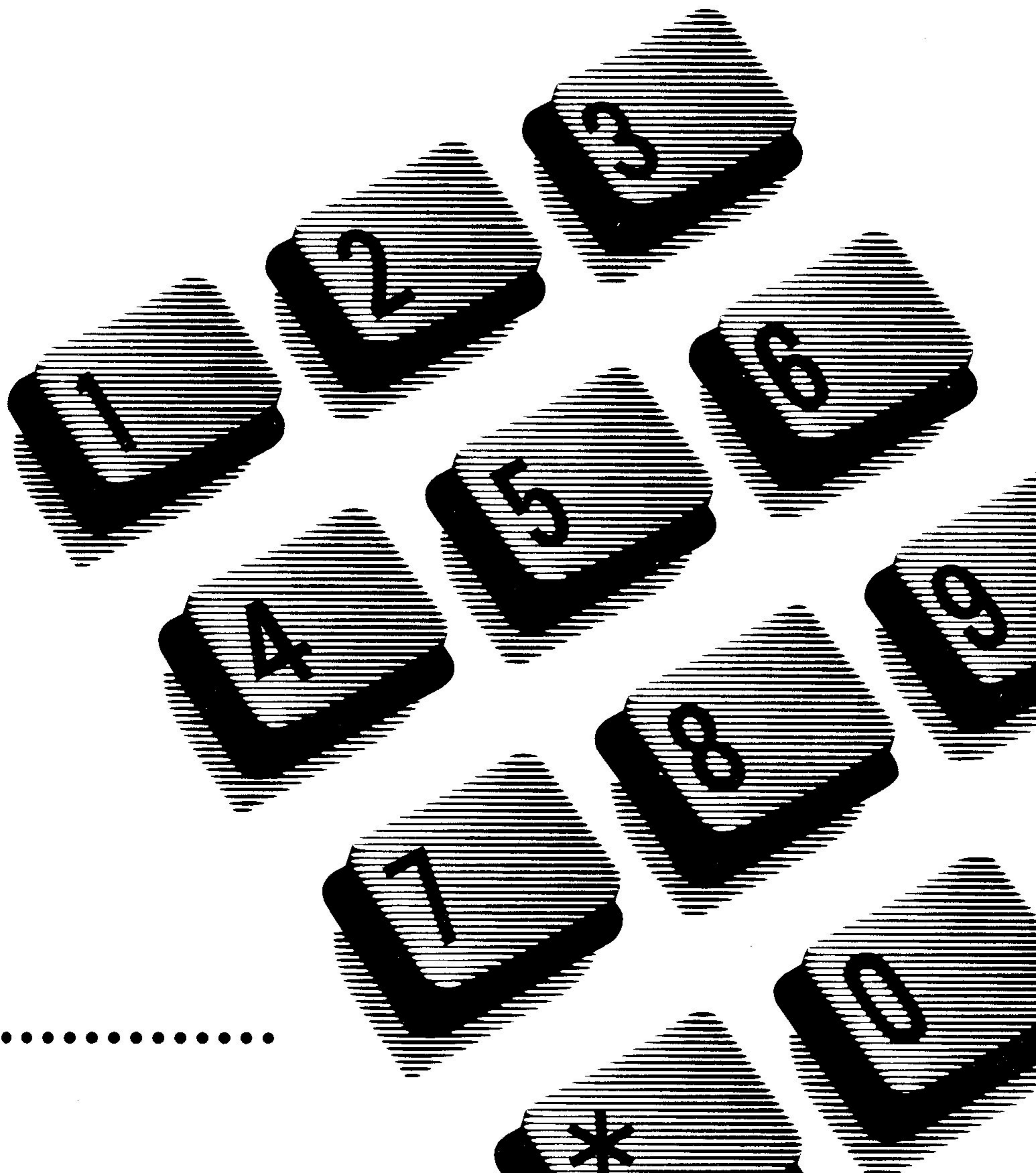


NORTEL NORSTAR

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Norstar Voice Mail 3.0 User Guide



Norstar Voice Mail Quickstart

You can begin to use Norstar Voice Mail as soon as you initialize your mailbox.

To open and initialize your mailbox, follow these steps:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Press **0** **0** **0** **0** (the default password) and press **OK** or **#**.
3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press **OK** or **#**.
4. Enter your new mailbox password again and press **OK** or **#**.
5. At the tone, record your name in the Company Directory.
6. Press **Fls** to end this session.

Callers will now be able to leave voice messages for you. You are ready to record your Personal Mailbox Greetings and use the Norstar Voice Mail features explained in this User Guide.

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About Norstar Voice Mail

Norstar Voice Mail works with the Norstar Business Communication System offering an automated receptionist service. Norstar Voice Mail answers incoming calls, routes calls to extensions and mailboxes within the system, and provides message taking capability.

How to use this guide

The Norstar Voice Mail Quickstart page will get you started. The remainder of this guide explains the Norstar Voice Mail features and how to use them.

All Norstar telephones provide Norstar Voice Mail voice prompts. On telephones with display buttons, the voice prompts are delayed for five seconds. If you don't see an option on your telephone display, wait for the voice prompt to announce additional options.

You can use Norstar Voice Mail features by pressing either the display buttons, or the dialpad buttons on your Norstar telephone.

When you see a display button like this: **PLAY** ,

or a dialpad button like this:  ,

press either one to activate the Norstar Voice Mail feature. This guide shows you both buttons.

About the Norstar Voice Mail Feature Codes

When you are using Norstar Voice Mail from a Norstar telephone, you must first enter a Feature Code. Feature Codes are used to access the different Norstar Voice Mail operations.

A Feature Code can be used to leave a message, open your mailbox, determine the Norstar Voice Mail Directory Number (DN), transfer a call to a mailbox or interrupt a call forwarded to your mailbox. The five frequently used Feature Codes are shown in the Default Feature Code column in the table "Norstar Voice Mail Feature Codes" below.

Norstar Voice Mail Feature Codes

Operation	Default Feature Code	Custom Feature Code
Leave a Message	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="0"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>
Open Mailbox	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="1"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>
Norstar Voice Mail Directory Number	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="5"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>
Transfer	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="6"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>
Interrupt	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="7"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>

Feature Codes are assigned during installation. The Feature Codes that appear in this guide are Norstar Voice Mail default codes. For information on Determining Norstar Voice Mail Feature Codes, refer to the *Norstar Voice Mail 3.0 Reference Guide*. Record the Custom Feature Codes in the appropriate column in the table "Norstar Voice Mail Feature Codes" above.

Feature Codes can be programmed into your Norstar telephone by pressing * . For example, you can program and label memory buttons for "Open Mailbox" and "Leave a Message". For more information about how to program a Feature Code memory button, refer to the *Norstar Voice Mail 3.0 Reference Guide*.

Feature Code descriptions

Leave Message Feature Code

Use the Leave Message Feature Code to leave a message in a mailbox initialized with Norstar Voice Mail.

Press to use the Leave Message Feature Code.

Open Mailbox Feature Code

Use the Open Mailbox Feature Code to open your Personal Mailbox, to listen to your messages and to access Norstar Voice Mail options. Your Personal Mailbox is protected by a password that you choose.

Press to open your mailbox.

Norstar Voice Mail Directory Number (DN) Feature Code

Use the Norstar Voice Mail Directory Number (DN) Feature Code to determine the Norstar Voice Mail DN. You need to know the Norstar Voice Mail DN when you forward your Norstar telephone to Norstar Voice Mail, or if you have an Analog Terminal Adapter (ATA). For information on forwarding your calls to Norstar Voice Mail or using an ATA, refer to the *Norstar Voice Mail 3.0 Reference Guide*.

Press to determine the Norstar Voice Mail DN.

Transfer Feature Code

Use the Transfer Feature Code to transfer a call to a mailbox. If you are using the Transfer Feature Code, do not put the call on hold. While the call is active, press and enter the mailbox number where you want to transfer the call. The call is transferred.

If you use the Transfer feature often, program to a memory button on your telephone. Feature Codes can be programmed to memory buttons of your Norstar telephone using . For more information about programming a Feature Code memory button, refer to the *Norstar Voice Mail 3.0 Reference Guide*.

Interrupt Feature Code

Use the Interrupt Feature Code 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.

Press to use the Interrupt feature.

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 on, the message will cause Norstar Voice Mail to call the Off-premise Message Notification number immediately.

Personal Mailbox greetings

You can record Primary, Alternate or optional Personalized greetings. Your Primary Mailbox greeting is for everyday use. Your Alternate Mailbox greeting is for times when you are away from the office. If your company subscribes to Caller ID, you can record Personalized Mailbox greetings. For Personalized Mailbox greetings, you program Norstar Voice Mail to recognize a specific incoming telephone number. Your Personalized Mailbox greeting plays to callers from that number. Delete your Personalized Mailbox greetings when you no longer need them.

If you record a Primary and Alternate greeting, you have the option of choosing which greeting plays to callers who reach your mailbox. When you record an Alternate Mailbox greeting, you can either accept or decline messages. If you decide to decline messages, then messages cannot be left in your mailbox.

You can also record greetings in an Alternate Language. If you have greetings in an Alternate Language, a caller can press **9** while the greeting is playing to listen to the voice prompts in the Alternate Language. Remember to inform callers in your greeting that they can choose the Alternate Language.

Recording your Primary Mailbox greeting

To record your Primary Mailbox greeting:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your password and press **OK** or **#**.
3. Press **ADMIN** or **8**.
4. Press **GREET** or **2** to select greeting options.
5. Press **REC** or **1** to record your greeting.
6. Press **PRIME** or **1** to record your Primary Mailbox greeting.
7. Press **YES** or **1** to record your greeting.
8. At the tone, record your Primary Mailbox greeting.

9. Press **OK** or **#** to end your greeting.
10. After you record your greeting you can:
 - press **PLAY** or **1** to listen to your greeting
 - press **RETRY** or **2** to erase and re-record your greeting
 - press **OK** or **#** to accept your greeting
11. Press **Rls** to end this session.

Recording your Alternate Mailbox greeting

To record your Alternate Mailbox greeting:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your password and press **OK** or **#**.
3. Press **ADMIN** or **8**.
4. Press **GREET** or **2** to select greeting options.
5. Press **REC** or **1** to record your greeting.
6. Press **ALT** or **2** to record your Alternate Mailbox greeting.
7. Press **YES** or **1** to record your greeting.
8. At the tone, record your Alternate Mailbox greeting.
9. Press **OK** or **#** to end your greeting.
10. After you record your greeting you can:
 - press **PLAY** or **1** to listen to your greeting
 - press **RETRY** or **2** to erase and re-record your greeting
 - press **OK** or **#** to accept your greeting
11. Press **Rls** to end this session.

Choosing the Primary or Alternate Mailbox greeting

After you record your mailbox greetings, choose which greeting you are going to use. If a greeting is not chosen, Norstar Voice Mail automatically plays your Primary Mailbox greeting.

If you choose your Alternate Mailbox greeting, you are asked whether the mailbox should accept messages. If you choose YES, then messages are received and stored in your mailbox. If you choose NO, then the following occurs:

- messages cannot be left in your mailbox
- the Alternate Mailbox greeting takes precedence over all other greetings
- if a caller presses a button to cut the Alternate Mailbox greeting short, they will hear a voice prompt that says, *“This is a special greeting. To play it again, press [2]. To record a message now, press [#].”*

To choose which greeting you want to play:

1. Press **Feature** [9] [8] [1] to open your mailbox.
2. Enter your password and press **OK** or [#].
3. Press **ADMIN** or [8].
4. Press **GREET** or [2] to select greeting options.
5. Press **CHOOSE** or [2].
6. Press **PRIME** or [1] to choose your Primary Mailbox greeting. Press **ALT** or [2] to choose your Alternate Mailbox greeting.
7. When you choose your Alternate Mailbox greeting, you are asked whether the mailbox should accept messages. Press **CHNG** or [1] to toggle from yes to no. Press **OK** or [#]. If you choose YES, then messages are received. If you choose NO, then messages cannot be left in the mailbox.
8. Press [Rls] to end this session.

Recording your Personalized Mailbox greetings

Personalized Mailbox greetings are only available if your company subscribes to a Caller ID service from your local telephone company. The Personalized Mailbox greeting plays to callers from a telephone number that you program Norstar Voice Mail to recognize. You can have a maximum of three different Personalized Mailbox greetings.

Note: When your telephone is on Call Forward to another Norstar telephone, Personalized greetings do not play.

To record a Personalized Mailbox greeting:

1. Press **Feature** to open your mailbox.
2. Enter your password and press **OK** or .
3. Press **ADMIN** or .
4. Press **GREET** or .
5. Press **REC** or .
6. Press **PERS** or .
7. Enter a greeting number , or .
8. Press **CHNG** or and enter the telephone number that you want to assign to the Personalized Mailbox greeting number. You must assign a unique telephone number to each Personalized Mailbox greeting number.
9. Press **OK** or to accept the telephone number.
10. At the tone, record your Personalized Mailbox greeting.
11. Press **OK** or to end your greeting.
12. After you record your greeting you can:
 - press **PLAY** or to listen to your greeting
 - press **RETRY** or to erase and re-record your greeting
 - press **OK** or to accept your greeting
13. Press to end this session.

Deleting a Personalized Mailbox greeting

You can delete a Personalized Mailbox greeting when you no longer need it.

To delete a Personalized Mailbox greeting:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your password and press **OK** or **#**.
3. Press **ADMIN** or **8**.
4. Press **GREET** or **2**.
5. Press **REC** or **1**.
6. Press **PERS** or **3**.
7. Enter the greeting number that you want to delete **1**, **2** or **3**.
8. Press **DEL** or **2** to delete the greeting.
9. Press **Fls** to end this session.