

Off-premise Message Notification

The Off-premise Message Notification feature allows you to program Norstar Voice Mail to call you when you receive a message. You can set up Off-premise Message Notification to call you at any telephone number, extension or pager. Off-premise Message Notification is assigned to your mailbox by your System Coordinator.

When you have programmed Norstar Voice Mail to call you at a telephone, you are called and a voice prompt asks you to enter your password. You must provide your password to access Norstar Voice Mail to listen to your message(s). You can administer Off-premise Message Notification from any tone dial telephone.

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 telephone 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.

You can receive notification of messages at a maximum of five different destination numbers that you assign. When the number of retry attempts is reached for each assigned number, the next number in the series is called. For example, Norstar Voice Mail can contact your car telephone 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.

Phone numbers and extension numbers are called only if the current time is within the time range you specify. For example, you may choose to be notified of messages from your office at your home from 5:00 p.m. until 10:00 p.m. In this example, you would set up the start time as 05:00 p.m. and the stop time as 10:00 p.m. You do not need to specify a time range for pagers, since pagers are notified any time there is a qualifying message.

You can choose to be notified of all new messages or urgent messages only. The default message type is new. This means you are notified whenever you receive a new message. If you change the message type to urgent, then you are only notified when you receive an urgent message.

Determine your Off-premise Message Notification telephone numbers and options, and record them in the table "Off-premise Message Notification Outdial numbers and options".

To set up Off-premise Message Notification, follow the steps shown in "Setting up Off-premise Message Notification" on page 29.

For information on changing, deleting and inserting Off-premise Message Notification numbers, refer to the *Norstar Voice Mail 3.0 Reference Guide*.

Off-premise Message Notification Outdial numbers and options

Outdial 1

Destination Type	Phone	Pager	Extension
Destination telephone number			

Outdial 2

Destination Type	Phone	Pager	Extension
Destination telephone number			

Outdial 3

Destination Type	Phone	Pager	Extension
Destination telephone number			

Outdial 4

Destination Type	Phone	Pager	Extension
Destination telephone number			

Outdial 5

Destination Type	Phone	Pager	Extension
Destination telephone number			

Call options (for Destination Type telephone only)

Time band:	Start time (hh:mm)	____: ____ a.m. p.m.
	Stop time (hh:mm)	____: ____ a.m. p.m.
Notification:	New	Urgent

Setting up Off-premise Message Notification

To set up Off-premise Message Notification, you have to know how to enter a Destination Number. Before you set up Off-premise Message Notification, read “How to enter special characters in the Destination Number” and refer to the examples provided.

How to enter special characters in the Destination Number

Follow the voice prompts or press **ADD** to insert any special dialing instructions such as “pause” or “recognize dialtone” to a destination telephone number or a destination pager number. The destination telephone number can be a maximum of 30 characters. The destination pager number can be a maximum of 29 characters.

Note: When you are adding special characters, do not press the dialpad keys **#** to enter a #, or ***** to enter a *. Press the button directly below the option on the display, or follow the voice prompts.

Entering special characters on a single-line display telephone

If you have a single-line display telephone, follow the voice prompts. To add special characters to the destination number on a single-line display telephone:

- press **2** to enter more digits
- press **3** to enter a timed pause which appears as a “P” on the display. Pauses are four seconds long.
- press **4** to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as a “D” on the display.
- press **5** to enter a #
- press **6** to enter a *
- press ***** to cancel and retry

Entering special characters on a two-line display telephone

To add special characters to the destination number on a two-line display telephone:

press PAUS or [3] to enter a timed pause which appears as a "P" on the display. Pauses are four seconds long.

press DIGS or [2] to retry or add digits to the destination telephone number

press [*] to cancel and retry

press OTHR to add the following special characters:

- press TONE to recognize dial tone (behind PBX). The recognize dial tone special character appears as a "D" on the display.
- press * to enter a *
- press # to enter a #

Example of a Destination Number when Norstar is behind PBX or Centrex+

When Norstar Voice Mail is installed on Norstar behind 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 (depending on your system)
- [#] specifies the next digits are special characters
- [4] or TONE recognizes dial tone
- [2] or DIGS specifies the next digits are numbers to be dialed
- [5] [5] [5] [1] [2] [3] [4] is the telephone number dialed

Example of a Destination Number for pagers

A numeric pager is set up in two steps:

First, you enter the telephone number to access your paging service. This may contain embedded pauses, but will typically be a straightforward telephone number. Several pauses are assumed to give the paging service time to answer. If the paging service requires additional answer or setup time, add pause characters to the start of the pager message.

Second, you accept or change the default pager message which is the sequence of digits sent after the pager service is dialed. The default pager message is the Norstar Voice Mail Directory Number. Norstar Voice Mail dials your pager and sends this pager message to notify you that you have a message.

If you are assigning a pager Destination Number from behind PBX or Centrex+, remember to insert a (depending on your system) before the to access an outside line. There is a combined limit of 29 characters for the pager telephone number and the pager message.

For example, to reach your pager, enter:

where:

- specifies the next digits are special characters
- or **TONE** recognizes dial tone
- or **DIGS** specifies the next digits are numbers to be dialed
- is the pager telephone number dialed
- specifies the next digits are special characters
- inserts a timed pause

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

To set up Off-premise Message Notification:

1. Press **Feature** to open your mailbox.
2. Enter your password and press **OK** or .
3. Press **ADMIN** or to open the Mailbox Admin Menu.
4. Press to open the Off-premise Message Notification Menu.
5. Press **ADMIN** or to set up Off-premise Message Notification.
6. Choose the type of destination number. Press **PHONE** or if the destination number is a telephone number. Press **EXT** or if the destination number is an extension number. Press **PAGER** or if the destination number is a pager number.
The **Notify:** display appears if you have already entered one or more destination numbers. Press **CHNG** to change the destination number. (The **OTHR** option only appears if more than one destination has been entered. Press **OTHR** to delete or insert a destination.) Press **NEXT** or to view or add destination numbers.
7. Enter the destination number and press **OK** or .
8. Press **OK** or to accept the destination number. Press **ADD** to enter special characters. For information refer to "How to enter special characters in the Destination Number" on page 29. After you have added special characters, press **OK** or to accept the destination number.
9. Enter the time Off-premise Message Notification is to start for telephone or extension destinations. (If the start and stop times have been entered or if you entered a pager destination, proceed to step 13.) This is a four-digit field. Any single-digit hour and minute must be preceded by a zero. Set the start time for the time that you will be at the destination telephone number. The start and stop times apply to all of the destination telephone and extension numbers. Pagers are notified any time there is a qualifying message.
10. Press **AM** or or **PM** or and press **OK** or to accept the start time. Off-premise Message Notification begins when the start time is reached for telephones and extensions.

11. 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.
12. Press **AM** or **[1]** or **PM** or **[2]** and press **OK** or **[#]** to accept the stop time.
13. The display shows: **More dest?** if you entered only one destination number. Press **YES** or **[1]** to add more destination numbers. To add another destination number, press **SETUP** or **[1]** and repeat steps 6 to 8. Press **NO** or **[#]** if you do not want to add more destination numbers.
The **Notify :** display appears if you entered one or more destination numbers.
Press **CHNG** to change the destination number.
Press **OTHR** to delete or insert a destination. The **OTHR** option only appears if more than one destination has been entered. Press **NEXT** to:
 - view destination numbers
 - add destination numbers
 - go to the **Start :** display to change the start and stop time for telephone numbers and extension numbers. Refer to steps 9 to 12.
 - go to step 14 if you only entered one or more pager number destinations
14. 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 only notified when you receive an urgent message.
15. Press **OK** or **[#]** to accept the message type and return to the **Msg Notify** display.
16. Press **[*]** to return to the Mailbox Admin Menu in step 3.
17. Press **[Rls]** to end this session.

You can turn the feature on or off without setting up Off-premise Message Notification every time. Refer to "Turning Off-premise Message Notification on and off" on page 34 for information.

Repeat steps 4 through 16 for each additional telephone or pager number required. The maximum number of Off-premise Message Notification numbers is five.

Turning Off-premise Message Notification on and off

To turn Off-premise Message Notification on and off:

1. Press to open your mailbox.
2. Enter your password and press OK or .
3. Press ADMIN or to open the Mailbox Admin Menu.
4. Press to access the Off-premise Message Notification Menu.
5. Press SELECT or .
6. Press CHNG or .

Note: Pressing CHNG allows you to toggle from on to off.

7. Press OK or to return to the Mailbox Admin Menu.
8. Press to end this session.

It is possible for a party receiving an Off-premise Message Notification call to cancel Off-premise Message Notification to their destination. This is useful when a destination has been incorrectly programmed and a wrong party is receiving the 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 . If you have received this call by mistake, please press .”*

Norstar Voice Mail time savers

- Program a memory button on your Norstar telephone with the Norstar Voice Mail Directory Number. This allows you to quickly and easily forward your calls to your Personal Mailbox.
- Whenever you are unsure of the Norstar Voice Mail Directory Number, press . The Directory Number appears on the display.
- If you get lost using one of the Norstar Voice Mail Options, press to replay the option list. When a Norstar single-line or two-line display is being used, press to back up the display to the previous display prompt.
- To use a single-line display telephone, call the Norstar Voice Mail Directory Number and follow the voice prompts.
- To save time, you can interrupt most prompts by pressing or selecting a Norstar Voice Mail Option. You cannot interrupt prompts that are informing you of an error.

Other features

For more information on Norstar Voice Mail features, refer to the *Norstar Voice Mail 3.0 Reference Guide*. This guide explains the following in detail:

- Automated Attendant
- Sending a message using a Group List
- Forwarding a message
- Replying to a message
- Never Full Mailboxes
- Passwords
- Company Directory
- Alternate Languages
- General Delivery Mailbox
- Envelope information (refer to *Accessing your messages*)
- Types of mailboxes
- Troubleshooting