

## Using Norstar Voice Mail

This guide shows you how to start using Norstar Voice Mail. It explains the Feature Codes, how to initialize your mailbox, and explains some of the features you can use right away.

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

You can use Norstar Voice Mail features by pressing the display buttons or the dialpad buttons on your Norstar telephone. This guide shows you both buttons.

So when you see a button like this: PLAY

or a button like this:

you can press either one to activate the Norstar Voice Mail feature.

### Before you begin using Norstar Voice Mail

Before you start using Norstar Voice Mail, you must:

- initialize your mailbox
- record your Primary Greeting for everyday use
- record your Alternate Greeting when you are away from the office due to illness, vacation, or a special occasion
- record your Personalized Greetings

**Note:** To end a Norstar Voice Mail session, you can replace the handset or press

## About the Feature Codes

Feature Codes are used only when you use Norstar Voice Mail from a Norstar telephone. A Feature Code is used to leave a message, open your mailbox, determine the Norstar Voice Mail Directory Number (DN), and transfer a call to a mailbox. There are five frequently used Feature Codes:

- Leave Message
- Open Mailbox
- Determine the Norstar Voice Mail DN
- Transfer
- Interrupt

Feature Codes can be programmed onto your Norstar telephone using  \* . For example, you can program and label buttons for “Leave Message” and “Open Mailbox”.

**Note:** For more information about programming a Feature Code memory button, refer to the **Norstar Voice Mail Reference Guide**.

When you are away from the office, you can access Norstar Voice Mail using the dialpad of any tone dial telephone.

## Norstar Voice Mail time savers

- Use the programmable buttons on your Norstar telephone for the Norstar Voice Mail DN. This will allow you to quickly and easily forward your calls directly into your Personal Mailbox.
- Whenever you are unsure of the Norstar Voice Mail DN, press    . The Norstar Voice Mail DN will appear on your Norstar display.
- If you get lost using one of the Norstar Voice Mail Options, press \* \* to replay the option list. When a Norstar one-line or two-line display is being used, press \* to back up the display to the previous display prompt.
- To use Norstar Voice Mail from a single-line display telephone, call the Norstar Voice Mail DN 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 other Norstar Voice Mail features, refer to the **Norstar Voice Mail Reference Guide**. This guide explains such features as:

- Automated Attendant
- Group Lists
- Forwarding a message
- Reply to a message
- Passwords
- Company Directory Name List
- Language selection
- General Delivery Mailbox
- Envelope information
- Selecting mailbox greetings
- Information Messages

## Using the Company Directory

The Norstar Voice Mail Company Directory is a list of mailbox owners that may be requested to appear on the Norstar telephone's display. Membership in the Directory is established by mailbox owners when they initialize their mailboxes. You can find any initialized mailbox by searching the Company Directory.

**Note:** This feature can be disabled by the System Coordinator.

You can use the Directory when the:

Norstar display shows: DIR

or

Norstar Voice Mail voice prompt announces: Press  # to use the Directory.

When using the Directory, enter the first four letters of a mailbox owner's last name using the dialpad of any tone dial telephone. To enter the letters "Q" or "Z" press  0. 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  #.

The mailbox owner's name is announced or appears on the display. If you do not want the person who is announced, press NEXT or  1 to hear the next matching name.

**Note:** If you are trying to find a mailbox owner with fewer than four letters in the last name, for example Fry, press the buttons on the dialpad that spell the entire last name, and press OK or  #.

The Feature Codes that appear in this guide are **Norstar Voice Mail default codes**. Feature Codes are assigned during installation. For more information about Feature Codes, see your System Coordinator. If your company is not using the default Feature Codes, ask the Coordinator what the Norstar Voice Mail Feature Codes are and record them in Table 1.

Operation	New Feature Code
Leave Message	Feature 9 ___ ___
Open Mailbox	Feature 9 ___ ___
Norstar Voice Mail DN	Feature 9 ___ ___
Transfer	Feature 9 ___ ___
Interrupt	Feature 9 ___ ___

Table 1 – Norstar Voice Mail Feature Codes

## The Interrupt Feature

This feature allows you to interrupt Norstar Voice Mail and speak with a caller who has reached your mailbox and is listening to the Personal Mailbox Greeting or leaving a message. To use the Interrupt Feature, press  Feature  9  8  7.

**Note:** When a caller leaving a message in a mailbox is interrupted, the first part of the message remains in the mailbox. This message must be deleted.

## Your mailbox features

Before you can use your mailbox, you must:

- open your mailbox
- change your default password
- record your name in the Company Directory
- record your Personal Mailbox Greetings

This is called initializing your mailbox.

## Initializing a mailbox

To open and initialize your mailbox:

1. Press
2. Enter <the default password     >
3. Press **OK** or  to end the password.
4. Using the dialpad, enter your new mailbox password. Your password can be from four to eight digits long, but it cannot start with zero.
5. Press **OK** or  to end your password.
6. Press **YES** or  to accept your password.
7. After you have accepted your password, you are asked to record your name in the Company Directory. At the tone, record your name.

You are now ready to record your Personal Mailbox Greetings. After your greetings are recorded, you have the option of selecting either your Primary or Alternate Greeting. If you do not select a greeting, your Primary Greeting plays automatically.

To end this Norstar Voice Mail session, press .

**Note:** Initializing a mailbox is only done the first time you open your mailbox. A mailbox must be initialized by its owner before voice messages can be received.

## Changing your mailbox password

Your password was created when you first initialized your mailbox. Your mailbox password can be changed at any time. Keep your password in a safe place and avoid giving it to your co-workers. A password must be between four and eight digits long and cannot start with zero (0).

Your mailbox password is used to keep your voice messages private. 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 system and use it fraudulently.

We recommend you change your mailbox password on a regular basis, for example, every 30 days. By changing your password regularly, you decrease the likelihood that someone will discover your password and if someone does, that password will only work for a short period of time.

## Transferring a caller to CCR

A caller can be transferred to the beginning of a Custom Call Routing Tree. To transfer a caller to CCR, enter the Transfer Feature. At the prompt, select a CCR Tree by entering a digit from 1 to 4. The caller is transferred to the CCR Tree. For more information about CCR, ask your System Coordinator.

To transfer a call to a CCR Tree:

1. Press
- Note: Do not press hold.**
2. Enter <the Tree number>
  3. Press **OK**

To end your Norstar Voice Mail session, press .

## Transferring calls

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

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

1. Press  9 8 6

**Note: Do not press hold.**

2. Enter <the mailbox number> or use the Company Directory.

**Note:** Press OK or # to accept a name when using the Company Directory. Do not use the Internal Autodial Feature.

To end this Norstar Voice Mail session, press

## Transferring a mailbox owner to Norstar Voice Mail

Mailbox owners can be transferred to their mailbox to change greetings or retrieve messages. To transfer a mailbox owner to Norstar Voice Mail from your Norstar telephone:

1. Press  9 8 6

**Note:** The call is put on hold automatically. **Do not press hold.**

2. Enter <the mailbox owner's extension number>

Once a mailbox owner has been transferred to their mailbox, the owner must:

3. Press \* \* while the Personal Greeting plays.
4. Enter <the Personal Mailbox number and password>
5. Press #
6. Follow the voice prompts.

**Important:** Do not use  7 0 to transfer a mailbox owner to Norstar Voice Mail. The transfer destination will vary depending upon how Norstar Voice Mail is set up.

To change your password:

1. Press  9 8 1
2. Enter <your old password>
3. Press OK or #
4. Press ADMIN or 8
5. Press PSWD or 4
6. Enter <your new mailbox password>
7. Press OK or # to end your password.
8. Press YES or # to accept your new password.

To end this Norstar Voice Mail session, press

## Recording your Personal Mailbox Greetings

Each mailbox has a Primary, Alternate and optional Personalized Greeting recorded by the mailbox owner. After you have recorded your Personal Mailbox Greetings, you can choose which greeting will be played to callers reaching your mailbox.

To record your greetings, you must first open your mailbox using the Open Mailbox Feature Code. After you have opened your mailbox:

1. Press ADMIN or 8
2. Press GREET or 2 to select Greeting options.
3. Press RECORD or 1 to record your greeting.
4. Select which greeting you are going to record.  
**Note:** You can choose to record either your Primary or Alternate Mailbox Greeting, shown on the display as PRIME and ALT. For information about recording a Personalized Greeting, refer to **Recording a Personalized Greeting** later in this guide.
5. Press YES or 1 to record your greeting.
6. At the tone, record your greeting. Remember to speak clearly, at a pace that is easy to understand.
7. Press OK or # to end your recording.
8. Press OK or # to accept your recording.

To end this Norstar Voice Mail session, press

## Choosing a mailbox greeting

After the mailbox greetings are recorded, you can choose which greeting you are going to use. If you do not choose, Norstar Voice Mail automatically plays your Primary Greeting. After you have opened your mailbox:

1. Press ADMIN or **8**
2. Press GREET or **2** to select Greeting options.
3. Press CHOOSE or **2**
4. Select which mailbox greeting your mailbox is going to play.

**Note:** When your telephone is on Call Forward, Personalized Greetings do not play.

To end this Norstar Voice Mail session, press **Rls**

## Recording a Personalized Greeting

Personalized Greetings are only available if your company subscribes to your local telephone company's calling line identification service. The Personalized Greetings play to calls from three different telephone numbers that you program Norstar Voice Mail to recognize.

**Note:** When your telephone is on call forward, the Personalized Greeting does not play, the Primary Greeting plays.

After you have opened your mailbox:

1. Press ADMIN or **8**
2. Press GREET or **2**
3. Press RECORD or **1**
4. Press PERS or **3**
5. Enter <a greeting number 1, 2 or 3>
6. Press CHNG
7. Enter <the telephone number that you want to assign to the Personalized Greeting>

**Note:** You must assign a unique telephone number to each Personalized Greeting.

8. Press OK or **#** to accept the telephone number.

## Assigning the Target Attendant

The Target Attendant is assigned to answer your telephone when a caller reaches your mailbox and presses [0] to speak with the Operator. The Target Attendant default is the Norstar Voice Mail Operator. You can assign any valid extension as your Target Attendant. After you have opened your mailbox:

1. Press ADMIN or **8**
2. Press **5**
3. Press CHNG or **1**
4. Enter <the desired extension>

The display shows: At.dt ext: <XXX> and changes to show: Mailbox admin The Target Attendant is now changed from the Norstar Voice Mail Operator to your Personal Operator.

**Note:** To change the extension number of your Personal Operator, repeat steps 1 to 4.

To end this Norstar Voice Mail session, press **Rls**

## Call Forward

When you are not available to answer your telephone, you can forward your Norstar telephone directly to Norstar Voice Mail. When you have forwarded your telephone, Norstar Voice Mail answers your incoming calls and transfers them directly into your mailbox.

Before you can forward your calls, you must know the Norstar Voice Mail Directory Number. If you do not know the Norstar Voice Mail DN:

Press

The number that appears on your Norstar display is the Norstar Voice Mail DN.

To forward your calls to Norstar Voice Mail:

1. Press  or
2. The display shows: **Forward to:**
3. Enter <the Norstar Voice Mail DN>

All calls to your telephone will now be answered by Norstar Voice Mail and saved to your Personal Mailbox.

To cancel Call Forward, use one of the methods presented here:

- Press
- Press
- Press CANCEL

9. At the tone, record your greeting. Remember to speak clearly at a pace that is easy to understand.

**Note:** Press PLAY or  to review the current greeting.

10. Press OK or  to accept your recording.

To record another Personalized Greeting, repeat steps 2 to 10.

To end this Norstar Voice Mail session, press

## Listening to messages in your mailbox

Each time you open your mailbox, Norstar Voice Mail plays any Broadcast Messages left by your System Coordinator, and informs you of how many other messages are in your mailbox. Messages are played beginning with any Urgent Messages, followed by the first message left in your mailbox.

To listen to messages, you must open your mailbox using the Open Mailbox Feature Code. After you have opened your mailbox:

To listen to your New Messages, press PLAY or

To listen to your Saved Messages, press

Your first message starts to play. While listening to a message, or after a message has played, you can:

Replay the message: <<< <<< or

\*Back up nine seconds: <<< or

\*Pause and Continue: STOP PLAY or  to Pause then  to Continue

\*Forward nine seconds: >>> or

\*Skip to the end of message: >>> >>> or   or

Play the previous message:

Forward the message: COPY or

Skip to the next message: NEXT or  or

Play time and date stamp:

Save a message:

Erase the message: ERASE or

Reply to the message: REPLY or



Volume control: [\*]

**Note:** The options marked with an asterisk (\*) only apply while the message is playing.

After listening to the messages left in your mailbox and exiting Norstar Voice Mail, all messages you do not erase are automatically saved. Message storage space is limited. We recommend you erase messages that are no longer needed.

## 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.

**Note:** After listening to your messages, the messages you do not delete are automatically saved.

## Off-premise Message Notification

Off-premise Message Notification, to any telephone number or to a pager, alerts you when messages are left in your mailbox. Off-premise Message Notification is enabled in the Norstar Voice Mail Class of Service designation by your System Coordinator.

You can assign up to five telephone numbers. When the number of retry attempts is reached, the next telephone number in the series is called. For example: a user can assign a car telephone number first. If there is still no answer, the call rings at the home number. If there is no answer, the call rings at the pager number and so on. The number of retry attempts is determined by the Class of Service.

**Note:** You can administer Off-premise Message Notification from any tone dial telephone. You can direct your Message Notification to any tone dial telephone or pager.

Determine what your different notification telephone numbers and options are and record them in Table 2.

To leave a mailbox message using the Open Mailbox Feature Code:

1. Press
2. Enter <your Personal Mailbox password>
3. Press OK or  to accept your password.

**Note:** After you have entered your mailbox password, the display shows your name.

4. Press REC or
5. At the sound of the tone, record your message. Remember to speak clearly at a pace that is easy to understand.
6. Press OK or  to end your recording.

**Note:** After you have recorded your message, you can replay the message or record the message again.

7. Press OK or  to accept your recording.
8. Enter <the mailbox number or Group List number>

**Note:** 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.

The display shows the mailbox owner's name.

9. Press  for Delivery Options.
10. Press CERT or  URGENT or  PRIV or  to mark the message.
11. Press OPTS or  to select another Delivery Option.
12. Press SEND or  to send your message.

You can also replace the handset to send your message. When you replace the handset to send your message, the message is sent using the Normal Delivery Option.

To end this Norstar Voice Mail session, press



5. Press LINE or [1] to select a line.

**Note:** You can also select POOL or [2] or IC or [3]

6. Press CHNG or [1]

After you have recorded your mailbox message, press [\*] to erase and rerecord or press [3] to access Delivery Options. To use one of the Delivery Options, press the appropriate Delivery Option number. Press [\*] to cancel all Delivery Options.

**Note:** When you reach a mailbox to leave a message and the Personal Mailbox Greeting is playing, you can press [9] to listen to Norstar Voice Mail voice prompts in the Alternate Language.

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>

**Note:** 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.

After you have entered the mailbox number, the display shows the mailbox owner's name.

3. Press OK or [2] to leave your message.

4. At the sound of the tone, record your message. Remember to speak clearly at a pace that is easy to understand.

5. Press OK or [#] to end your recording.

**Note:** After you have recorded your message, you can record the message again, play the message or press SEND or [#]

6. Press [3] for Delivery Options.

7. Press CERT or [1] URGENT or [2] PRIV or [3] to mark the message.

8. Press OPTS or [3] to select another Delivery Option.

9. Press SEND or [#] to send your message.

You can also replace the handset to send your message. When you replace the handset to send your message, the message is sent using the Normal Delivery Option.

To end this Norstar Voice Mail session, press [Rls]

- press [\*] to cancel and retry
- press OK or [#] to access digits and any required pauses
- follow <the voice prompts>

**Notification Off-premise numbers and options**

**Outdial 1**

Line or Line Pool or extension number			
If Line or Line Pool selected:	Destination Type	Phone	Pager
	Destination telephone number		

**Outdial 2**

Line or Line Pool or extension number			
If Line or Line Pool selected:	Destination Type	Phone	Pager
	Destination telephone number		

**Outdial 3**

Line or Line Pool or extension number			
If Line or Line Pool selected:	Destination Type	Phone	Pager
	Destination telephone number		

**Outdial 4**

Line or Line Pool or extension number			
If Line or Line Pool selected:	Destination Type	Phone	Pager
	Destination telephone number		

**Outdial 5**

Line or Line Pool or extension number			
If Line or Line Pool selected:	Destination Type	Phone	Pager
	Destination telephone number		

**Call options** (for Destination Type phone only)

Time band	Start time (hh:mm)	___ : ___	a.m. p.m.
	Stop time (hh:mm)	___ : ___	a.m. p.m.
Notification	<b>New</b>	Urgent	

If the message Destination Type is a Phone, you must set a start time.

14. Press **OK**
15. Press **CHNG** or **1** to assign the start time.
16. Enter <the time when Off-premise Message Notification is to start>  
**Note:** The start and stop times apply to all five notification numbers. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.
17. Press **AM** or **1** or **PM** or **2**
18. Press **OK** or **#** to accept the start time.
19. Enter <the time when Off-premise Message Notification is to stop>  
**Note:** This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.
20. Press **AM** or **1** or **PM** or **2**
21. Press **OK** or **#** to accept the stop time.
22. Press **OK** or **#** to accept the Message Type New.

To change the Message Type to Urgent, press **CHNG** or **1**

**Note:** The default Message Type is New. This means you are notified whenever you receive a New Message. Changing the Message Type to Urgent means you are only notified when you receive an Urgent Message.

23. Press **OK** or **#** to accept the Message Type and return to the **Outdial:X** display.

**Note:** The **X** represents the outdial number. Press **\*** to return to the **Msg notify** display.

Repeat steps 2 through 22 for each additional telephone to pager number required. The maximum number of Message Notification numbers is five.

For Off-premise Message Notification to work, it must be enabled. Refer to **Enabling and disabling Off-premise Message Notification** later in this guide.

## Enabling and disabling Off-premise Message Notification

To enable or disable Off-premise Message Notification, you must first open your mailbox using the Open Mailbox Feature Code. After you have opened your mailbox:

1. Press **ADMIN** or **8** to open the Mailbox Admin Menu.
2. Press **6** to access the Message Notification Menu.
3. Press **SELECT** or **2**
4. Press **CHNG** or **1** to enable or disable Message Notification.
5. Press **QUIT** or **\*** to return to the Mailbox Admin Menu.

To end this Norstar Voice Mail session, press **Rls**

## Changing Off-premise Message Notification

To change Off-premise Message Notification parameters from any tone dial telephone, you must first open your mailbox using the Open Mailbox Feature Code. After you have opened your mailbox:

1. Press **ADMIN** or **8** to open the Mailbox Admin Menu.
2. Press **6** to open the Message Notification Menu.
3. Press **ADMIN** or **1** to change Message Notification.
4. Press **SETUP** or **1** to change the first notification number.

**Note:** Press **NEXT** or **2** to assign additional numbers. Press **DELETE** or **3** to delete and **#** to accept an outdial number.

- press **3** to enter a timed pause\*
- press **4** to recognize dial tone (behind PBX)\*
- press **5** to enter a “#” \*
- press **6** to enter a “\*” (not voice prompted)\*
- press **9** to access an outside line

Private **PRIV** or **3** This option prevents a message from being forwarded to another mailbox.

Normal **SEND** or **#** This option sends a message to a mailbox. Normal messages are played in the order in which they are received, and can be forwarded to other mailboxes.