox greeting, you need to choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting plays automatically.

Alternate mailbox greeting

If you choose the Alternate mailbox greeting, you are asked whether the mailbox should accept messages. If you choose Y̲ (yes) your mailbox will receive messages in the normal way.

If you choose N̲ (no) the following occurs:

- messages cannot be left in the mailbox

- the Alternate mailbox greeting takes precedence over all other greetings

- if a caller presses a button to cut the message short, they hear a voice prompt that says this is a special greeting

- if a caller presses a button to send a fax, the fax will go to the general delivery mailbox (not your personal mailbox)

If you choose the Alternate mailbox greeting, remember to change back to the Primary mailbox greeting at the appropriate time.

To choose a Primary or Alternate mailbox greeting:

1. Press ⌑Feature⌑ ⌑9⌑ ⌑8⌑ ⌑1⌑ to open your mailbox.

```
Pswd:
OTHR   RETRY   OK
```
2. Enter your mailbox password and press O̲K̲ or ⌑#⌑ .

```
0 new  0 saved
PLAY   REC   ADMIN
```
3. Press A̲D̲M̲I̲N̲ or ⌑8⌑ .

```
Mailbox admin
GREET   PSWD   QUIT
```
4. Press G̲R̲E̲E̲T̲ or ⌑2⌑ .

```
Greeting options
REC   CHOOSE   CFWD
```
5. Press C̲H̲O̲O̲S̲E̲ or ⌑2⌑ to choose a greeting.

```
Use greeting:
PRIME   ALT   QUIT
```
6. Press P̲R̲I̲M̲E̲ or ⌑1⌑ to choose the Primary mailbox greeting. Press A̲L̲T̲ or ⌑2⌑ to choose the Alternate mailbox greeting.

   Note: If you choose the Alternate mailbox greeting, go to step 7. If you choose the Primary mailbox greeting, go to step 8.

```
┌─────────────────────┐
│ Accept msgs:Y       │
│ CHNG            OK  │
└─────────────────────┘
```
7. If you choose the Alternate mailbox greeting, you are asked whether the mailbox should accept messages. Press **CHNG** to toggle from yes to no. If you choose **Y** (yes) then messages will be received. If you choose **N** (no) messages cannot be left in the mailbox. Press **OK**.

```
┌─────────────────────┐
│ Mailbox admin       │
│ GREET  PSWD  QUIT  │
└─────────────────────┘
```
8. Press ⌊Rls⌋ to end the session.

Note: If you have chosen a greeting that is not yet recorded, you are transfered back to the greeting options menu to record the greeting.

Recording a Personalized mailbox greeting

If your company subscribes to a CLID service, you have the option of recording a Personalized mailbox greeting. For more information about CLID, ask your System Coordinator. The Personalized mailbox greeting is played only for a person calling from the phone number that you designate. For the Personalized mailbox greeting to be played, the phone number you enter must match the caller's phone number exactly.

Up to three Personalized mailbox greetings can be recorded, but each greeting can be assigned only to one phone number.

Note: Personalized mailbox greetings will not be played if you have recorded and chosen the Alternate mailbox greeting. The Alternate mailbox greeting takes precedence over all other greetings.

To record a Personalized mailbox greeting:

1. Press ⌊Feature⌋ ⌊9⌋ ⌊8⌋ ⌊1⌋ to open your mailbox.

```
┌─────────────────────┐
│ Pswd:               │
│ OTHR   RETRY    OK │
└─────────────────────┘
```
2. Enter your mailbox password and press **OK** or ⌊#⌋.

```
┌─────────────────────┐
│ 0 new   0 saved     │
│ PLAY   REC   ADMIN │
└─────────────────────┘
```
3. Press **ADMIN** or ⌊8⌋.

```
┌─────────────────────┐
│ Mailbox admin       │
│ GREET  PSWD  QUIT  │
└─────────────────────┘
```
4. Press **GREET** or ⌊2⌋.

```
┌─────────────────────┐
│ Greeting options    │
│ REC   CHOOSE  CFWD │
└─────────────────────┘
```
5. Press **REC** or ⌊1⌋.

```
┌─────────────────────┐
│ Greeting:           │
│ PRIME   ALT   PERS │
└─────────────────────┘
```
6. Press **PERS** or ⌊3⌋ to record a Personalized mailbox greeting.

```
┌─────────────────────┐
│ Greeting:           │
│ RETRY          OK  │
└─────────────────────┘
```
7. Enter a Personalized greeting number of 1, 2, or 3.

```
┌─────────────────────┐
│ Ph: <none>          │
│ CHNG            OK  │
└─────────────────────┘
```

8. Press <u>CHNG</u> or ☐1.

```
┌─────────────────────┐
│ Ph:                 │
│ RETRY           OK  │
└─────────────────────┘
```

9. Enter the phone number (maximum 10 digits) to which you are assigning the Personalized mailbox greeting. Press <u>OK</u> or ☐# to accept the phone number.

```
┌─────────────────────┐
│ Record greeting:    │
│ RETRY           OK  │
└─────────────────────┘
```

10. At the tone, record the greeting. Press <u>OK</u> or ☐# to end the recording.

```
┌─────────────────────┐
│ Accept greeting?    │
│ RETRY   PLAY    OK  │
└─────────────────────┘
```

11. Press <u>OK</u> or ☐# to accept the recording. Press <u>PLAY</u> or ☐1 to listen to the recording. Press <u>RETRY</u> or ☐2 to erase and re-record the greeting.

12. To record another Personalized mailbox greeting, repeat steps 3 to 11. Press ☐Rls to end the session.

Deleting a Personalized mailbox greeting

If you have programed Norstar Voice Mail with a Personalized mailbox greeting that you no longer need, you can delete the Personalized mailbox greeting.

To delete a Personalized mailbox greeting:

1. Press ☐Feature ☐9 ☐8 ☐1 to open your mailbox.

```
┌─────────────────────┐
│ Pswd:               │
│ OTHR    RETRY   OK  │
└─────────────────────┘
```

2. Enter your mailbox password and press <u>OK</u> or ☐#.

```
┌─────────────────────┐
│ 0 new   0 saved     │
│ PLAY   REC   ADMIN  │
└─────────────────────┘
```

3. Press <u>ADMIN</u> or ☐8 .

```
┌─────────────────────┐
│ Mailbox admin       │
│ GREET   PSWD   QUIT │
└─────────────────────┘
```

4. Press <u>GREET</u> or ☐2 .

```
┌─────────────────────┐
│ Greeting options    │
│ REC   CHOOSE   CFWD │
└─────────────────────┘
```

5. Press <u>REC</u> or ☐1 .

```
┌─────────────────────┐
│ Greeting:           │
│ PRIME   ALT   PERS  │
└─────────────────────┘
```

6. Press <u>PERS</u> or ☐3 to choose a Personalized mailbox greeting.

```
┌─────────────────────┐
│ Greeting:           │
│ RETRY           OK  │
└─────────────────────┘
```

7. Enter the Personalized greeting number (1, 2, or 3) that you want to delete.

```
┌─────────────────────┐
│ Ph: XXXXXX          │
│ CHNG     DEL    OK  │
└─────────────────────┘
```

8. Press <u>DEL</u> or ☐2 to delete the greeting.

Press ☐Rls to end the session.

Recording an Information mailbox greeting

Before you record your Information mailbox greeting, you must determine what the greeting will include. When preparing your greeting, be sure to include important times and dates. Write the greeting and practice reading it aloud. When you are confident the greeting includes everything you want it to, record the greeting. If you are using a Norstar Voice Mail system with bilingual capability, the Information mailbox greeting must be recorded in both languages.

An Information mailbox greeting can be either a Primary or an Alternate mailbox greeting. Perform the steps in "Recording the Primary or the Alternate mailbox greeting" on page 23 to record an Information mailbox greeting.

Accessing your messages

6

Introduction

This chapter describes accessing your messages and explains the following related topics:

- Receiving calls
- Norstar Voice Mail Never Full mailbox feature
- Listening to your mailbox messages
- Call Screening

Receiving calls

Norstar Voice Mail can be used by any outside caller and by other mailbox owners in your company. Away from the office, Norstar Voice Mail can be used with any touch tone phone. Inside your office, Norstar Voice Mail can be used from any Norstar telephone connected to your company's Norstar Voice Mail system.

Even outside callers using a rotary dial telephone are able to use Norstar Voice Mail. When a caller uses Norstar Voice Mail from a rotary dial telephone, the system transfers the call to your company receptionist or the Operator. If a receptionist or the Operator is not available to answer the call, the call is transfered to the General Delivery mailbox.

Norstar Voice Mail Never Full mailbox feature

The Never Full mailbox feature allows external callers to leave a message in your mailbox, even if the mailbox is technically "full". The message is stored in your mailbox, but cannot be accessed until you delete at least one existing message to allow space for the new message. If you attempt to listen to any new messages before deleting an existing message, you hear this voice announcement:

"Your mailbox is full. You must erase some messages before you can listen to new messages."

You are not able to leave a message in another mailbox, create a new message, Copy, Send, or Reply to a message, until you delete at least one existing message.

The Never Full mailbox feature is not available to internal callers. Internal callers cannot leave messages in mailboxes that are technically "full".

Listening to your mailbox messages

To listen to your messages:

1. Press ⎡Feature⎤ ⎡9⎤ ⎡8⎤ ⎡1⎤ to open your mailbox.

```
Pswd:
OTHR   RETRY   OK
```

2. Enter your mailbox password and press OK or ⎡#⎤.

```
2 new    0 saved
PLAY    REC
```
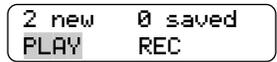
3. Press PLAY to listen to your messages. For options, refer to the table "Listening to your mailbox messages".

4. Press ⎡Rls⎤ to end the session.

A number of options are available to you during and after listening to a message. The table "Listening to your mailbox messages" shows the options and when they are available.

Listening to your mailbox messages

Option	Button	Available while listening to a message	Available after listening to a message	Description
Backup	⎡1⎤ or < <<	X		Rewinds the message nine seconds and resumes playing it from that point.
Copy	⎡5⎤ or COPY	X	X	Sends a copy of the message to one or more mailboxes. When you record the introduction to the forwarded message, the introduction must be more than three seconds long.
End of Message	⎡3⎤ ⎡3⎤ or > >> > >>	X		Skips to the end of the message.
Envelope	⎡7⎤	X	X	Plays the information on the message envelope. Envelope information includes the date and time the message was sent and, if the message was internal, the directory name of the sender. This option is not shown on the display.
Erase	⎡8⎤ or ERASE	X	X	Deletes the message currently being played or, if no messages are playing, deletes the message just played. Deleted messages remain in your mailbox until the session is ended. (Refer to Notes 1. and 2.)
Forward	⎡3⎤ or > >>	X		Advances the message nine seconds and continues playing from that point. A message can be forwarded as many times as required.

Listening to your mailbox messages

Option	Button	Available while listening to a message	Available after listening to a message	Description
Next	⑥ or ⌗ ⌗	X	X	Plays the next message in your mailbox. If used while a message is playing, it stops playing the current message and plays the next message in your mailbox. This option is not shown on the display.
Pause/ Continue	② or STOP/ PLAY	X		Stops a message temporarily. When you stop the message, you have the option to play the previous message, continue playing the current message, or skip to the next message.
Previous	④	X	X	Stops playing the current message and begins playing the previous message. This option is not shown on the display.
Quit	⁎		X	Stops playing the message and plays the Mailbox main menu options.
Replay	① ① or ≤ ≪ ≤ ≪	X		Goes back to the beginning of the message and plays the message again.
Replay	①		X	Replays the last message. This option is not shown on the display.
Reply	⑨ or REPLY	X	X	Reply to a message. (Refer to Note 3.) Reply to a message can be either: - a message to an internal sender's mailbox - a telephone call to an internal or external party (Refer to Note 4.)
Save Message	⑦ ⑦ or SAVE	X		Saves the message being played. (If you do not delete a message, it is automatically saved). This option is not shown on the display unless you erase a message. If you erase a message, and play the message again, you are given the option to press SAVE on a two-line display telephone. (Refer to Note 2.)
Volume Control	⁎	X		Adjusts the volume of the message that is playing. The volume increases each time you press ⁎. After four consecutive presses, the volume returns to the lowest level. This option is not shown on the display.

Notes:

1. Because your mailbox has limited message storage space, you should delete any messages you no longer need. After a certain time period, your saved messages may be erased automatically. Ask your System Coordinator about this.

2. You can retrieve a deleted message only if you have not quit the session in which you deleted it. Locate the deleted message. Then play (press ① ①) and save (press ⑦ ⑦ or ⎍SAVE) the message. For further information about retrieving deleted messages refer to About erased messages.

3. Applies only if the Reply feature is enabled.

4. You can reply to an outside caller by dialing them back if your company subscribes to Caller ID (CLID) service. For further information about replying to an outside caller refer to <u>"Replying to an external message sender"</u> on page 44.

About erased messages

After listening to your messages and exiting Norstar Voice Mail, all messages that you do not erase are automatically saved. Since message storage space is limited, we recommend that you erase messages that are no longer needed.

You can retrieve an erased message provided you are still in the Norstar Voice Mail session. An erased message remains in your mailbox until you end the current Norstar Voice Mail session.

When you erase a new or saved message, the number of new or saved messages shown on the display will be decreased by one. Even though the display may show `0 new 0 saved`, you can still play and retrieve your erased messages. Press `PLAY` or ② to listen to your erased message. Refer to the table <u>"Listening to your mailbox messages"</u> on page 30.

After you play your erased message, you are given the option to save it. If you end the current session without saving the erased message, it is permanently deleted from Norstar Voice Mail.

Call Screening

Call Screening allows you to determine who is calling before you accept the call. It applies only to external calls transferred from the Auto Attendant or from Custom Call Routing (CCR). See your System Coordinator for information on CCR.

Call Screening can be useful in the following circumstances:

- when CLID not available
- when CLID is not a reliable indication of the caller identity
- when your Norstar telephone does not have display capabilities

The System Coordinator enables the Call Screening feature for your Norstar Voice Mail system.

Call Screening is unavailable, and the call is transferred immediately for the following types of calls:

- internal calls
- external calls placed directly to your phone number
- external calls for which you have established a Personalized greeting

How to use Call Screening

To use the Call Screening feature:

1. You receive an external call that is transfered from the Automated Attendant or from Custom Call Routing (CCR).

2. Norstar Voice Mail announces the caller's name to you. If the caller chooses not to record their name, the voice prompt says, "*Unknown caller.*"

3. You have the option of accepting the call or having the caller leave a message in your Norstar Voice Mail mailbox:

    press **ANS** or ⌗1⌗ to accept the call

    press **QUIT** or ⌗*⌗ to transfer the call to your Norstar Voice Mail mailbox

    (and the caller is informed that you are not available)

When Call Screening is enabled, Norstar Voice Mail asks the caller to record their name after the tone. (If the caller presses ⌗*⌗ when they are asked to record their name, the call goes back to the Automated Attendant.) The caller hears a hold tone while they wait. If you do not answer, the caller is informed that you are not available, and the call is transferred to your mailbox.

Since some callers may not like recording their name and waiting for service, this feature should be used with discretion.

Sending messages

7

Introduction

This chapter describes sending messages and explains the following topics:

- Types of messages
- About recording and sending a message
- Using the Company Directory
- Message delivery options
- Recording and sending a message using the Open Mailbox feature
- Recording and sending a message using the Leave Message feature
- Replying to messages
- Sending a message to more than one recipient

Types of messages

There are two types of messages, Broadcast messages and Personal messages.

Broadcast messages

There might be times when you open your Personal mailbox and a message plays immediately. This is a Broadcast message left by your System Coordinator. This type of message can be sent only by your System Coordinator. Make sure you listen to the entire message. After it plays, the message is automatically erased from your mailbox.

Personal messages

Sending personal messages to a mailbox

To send a message, refer to <u>"About recording and sending a message"</u> on page 36. To send a message when you do not know the person's mailbox number, use the Company Directory. Refer to <u>"Using the Company Directory"</u> on page 36.

Personal messages addressed to a Group List

You can send a message to a group of people by addressing a message to a Group List. For more information, refer to <u>"Sending a message using a Group List"</u> on page 44.

About recording and sending a message

Messages can be recorded and sent using:

- the Open Mailbox feature ([Feature] [9] [8] [1])
- the Leave Message feature ([Feature] [9] [8] [0])

When you use the Open Mailbox feature, you open your personal mailbox and enter your password. Then you record your message and enter the directory number (DN) of the message recipient.

The Leave Message feature prompts you to enter the DN of the message recipient immediately. Then you record your message. No password is required because you do not open a mailbox.

Both features allow you to:

- use the Company Directory (refer to Using the Company Directory)

- assign message delivery options (refer to "Message delivery options" on page 39)

- send a message to more than one recipient (refer to "Sending a message to more than one recipient" on page 44)

Using the Company Directory

You can find any initialized mailbox by searching the Company Directory. Use the Company Directory if you do not know the mailbox number of someone you want to send a message to. You can access the Company Directory when:

- the display shows DIR
- the voice prompt announces, "*Press* [#] *to use the Directory.*"
- you are prompted to choose a mailbox

The Company Directory option is available from both the Open Mailbox feature and the Leave Message feature.

Note: If the Voice Activated Dialing feature ([Feature] [9] [8] [8]) is enabled, refer to the "Voice Activated Dialing ([Feature] [9] [8] [8])" on page 38 for information on using the Company Directory.

To access the Company Directory using the Leave Message feature:

```
Mbox:
DIR        QUIT
```

1. Press <u>DIR</u> or # to use the Company Directory.

```
Last name:
           OK
```

2. Use the dialpad buttons associated with the first three or four letters of the mailbox owner's name to locate and select the person's mailbox. (Enter the last name, first name or both names depending on how your system is set up. This display shows an example of a prompt for a mailbox owner's last name.) You do not need to enter a comma. Press <u>OK</u> or #.

    For example, to enter the letters "Wayn" press 9 2 9 6. If the mailbox owner has fewer than four letters in their last name, press the buttons on the dialpad to spell out the entire last name, and press <u>OK</u> or #. For more information, refer to <u>"Entering characters on the Norstar dialpad"</u> on page 5.

```
Wayne, Paul
RETRY  NEXT   OK
```

3. In this example, the name of the mailbox owner, Paul Wayne appears on the display and is announced. To accept the mailbox owner, press <u>OK</u> or #.

    If you do not want the person who is shown, press <u>NEXT</u> or 1 to see the next matching name.

```
Wayne, Paul
```

4. The greeting of the mailbox owner plays. If the mailbox owner you selected does not have a Personal greeting recorded and selected, you hear their Company Directory recording.

Voice Activated Dialing (⌈Feature ⌉ ⌈9⌉ ⌈8⌉ ⌈8⌉)

The Voice Activated Dialing feature gives you the ability of directing your own calls by using the Company Directory and speaking the name of the person you want to reach. The Voice Activated Dialing feature is accessed by pressing ⌈Feature ⌉ ⌈9⌉ ⌈8⌉ ⌈8⌉ . Voice Activated Dialing can be accessed from any Norstar set, including analog sets attached via an Analog Terminal Adapter (ATA).

Note: Voice Activated Dialing is an optional feature. If this feature is not available, refer to <u>"Using the Company Directory"</u> on page 36 for information on using the Company Directory.

Voice Activated Dialing works the following way:

- After the user presses ⌈Feature ⌉ ⌈9⌉ ⌈8⌉ ⌈8⌉ , a tone is heard at which point the user speaks the name of the person they want to contact. `No Matches found` is displayed if the user fails to provide a name, or provides an invalid name.

- If a voice match is not found, you are routed directly to the regular Company Directory.

- The `DIR` softkey or the ⌈#⌉ key can be used to transfer out of the Voice Activated Dialing feature and into the regular Company Directory.

- Confirm a voice match by pressing `OK` or the ⌈#⌉ . If you not confirm the voice match, the Voice Activated Dialing feature proceeds as if `OK` was pressed. You can decline the voice match by pressing `RETRY` or the ⌈*⌉ key. After a selection is declined, Voice Activated Dialing presents the next homonym (if there is one) or re-prompts the you to say the name again.

To access the Voice Activated Dialing feature:

1. Press ⌈Feature ⌉ ⌈9⌉ ⌈8⌉ ⌈8⌉ .

```
Speak name
DIR
```
2. At the tone, speak the first and last name of the person you want to reach.

```
Wayne, Paul
RETRY          OK
```
3. Press `OK` to accept the name and be transfered. Press `RETRY` to re-speak the name.

Message delivery options

Norstar Voice Mail provides you with five possible message delivery options:

- Normal
- Certified
- Urgent
- Private
- Timed Delivery

Option	DisplayButton	Button	Description
Send	SEND	# or Rls	Sends a message with Normal delivery option.
Certified	CERT	1	Sends you notification that your message has been received and played.
Urgent	URGENT	2	Messages marked Urgent play before other messages left in the mailbox. Urgent messages are preceded by the voice prompt, "*This message is urgent*".
Other	OTHR		Press OTHR to access the Private and Timed delivery options. If PRIV appears instead of OTHR, the Timed delivery option is not available.
Private	PRIV	3	Private messages cannot be forwarded to another mailbox.
Timed	TIME	4	Timed delivery allows you to assign the time that the message is received.

Normal, Certified, and Private messages are played in the order in which they are received. Urgent messages play before other messages left in the mailbox, except for Broadcast messages. (Refer to "Broadcast messages" on page 35.) The Certified and Timed delivery options are available only if you are calling from a telephone that has a mailbox associated with it. Messages sent with the Timed delivery option are played at the time that you specify.

When you use the Timed delivery option, you first enter the time, including a.m. or p.m. You are then prompted to accept or change the date, which defaults to today or tomorrow, and you can accept the date that corresponds to the next occurrence of the specified time. Dates are shown by month and day, and the year is infered. If the month and day are earlier than the current date, the next year is assumed. When the specified time and date occurs, the message is sent. You cannot cancel the message prior to delivery.

Assigning message delivery options using the Open Mailbox feature

To assign message delivery options using the Open Mailbox feature:

```
Delivery options
CERT  URGENT  OTHR
```

4. Press **CERT** or ⎡1⎤ to assign the Certified delivery option. Press **URGENT** or ⎡2⎤ to assign the Urgent delivery option. Press **OTHR** to assign the Private or Timed delivery options. If **PRIV** appears instead of **OTHR**, the Timed delivery option is not available.

   Note: The **OTHR** display button is not available or required for single-line display telephones. You can access the Private and Timed Delivery options by pressing the dialpad buttons on either a two-line or a single-line display telephone.

```
Delivery options
PRIV      TIME
```

5. Press **PRIV** or ⎡3⎤ to send a message with a Private delivery option. If you press **PRIV** or ⎡3⎤, go to step 14. If you want to send a message with the Timed delivery option press **TIME** or ⎡4⎤. If you press **TIME** or ⎡4⎤, continue with step 10.

```
Time hhmm:
RETRY
```

6. Enter the time that you want to send a message using the Timed delivery option.

   Note: This is a four digit field. Any single-digit hour or minute must be preceded by a zero. For example, enter 0800 for eight o'clock.

```
hh:mm
RETRY    AM    PM
```

7. Press **AM** or ⎡1⎤ or **PM** or ⎡2⎤.

```
hh:mm am/pm
RETRY         OK
```

8. Press **OK** or ⎡#⎤ to accept the time you entered or press **RETRY** or ⎡*⎤ to change the time.

```
Tu mm dd
CHNG   NXTDAY   OK
```

9. Press **CHNG** or ⎡1⎤ to change the date shown to a different date. Press **NXTDAY** to change the date to the next day (the day after the date that is shown). Press **OK** or ⎡#⎤ to accept the date shown, which defaults to today or tomorrow, and select the one that corresponds to the next occurrence of the specified time.

```
Wayne, Paul
OPTS    CC    SEND
```

10. Press **SEND** or ⎡#⎤ to send this message now. Press ⎡*⎤ to cancel all delivery options.

    Press ⎡Rls⎤ to end this session.

Assigning message delivery options using the Leave Message feature

To assign message delivery options using the Leave Message feature:

1. Press ⌨Feature⌨ 9 8 0 .

```
Mbox:
DIR          QUIT
```

2. Enter the mailbox number or Group List number of the person or Group you want to leave a message for. If you do not know the mailbox number, press D̲I̲R̲ or # to use the Company Directory.

```
Record message:
RETRY   PAUSE   OK
```

3. At the sound of the tone, record your message. Press P̲A̲U̲S̲E̲ or 2 to pause during your recording. When you pause, press C̲O̲N̲T̲ or 2 to continue recording your message. Press O̲K̲ or # to end your recording. Press R̲E̲T̲R̲Y̲ to erase and re-record your message.

```
Message options:
RETRY   PLAY   SEND
```

4. Press P̲L̲A̲Y̲ or 1 to listen to your message before sending it. Press R̲E̲T̲R̲Y̲ or 2 to erase and re-record your message. Press 3 to access delivery options. Press S̲E̲N̲D̲ or # to send your message now.

Recording and sending a message using the Open Mailbox feature

To record and send a message using the Open Mailbox feature:

1. Press ⌨Feature⌨ 9 8 1 to open your mailbox.

```
Pswd:
OTHR    RETRY    OK
```

2. Enter your mailbox password and press O̲K̲ or # .

```
0 new    0 saved
PLAY    REC
```

3. Press R̲E̲C̲ or 3 and record your message at the tone.

```
Record message:
RETRY   PAUSE   OK
```

4. Record your message. Press P̲A̲U̲S̲E̲ or 2 while recording your message to stop temporarily. When you wish to resume recording, press C̲O̲N̲T̲ or 2 to continue recording your message. Press O̲K̲ or # to end your recording. Press R̲E̲T̲R̲Y̲ to erase and re-record your message.

```
Accept rec?
RETRY   PLAY    OK
```

5. Press O̲K̲ or # to accept your message. Press P̲L̲A̲Y̲ or 1 to listen to your message. Press R̲E̲T̲R̲Y̲ or 2 to erase and re-record your message.

```
Mbox:
DIR            QUIT
```

6. Enter the mailbox number or Group List number of the person or Group you want to leave a message for. If you do not know the mailbox number, press DIR or # to use the Company Directory.

```
Wayne, Paul
OPTS   CC    SEND
```

7. Press SEND or # to send the message now with the Normal delivery option. Press OPTS or 3 for delivery options. Press CC or 4 to send this message to more than one mailbox owner, with one set of delivery options applied to all recipients.

   Note: The display shows the name of the mailbox owner or Group (in this example, mailbox owner Paul Wayne).

```
0 new  8 saved
PLAY  REC   ADMIN
```

Press Rls to end this session.

Recording and sending a message using the Leave Message feature

To record and send a message using the Leave Message feature:

1. Press Feature 9 8 0 .

```
Mbox:
DIR            QUIT
```

2. Enter the mailbox number or Group List number of the person or Group you want to leave a message for. If you do not know the mailbox number, press DIR or # to use the Company Directory.

```
Record message:
RETRY  PAUSE   OK
```

3. At the sound of the tone, record your message. Press OK or # to end your message.

```
Message options:
RETRY   PLAY  SEND
```

4. Press SEND or # or replace the receiver to send the message using the Normal Delivery Option. Press PLAY or 1 to listen to your message. Press RETRY or 2 to erase and re-record your message. Press 3 to change the Delivery Options.

Replying to messages

You can reply to internal message senders and to external message senders. To reply to a message from an external message sender, your company must subscribe to Caller ID (CLID).

Replying to an internal message sender

You can reply to a message from an internal message sender by:

1. Using the CALL option. If you select CALL, you are immediately transfered to the internal message sender's directory number. You must have an initialized Norstar Voice Mail mailbox and an operating directory to use the CALL option.

2. Using the MSG option. If you select the MSG option, begin recording your reply at the tone.

To reply to an internal message sender:

1. Press `Feature` `9` `8` `1` to open your mailbox.

    ```
    Pswd:
    OTHR    RETRY    OK
    ```
2. Enter your mailbox password and press OK or `#`.

    ```
    1 new  0 saved
    PLAY   REC   ADMIN
    ```
3. Press PLAY or `2`.

    ```
    End of message
    REPLY  ERASE  NEXT
    ```
4. After you have listened to your message, press REPLY or `9`.

    ```
    Reply to msg
    MSG    CALL    QUIT
    ```
5. Press CALL or `2` to call the message sender.
    or
    Press MSG or `1` to record and send a reply.
    (Refer to "Recording and sending a message using the Open Mailbox feature" on page 41.)
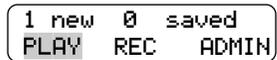
Replying to an external message sender

You can reply to a message from an external message sender if your company subscribes to CLID. Before using the Reply option you must play the message.

To reply to an external message sender:

1. Press ⌈Feature⌉ ⌈9⌉ ⌈8⌉ ⌈1⌉ to open your mailbox.

Pswd:
OTHR   RETRY   OK

2. Enter your mailbox password and press OK or ⌈#⌉.

1 new   0 saved
PLAY   REC   ADMIN

3. Press PLAY or ⌈2⌉.

4. Norstar Voice Mail dials the external number directly. If you see the display in step 6, you have to edit the phone number before you can reply to the external caller.

After you call the message sender, your session ends.

Sending a message to more than one recipient

Sending a message using a Group List

A Group List is a collection of mailbox owners. When you send a message to a Group List, each mailbox owner in the Group List receives the same message. If you are a member of the group you are addressing, you do not receive a copy of the message.

If you would like a Group List for your specific needs, ask your System Coordinator to create a Group List for you. Include the following information for the System Coordinator:

*   the mailbox owners' names
*   a list of the mailbox numbers
*   the Group List name

Your System Coordinator should publish a list of the mailboxes in each Group List.

You can enter the Group List number instead of a mailbox number at the Mbox: prompt. You can also enter the name of the Group List in the Company Directory at the DIR prompt.

Copying a message to other recipients

You can copy a message to other recipients using the Open Mailbox feature:

- using ALL - message recipients have the same delivery options

- using CC - this allows message recipients to have different delivery options

Note: You cannot copy a message to other recipients using the Leave Mailbox feature. You cannot copy Private messages.

Forwarding a copy of a message to one or more recipients

From the Main Mailbox menu you can forward a copy of a message during or after playing the message. When you forward a copy of a message to a mailbox, you are prompted to record an introduction to the message. Your introduction has to be at least three seconds long.

When you record an introduction and enter the mailbox number, your introduction and a copy of the message are automatically sent to the mailbox you selected. You then have options to send an additional copy of the introduction and the message to another mailbox, or to quit and return to the Listen to Messages menu. You can forward copies to as many mailboxes as you want. (Messages marked Private cannot be forwarded to another mailbox.)

For more information on playing your messages, refer to

Copying a message is not the same as forwarding a message using the Copy option. Copied messages do not have recorded introductions. Refer to

Call Forwarding your calls

8

Introduction

This chapter shows the following ways that you can forward your calls:

- Call Forwarding your calls to Norstar Voice Mail
- Setting up Call Forward remotely
- Call Forward with Caller ID (CLID)

Call Forwarding your calls to Norstar Voice Mail

To forward incoming calls to your mailbox, press `Feature` `9` `8` `4`.

To cancel Call Forward, do one of the following:

- press `Call Fwd.`
- press `Feature` `#` `4`
- press CANCEL

Setting up Call Forward remotely

When you are away from the office, you can forward your calls to your Norstar Voice Mail mailbox by using the dialpad of any touch tone phone.

To access your Personal mailbox from another location and set up Remote Call Forward:

1. Call the Automated Attendant or your Norstar telephone from any touch tone phone and press `*` `*` while the greeting plays.

2. Enter your mailbox number and password and press `#`.

3. Press `8`.

4. Press `2`.

5. Press `3` to turn call forwarding from the Call Forward menu on and off.

6. Press `1` to turn Call Forward on and off.

   Note: If Call Forward is turned on, the voice prompt says: *"Calls will be answered immediately."* All calls to your telephone are now answered by Norstar Voice Mail.
   If Call Forward is turned off, the voice prompt says: *"Calls will ring at your set."*

7. Press ① to turn Call Display on and off.

> **Note:** If Call Display is turned on, the voice prompt says: *"Caller information will be displayed at your set."*
> If Call Display is turned off, the voice prompt says: *"Caller information will not be displayed."*

8. Replace the receiver to end this session.

Call Forward with Caller ID (CLID)

The Call Forward with CLID feature is available only if your company subscribes to CLID service. If you are not sure whether your company subscribes to CLID service, ask your System Coordinator. CLID will not appear if the caller has a private or unknown phone number.

You can set up Call Forward with CLID to screen calls forwarded to your Norstar Voice Mail mailbox. When the feature is enabled, you hear an Alert tone and the CLID information appears on the telephone display.

To talk to the caller who has been forwarded to your mailbox, press ⌈Feature⌋ ⑨ ⑧ ⑦ to interrupt the call.

To turn Call Forward with CLID on and off:

1. Press ⌈Feature⌋ ⑨ ⑧ ① to open your mailbox.

```
Pswd:
OTHR    RETRY   OK
```
2. Enter your mailbox password and press <u>OK</u> or ⌗ .

```
0 new   0 saved
PLAY    REC   ADMIN
```
3. Press <u>ADMIN</u> or ⑧ .

```
Mailbox admin
GREET  PSWD   QUIT
```
4. Press <u>GREET</u> or ② .

```
Greeting options
REC   CHOOSE  CFWD
```
5. Press <u>CFWD</u> or ③ .

```
Forward calls:Y
CHNG          NEXT
```
6. Press <u>CHNG</u> or ① to turn Call Forward on and off.

```
Display caller:Y
CHNG          NEXT
```
7. Press <u>CHNG</u> or ① to turn Call Display on and off.

```
Mailbox admin
GREET  PSWD   QUIT
```
8. Press ⌈Rls⌋ to end the session.

Call Forward on Busy overrides CLID

If your Norstar telephone is assigned Call Forward on Busy, CLID information does not appear on the display. Call Forward on Busy is a feature that forwards all of your calls to another designated telephone or DN if your telephone is busy. Call Forward on Busy is assigned by the Norstar System Coordinator.

Transfering calls

9

Introduction

This chapter describes transfering calls and explains the following topics:

- Transfering calls to a Norstar Voice Mail mailbox
- Transfering calls from your mailbox to the Operator
- Transfering calls from your mailbox to the Automated Attendant
- Transfering a call to Custom Call Routing (CCR)
- Outbound Transfer
- Adding special characters to the destination number
- Setting up Outbound Transfer to a phone number
- Setting up Outbound Transfer to a directory number (DN)
- Changing the Outbound Transfer parameters
- Turning Outbound Transfer on and off

Transfering calls to a Norstar Voice Mail mailbox

Any time a caller wants to leave a message in a mailbox, you can easily transfer their call from your Norstar telephone to any mailbox certified and initialized with Norstar Voice Mail.

Transfering calls to a Norstar Voice Mail mailbox has the following advantages:

- If you transfer a call to a mailbox instead of another telephone, the call does not come back to you. If you transfer a call to another telephone and the call is not answered, the call does comes back to you.
- The call is immediately transfered to the mailbox (which saves time).

| Feature | 9 | 8 | 6 | is not available on the Nortel COMPANION telephone.

To transfer a call to a mailbox from your Norstar telephone:

1. Press ⌈Feature⌉ ⌊9⌋ ⌊8⌋ ⌊6⌋. Do not press ⌈Hold⌉ because the call is put on hold automatically.

2. Enter the mailbox number or use the Company Directory by pressing `DIR`.

   Note: Press `OK` or ⌊#⌋ to accept a name when using the Company Directory. Do not use the Internal Autodial feature.

3. Wait until the display shows `Call transferred` before attempting any other Norstar Voice Mail functions. The call is automatically transfered and the Norstar Voice Mail session ends.

   Note: Do not use ⌈Feature⌉ ⌊7⌋ ⌊0⌋ to transfer a call. This feature transfers the call to a telephone and the call comes back to you.

Transfering a mailbox owner's call to Norstar Voice Mail

You can transfer a mailbox owner's call to their Norstar Voice Mail mailbox so that they can change their greetings or retrieve their messages.

Note: ⌈Feature⌉ ⌊9⌋ ⌊8⌋ ⌊6⌋ is not available on the Nortel COMPANION telephone.

To transfer a mailbox owner's call to their Norstar Voice Mail mailbox from your Norstar telephone:

1. Press ⌈Feature⌉ ⌊9⌋ ⌊8⌋ ⌊6⌋. Do not press ⌈Hold⌉.

2. Enter the mailbox owner's mailbox number.

3. Wait until the display shows `Call transferred` before attempting any other Norstar Voice Mail functions. The call is automatically transfered and the Norstar Voice Mail session ends.

   Note: Do not use ⌈Feature⌉ ⌊7⌋ ⌊0⌋ to transfer a mailbox owner's call. This feature transfers the call to their telephone and the call comes back to you.

After a mailbox owner's call has been transferred to their mailbox, the mailbox owner must:

1. Press ⌊✳⌋ ⌊✳⌋ while their Personal greeting plays.

2. Enter their mailbox number and password and press ⌊#⌋.

3. Follow the voice prompts.

Transfering calls from your mailbox to the Operator

To transfer calls from your mailbox to the Operator, press ⓪ while at the Main Mailbox menu. For more information, refer to <u>"Main Mailbox menu and options"</u> on page 19.

Transfering calls from your mailbox to the Automated Attendant

To transfer to the Automated Attendant from your mailbox, press ⌗ at the Main Mailbox menu. For more information, refer to <u>"Automated Attendant"</u> on page 6 and <u>"Main Mailbox menu and options"</u> on page 19.

Transfering a call to Custom Call Routing (CCR)

About Custom Call Routing (CCR)

Custom Call Routing (CCR) is a single-digit application, providing callers with a more sophisticated menu and a wider range of options. Using CCR, a caller can:

- listen to the Home menu and make a selection
- listen to a pre-recorded CCR Information message
- leave a message in a mailbox
- transfer to another DN or an external number

For more information about CCR, ask your System Coordinator.

A call can be transfered to the beginning of a Custom Call Routing (CCR) Tree. To transfer a call to a CCR Tree:

1. Press [Feature] ⑨ ⑧ ⑥ . Do not press [Hold] .

2. Choose a CCR Tree by entering a digit from 1 to 4 and pressing ⌗ .

3. Wait until the display shows `Call transferred` before attempting any other Norstar Voice Mail functions. The call is automatically transfered and the Norstar Voice Mail session ends.

Outbound Transfer

You can set up Outbound Transfer to transfer a caller who has reached your mailbox to a number that you assign. A caller can use Outbound Transfer from any touch tone telephone, and you can direct your Outbound Transfer calls to any telephone.

You can personally inform callers of this feature, or you can inform callers of this feature in your personal greeting. If you choose to inform callers of this feature in your mailbox greeting, you must tell them to press ⑦ to be transfered. For example:

"Hi. This is Brenda Whately. I'm away from the office today. Please leave me a message after the tone and I will return your call as soon as possible. If you need to reach me before tomorrow, press ⑦ *and you will be transfered to my cellular phone. Thanks."*

Note: The restrictions that apply to your telephone line also apply to Outbound Transfer numbers. For example, if you are unable to dial long distance phone numbers from your telephone, you cannot have a long distance Outbound Transfer destination.
If your mailbox is restricted to DN destinations for Outbound Transfer, see your System Coordinator.

For Outbound Transfer to function properly, you must have a greeting recorded.

When you set up Outbound Transfer, you can add special characters to the destination number. Read Adding special characters to the destination number and refer to the tables and example which follow.

Adding special characters to the destination number

Follow the voice prompts or press ADD to add special characters to a destination phone number (or a destination pager number if you are setting up a destination pager number in Off-premiseMessage Notification. The destination pager number cannot be longer than 29 characters.) The destination phone number cannot be longer than 30 characters.

> **Note:** When you are adding special characters, do not press the dialpad buttons ⛏ to enter a # , or ✱ to enter a * . Press the button directly below the option on a two-line display telephone, or listen for the voice prompts.

To add special characters on a single-line display telephone, refer to the table "Adding special characters using a single-line display telephone". To add special characters on a two-line display telephone, refer to the table <u>"Adding special characters using a two-line display telephone"</u> on page 55.

Table 4 Adding special characters using a single-line display telephone

Press	Description
②	to retry or add digits to the destination phone number.
③	to enter a timed pause which appears as a P on the display. Pauses are four seconds long.
④	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as a D on the display.
⑤	to enter a # .
⑥	to enter a [→] .
＊	to cancel and retry.

Adding special characters using a two-line display telephone

Press	Description
●	to cancel and retry.
<u>DIGS</u> or ▫	to retry or add digits to the destination phone number.
<u>PAUS</u> or ‹	to enter a timed pause which appears as a "P" on the display. Pauses are four seconds long.
<u>OTHR</u>	to go to the next display to enter the following special characters:
<u>TONE</u>	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as a "D" on the display.
<u>#</u>	to enter a #
<u>*</u>	to enter a *

Optimizing Outbound Transfer

When Norstar Voice Mail transfers a call to an external telephone number using Outbound Transfer, two lines are used. An incoming line is used to connect the caller to your mailbox and an outgoing line is used to transfer the caller to your Outbound Transfer telephone number. Both lines remain in use while the user is connected to the Outbound Transfer telephone number.

In order to optimize the use of Norstar Voice Mail lines, the Outbound Transfer call to an external telephone number can be transferred to the incoming line to make the outgoing call. This type of transfer is called a Link transfer.

Note: A Link transfer can only be performed if the Norstar Voice Mail line are equipped with Link transfer capability. If a Link transfer is programmed for an Outbound Transfer and your Norstar Voice Mail lines do not support this feature, the caller is disconnected. Ask your System Coordinator before programming the Link transfer.

In order to perform a Link transfer with Outbound Transfer you must add a ⊞ before the Outbound Transfer telephone number. For example, the telephone number would look like:

⊞ ⑤ ⑤ ⑤ ① ② ③ ④

where:

⊞ instructs Norstar Voice Mail to use the incoming line to perform the transfer
⑤ ⑤ ⑤ ① ② ③ ④ is the telephone number dialed

Programming an Outbound Transfer telephone number when Norstar Voice Mail is behind PBX or Centrex+

When Norstar Voice Mail is installed behind a PBX or Centrex+ and you want to access an outside line and recognize dial tone, enter:

⑨ ⊞ ④ ② ⑤ ⑤ ⑤ ① ② ③ ④

where:

⑨ accesses an outside line
⊞ specifies the next digits are special characters
④ recognizes dial tone
② specifies the next digits are numbers to be dialed
⑤ ⑤ ⑤ ① ② ③ ④ is the phone number dialed

Setting up Outbound Transfer to a phone number

To set up Outbound Transfer to a phone number for the first time:

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
Pswd:
OTHR   RETRY    OK
```
2. Enter your mailbox password and press OK or `#`.

```
0 new  0 saved
PLAY   REC   ADMIN
```
3. Press ADMIN or `8` .

```
Mailbox admin
GREET  PSWD   QUIT
```
4. Press `8` to open the Outbound Transfer (xfr) menu.

```
Outbound xfr
ADMIN SELECT
```
5. Press ADMIN or `1` to set up Outbound Transfer.

```
Ph:
RETRY         OK
```
6. Enter the destination phone number and press OK or `#`.

```
<x>
ADD           OK
```
7. Press OK or `#` to accept the destination number (represented by the <x>). Press ADD or `2` to add special characters. For information, refer to "Adding special characters to the destination number" on page 54. After you add special characters, press OK or `#` to accept the destination number.

```
Transfer: off
CHNG          QUIT
```
8. Press CHNG or `1` to turn Outbound Transfer on.

```
Transfer: on
CHNG          QUIT
```
9. Press QUIT or `*`. Press `Rls` to end this session.

Setting up Outbound Transfer to a directory number (DN)

To set up Outbound Transfer to a DN for the first time:

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
Pswd:
OTHR   RETRY    OK
```
2. Enter your mailbox password and press OK or `#`.

```
0 new  0 saved
PLAY   REC   ADMIN
```
3. Press ADMIN or `8` .

```
Mailbox admin
GREET  PSWD   QUIT
```
4. Press `8` to open the Outbound Transfer (xfr) menu.

```
┌─────────────────────┐
│ Outbound xfr        │
│ ADMIN SELECT        │
└─────────────────────┘
```
5. Press **ADMIN** or [1] to set up Outbound Transfer.

```
┌─────────────────────┐
│ Ext:                │
│ RETRY            OK │
└─────────────────────┘
```
6. Enter the destination DN and press **OK** or [#].

```
┌─────────────────────┐
│ Accept:<x>          │
│ RETRY            OK │
└─────────────────────┘
```
7. Press **OK** or [#] to accept the number.

      Note: The <x> represents the DN.

```
┌─────────────────────┐
│ Transfer: off       │
│ CHNG          QUIT │
└─────────────────────┘
```
8. Press **CHNG** or [1] to turn Outbound Transfer on.

```
┌─────────────────────┐
│ Transfer: on        │
│ CHNG          QUIT │
└─────────────────────┘
```
9. Press **QUIT** or [*]. Press [Rls] to end this session.

Changing the Outbound Transfer parameters

To change the Outbound Transfer parameters:

```
┌─────────────────────┐
│ <x>                 │
│ CHNG          NEXT │
└─────────────────────┘
```
10. Press **CHNG** or [1].

      Note: The <x> represents the current Outbound Transfer destination number.

Turning Outbound Transfer on and off

Outbound Transfer can be turned on or off at any time once it has been set up. Turning Outbound Transfer off does not affect any of its assigned parameters.

To turn Outbound Transfer on or off:

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
Pswd:
OTHR   RETRY    OK
```

2. Enter your mailbox password and press <u>OK</u> or `#` .

```
0 new   0 saved
PLAY   REC   ADMIN
```

3. Press <u>ADMIN</u> or `8` .

```
Mailbox admin
GREET  PSWD   QUIT
```

4. Press `8` to open the Outbound Transfer (xfr) Menu.

```
Outbound xfr
ADMIN   SELECT
```

5. Press <u>SELECT</u> or `2` .

```
Transfer: on
CHNG            QUIT
```

6. Press <u>CHNG</u> or `1` to turn Outbound Transfer off. Press <u>CHNG</u> again to turn Outbound Transfer on.

```
Transfer: off
CHNG            QUIT
```

7. Press <u>QUIT</u> or `Rls` to end this session.

Off-premise Message Notification 10

Introduction

This chapter describes how to set up and change Off-premise Message Notification and includes the following topics:

- About Off-premise Message Notification
- Setting up Off-premise Message Notification to a phone number
- Setting up Off-premise Message Notification to a Directory Number
- Setting up Off-premise Message Notification to a pager number
- Changing Off-premise Message Notification parameters
- Setting up Off-premise Message Notification to more than one destination
- Deleting an Off-premise Message Notification destination number
- Inserting an Off-premise Message Notification destination number
- Turning Off-premise Message Notification on and off

About Off-premise Message Notification

You can program Norstar Voice Mail to call you and let you know there is a message for you at a phone number, an extension, or a pager. The Off-premise Message Notification feature is enabled by your System Coordinator.

If you have programed Norstar Voice Mail to call you at a telephone, you are prompted to enter your password before you can listen to your messages.

You can receive notification of a message at a maximum of five different destination numbers assigned by you. When the number of retry attempts is reached for each assigned destination number, the next number in the series is called. For example, Norstar Voice Mail can contact your car phone number first to let you know you have a message. If there is no answer, the call rings at your home number. If there is still no answer, the call rings at your pager number and so on. The number of retry attempts is assigned by your System Coordinator.

If the destination type is Phone, you must assign start and stop times. The start and stop times apply to all five notification numbers.

Off-premise Message Notification begins when the start time is reached. It is a good idea to set the start time for the time you will be at the destination phone number, so you will be there to receive your calls.

Off-premise Message Notification parameters

The parameters for Off-premise Message Notification can be assigned from any touch tone phone. The parameters include:

• destination type (telephone, extension or pager)

• destination number (telephone, extension or pager)

• time range for receiving calls at phone numbers or DNs (Pagers are notified any time there is a qualifying message.)

• types of message you want to receive (all new messages, or just messages marked urgent)

Note: The restrictions that apply to your telephone line also apply to Off-premise Message Notification numbers. For example, if you are unable to dial long distance phone numbers from your telephone, you cannot have a long distance Off-premise Message Notification destination number. If your mailbox is restricted to extension destinations for Off-premise Message Notification, see your System Coordinator.

Setting up Off-premise Message Notification to a phone number

When you set up Off-premise Message Notification, you can add special characters to the destination phone number. Refer to:

• "Adding special characters to the destination number" on page 54

• "Optimizing Outbound Transfer" on page 56

To set up Off-premise Message Notification to one phone number for the first time:

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
Pswd:
OTHR   RETRY    OK
```
2. Enter your mailbox password and press `OK` or `#`.

```
0 new   0 saved
PLAY   REC   ADMIN
```
3. Press `ADMIN` or `8`.

```
Mailbox admin
GREET  PSWD   QUIT
```
4. Press `6` to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```
5. Press `ADMIN` or `1` to set up Off-premise Message Notification.

```
Destination:
PHONE  EXT  PAGER
```
6. Press `PHONE` or `1` to choose a phone number destination.

```
┌────────────────────────┐
│ Ph:                    │
│ RETRY            OK     │
└────────────────────────┘
```
7. Enter the destination phone number and press OK or ⌗ . The destination phone number cannot be longer than 30 digits.

```
┌────────────────────────┐
│ <x>                    │
│ ADD              OK     │
└────────────────────────┘
```
8. Press OK or ⌗ to accept the destination phone number. The <x> represents the phone number. Press ADD or ② to add special characters. For information, refer to "Adding special characters to the destination number" on page 54. After you add special characters, press OK or ⌗ to accept the destination number.

```
┌────────────────────────┐
│ Start hhmm:            │
│ RETRY            OK     │
└────────────────────────┘
```
9. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

```
┌────────────────────────┐
│ <start time>           │
│ RETRY    AM     PM     │
└────────────────────────┘
```
10. Press AM or ① or PM or ② .

```
┌────────────────────────┐
│ <start time>           │
│ RETRY            OK     │
└────────────────────────┘
```
11. Press OK or ⌗ to accept the start time.

```
┌────────────────────────┐
│ Stop hhmm:             │
│ RETRY            OK     │
└────────────────────────┘
```
12. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.

```
┌────────────────────────┐
│ <stop time>            │
│ RETRY    AM     PM     │
└────────────────────────┘
```
13. Press AM or ① or PM or ② .

```
┌────────────────────────┐
│ <stop time>            │
│ RETRY            OK     │
└────────────────────────┘
```
14. Press OK or ⌗ to accept the stop time.

```
┌────────────────────────┐
│ Start:<start time>     │
│ CHNG          NEXT     │
└────────────────────────┘
```
15. Press NEXT or ⌗ to accept the start time that you entered. Press CHNG or ① to change the start time.

> **Note:** Steps 16 and 17 allow you to review the start and stop times.

```
┌────────────────────────┐
│ Stop:<stop time>       │
│ CHNG          NEXT     │
└────────────────────────┘
```
16. Press NEXT or ⌗ to accept the stop time that you entered. Press CHNG or ① to change the stop time.

```
┌────────────────────────┐
│ Msg type: new          │
│ CHNG             OK     │
└────────────────────────┘
```
17. You can choose to be notified of all new messages or urgent messages only. Press OK or ⌗ to accept the default message type new. This means you are notified whenever you receive a new message. Press CHNG or ① to change the message type to urgent. Changing the message type to urgent means you are notified only when you receive an urgent message.

```
┌─────────────────────┐
│ Msg notify          │
│ ADMIN   SELECT      │
└─────────────────────┘
```
18. Press ⃞Rls to end the session.

Setting up Off-premise Message Notification to a Directory Number

To set up Off-premise Message Notification to one directory number (DN) for the first time:

1. Press ⃞Feature ⃞9 ⃞8 ⃞1 to open your mailbox.

```
┌─────────────────────┐
│ Pswd:               │
│ OTHR   RETRY    OK  │
└─────────────────────┘
```
2. Enter your mailbox password and press **OK** or ⃞# .

```
┌─────────────────────┐
│ 0 new  0 saved      │
│ PLAY   REC   ADMIN  │
└─────────────────────┘
```
3. Press **ADMIN** or ⃞8 .

```
┌─────────────────────┐
│ Mailbox admin       │
│ GREET  PSWD   QUIT  │
└─────────────────────┘
```
4. Press ⃞6 to open the Off-premise Message Notification menu.

```
┌─────────────────────┐
│ Msg notify          │
│ ADMIN   SELECT      │
└─────────────────────┘
```
5. Press **ADMIN** or ⃞1 to set up Off-premise Message Notification.

```
┌─────────────────────┐
│ Destination:        │
│ PHONE   EXT   PAGER │
└─────────────────────┘
```
6. Press **EXT** or ⃞2 to choose a DN destination.

```
┌─────────────────────┐
│ Ext:                │
│ RETRY           OK  │
└─────────────────────┘
```
7. Enter the destination DN and press **OK** or ⃞# .

```
┌─────────────────────┐
│ Accept:<x>          │
│ RETRY           OK  │
└─────────────────────┘
```
8. Press **OK** or ⃞# to accept the destination DN. The <x> represents the DN.

```
┌─────────────────────┐
│ Start hhmm:         │
│ RETRY           OK  │
└─────────────────────┘
```
9. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

```
┌─────────────────────┐
│ <start time>        │
│ RETRY   AM      PM  │
└─────────────────────┘
```
10. Press **AM** or ⃞1 or **PM** or ⃞2 .

```
┌─────────────────────┐
│ <start time>        │
│ RETRY           OK  │
└─────────────────────┘
```
11. Press **OK** or ⃞# to accept the start time.

```
┌─────────────────────┐
│ Stop hhmm:          │
│ RETRY           OK  │
└─────────────────────┘
```
12. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.

```
┌─────────────────────┐
│ <stop time>         │
│ RETRY   AM      PM  │
└─────────────────────┘
```
13. Press **AM** or ⃞1 or **PM** or ⃞2 .

```
┌─────────────────────────┐
│ <stop time>             │
│ RETRY             OK    │
└─────────────────────────┘
```

14. Press <u>OK</u> or #️ to accept the stop time.

```
┌─────────────────────────┐
│ Start:<start time>      │
│ CHNG           NEXT     │
└─────────────────────────┘
```

15. Press <u>NEXT</u> or #️ to accept the start time that you entered. Press <u>CHNG</u> or 1️ to change the start time.

> **Note:** Steps 16 and 17 allow you to review the start and stop times.

```
┌─────────────────────────┐
│ Stop:<stop time>        │
│ CHNG           NEXT     │
└─────────────────────────┘
```

16. Press <u>NEXT</u> or #️ to accept the stop time that you entered. Press <u>CHNG</u> or 1️ to change the stop time.

```
┌─────────────────────────┐
│ Msg type: new           │
│ CHNG             OK     │
└─────────────────────────┘
```

17. You can choose to be notified of all new messages or urgent messages only. Press <u>OK</u> or #️ to accept the default message type new. This means you are notified whenever you receive a new message. Press <u>CHNG</u> or 1️ to change the message type to urgent. Changing the message type to urgent means you are notified only when you receive an urgent message.

```
┌─────────────────────────┐
│ Msg notify              │
│ ADMIN   SELECT          │
└─────────────────────────┘
```

18. Press Rls to end the session.

Setting up Off-premise Message Notification to a pager number

When you set up Off-premise Message Notification, you can add special characters to the destination pager number. Read:

* "Adding special characters to the destination number" on page 54

* "Example of a destination pager number" on page 66

Example of a destination pager number

If you are assigning a pager destination number from behind a PBX or Centrex+, remember to insert a ⑨ (depending on your system) before the Ⓗ# to access an outside line.

There is a combined limit of 29 characters for the pager phone number and the pager message.

For example, to reach your pager, enter:

⃞# ④ ② ⑤ ⑤ ⑤ ① ② ③ ④ ⃞# ③

where:

⃞# specifies the next digits are special characters
④ recognizes dial tone
② specifies the next digits are numbers to be dialed
⑤ ⑤ ⑤ ① ② ③ ④ is the pager phone number dialed
③ inserts a timed pause

Depending on the company supplying your paging service, the programing sequence may vary. For more information about setting the destination phone number parameters for your pager, contact your pager company.

To set up Off-premise Message Notification to one pager number for the first time:

1. Press [Feature] ⑨ ⑧ ① to open your mailbox.

```
Pswd:
OTHR   RETRY    OK
```
2. Enter your mailbox password and press OK or Ⓗ#.

```
0 new   0 saved
PLAY   REC   ADMIN
```
3. Press ADMIN or ⑧ .

```
Mailbox admin
GREET  PSWD   QUIT
```
4. Press ⑥ to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```
5. Press ADMIN or ① to set up Off-premise Message Notification.

```
Destination:
PHONE  EXT   PAGER
```
6. Press PAGER or ③ to choose a pager number destination.

```
┌─────────────────────────┐
│ Pager:                  │
│ RETRY            OK      │
└─────────────────────────┘
```

7. Enter the destination pager number and press <u>OK</u> or
   #.

```
┌─────────────────────────┐
│ <x>                     │
│ ADD              OK      │
└─────────────────────────┘
```

8. Press <u>OK</u> or # to accept the destination pager
   number. The <x> represents the pager number. Press
   <u>ADD</u> or 2 to add special characters. If the paging
   service requires additional answer or setup time, add
   pause characters to the beginning of the pager
   message. For information, refer to <u>"Adding special
   characters to the destination number"</u> on page 54.
   After you add special characters, press <u>OK</u> or # to
   accept the destination number.

```
┌─────────────────────────┐
│ Show:<xxxx>             │
│ CHNG           NEXT     │
└─────────────────────────┘
```

9. Press <u>NEXT</u> or # to accept the default pager message
   (represented by the xxxx). The default pager message
   sent by Norstar Voice Mail is the Norstar Voice Mail
   DN. This is the sequence of digits sent after the pager
   service is dialed (to notify you of who is paging you).
   Press <u>CHNG</u> or 1 to change the pager message.

   Note: There is a combined limit of 29 characters for
   the pager phone number and the pager
   message.

```
┌─────────────────────────┐
│ Msg type: new           │
│ CHNG             OK      │
└─────────────────────────┘
```

10. You can choose to be notified of all new messages or
    urgent messages only. Press <u>OK</u> or # to accept the
    default message type new. This means you are notified
    whenever you receive a new message. Press <u>CHNG</u> or
    1 to change the message type to urgent. Changing
    the message type to urgent means you are only
    notified when you receive an urgent message.

```
┌─────────────────────────┐
│ Msg notify              │
│ ADMIN   SELECT          │
└─────────────────────────┘
```

11. Press Rls to end the session.

Changing Off-premise Message Notification

To change the parameters of Off-premise Message Notification refer to:

- Changing Off-premise Message Notification parameters

- "Changing the destination type from a pager to a telephone or extension" on page 69

- "Changing the destination type from phone or extension to a pager" on page 70

Changing Off-premise Message Notification parameters

To change the Off-premise Message Notification parameters from your Norstar telephone (assuming that you have entered a time range):

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
Pswd:
OTHR   RETRY    OK
```
2. Enter your mailbox password and press <u>OK</u> or `#` .

```
0 new  0 saved
PLAY   REC   ADMIN
```
3. Press <u>ADMIN</u> or `8` .

```
Mailbox admin
GREET PSWD   QUIT
```
4. Press `6` to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```
5. Press <u>ADMIN</u> or `1` to set up Off-premise Message Notification.

```
Notify:<x>
CHNG       NEXT
```
6. Press <u>CHNG</u> or `1` to change the destination.

    Note: The <x> represents the type of destination (phone, extension or pager).

```
Destination:
PHONE  EXT  PAGER
```
7. Press <u>PHONE</u> or `1` to choose a phone number destination. Press <u>EXT</u> or `2` to choose a DN destination. Press <u>PAGER</u> or `3` to choose a pager number destination.

```
<x>:
RETRY         OK
```
8. Enter the destination number and press <u>OK</u> or `#` . The destination phone number cannot be longer than 30 digits.

    Note: The <x> represents the type of destination (phone, extension or pager).

9. Press OK or #̲ to accept the destination number (represented by the ⟨x⟩). Press ADD or 2̲ to add special characters if the destination number is a phone or pager. For information, refer to "Adding special characters to the destination number" on page 54. After you add special characters, press OK or #̲ to accept the destination number.

> **Note:** If you chose a phone or extension destination, go to step 11.

```
Notify:<x>
CHNG        NEXT
```

10. Press CHNG or 1̲ to change the destination and repeat steps 7 to 9. Press NEXT or #̲ to continue.

> **Note:** The ⟨x⟩ represents the type of destination (phone, extension or pager).

```
Start:<start time>
CHNG        NEXT
```

11. Press CHNG or 1̲ to change the start time. Press NEXT or #̲ to accept the start time.

```
Stop:<stop time>
CHNG        NEXT
```

12. Press CHNG or 1̲ to change the stop time. Press NEXT or #̲ to accept the stop time.

> **Note:** Steps 13 and 14 allow you to review the start and stop times.

```
Msg type: new
CHNG          OK
```

13. Press CHNG or 1̲ to change the message type to urgent. Press OK or #̲ to accept the new default message. You can choose to be notified of all new messages or urgent messages only. This means you are notified whenever you receive a new message. Changing the message type to urgent means you are notified only when you receive an urgent message.

```
Msg notify
ADMIN  SELECT
```

14. Press Rls to end the session.

Changing the destination type from a pager to a telephone or extension

To change the Off-premise Message Notification destination from a pager to a phone or extension (assuming that you have never entered a time range):

1. Press Feature 9̲ 8̲ 1̲ to open your mailbox.

```
Pswd:
OTHR   RETRY   OK
```

2. Enter your mailbox password and press OK or #̲.

```
┌─────────────────────┐
│ 0 new   0 saved     │
│ PLAY   REC   ADMIN  │
└─────────────────────┘
```
3. Press **ADMIN** or ⑧ .

```
┌─────────────────────┐
│ Mailbox admin       │
│ GREET  PSWD   QUIT  │
└─────────────────────┘
```
4. Press ⑥ to open the Off-premise Message Notification menu.

```
┌─────────────────────┐
│ Msg notify          │
│ ADMIN SELECT        │
└─────────────────────┘
```
5. Press **ADMIN** or ① to change Off-premise Message Notification. The displays show a review of the first destination type and destination number, followed by the display in step 6.

```
┌─────────────────────┐
│ Notify: pager       │
│ CHNG         NEXT   │
└─────────────────────┘
```
6. Press **CHNG** or ① to change the destination type and the destination number.

```
┌─────────────────────┐
│ Destination:        │
│ PHONE  EXT  PAGER   │
└─────────────────────┘
```
7. Choose the type of destination number. Press **PHONE** or ① to choose a phone number destination. Press **EXT** or ② to choose a DN destination.

8. Press **OK** or # to accept the destination number. Press **ADD** or ② to add special characters if the destination number is a phone. For information, refer to "Adding special characters to the destination number" on page 54.

```
┌─────────────────────┐
│ Notify:<x>          │
│ CHNG         NEXT   │
└─────────────────────┘
```
9. Press **NEXT** or # to continue.

   Note: The <x> represents the type of destination (telephone or extension).

Changing the destination type from phone or extension to a pager

To change the Off-premise Message Notification destination from a phone or extension to a pager:

1. Press [Feature] ⑨ ⑧ ① to open your mailbox.

```
┌─────────────────────┐
│ Pswd:               │
│ OTHR   RETRY    OK  │
└─────────────────────┘
```
2. Enter your mailbox password and press **OK** or # .

```
┌─────────────────────┐
│ 0 new   0 saved     │
│ PLAY   REC   ADMIN  │
└─────────────────────┘
```
3. Press **ADMIN** or ⑧ .

```
┌─────────────────────┐
│ Mailbox admin       │
│ GREET  PSWD   QUIT  │
└─────────────────────┘
```
4. Press ⑥ to open the Off-premise Message Notification menu.

```
┌─────────────────────────┐
│ Msg notify              │
│ ADMIN SELECT            │
└─────────────────────────┘
```
5. Press <u>ADMIN</u> or 1 to change Off-premise Message Notification. The displays show a review of the first destination type and destination number, followed by the display in step 6.

```
┌─────────────────────────┐
│ Notify:<x>              │
│ CHNG            NEXT    │
└─────────────────────────┘
```
6. Press <u>CHNG</u> or 1 to change the destination type and the destination number.

> **Note:** The <x> represents the type of destination (phone or extension).

```
┌─────────────────────────┐
│ Destination:            │
│ PHONE  EXT  PAGER       │
└─────────────────────────┘
```
7. Press <u>PAGER</u> or 3 to choose a pager number destination.

```
┌─────────────────────────┐
│ Notify:pager            │
│ CHNG            NEXT    │
└─────────────────────────┘
```
8. Press <u>NEXT</u> or # to continue.

Setting up Off-premise Message Notification to more than one destination

You can receive notification of a message at a maximum of five different destination numbers assigned by you. The following steps show you how to enter a phone number destination and then add a pager destination for the first time. To set up Off-premise Message Notification to more than one destination number:

1. Press ⌐Feature ⌐ 9 8 1 to open your mailbox.

```
┌─────────────────────────┐
│ Pswd:                   │
│ OTHR  RETRY      OK     │
└─────────────────────────┘
```
2. Enter your mailbox password and press <u>OK</u> or # .

```
┌─────────────────────────┐
│ 0 new   0 saved         │
│ PLAY   REC   ADMIN      │
└─────────────────────────┘
```
3. Press <u>ADMIN</u> or 8 .

```
┌─────────────────────────┐
│ Mailbox admin           │
│ GREET  PSWD   QUIT      │
└─────────────────────────┘
```
4. Press 6 to open the Off-premise Message Notification menu.

```
┌─────────────────────────┐
│ Msg notify              │
│ ADMIN  SELECT           │
└─────────────────────────┘
```
5. Press <u>ADMIN</u> or 1 to set up Off-premise Message Notification.

```
┌─────────────────────────┐
│ Destination:            │
│ PHONE  EXT  PAGER       │
└─────────────────────────┘
```
6. Press <u>PHONE</u> or 1 to choose a destination phone number.

```
┌─────────────────────────┐
│ Ph:                     │
│ RETRY            OK     │
└─────────────────────────┘
```
7. Enter the destination phone number and press <u>OK</u> or # . The destination phone number cannot be longer than 30 digits.

```
<x>
ADD              OK
```

8. Press OK or # to accept the destination phone number. The <x> represents the phone number. Press ADD or 2 to add special characters. For information, refer to "Adding special characters to the destination number" on page 54. After you add special characters, press OK or # to accept the destination number.

```
Start hhmm:
RETRY            OK
```

9. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

```
<start time>
RETRY    AM    PM
```

10. Press AM or 1 **or** PM or 2.

```
<start time>
RETRY           OK
```

11. Press OK or # to accept the start time.

```
Stop hhmm:
RETRY            OK
```

12. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.

```
<stop time>
RETRY    AM    PM
```

13. Press AM or 1 **or** PM or 2.

```
<stop time>
RETRY           OK
```

14. Press OK or # to accept the stop time.

```
Notify 2:pager
CHNG   OTHR   NEXT
```

15. Press NEXT or #.

```
Notify 3:none
SETUP         NEXT
```

16. Press NEXT or # to continue. Press SETUP to add another destination.

```
Start:<start time>
CHNG          NEXT
```

17. Press NEXT or # to accept the start time that you entered. Press CHNG or 1 to change the start time.

   Note: Steps 23 and 24 allow you to review the start and stop times.

```
Stop:<stop time>
CHNG          NEXT
```

18. Press NEXT or # to accept the stop time that you entered. Press CHNG or 1 to change the stop time.

```
┌─────────────────────┐
│ Msg type: new       │
│ CHNG            OK   │
└─────────────────────┘
```

19. You can choose to be notified of all new messages or urgent messages only. Press <u>OK</u> or `#` to accept the default message type new. This means you are notified whenever you receive a new message. Press <u>CHNG</u> or `1` to change the message type to urgent. Changing the message type to urgent means you are notified only when you receive an urgent message.

```
┌─────────────────────┐
│ Msg notify          │
│ ADMIN  SELECT       │
└─────────────────────┘
```

20. Press `Rls` to end the session.

Deleting an Off-premise Message Notification destination number

If you have set up more than one destination number in Off-premise Message Notification, you are given the option to delete the destination(s). To delete an Off-premise Message Notification destination:

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
┌─────────────────────┐
│ Pswd:               │
│ OTHR   RETRY    OK  │
└─────────────────────┘
```

2. Enter your mailbox password and press <u>OK</u> or `#`.

```
┌─────────────────────┐
│ 0 new   0 saved     │
│ PLAY   REC   ADMIN  │
└─────────────────────┘
```

3. Press <u>ADMIN</u> or `8`.

```
┌─────────────────────┐
│ Mailbox admin       │
│ GREET  PSWD   QUIT  │
└─────────────────────┘
```

4. Press `6` to open the Off-premise Message Notification menu.

```
┌─────────────────────┐
│ Msg notify          │
│ ADMIN  SELECT       │
└─────────────────────┘
```

5. Press <u>ADMIN</u> or `1` to set up Off-premise Message Notification.

```
┌─────────────────────┐
│ Notify 1:<x>        │
│ CHNG   OTHR   NEXT  │
└─────────────────────┘
```

6. Press <u>OTHR</u> if you want to delete the first destination, or press <u>NEXT</u> or `#` to scroll through the destinations until you find the destination that you want to delete. When you find the destination that you want to delete, press <u>OTHR</u>.

   Note: The <x> represents the type of destination (phone, extension or pager).

```
┌─────────────────────┐
│ Notify 1:<x>        │
│ DEL   INS   QUIT    │
└─────────────────────┘
```

7. Press <u>DEL</u> to delete the first destination number.

```
Notify 1:<x>
CHNG   OTHR  NEXT
```

8. The first destination number is deleted. The Notify 2 destination changes to become the Notify 1 destination number.

> **Note:** To delete more destination numbers, press OTHR and repeat steps 6 and 7. When you are done deleting destination numbers, press Rls to end this session.

Inserting an Off-premise Message Notification destination number

You are given the option to insert destination number(s) if you have set up more than one destination number. To insert an Off-premise Message Notification destination:

1. Press Feature 9 8 1 to open your mailbox.

```
Pswd:
OTHR   RETRY   OK
```

2. Enter your mailbox password and press OK or #.

```
0 new   0 saved
PLAY   REC   ADMIN
```

3. Press ADMIN or 8 .

```
Mailbox admin
GREET  PSWD   QUIT
```

4. Press 6 to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press ADMIN or 1 to set up Off-premise Message Notification.

```
Notify 1:<x>
CHNG   OTHR  NEXT
```

6. Press OTHR to insert a new destination number in the first Off-premise Message Notification position (Notify 1), or press NEXT to scroll through the destinations until you find the destination position that you want to replace, and then press OTHR .

> **Note:** The <x> represents the type of destination (phone, extension or pager).

```
Notify 1:<x>
DEL   INS   QUIT
```

7. Press INS to insert a destination number.

> **Note:** The <x> represents the type of destination (phone, extension or pager).

```
Notify 1:none
SETUP        NEXT
```

8. Press **SETUP** to set up a new destination number, and follow the steps in "Setting up Off-premise Message Notification to a phone number" on page 62 or "Setting up Off-premise Message Notification to a Directory Number" on page 64 or "Setting up Off-premise Message Notification to a pager number" on page 66.

   Note: When you are done inserting destination numbers, press ⌷Rls⌷ to end this session.

Turning Off-premise Message Notification on and off

Off-premise Message Notification can be turned on or off at any time. When you turn Off-premise Message Notification off, you do not affect any of the assigned parameters (refer to "About Off-premise Message Notification" on page 61.) When Off-premise Message Notification is turned on, you are notified whenever you receive a Norstar Voice Mail message during the time you specified.

To turn Off-premise Message Notification on and off:

1. Press ⌷Feature⌷ ⌷9⌷ ⌷8⌷ ⌷1⌷ to open your mailbox.

```
Pswd:
OTHR    RETRY    OK
```

2. Enter your mailbox password and press **OK** or ⌷#⌷.

```
0 new   0 saved
PLAY   REC   ADMIN
```

3. Press **ADMIN** or ⌷8⌷.

```
Mailbox admin
GREET  PSWD   QUIT
```

4. Press ⌷6⌷ to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN   SELECT
```

5. Press **SELECT** or ⌷2⌷.

```
Notify on
CHNG    TIME    OK
```

6. Press **CHNG** or ⌷1⌷ to turn Off-premise Message Notification off if it is on (as shown).

```
Notify off
CHNG    TIME    OK
```

7. Press **OK** or ⌷*⌷.

   Note: Press **TIME** to review the start and stop time parameters.

```
Mailbox admin
GREET   PSWD   QUIT
```

8. Press ⌷Rls⌷ to end the session.

It is possible for a person receiving an Off-Premise Message Notification call to cancel Off-premise Message Notification to their destination number. This is useful when a destination has been incorrectly programed and a wrong party is receiving calls. The recipient of an Off-premise Message Notification call hears the following voice prompt: "*Message for (name of mailbox owner). To log in press* ⬚1 *. If you have received this call by mistake, please press* ⬚2 *.*"

Recording a call

11

Introduction

$\boxed{\text{Feature}}$ $\boxed{9}$ $\boxed{8}$ $\boxed{9}$ allows you to record an active telephone call and place the resulting message in your mailbox. Before activating the Call Record feature, you should ask the parties on the call for permission to record the call.

The maximum length of the Call Record message is determined by the Class of Service setting for your incoming message length. If the mailbox message length is surpassed, the voice prompt "*Recording stopped. The recording limit has been reached*" plays and the recording ends. After Call Record has been stopped, you can you can re-activate $\boxed{\text{Feature}}$ $\boxed{9}$ $\boxed{8}$ $\boxed{9}$ to start another record call session. The call will be recorded in two separate messages if this occurs. Ask your System Coordinator for the message length that is assigned to your mailbox.

Note: Call Record is not enabled by default. The System Coordinator must enable this feature by assigning you a Class of Service that supports Call Record. In some areas Call Record is not available as it contravenes local laws. Ask your System Coordinator about the availability of Call Record in your area.

Using Call Record

After a call is recorded, Norstar Voice Mail places the recorded call, as a message, in the mailbox associated with the extension that activated the Call Record feature. The includes alternate DNs associated with the mailbox. The Call Record message can be forward to other mailboxes. For more information on forwarding messages, refer to "Forwarding a copy of a message to one or more recipients" on page 45.

To record a call:

1. While on an active call, press $\boxed{\text{Feature}}$ $\boxed{9}$ $\boxed{8}$ $\boxed{9}$. Other parties on the call may hear hold tones while the system conferences in Norstar Voice Mail. Before the call begins recording, the prompt *"This call is being recorded"* plays to all the parties on the call and then a recording tone is heard.

```
Recording
PAUSE        QUIT
```

2. Press `QUIT` to stop the call recording. The Call Record message is left in your mailbox Press `PAUSE` to suspend the call recording. Press `RESUME` to continue call recording or press `QUIT` to stop the call recording. If the message is stopped, all the parties on the call hear "Recording stopped".

Norstar Voice Mail Tips

12

Introduction

This chapter describes some easy to follow guidelines for optimizing the use of Norstar Voice Mail.

Norstar Voice Mail Tips

To take advantage of Norstar Voice Mail and its many features:

Listen to your messages frequently. Answering your messages promptly encourages callers to use Norstar Voice Mail, and reassures them that it is as reliable as speaking with you personally.

You do not have to be at your desk to play your messages. When you are away from your desk, you can play your messages from any touch tone phone.

Clean up your mailbox. There is limited storage in your mailbox and within Norstar Voice Mail. Do not save messages unless you need to listen to them again. When you are finished with a message, erase the message to free up storage space for yourself and other mailbox owners.

Keep a record of your password in a secure place. Treat your Norstar Voice Mail password just as you would a secret code. Write down your password and keep it in a safe place. Do not keep your password near your telephone. If you let someone else have temporary access to your mailbox, change your password afterwards. If you forget your password, the System Coordinator can reset it to the default password 0000. You can then enter a new password.

When sending messages, make them brief and to the point. More than 75% of the time spent on a normal business telephone call consists of making small talk, pleasantries and other socializing. Sending a message rather than making a call can save you time. Although you should avoid sounding hurried or rude, try to confine your messages to the essentials.

Change your Primary greeting frequently. It is a good idea to change your Primary greeting on a regular basis. Changing your greeting indicates that you listen to your messages and maintain your mailbox on a regular basis. Changing your Primary greeting provides a personal touch that frequent callers will appreciate.

Make your Alternate greeting specific. Choosing an Alternate greeting usually means you are away from the office. If you are out of the office, indicate in your Alternate greeting when you expect to return. If you will be checking your mailbox even though you are out of the office, make that clear. If callers can reach you at another phone number, ensure that your message includes the phone number and the time period of the temporary arrangement. If you are going to be out of the office, remember to forward your telephone to Norstar Voice Mail.

Extended Absence Greeting. Begin this greeting by announcing your vacation or travel plans. This gets the attention of the caller. For example, "*Vacation alert! Hi, this is Marshall. I will be on vacation starting on the 5th, and I will be returning to work on the 12th. If you care to do so, please leave a message and I will return your call when I return from vacation. For immediate assistance, please press zero.*"

Record your greetings and messages clearly. For a better quality recording, speak directly into the receiver. Do not use the Handsfree feature. Remember to speak clearly with a pleasant voice at a pace that is easy to understand. Do not speak too softly or loudly or make the greeting or message too lengthy. After recording a greeting or message play it back. Make sure that your greeting or message sounds the way you want it to before accepting it.

Do not forget to use the Copy and Reply features. You can use Norstar Voice Mail to send copies of messages to other mailboxes and reply to messages with a message of your own. When sending copies of messages to other people, ensure that your introduction explains why you are forwarding a copy of the message. Is the copy for information only? Should the message have originally been sent to the person to whom you are forwarding it? Who is responsible for the action on the message?

Use Group Lists for multiple copies of messages. If you find that you regularly send the same message to several different people, ask the System Coordinator to create a Group List for you. With a Group List, you can send the same message to all the mailboxes in the Group List.

Encourage Norstar Voice Mail use. Old habits are sometimes hard to break, and some people have difficulty accepting or even trying new technologies. Use your Personal mailbox and other Norstar Voice Mail features, and encourage your co-workers and frequent callers to use them too.

Report problems promptly. If you encounter problems using Norstar Voice Mail, report the trouble to the System Coordinator as soon as possible.

Troubleshooting

13

Introduction

This chapter describes some problems that might occur while you are using Norstar Voice Mail. This chapter includes a list of typical problems and what to do when they occur.

The problems you encounter while using Norstar Voice Mail are usually operating problems. Sometimes a difficulty occurs that indicates a system problem with the Norstar Applications Module. When strange or unusual happenings occur that are not covered in this chapter, report them to your System Coordinator immediately.

The Automated Attendant transfers some callers to the General Delivery Mailbox.

Norstar Voice Mail requires a tone signal and a minimum voice level. If a response is not received, the caller is automatically transferred by the Automated Attendant to the Norstar Voice Mail operator. If the operator is not available, the call is transfered to the General Delivery mailbox.

The directory number (DN) being called may not have a mailbox assigned to it. Ask your System Coordinator to verify that the mailbox is assigned to the DN.

Feature 981 produces a LOG prompt on my Norstar display.

Whenever the Log: prompt appears on the display, it can be caused by:

- The DN you are using may not have an operating mailbox. If the DN does not have a mailbox, Norstar Voice Mail requests both a mailbox number and a password.

- A Guest mailbox which normally does not have an assigned DN. Ask your System Coordinator to verify that your DN is properly assigned to your mailbox.

My telephone cannot be forwarded to Norstar Voice Mail.

If you are attempting to forward your DN to Norstar Voice Mail and the display shows Not in service you might be forwarding to the wrong DN number. Use feature code 985 to verify you are calling the correct Norstar Voice Mail DN number.

My mailbox is not accepting messages.

A mailbox will accept messages only when the mailbox is initialized. A mailbox cannot receive messages until it has been initialized by the mailbox owner. Initialize your mailbox. Refer to the Norstar Voice Mail Quickstart in the *Norstar Voice Mail User Guide*, or to Chapter 3 in this guide.

My name is not played in the Company Directory.

Check to ensure that your mailbox has been initialized. If it is not initialized, your name is not played in the Company Directory and your mailbox cannot receive any messages. If you have recorded your Company Directory name, ask your System Coordinator to ensure that the Company Directory Override is set to YES.

I have forgotten my mailbox password.

A forgotten password cannot be recovered. Your old password must be reset to the default password of four zeros (0000). After the System Coordinator has reset your password, you must open your mailbox and change the default password.

I attempt to access my mailbox and am met with the recording: *"This mailbox has been locked to prevent unauthorized access. Please contact your administrator for assistance."*

Your mailbox is assigned a maximum number of incorrect password attempts. Norstar Voice Mail records the number of incorrect attempts from the last time your mailbox was successfully accessed. Once the number has been passed you are "locked-out". Your mailbox cannot be opened again until the System Coordinator resets the password.

Norstar Voice Mail Timeout

The Norstar Voice Mail Timeout feature allows five seconds for you to make your option choice. If Norstar Voice Mail does not detect an option selection, the Automated Attendant replays the option list. If an option is still not selected, Norstar Voice Mail ends the session.

Norstar Voice Mail has minimum voice level detection. When Norstar Voice Mail does not detect an audio signal, it requests the caller to speak louder and provides the option to re-record. If no voice level is detected after the prompt, Norstar Voice Mail ends the session.

Messages are cut off

If people need to leave long messages in your mailbox (up to 10 minutes), you can ask the System Coordinator to give you more message recording storage space.

I attempt to listen to my messages and I am met with this recording: *"Your mailbox is full. You must erase some messages before you can listen to new messages."*

Your mailbox is equipped with the Never Full Mailbox feature, which allows a caller to leave a message in your mailbox, even if the mailbox is "full". The message will be stored, but cannot be accessed until you delete at least one saved message. If you find that you need more message time in your mailbox, you can ask your System Coordinator to give you more storage space.

Wrong prompt language

If the wrong language appears on the display of your Norstar telephone, ask the System Coordinator to change this.

Outbound Transfer does not work.

Ensure that you have recorded the correct instructions for callers in your personal greeting. In your greeting, tell callers to press 7 to reach you. Refer to "Outbound Transfer" on page 54.

Ensure that the destination number that you have entered is not restricted. For example, if you cannot call long distance numbers from your telephone, then you cannot set up Outbound Transfer to a long distance number.

Check to see if Outbound Transfer is turned on. Refer to "Turning Outbound Transfer on and off" on page 59.

Off-premise Message Notification does not work

If Off-premise Message Notification does not work, ask the System Coordinator to check the Off-premise Message Notification parameters. Also, ask the System Coordinator to check if you are allowed to have Off-premise Message Notification. Ensure that the destination phone number and time parameters are correct.

Ensure that the destination number(s) that you have entered are not restricted. For example, if you cannot call long distance numbers from your telephone, then you cannot set up Off-premise Message Notification to a long distance number.

Check to see if Off-premise Message Notification is turned on. Refer to "Turning Off-premise Message Notification on and off" on page 75.

Appendix A:
Default values and tone commands

Default mailbox numbers for the General Delivery mailbox

Mailbox number length	Default General Delivery Mailbox number
2	10
3	100
4	1000
5	10000
6	100000
7	1000000

When the Group List leading digit is one then the default General Delivery mailbox numbers begin with the number two.

DTMF tone commands for setting up Off-premise Message Notification

Option function	Dialpad button
Review number	[1]
Enter more digits	[2]
Insert a timed pause (4 sec)	[3]
Recognize dial tone (1.5 sec)	[4]
Insert a # button tone	[5]
Insert a * button tone	[6]
Accept number	[#]
Cancel and re-enter	[*]

When Norstar Voice Mail is installed with PBX or Centrex+ and you want to access an outside line, you must enter the command to recognize a dial tone. For example, enter [9] to access an outside line, press [#] then enter [4] to recognize dial tone and press [2] to enter more digits. Enter the destination number, press [#] and any required pauses. Each pause entered is four seconds long. For definitions of Pause, Recognize dial tone and Enter more digits, refer to the Glossary.

Glossary

Administration

The tasks involved in maintaining the Norstar Voice Mail mailboxes, greetings and set up configuration.

Alternate greeting

A greeting recorded for a Personal mailbox and played on occasions such as absence, illness, or vacation.

Analog Terminal Adapter

A Norstar product that allows for the connection of an analog device, such as a single-line telephone or a facsimile machine, to a Norstar Voice Mail system.

Attendant sign On/Off

The task performed by a company receptionist or Operator that indicates to Norstar Voice Mail when an Operator is available to answer calls.

Automated Attendant

The Norstar Voice Mail answering service that answers incoming calls with a Company greeting, plays a list of Norstar Voice Mail options to a caller, and performs call routing functions in response to a caller's dialpad selections.

Broadcast Message

A message that can be sent only by the System Coordinator. This type of message is played in all initialized Personal mailboxes and plays immediately after the mailbox is opened. It is automatically erased after the mailbox owner listens to the message.

Business Status

A Norstar Voice Mail setting that tells Norstar Voice Mail whether a company is closed or open for business.

Class of Service

A predetermined number designation that specifies the Norstar Voice Mail Options for a mailbox.

Company Directory

An internal voice list that contains the names of users with initialized mailboxes designated to appear in the Company Directory.

Conventions

The way certain information has been described. For example, using underlined text to represent second-line display prompt information.

Default

The parameters preset within the Norstar Voice Mail system.

Designated Operator

An individual in a company who has been assigned to answer the Norstar Voice Mail Operator Request option.

Directory Number (DN)

A two-digit to seven-digit number used to reach a designated telephone.

Display

A one-line or two-line screen on a Norstar telephone that shows Norstar Voice Mail commands and options.

Display buttons

The three buttons that appear on a Norstar two-line display. When pressed, these buttons select the specified Norstar Voice Mail Option.

Display options

The choices available to a user that appear on the Norstar two-line display. Options appearing on the display can be selected using the display or dialpad buttons

Envelope information

A date and time stamp that appears on all messages left in a mailbox. When the message has been left by another mailbox owner, envelope information includes the message sender's name.

Extension

A Norstar internal telephone. Also a synonym for directory number (DN).

Feature code

A unique three-digit code used to access Norstar Voice Mail features and options.

General Delivery mailbox

One of the two Special mailboxes used to collect messages for individuals in a company who have not been assigned a Personal mailbox.

Greetings

There are three types of Norstar Voice Mail greetings: Company greetings, Personal mailbox greetings and Information greetings. Company greetings are played by the Automated Attendant to incoming callers. Personal mailbox greetings are played to callers who want to leave a message in the selected mailbox. Information mailbox greetings are played to describe goods or services available to callers.

Group Lists

A collection of mailbox numbers assigned to a special group name and number by the System Coordinator. When a message is sent to a Group List, all mailboxes contained in the list receive the same message.

Guest mailbox

A mailbox assigned to a user who does not have a directory number.

Information mailbox

A mailbox that provides a caller with a message describing goods or services available from your company.

Initialize mailbox

Preparing a mailbox to receive messages, which includes changing a mailbox default password and recording a Company Directory name.

Leave Message

The feature code used to leave messages in Norstar Voice Mail mailboxes.

M7100 telephone

The telephone that has a single-line display, and one programable button without an indicator.

M7208 telephone

The telephone that has a single-line display, and eight programable buttons with indicators.

M7310 telephone

The telephone that has a two-line display with three display buttons, ten programable buttons with indicators, and 12 dual programable buttons without indicators.

M7324 telephone

The telephone that has a two-line display with three display buttons, and 24 programable buttons with indicators.

Mailbox

A storage place for voice messages on the Norstar Voice Mail system.

Mailbox number length

The number of digits allowed in a mailbox number. The mailbox number length ranges from two to seven digits.

Mailbox overrides

Mailbox overrides are optional parameters in addition to the Class of Service values. The mailbox overrides are: Include in Company Directory, Alternate Extensions, Fax line (virtual), Call Screening, Message Waiting Notification and Outdial route.

Message Delivery options

Message sending options stamped onto a message. There are five Message Delivery Options: Normal, Certified, Urgent, Private and Timed. A Message Delivery Option can be assigned to a message after it has been recorded.

Message Waiting Notification

A display prompt that informs a mailbox owner when a message has been left in a mailbox. This feature is a mailbox override.

Never Full mailboxes

Your Norstar Voice Mail mailbox is equipped with the Never Full mailbox feature, which allows an external caller to leave a message in your mailbox, even if the mailbox is "full". The message will be stored, but cannot be accessed until you delete at least one saved message.

Off-premise Message Notification

The Norstar Voice Mail feature that calls destination numbers that you set up, to let you know you have a new or urgent message. This feature is a part of the Class of Service.

Operator Status

The Norstar Voice Mail indicator that determines if a company's receptionist or Designated Operator is available.

Option

A Norstar Voice Mail choice that is given to a user through voice or display prompts.

Password

A four- to eight-digit number that is entered on the dialpad. A password is used to open mailboxes or perform configuration tasks.

Pause

Pause is used when setting up pager notification. Each pause entered is automatically four seconds. For voice pagers, pauses are entered after the pager number to delay the start of the Norstar Voice Mail voice prompt that activates the pager. For alphanumeric pagers, pauses are entered after the pager number and before the digits that appear on the pager display.

Personal mailboxes

Mailboxes assigned to users as a place to store messages.

Primary greeting

The main greeting played in a Personal mailbox.

Programable memory buttons

Buttons on the Norstar one-line and two-line display telephones that can store feature codes and numbers.

Recognize dial tone

After accepting the Outbound Transfer or Off-premise Message Notification destination phone number, entering 4 adds a D to the digit string. The Norstar system uses this to recognize dial tone when an access code is required.

Resetting passwords

A System Coordinator task that changes a mailbox password from its current setting back to the Norstar Voice Mail default setting 0000 (four zeros).

Special mailboxes

The two mailboxes used by the System Coordinator and designated Norstar Voice Mail Operator. The two Special mailboxes are: System Coordinator and General Delivery.

System Coordinator

The person responsible for configuring, updating, and maintaining the Norstar Voice Mail system.

System Coordinator mailbox

One of the two Special mailboxes. This mailbox is used by the System Coordinator for sending Broadcast Messages. This is also the System Coordinator's Personal mailbox.

Touch tone phone

A push-button telephone that emits DTMF tones.

Voice prompts

The prerecorded voice instructions played when accessing the different Norstar Voice Mail features and options.

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