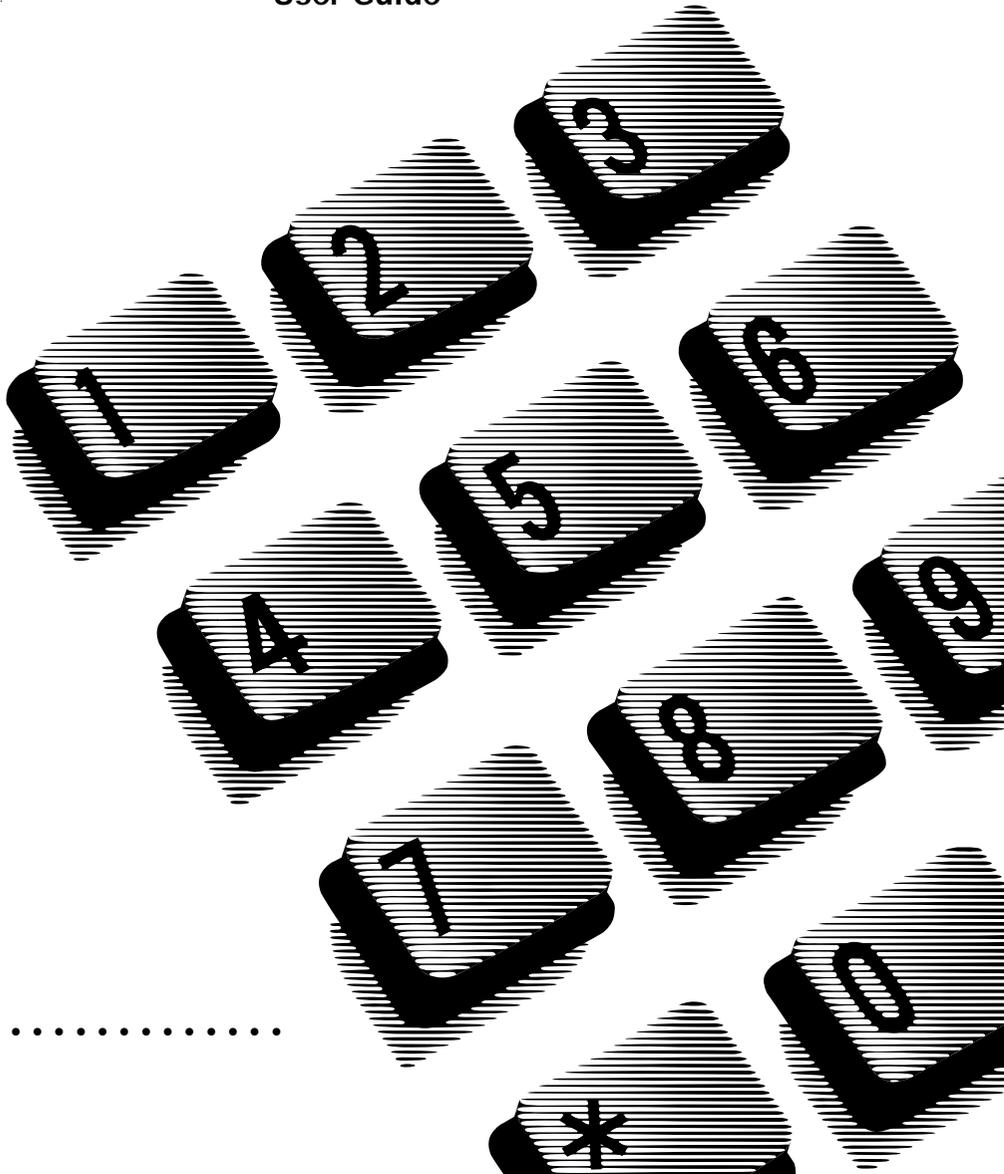


# NORTEL NORSTAR

Norstar Voice Mail  
VPIM Digital Networking  
User Guide





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# VPIM Digital Networking User Guide

## Learning about VPIM Digital Networking

VPIM Digital Networking serves as a link between Norstar Voice Mail or Meridian Mail systems at different locations. Networking allows the exchange of Voice and Fax Messages between users at different sites connected on a network via Transmission Control Protocol/ Internet Protocol (TCP/IP).

**Note:** Fax Messages can only be sent and received on Norstar Voice Mail systems that have the FAX option installed. Ask your System Coordinator for a list of FAX sites on the network.

VPIM Digital Networking is simple to use and allows you to send a mailbox message to any destination located on a network.

**Note:** When using VPIM Digital Networking to send a voice message to another site over the Internet, the voice message may be subject to interception by unauthorised parties.

Sending messages to mailboxes located at other sites requires you to know how to use Norstar Voice Mail. This includes knowing how to open your mailbox, record, send messages and retrieve messages. For Information about using Norstar Voice Mail Features, refer to your *Norstar Voice Mail User Guide* or *Norstar Voice Mail Reference Guide*.

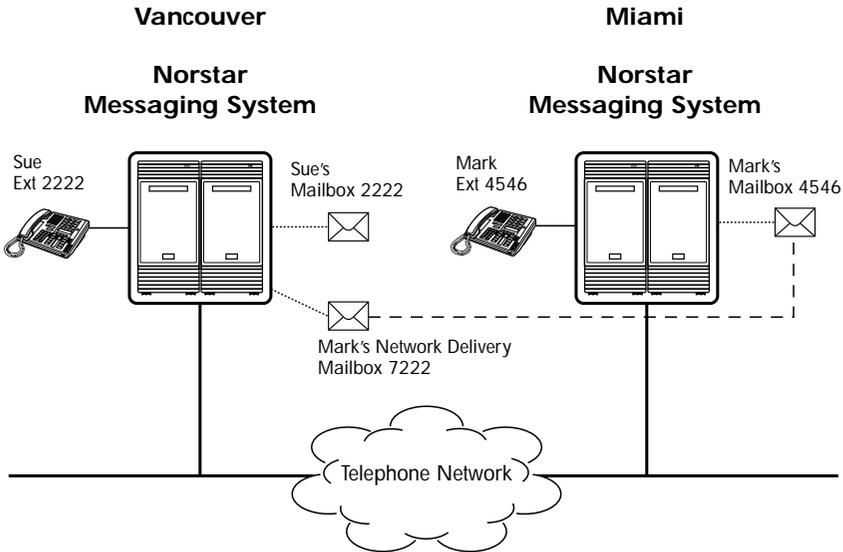
Sending a message across a network is as easy as sending a message down the hall. There are two ways to send a network message, you can use:

- Network Delivery Mailbox
- Site-Based Addressing

Network Delivery Mailboxes are created by your System Coordinator.

**Note:** Network messages can be composed and sent only from your mailbox. A network message **cannot** be sent by using the Leave Message Feature Code (     ).

## Sending a network message



The figure above illustrates how network messages are sent between different company sites on the same network. In the example, Sue is working in the Vancouver office while Mark is in the Miami office.

If Sue wants to send Mark a message in Miami, she has two possible methods of delivery: she can send the message by using Site-Based Addressing or send it to Mark's Network Delivery Mailbox. Since Mark has a Network Delivery Mailbox on the local Vancouver system, it is more convenient for Sue to send the message to Mark's Network Delivery Mailbox.

Although Mark's Network Delivery Mailbox appears on the Vancouver system the message is automatically delivered to his mailbox in Miami. The network delivery information, such as the site prefix for the Miami site and Mark's mailbox number (4546) in Miami, was added to the Network Delivery Mailbox when it was created.

Sending a message to a Network Delivery Mailbox is as easy as sending a message to anyone at your site.

If Mark wants to send a message to Sue in Vancouver, he must use Site-Based Addressing. Sue does not have a Network Delivery Mailbox on the Miami system.

Mark needs two pieces of network delivery information before he can send the message. He must obtain the Vancouver site's Site Prefix from the System Coordinator and he must have Sue's mailbox number (2222) in Vancouver. After the message is recorded and the network delivery information is entered the network message is automatically delivered to Sue's mailbox.

## Sending a network message using a Network Delivery Mailbox

Network Delivery Mailboxes allow you to quickly and easily send messages to a mailbox at a remote location. Each Network Delivery Mailbox is assigned a local mailbox number and the destination site user's name appears in the company directory. The Network Delivery Mailbox makes sending a message across the country as easy as sending it across the hall.

A Network Delivery Mailbox is the pre-programmed direct address to another mailbox located at a different site on the network. Network Delivery Mailboxes are created by your System Coordinator. Each Network Delivery Mailbox contains the destination site prefix and the destination site mailbox number. To send a message using a Network Delivery Mailbox, all you need is the mailbox number.

Ask your System Coordinator for a list of Network Delivery Mailboxes.

To send a message using a Network Delivery Mailbox:

1. Open your mailbox using

Feature    .

Pswd:  
OTHR RETRY

2. Enter your mailbox password and press OK or .

0 new 4 saved  
PLAY  ADMIN

3. Press REC or .

4. At the tone record your message.

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

5. Press OK or # to end the recording.

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

6. Press OK or # to accept the recording.

```
Mbox:
DIR QUIT
```

7. Enter the Network Delivery Mailbox number.

```
Miami,sales
OPTS CC SEND
```

8. Press SEND. Press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery. Press CC to send the message to another recipient.

```
Will deliver
```

- Note:** `Miami,sales` is only an example. The name that was assigned to the Network Delivery Mailbox will appear in the display.

## Sending a network message using Site-Based Addressing

Site-Based Addressing allows you to send a message to a mailbox at a different location on the network. When you use Site-Based Addressing to send your message, you must know the destination site's network address and the mailbox number of the person you want to send the message to.

Ask your System Coordinator for a list of destination sites on your network.

To use Site-Based Addressing:

1. Open your mailbox using

```
Feature [ ] [9] [8] [1] .
```

```
Pswd:
OTHR RETRY OK
```

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

```
0 new 4 saved
PLAY REC ADMIN
```

3. Press REC or 3.

```
Record message:
```

4. At the tone, record your message.

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

5. Press OK or # to end the recording.

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

6. Press OK or # to accept the recording.

```
Mbox:
DIR QUIT
```

7. Press # # .

```
Address type?
NETW AMIS
```

8. Press NETW .

**Note:** This display will appear only if AMIS is enabled. If AMIS is not enabled, this display is bypassed and the display in step 9 appears.

```
Network:
RETRY OK
```

9. Enter the destination site's Site Prefix and the destination mailbox number and press OK or # .

```
<site name>
OPTS CC SEND
```

10. Press SEND to send the message as it is. Press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery. Press CC to send the message to another recipient.

## Replying to network messages

When a network message is left in your mailbox, you can reply to the message using the Norstar Voice Mail message Reply Feature. To reply to a message you must first open your mailbox using the Open Mailbox Feature Code.

The network Reply Feature must be enabled in order to reply to a message. For more information, ask your System Coordinator.

To reply to a network message:

1. Open your mailbox using  

Feature

   .
2. Enter your mailbox password and press OK .  

Pswd:  
OTHR RETRY OK
3. Press PLAY .  

1 new     4 saved  
PLAY REC ADMIN
4. After you have listened to the message, press REPLY .  

End of message  
REPLY ERASE NEXT
5. Press MSG .  

Reply network msg  
MSG                 QUIT
6. Press SNDR to send your reply to the sender only, or press ALL to send your reply to all the people that received the message.  

Reply to:  
SNDR ALL
7. Record your reply message.  

Record message:
8. Press OK to end your recording.  

Record message:  
RETRY PAUSE OK
9. Press OK to accept your recording.  

Accept rec?  
RETRY PLAY OK
10. Press SEND . Press OPTS to assign message Delivery Options Certified, Urgent or Timed. Press CC to send the message to another recipient.  

Network msg  
OPTS CC SEND

Will deliver

## Forwarding a Fax Message using Site-Based Addressing

You can forward a received Fax Message to a VPIM Digital Networking Site-Based Address and add an introductory voice message that will become part of the new message. The message will appear as a Fax Message in the destination mailbox.

You can also forward a received Fax Message to a Network Delivery Mailbox. Refer to "[Forwarding a Fax Message to a Network Delivery Mailbox](#)" on page 9.

When a Fax Message is forwarded, a new cover sheet is added to the original Fax Message, becoming part of the new message. However, if the Fax Message already has a Norstar-generated fax cover sheet, it will be replaced by a new fax forward cover sheet. This cover sheet contains: the date and time the fax was created, the directory name and telephone number of the sender, the telephone number of the recipient, the fax Identification (ID) number and the number of pages to follow.

To forward a Fax Message using Site-Based Addressing:

1. Open your mailbox using

Feature  9  8  1 .

Pswd:  
OTHR RETRY OK

2. Enter your mailbox password and press **OK** .

1 new 4 saved  
PLAY REC ADMIN

3. Press **PLAY** or  2 .

End of message  
COPY ERASE NEXT

4. Press **COPY** or  5 or press **NEXT** or  6 until you find the Fax Message you want to forward.

Copy fax  
MBOX OTHR

5. Press **MBOX** or  1 to forward the Fax Message.

```
Record intro?
YES  NO
```

6. Press YES or 1 to record an introduction to the Fax Message.

**Note:** Press NO or 2 if you do not wish to record an introduction to the forwarded Fax Message, and proceed to step 9.

```
Record Message:
RETRY PAUSE OK
```

7. Press OK to end the recording.

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

8. Press OK to accept the recording.

9. Press # # .

```
Address type?
NETW AMIS
```

10. Press NETW .

**Note:** This display will appear only if AMIS is enabled. If AMIS is not enabled, this display is bypassed and the display in step 11 appears.

```
Mbox:
DIR      QUIT
```

11. Enter the destination site prefix and the destination mailbox number and press OK .

```
<site name>
OPTS  CC  SEND
```

12. Press SEND to send the message as it is. Press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery. Press CC to send the message to another recipient.

```
Network msg
OPTS  CC  SEND
```

13. Press SEND to send the message now.

## Forwarding a Fax Message to a Network Delivery Mailbox

You can forward a received Fax Message to a VPIM Digital Networking Network Delivery Mailbox and add an introductory voice message that will become part of the new message. The message will appear as a Fax Message in the destination mailbox.

You can also forward a received Fax Message using Site-Based Addressing, refer to "[Forwarding a Fax Message using Site-Based Addressing](#)" on page 7.

When a Fax Message is forwarded, a new cover sheet is added to the original Fax Message, becoming part of the new message. However, if the Fax Message already has a Norstar-generated fax cover sheet, it will be replaced by a new fax forward cover sheet. This cover sheet contains: the date and time the fax was created, the directory name and telephone number of the sender, the telephone number of the recipient, the fax Identification (ID) number and the number of pages to follow.

To forward a Fax Message to a VPIM Digital Networking Network Delivery Mailbox:

1. Open your mailbox using

Feature   .

2. Enter your mailbox password and press OK.

Pswd:  
OTHR RETRY OK

3. Press PLAY or .

1 new 4 saved  
PLAY REC ADMIN

4. Press COPY or  or press NEXT or  until you find the Fax Message you want to forward.

End of message  
COPY ERASE NEXT

5. Press MBOX or  to forward the Fax Message.

Copy fax  
MBOX OTHR

Record intro?  
YES NO

6. Press YES or 1 to record an introduction to the Fax Message.

**Note:** Press NO or 2 if you do not wish to record an introduction to the forwarded Fax Message, and proceed to step 9.

Record intro:  
RETRY OK

7. Press OK to end the recording.

Accept rec?  
RETRY PLAY OK

8. Press OK to accept the recording.

Mbox:  
DIR QUIT

9. Enter the Network Delivery Mailbox number.

Miami,sales  
OPTS CC SEND

10. Press SEND. Press OPTS to assign message Delivery Options Certified, Urgent or Timed. Press CC to send the message to another recipient.

Another copy?  
YES QUIT

**Note:** Miami,sales is only an example. The name that was assigned to the Network Delivery Mailbox will appear in the display.



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