

Listening to your messages

Each time you open your mailbox, your Norstar Voice Mail display shows you how many messages are in your mailbox. Urgent messages play before other messages left in the mailbox.

To listen to your messages:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your password and press **OK** or **#**.
3. To listen to your new messages, press **PLAY** or **2**. To listen to your saved messages, press **6**.
4. Your first message starts to play. While listening to a message, or after a message has played, you can:

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Description	Press
Replay the message	<<< <<< or 1 1
Back up nine seconds*	<<< or 1
Pause and continue*	STOP to Pause PLAY to Continue or 2 to Pause then 2 to Continue
Forward nine seconds*	>>> or 3
Skip to the end of the message*	>>> >>> or 3 3 or #
Play the previous message	4
Forward the message	COPY or 5
Skip to the next message	NEXT or 6 or #
Play time and date stamp	7
Save a message	SAVE or 7 7
Erase the message	ERASE or 8
Adjust the volume control*	*
Reply to a message**	REPLY or 9
Reply to sender**	SNDR or 1
Reply to sender and all other recipients of message**	ALL or 2

* Applies only while the message is playing.

** Applies only if the Reply Feature is enabled. Ask your System Coordinator about this feature.

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 step 4 of "Listening to your messages" on page 9.

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

The Call Screening feature allows you to determine who is calling before you accept the call. The System Coordinator can enable the Call Screening Feature.

Call Screening is useful when:

- Caller ID service is not available
- Caller ID is not a reliable indication of the caller's identity
- your Norstar telephone does not have a display

Call Screening applies only to external calls that are transferred from the Automated Attendant or from Custom Call Routing (CCR). See your System Coordinator for information on CCR.

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

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

To use the Call Screening feature:

1. You receive an external call that is transferred from the Automated Attendant or from Custom Call Routing (CCR).
2. Norstar Voice Mail announces the caller's identity to you.
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.

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.

About Alternate extensions

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

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

When an Alternate extension is assigned to a telephone that has Caller ID and Display Caller enabled, Caller ID 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 to Norstar Voice Mail using Caller ID" on page 18.) 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.

Accessing your mailbox while away from the office

When you are away from the office, you can access Norstar Voice Mail using the dialpad of any tone dial telephone. To access your Personal Mailbox, press while your Personal greeting plays. Enter your Personal Mailbox number and password combination and follow the voice prompts. After listening to your messages, the messages you do not erase are automatically saved.

Mailbox Passwords

Changing your mailbox password

You can change your mailbox password at any time. A password must be between four and eight digits long and cannot start with zero. After you enter and verify the new password, you can access your mailbox. We recommend that you change your mailbox password on a regular basis.

To change your password:

1. Press .
2. Enter your current mailbox password and press OK or .
3. Press ADMIN or .
4. Press PSWD or .
5. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press OK or .
6. Enter your new mailbox password again and press OK or .
7. Press to end this session.

Password lock-out

For security reasons, the System Coordinator assigns each mailbox a maximum number of incorrect password attempts. When the number has been reached, the mailbox owner is locked out. The mailbox cannot be accessed until the password is reset. Ask your System Coordinator to reset the password.

Password expiry

Your mailbox may be assigned a maximum number of days a password remains active. If your mailbox password expires, your mailbox can be opened, but you cannot access your messages or perform any other mailbox functions until you change your password.

Using the Company Directory

The Company Directory is a list of mailbox owners on the Norstar Voice Mail system. You can find any initialized mailbox by searching the Company Directory. If you do not want your name to appear in the Company Directory, you should see your System Coordinator. If the Company Directory feature is disabled by the System Coordinator, you cannot use it.

If you do not know the mailbox number, use the Company Directory to locate and select the person's mailbox by entering their last name, first name or both names. The System Coordinator determines whether mailboxes are selected by last name, first name, or both names.

You can use the Company Directory whenever the display shows: **DIR** or when the Norstar Voice Mail voice prompt announces, "Press **#** to use the Directory." Any time that Norstar Voice Mail asks you to select a mailbox you can use the Company Directory.

The buttons on the Norstar dialpad act as both numbers and letters. Each button represents a number and also represents letters of the alphabet. When you enter a name using the Company Directory option, you need to press the buttons associated with the letters of the name. If you are trying to find a mailbox owner with fewer than four letters in their last name, for example "Fry", press the buttons **3** **7** **9** on the dialpad to spell the entire last name. Then press **OK** or **#**. The mailbox owner's name "Fry" is announced. If you are using the Directory from your Norstar telephone, the name of the mailbox owner appears on the display. To accept the mailbox owner, press **OK** or **#**. If you do not want the person who is announced, press **NEXT** or **1** to hear the next matching name.

For more information on the Company Directory or the Norstar dialpad, refer to the *Norstar Voice Mail 3.0 Reference Guide*.

Leaving a mailbox message

You can leave a message directly in any initialized Norstar Voice Mail mailbox. To leave a message, use the Leave Message Feature or the Open Mailbox Feature.

Message Delivery Options

Norstar Voice Mail provides you with five message Delivery Options: Normal, Certified, Urgent, Private, and Timed Delivery. After you record your mailbox message, press **3** to access the message Delivery Options.

To use one of the message Delivery Options:

Press **SEND** or **#** or replace the handset to send a message with a Normal Delivery Option. Normal messages are played in the order in which they are received, and can be forwarded to other mailboxes.

Press **CERT** or **1** to send a message with a Certified Delivery Option. A Certified message sends you notification that your message has been received and listened to. The Certified Delivery Option is only available if you are calling from a telephone that has a mailbox associated with it.

Press **URGENT** or **2** to send a message with an Urgent Delivery Option. Messages marked Urgent play before other messages left in the mailbox. Urgent messages are introduced by the voice prompt: *"This message is urgent."*

Press **OTHR** to access the Private and Timed Delivery Options if you have a two-line display telephone. (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.) If **PRIU** appears instead of **OTHR**, the Timed Delivery option is not available.

Press **PRIU** or **3** to send a message with a Private Delivery Option. The recipient of a Private message cannot forward the Private message to another mailbox.

Press **TIME** or **4** to set the delivery time of a message using the Timed Delivery Option. Enter the time, including a.m. or p.m., and the date you want your message to be sent. When the specified time and date occurs, the message is sent. You cannot cancel the message prior to delivery. The Timed Delivery Option is only available if you are using a telephone which has a mailbox associated with it.

Before you end the session, press ***** to cancel all Delivery Options and press **#** to send the message.

To leave a mailbox message using the Leave Message Feature Code:

1. Press **Feature** **9** **8** **0**.
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. For details about Group List numbers, ask your System Coordinator.
3. After you enter the mailbox number, the display shows the mailbox owner's name or the Group List name.
4. Press **OK** or **2** to accept the mailbox owner's name or Group List name and leave your message. At the sound of the tone, record your message.
5. Press **OK** or **#** to end your message.
6. After you record your message you can:
 - press **PLAY** or **1** to listen to your message
 - press **RETRY** or **2** to erase and re-record your message
 - press **SEND** or **#** or replace the handset to send the message using the Normal Delivery Option. Proceed to step 10 if you send the message now.
 - press **3** for Delivery Options (refer to steps 7 and 8 for Delivery Options)

7. Press CERT or [1], URGENT or [2], or OTHR. (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 a single-line display telephone.) If PRIV appears instead of OTHR, the Timed Delivery option is not available. By pressing OTHR, you access the next set of Delivery Options: PRIV or TIME. To send a message using the Timed Delivery Option, enter the time and date you want the message to be received.
8. Press OPTS or [3] to select another Delivery Option. You can mark a message with one or all of the Delivery Options. For example, you can send a Certified and Urgent message.
9. Press SEND or [#] or replace the handset to send your message.
10. Press [Rls] to end this session.

To leave a message using the Open Mailbox Feature Code:

1. Press [Feature] [9] [8] [1].
2. Enter your password and press OK or [#].
3. Press REC or [3]. At the sound of the tone, record your message.
4. Press OK or [#] to end your message.
5. After you record your message you can:
 - press PLAY or [1] to listen to your message
 - press RETRY or [2] to erase and re-record your message
 - press OK or [#] to accept your message
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. For details about Group List numbers, see your System Coordinator.

7. After you enter the mailbox number, the display shows the mailbox owner's name or the Group List name. You can:
 - press **OPTS** or **[3]** for Delivery Options (refer to steps 8 and 9 for Delivery Options)
 - press **CC** or **[4]** to send this message to one or more recipients, with one set of delivery options applied to all recipients
 - press **SEND** or **[#]** to send the message now with the Normal Delivery Option. Proceed to step 10 if you send the message now.
8. Press **CERT** or **[1]**, **URGENT** or **[2]**, or **OTHR**. (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.) If **PRIU** appears instead of **OTHR**, the Timed Delivery option is not available. By pressing **OTHR** you access the next set of Delivery Options, **PRIU** or **TIME**. To send a message using the Timed Delivery Option, enter the time and date you want the message received.
9. After you have marked this message with a Delivery Option, you can either send this message, mark this message with more Delivery Options or send this message to multiple recipients. For example, you can send a Certified and Urgent message to several mailbox owners.
10. Press **SEND** or **[#]** after you mark your message with Delivery Options to send your message.
11. Press **[Rls]** to end this session.