



**Norstar Voice Mail
Installation Guide**



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Table of Contents

Introduction	1
Models	1
Ports versus channels	1
Before you start	2
Checklists	2
Compatibility	2
Package	2
Environment	3
Electrical	4
Special parts	4
Other documentation	5
Installing the Norstar Applications Module	6
Installation overview	6
The Norstar Applications Module	7
Changing the power supply voltage	8
Mounting on the wall	9
Connecting to the KSU	11
Powering up the Norstar Applications Module	12
Determining NAM DNs and port numbers	13
Removing default line assignment	13
Initializing Norstar Voice Mail	14
Preparing	14
Determining the KSU software version	14
Initializing	16
Determining the Norstar Voice Mail	
Directory Number	18
Naming the Norstar Voice Mail DN	18
Norstar Voice Mail DN length	19
Appendix A: Norstar Applications Module parameters A - 1	
Appendix B: Installing a floor mount stand	B - 1

FCC Regulations

This equipment complies with FCC Rules and Regulations Part 68 when connected to Norstar Modular Key System Unit. This equipment does not connect directly to the public switched telephone network.

DOC Regulations

This equipment complies with the Canadian DOC CS-03 Rules and Regulations for connection to the Norstar Key System Unit.

Radio frequency interference

◆ **WARNING:** This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Part 15 of the FCC Rules and CSA specification C108.8, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case users will be required, at their own expense, to take whatever measures necessary to correct the interference.

This apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations for the Canadian Department of Communications.

▼ **CAUTION:** The Norstar Applications Module contains fragile electronic parts. **DO NOT DROP OR BUMP THE MODULE.**

In the event of equipment malfunction, all repairs will be performed by Northern Telecom or by one of its authorized dealers.

Address of repair facilities

USA:

Northern Telecom Inc.
Nashville Repair & Distribution Center
640 Massman Drive
Nashville, TN 37210

Attn: RA#
Tel: (615) 883-9220

Note: You receive an RA# when you call the repair center in Nashville. This number should appear on the package of any and all parts sent to this location for repair.

Canada:

Northern Telecom Canada Ltd.
150 Montréal-Toronto Blvd.
Doors 33 and 34, Building C
Lachine, Québec
H8S 1B6

Attn: Customer Service, Dept. 0925
Tel: (514) 639-2324

Introduction

Norstar Voice Mail is a fully automated receptionist service that offers call routing and message taking services. This document is intended for an installer of the Norstar Voice Mail system and describes how the system should be installed and prepared for operation.

Models

Norstar Voice Mail is available in four different models. The model number represents the number of voice channels enabled at the factory.

Model number	Number of voice channels	Number of station ports	Number of digital voice cards	Hours of message storage*
2	2	1	1	12
4	4	2	1	12
6	6	3	2	12
8	8	4	2	12

* Approximate

Table 1 – Norstar Voice Mail models

Ports versus channels

The Norstar Applications Module (NAM) is connected to the Norstar KSU through station ports. The station ports are located on the Digital Voice Cards (DVCs) within the module. These DVCs allow the NAM to communicate with the KSU using Time Compression Multiplexing (TCM). Time Compression Multiplexing is used by all Norstar telephones.

The DVCs inside the NAM each have two station ports for connection to the KSU. Each of these DVC station ports support two simultaneous voice channels, called B1 and B2. For example, a Norstar Voice Mail Model 4 contains one DVC with two station ports and thus supports four simultaneous voice channels.

Before you start

Before you start the installation, ensure that you:

- read this guide.
- verify that all conditions are met in the checklists. For more information, refer to **Checklists** later in this guide.
- understand the installation process. For more information, refer to **Installation overview** later in this guide.

Checklists

Compatibility

Norstar Voice Mail is compatible with Norstar KSUs operating with software version DR5 or greater.

Note: To determine the software type and version of the Norstar KSU, refer to **Determining KSU software version** later in this guide.

Package

Make sure the package contains:

- the Norstar Applications Module (NAM)
- the NAM wall mounting bracket
- an AC power cord
- a teladapt cord for each DVC station port
- a shrink-wrapped package of documentation including the Installation Guide, Programming Record, Set Up and Operation Guide, Reference Guide, User Guides and Convenience Cards.

Environment

The installation area must be:

- at least 4 m (approximately 13 ft) from equipment such as copiers, electrical motors and other equipment that could produce electromagnetic, radio frequency and electrostatic interferences
- within 305 m (approximately 1000 ft) of the Norstar KSU
- within 1.5 m (approximately 5 ft) of a three-wire grounded electrical outlet.

We also recommend that the installation area be:

- clean, free of traffic and excess dust, dry and well ventilated
- between 10° and 40° Celsius (approximately 50° to 104° Fahrenheit)
- between 8% and 80% non-condensing relative humidity
- a wall area approximately 1 m square (approximately 3 ft sq)
- a minimum of 16 cm (approximately 6 inches) from a corner wall or other component
- a minimum of 46 cm (approximately 18 inches) from the floor.

Note: The distance from the floor should be enough to prevent water damage.

Electrical

▼ **CAUTION:** Before connecting 230 V AC to the NAM, you must change the power supply switch to 230 V AC. Failure to do this will severely damage the NAM.

Voltage selected (V)	Nominal voltage (V)	Voltage range (V)	Nominal current (A)	Maximum current (A)
115	100 to 125	90 to 137	2	5
230	200 to 240	180 to 265	1	2.5

Table 2 – Electrical supply requirements

The electrical supply must be:

- 3rd wire ground
- unswitched.

Note: The NAM does not require a dedicated circuit. DO NOT connect the NAM to an AC outlet on a circuit that is likely to be overloaded or used by large office equipment or power tools.

Special parts

To begin an installation, you need the following equipment:

- Phillips #2 screwdriver or power drill
- power drill
- flat blade screwdriver
- antistatic grounding strap
- four #10 X 2.5 cm (#10 X 1 inch) round head wood screws
- twisted pair station wire
- plywood backboard 2 cm (3/4 inch) thick
- surge protector (recommended).

Other documentation

The following documentation might also be necessary:

Norstar Voice Mail Maintenance Manual

This guide provides information on hardware and software, including upgrades, parts replacements, troubleshooting and using an RS-232 terminal.

Norstar Installation Guide

This guide provides instructions on installing a Norstar station port if there are no free station ports available at the distribution block.

Installing the Norstar Applications Module

Installation overview

Installing a Norstar Applications Module (NAM) involves the following:

1. Installing the NAM
 - power supply switch setting (if required)
 - mounting the unit on the wall
 - connecting the station port(s)
 - connecting the power cord
2. Initializing Norstar Voice Mail
 - determining the Norstar KSU software and version type
 - performing initialization programming such as assigning mailbox number length, Primary Language and System Group List leading digit
3. Determining the various Norstar Voice Mail parameters
 - determining the software version, Feature Codes and Directory Number

These steps are described in the following sections and must be completed to properly install the NAM.

Further installation of hardware—such as a terminal, printer and DVCs—and system programming may be required. For more information, refer to the **Norstar Voice Mail Maintenance Manual**.

The Norstar Applications Module

The NAM is a self-contained unit, ready for installation. All connections, such as power cable and telephone wiring, are made at the bottom of the module.

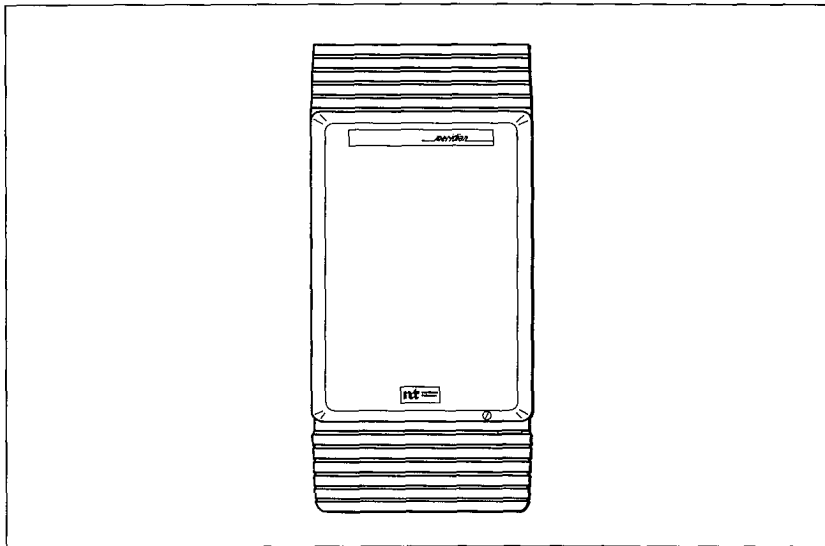


Figure 1 – Norstar Applications Module - front view

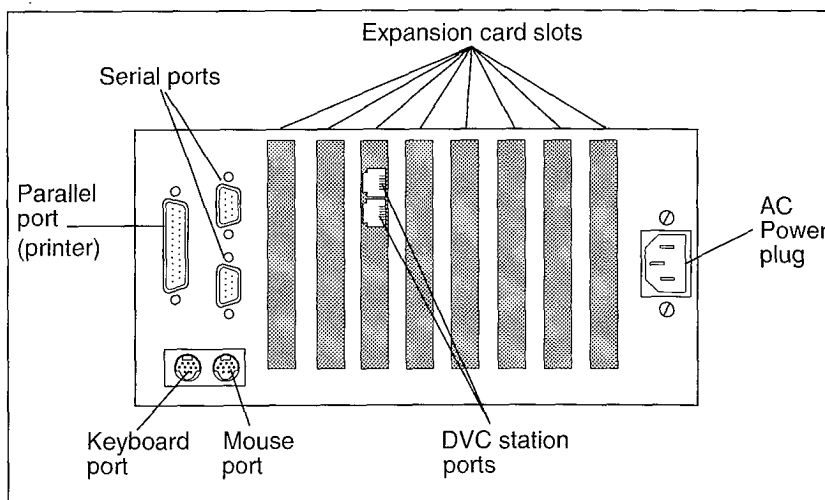


Figure 2 – Norstar Applications Module - bottom view

Changing the power supply voltage

The power supply on the NAM is set at the factory to operate at 115 volts. If you plan to use 115 volts to power the NAM, do not change the voltage switch. If you plan to use 230 volts to power the NAM, you **must** change the power supply voltage setting before mounting the unit on the wall.



WARNING: This unit is set at the factory to use 115 volts AC. Failure to change the power supply voltage setting when using 230 volts AC will destroy the unit.

To change the power supply setting:

1. Use a flat blade screwdriver to move the slider switch, mounted on the top of the power supply, to the 230V position.

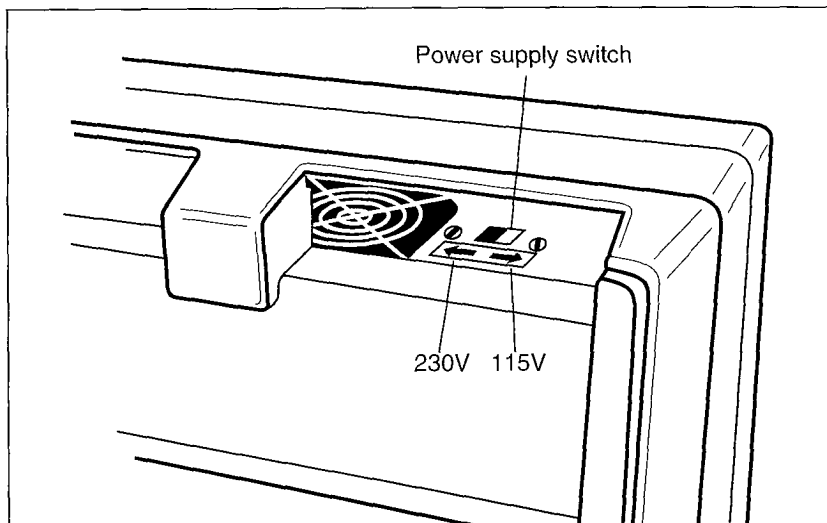


Figure 3 – Changing the power supply voltage

Mounting on the wall

◆ **WARNING:** The NAM contains fragile electronic components. Do not drop or bump the module. The NAM weighs 13.6 kg (30 lbs). You must fasten the back of the module to the backboard to fully support the weight of the NAM.

1. Install the 3/4 inch plywood backboard on the wall.
2. Position NAM mounting bracket on the backboard. Place the smooth side flush against the backboard, with the screw holes near the top. Ensure the bracket is level.
3. Fasten the bracket to the backboard. Use two #10 X 2.5 cm (#10 X 1 inch) round head wood screws through the inner pair of holes.

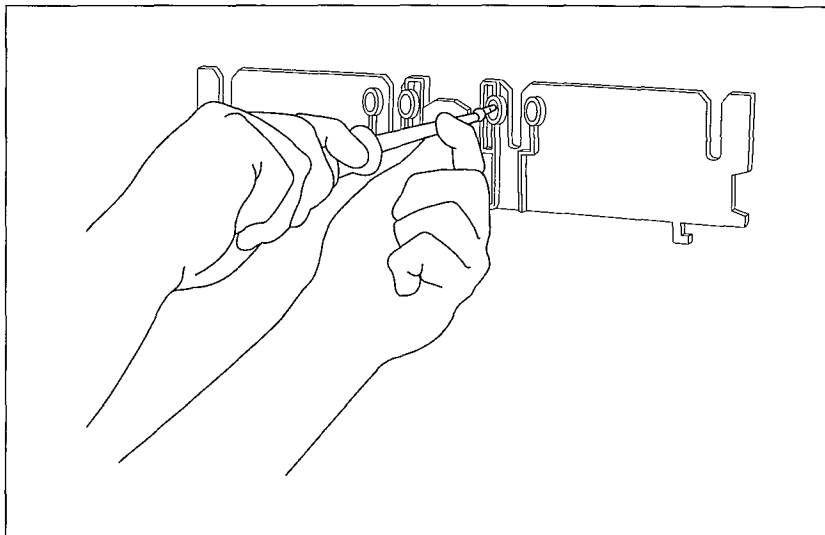


Figure 4 – Installing the NAM mounting bracket

4. Slide the NAM down onto the centre bracket flange. Line up the notches on the far sides of the bracket to the flanges on the NAM.
5. Open the front cable trough door. Fasten the bottom of the NAM to the backboard. Use two #10 X 2.5 cm (#10 X 1 inch) round head wood screws through the screw holes on each side of the cable trough.

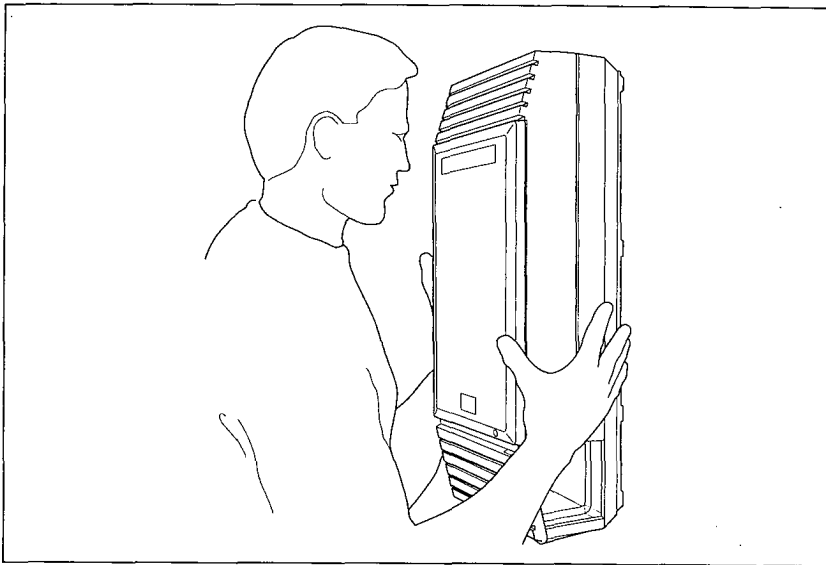


Figure 5 – Hanging the Norstar Applications Module (NAM)

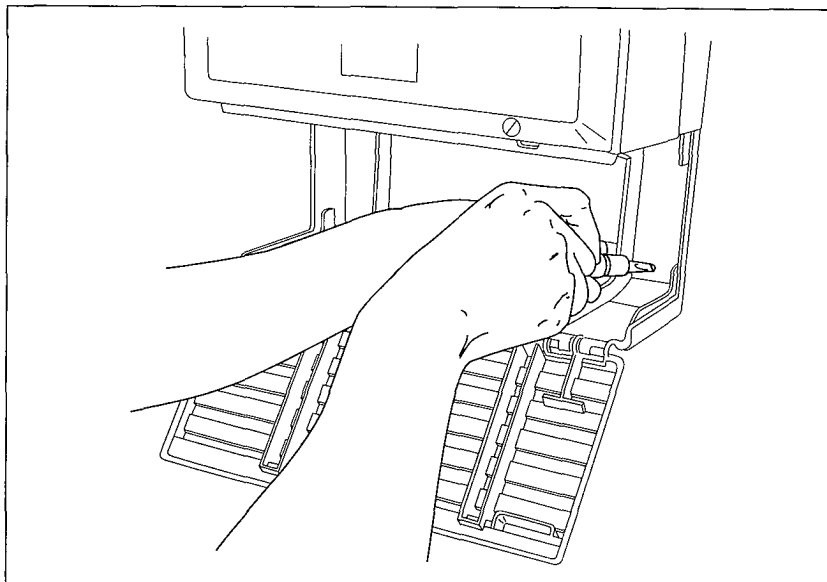


Figure 6 – Installing the cable trough screws

Connecting to the KSU

To wire the NAM to the KSU:

1. Locate the distribution block.
2. Ensure there is one station port available at the distribution block for each DVC station port. For instructions about installing a station port, refer to the **Norstar Installation Guide** that came with the Norstar KSU.
3. Mount the teladapt jacks next to the distribution block.
4. Using twisted pair station wire, connect the teladapt jacks to free station ports on the distribution block.
5. Test the port using a working Norstar telephone.
6. Connect one end of each teladapt connection cord to the appropriate DVC station ports. Connect the other end to the plug at the teladapt jack. Do not use a teladapt cord that is longer than 4.5 m (approximately 14 ft).

Note: Norstar only uses the two center pins of a teladapt plug. For example, if you are using a Norstar standard six wire plug, only pin numbers three and four are used. All wiring and cabling should be run through the bottom or sides of the cable trough.

▼ CAUTION: Do not place any other components, such as a power bar, into the NAM cable trough. Obstructions in the cable trough restrict a cooling air flow and may cause the unit to overheat.

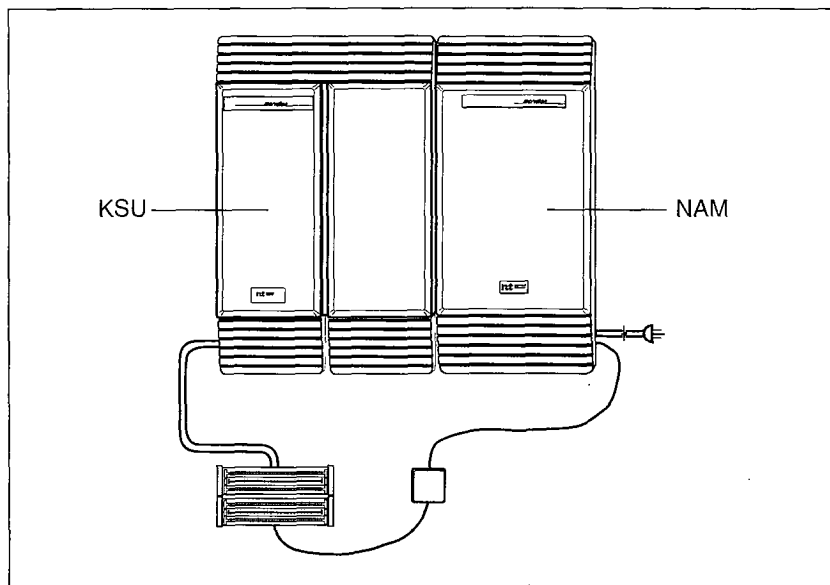


Figure 7 – Connecting to the KSU

Powering up the Norstar Applications Module

1. Plug in the NAM. Wait until the self-diagnostics are completed. This can take up to five minutes.

▼ **CAUTION:** The power supply default setting is 115 volts. For more information about changing the power supply voltage setting, refer to **Changing the power supply voltage**, earlier in this guide.

Determining Norstar Voice Mail DNs and port numbers

If you do not know the Norstar Voice Mail DNs and port numbers, you will need to perform a search in Norstar programming. To search for the DNs and port numbers:

1. Enter Norstar Configuration programming and move to the Port/DN Status section.
Note: The Port/DN Status feature is not available on Compact or 3X8 KSUs. To determine the Norstar Voice Mail DNs and port numbers, you must check the wiring between the KSU and the NAM.
2. Search through the ports to find every port that the NAM is connected to. The ports connected to the NAM are identified by the term "PCID". An example of how the screen will look is:

```
P104 PCID 2224  
>B2 STATE
```

3. Record the DNs and port numbers in the **Norstar Voice Mail Programming Record, Pre-installation checklist**.

For information about using the Port/DN Status feature, refer to the **Norstar Installation Guide** that came with the Norstar KSU.

Removing default line assignment

After the NAM is connected to the Norstar KSU, lines may be automatically assigned to the DNs. For Norstar Voice Mail to work, these line assignments must be removed.

To remove lines:

1. Enter Norstar Configuration programming and move to the Line Access section.
2. Move to the Norstar Voice Mail DN and remove all of the lines assigned to this DN.
3. Repeat step 2 for each DN on the Norstar Voice Mail system.

For more information about Line Access programming, refer to the **Norstar Installation Guide** that came with the Norstar KSU.

Initializing Norstar Voice Mail

Preparing

To prepare for Norstar Voice Mail initialization:

- review the **Norstar Voice Mail Programming Record** to determine and record the required programming settings
- have an M7310 or M7324 telephone available
- determine the Norstar KSU software version

Determining the KSU software version

The KSU software version must be compatible with the NAM. For more information about compatibility, refer to **Checklists**, earlier in this guide. To determine the KSU software version:

1. Enter <the Norstar Configuration access code:
 * * 2 6 6 3 4 4 (C O N F I G)>

The display shows:

Password:

2. Enter <the Installer password> The password does not appear on the display as you enter it. The default password is **CONFIG (266344)**.

Note: You must have a Norstar Programming Overlay. For more information on Configuration programming, refer to the **Norstar Installation Guide**.

3. Press three times until the display shows:

D. Maintenance

4. Press

The display shows:

```
1. System Version
```

5. Press

The display shows:

```
SP: 30MUJ24 DR5  
RTP
```

The Software Version Feature allows you to check the software version number of the System Processor (SP) and the Real Time Processor (RTP) in your Norstar system. The System Processor software resides in the Feature Cartridge and the Real Time Processor software resides in the KSU. If the display shows the SP software version number, you can view the RTP software version number by pressing **RTP**. If the display shows the RTP software version number, you can view the SP software version number by pressing **SP**.

The display uses a series of letters and numbers to denote the software version. For example, if the display shows **SP: 30MUJ24 DR5** the version is DR5 9.24. Norstar uses letters of the alphabet to designate version numbers. The letter A represents 0, the letter B represents 1 and so on. The third character to the right of the colon (**M**) indicates the kind of KSU software and the next character (**U**) indicates the language combination of the KSU software.

Note: You must upgrade the Norstar software if its version is not DR5-MUJ24 or greater.

To end this Norstar Voice Mail session, press

Initializing

To initialize Norstar Voice Mail for the first time:

1. Enter <the System Administration Feature Code> The default code is

The display shows:

```
Psud:
RETRY      OK
```

Note: For information about Norstar Voice Mail Feature Codes, refer to **Feature Codes**, later in this guide.

2. Enter <the installer password (CONFIG)>
3. Press OK

The display shows:

```
First lang?
ENG  SPA  FRE
```

4. Press ENG

The display shows:

```
Eng lang?
CDN  US
```

Note: To select Canadian English, press CDN. There are two differences between the US English and Canadian English voice prompts. In US English, is referred to as “number sign” and is pronounced “zee”. In Canadian English, is referred to as “pound” and is pronounced “zed”.

5. Press US

The display shows:

```
Second lang?
FRE  SPA
```

Note: To select French as the Second Language, press FRE
To select Spanish, press SPA

6. Press SPA

The display shows:

```
1:ENG-US  2:SPA
RETRY      OK
```

Important: Make sure the two languages shown on this display are the languages you want to keep before you accept the language choice. After you accept these two languages, the other languages are deleted. You will not be able to load the other languages even if you re-initialize Norstar Voice Mail.

7. Press OK

The display shows:

```
Bilingual?
YES  NO
```

8. Press YES

The display shows:

```
Primary lang?
ENG  SPA
```

9. Select the Primary Language.

The display shows:

```
Group lists? Y
CHNG          OK
```

Note: Press CHNG to disable System Group Lists.

10. Press OK to enable System Group Lists.

The display shows:

```
GList lead dig:9
CHNG          OK
```

Note: Press CHNG to enter a new Group List number.

11. Press OK to enable the leading digit.

The display shows:

```
System config
RETRY        OK
```

Important: The System Group List leading digit can be any number from 0 to 9. The Special Mailbox numbers automatically begin with 1, so if you select a Group List leading digit of 1, the Special Mailbox numbers will begin with 2. For example, the System Coordinator Mailbox would be 22. The Group List leading digit cannot be the same as the first number of the mailboxes on the Norstar system.

12. Press OK to complete initialization.

The display shows:

```
Configuring...
```

Note: Press RETRY to return to step 7.

When the Norstar Voice Mail initialization is completed, the display shows: **System ready** and **Exit** and then returns to the Norstar idle display showing the date and time.

Determining the Norstar Voice Mail Directory Number

To determine the Norstar Voice Mail DN:

1. Enter <the Norstar Voice Mail Directory Number Code> The default is

The display shows:

Set: XXX OK

Note: XXX represents the DN.

To end this Norstar Voice Mail session, press **OK** or

Naming the Norstar Voice Mail DN

After the installation and initialization are completed, you should use Norstar Configuration programming to rename the Norstar station port that you connected the DVC teladapt cable to. We recommend you name the port `NstarUM`

To name the Norstar Voice Mail DN:

1. Enter <the Norstar Configuration access code:
 * * 2 6 6 3 4 4 (CONFIG)>

The display shows:

Password: RETRY

2. Enter <the Installer password> The default password is **CONFIG (266344)**.

3. Press

The display shows:

B. General admin

4. Press

The display shows:

1. Sys speed dial

5. Press

The display shows:

2. Names

6. Press twice.

The display shows:

Show set:

7. Enter <the number of the station port>
8. Press
9. Enter <the name NSTARUM by pressing the appropriate dial pad button>

Note: Press --> to move the cursor to the next position.

To end this Norstar Voice Mail session, press

Note: For more information about Norstar Configuration, refer to the **Norstar System Coordinator Guide**.

Norstar Voice Mail DN length

For Norstar Voice Mail to work properly, the mailbox number length must match the Norstar KSU DN length. When you change the KSU DN length, the Norstar Voice Mail system automatically reboots itself. Once the system completes its reboot, you must re-initialize and reprogram Norstar Voice Mail. For more information about the KSU DN length, refer to the **Norstar Installation Guide** that came with your system.

Appendix A: Norstar Applications Module parameters

Software version

To determine the software version of the Norstar Voice Mail system:

1. Enter <the System Administration Feature Code> The default code is

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter <the System Coordinator password: >

Note: This password depends on the mailbox number length. For the correct password, refer to **Set Up and Operation Guide, Appendix B**.

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press

The display shows:

```
Nstar UM X.XXX
OK
```

Note: X.XXX represents the software version.

5. Press OK to return to the Admin Menu.

To end this Norstar Voice Mail session, press

A - 2 Norstar Voice Mail parameters

Feature Codes

The default Feature Codes for Norstar Voice Mail are 980 through 987. If these Feature Codes are used by other Norstar applications or products such as a PCI, Norstar automatically assigns new Feature Codes between 900 and 999 to Norstar Voice Mail. These Feature Codes might not be assigned in sequential order.

Table A.1 shows the default Feature Codes. If the codes have changed, record the new codes in Table A.1 and in the **Norstar Voice Mail Programming Record**.

Feature Code name	Default Code	New Code
Leave Message	980	9 ___ __
Open Mailbox	981	9 ___ __
Operator Status	982	9 ___ __
System Administration	983	9 ___ __
Norstar Voice Mail Directory Number (DN)	985	9 ___ __
Transfer	986	9 ___ __
Interrupt	987	9 ___ __

Table A.1 – Norstar Voice Mail Feature Codes

To determine Norstar Voice Mail Feature Codes:

1. Press *

The display shows:

```
Leave msg:F9XX
NEXT
```

Note: XX represents a number between 00 and 99.

2. Record the code for the Leave Message Feature.
3. Press NEXT. The display shows the Feature Code for the Open Mailbox Feature. Record this code in the space provided in Table A.1.
4. Press NEXT to show the remaining Feature Codes. Record each Feature Code. When you reach the final Feature Code, the display shows:

```
Interrupt:F9XX
QUIT
```

Note: XX represents a number between 00 and 99.

To end this Norstar Voice Mail session, press or QUIT

Using Norstar Voice Mail with Norstar Plus Modular ICS Release 1 - Centrex and Norstar Centrex+

When you use a Norstar Voice Mail system with Norstar Modular ICS Release 1 - Centrex and Norstar Centrex+ software, you must program Norstar parameters to ensure that the Norstar Voice Mail system operates properly. Assigning the Norstar Voice Mail DN type and setting Centrex thresholds are the two most important parameters.

Important: When you are using Norstar Voice Mail with Norstar Modular ICS Release 1 - Centrex and Norstar Centrex+ software, you must ensure you designate all ports as 'Norstar only'. For instructions about assigning the Norstar Voice Mail DN type, refer to the **Norstar Plus Modular ICS Release 1 - Centrex or Centrex+ Installer Guide**.

Disconnect Supervision

To transfer a call from an external number to a CCR Tree or a Dialing Table, you must have lines enabled with Disconnect Supervision capabilities. For information about Disconnect Supervision, refer to the **Norstar Installation Guide** that came with the Norstar KSU.

Appendix B: Installing a floor mount stand

Introduction

The floor mount stand is an alternative to wall-mounting the Norstar Applications Module (NAM). The stand allows the module to sit on any horizontal surface. The floor mount stand is useful if you are attaching a monitor, keyboard and mouse to the NAM and want the module situated near a desk.

▼ **CAUTION:** Refer to the **Checklists**, earlier in this guide, for acceptable environmental and electrical conditions for the NAM's location.

Assembling the floor mount stand

Before you can attach the floor mount stand to the NAM, you must first assemble the stand.

To assemble the floor mount stand:

1. Align the two halves of the floor mount stand back to back.
2. Using the four screws provided, fasten the two sides together. For an illustration of an assembled floor mount stand, refer to Figure B.1.

Note: You must use all four screws.

B - 2 Installing a floor mount stand

Attaching the floor mount stand to the Norstar Applications Module

To fasten the floor mount stand to the NAM:

1. Grasp the module on its sides and gently lift straight up until the module is clear of the wall-mounting bracket.

Note: For information about moving the module from wall mount to floor mount, refer to the **Norstar Voice Mail Maintenance Manual**.

2. Rest the module on a tabletop with the door facing down. The cable trough should hang over the edge of the table.

Note: If a table is not available, rest the module on the floor mount stand carton.

3. Remove the top four screws at the back of the module.

Note: Leave the washers in place. You will need them if you want to place the module on the wall again.

◆ **WARNING:** Do not lift the module with the screws removed.

4. Rest the floor mount stand on top of the module, aligning the stand into the groove on the back of the module. The longer of the two feet on the stand must be pointing down, towards the front of the module.

5. Align the four screw holes between the module and the stand.

6. Fasten the screws into the module.

▼ **CAUTION:** Only use the screws that came with the monitor kit or that are on the back of the unit. Do not substitute screws. Substitute screws can damage the motherboard.

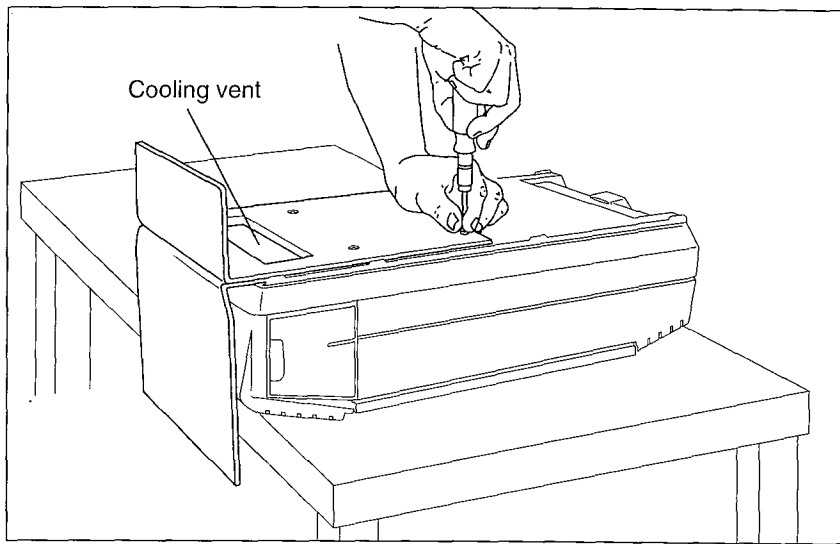


Figure B.1 – Fastening the floor mount stand to the NAM

7. Put the module in the location you want.
8. Connect the cables and plug in the NAM.

Note: You can run the cables through the ends of the cable trough, or through the back.

Important: Do not block the cooling vent on the back of the NAM. Covering this vent can cause the unit to overheat.

B - 4 Installing a floor mount stand

Index

C

Centrex+, A - 4
Channels, 1
Connecting to the KSU, 11, 13
Current,
 Maximum, 4
 Nominal, 4

D

Determining,
 KSU software version, 14
 Norstar Voice Mail DN, 18
 Norstar Voice Mail software
 version, A - 1
Digital Voice Cards, 1
Documents, other, 5

E

Electrical supply, 4
Environment, 3

F

Feature Codes, A - 2
Floor mount stand, B - 1

H

Hours of message storage, 1

I

Initializing, 14, 16
Installation overview, 6

M

Models,
 Hours of message storage, 1
 Model number, 1

Number of Digital Voice Cards,

1

Number of station ports, 1

Number of voice channels, 1

Mounting, 9

P

Parameters, A - 1

Ports, 1

Power supply, 4

 Changing, 8

Powering up, 12

R

Requirements,

 Checklists, 2

 Compatibility, 2

 Electrical, 4

 Environment, 3

 Package, 2

 Special parts, 4

S

Station ports, 1

V

Voice channels, 1

Voltage,

 Maximum, 4

 Nominal, 4

 Selected, 4

W

Warning, 8

ii - Index



Norstar Voice Mail
Set Up and
Operation
Guide



.....

.....

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iv Northern Telecom End User Sublicense

Table of Contents

How to use this guide	1-1
Introduction	1-1
How this guide is organized	1-2
Knowing the different symbols	1-4
What appears on the display	1-5
Prerequisites	1-5
Other documents	1-5
Learning about Norstar Voice Mail	2-1
Introduction	2-1
How Norstar Voice Mail Works	2-2
How Norstar Voice Mail answers calls	2-3
Internal calls	2-3
External calls	2-4
Who can use Norstar Voice Mail	2-7
About the Feature Codes	2-7
Leave Message Feature Code	2-8
Open Mailbox Feature Code	2-8
Operator Status Feature Code	2-8
System Administration Feature Code	2-8
Norstar Voice Mail Directory Number (DN) Feature Code	2-9
Transfer Feature Code	2-9
Interrupt Feature Code	2-9
About the Automated Attendant	2-10
About the Company Directory	2-11
About the mailboxes	2-11
The Special Mailboxes	2-12
Personal Mailboxes	2-12
Information Mailboxes	2-13
Mailbox rules	2-13
Logging on	2-14
About Access security	2-15
Accessing your mailbox while away from the office	2-15
Using the Norstar dialpad	2-16
Using Norstar Voice Mail with a two-line display	2-17
Using Norstar Voice Mail with a single-line display	2-17

ii - Table of Contents

Entering characters into the command line	2-18
About the Norstar Voice Mail voice prompts	2-19
Interrupting a voice prompt	2-19
Using Norstar Voice Mail with an Analog Terminal Adapter	2-20
Using Norstar Voice Mail with a rotary dial telephone	2-20
About the Reports	2-21
Exiting from Norstar Voice Mail	2-21
Your role as System Coordinator	2-22
Roles of mailbox users	2-23
Mailbox owner tasks	2-23
Setting up Norstar Voice Mail	3-1
Introduction	3-1
Preparing to set up Norstar Voice Mail	3-1
About the Norstar Voice Mail Programming Record	3-1
Determining the Feature Codes	3-6
Verifying the Feature Codes	3-7
Determining the Norstar Voice Mail software version	3-7
Programming a memory button	3-8
Norstar Voice Mail language capability	3-8
Setting up Norstar Voice Mail	3-10
About the Greeting Tables	3-11
How the Greeting Tables are organized	3-12
Determining Greeting Table information	3-13
Recording the Company Greetings	3-15
Setting up a Greeting Table	3-16
Configuring the lines	3-22
Adding lines	3-22
Assigning the number of rings before	
Norstar Voice Mail answers	3-23
Viewing and changing the line configuration	3-24
Enabling and disabling Voice Mail	3-26
Setting up the Call Identification Dialing Table	3-27
Enabling and disabling the General Delivery Mailbox	3-30
Changing the Norstar Voice Mail language availability	3-31
Designating the number of channels for	
Off-premise Message Notification	3-32
Changing access to the Company Directory	3-33

Table of Contents - iii

Setting up mailboxes	4-1
Introduction	4-1
Registering Personal Mailboxes	4-1
Class of Service	4-2
Mailbox Overrides	4-4
Before you register the mailboxes	4-4
Adding mailboxes	4-6
Guest Mailboxes	4-8
Adding Guest Mailboxes	4-9
Information Mailboxes	4-10
Adding Information Mailboxes	4-12
Special Mailboxes	4-13
General Delivery	4-13
System Coordinator Mailbox	4-14
About the passwords	4-14
Recording the mailbox in the Company Directory	4-14
Initializing the Special Mailboxes	4-15
Recording a Special Mailbox Greeting	4-17
Selecting a Special Mailbox Greeting	4-19
Setting up the Operator's Mailbox	4-20
Administering the mailboxes	5-1
Introduction	5-1
The Special Mailboxes	5-1
Opening the Special Mailboxes	5-2
Listening to messages left in Special Mailboxes	5-3
Volume control	5-3
Delivery Options	5-3
Copying a message to a Norstar Voice Mail mailbox	5-3
Replying to a message	5-5
Replying to messages in the General Delivery Mailbox	5-7
Replying by sending a message	5-7
Personal Mailboxes	5-8
Changing mailbox options	5-8
Deleting a mailbox	5-11

iv - Table of Contents

Sending a message to more than one mailbox	6-1
Introduction	6-1
Broadcast Messages	6-1
When to send a Broadcast Message	6-2
Group Messages	6-3
Preparing a Group List	6-3
Adding a Group List	6-5
Changing a Group List name and Company	
Directory recording	6-7
Changing and viewing the members of a Group List	6-9
Deleting a Group List	6-11
Sending a Group Message	6-12
Custom Call Routing (CCR)	7-1
Introduction	7-1
How CCR works	7-1
The CCR Tree	7-3
Designing and building a CCR Tree	7-4
About call Paths and Path numbers	7-5
About the Home Menu	7-5
Adding a Menu Point	7-8
Information Messages	7-10
Leave Message Point	7-12
Transfer Point	7-13
Saving a CCR Tree	7-14
About the Workspace	7-14
Enabling a CCR Tree	7-15
Making changes to a CCR Tree	7-16
Disabling a CCR Tree	7-16
Accessing the Workspace	7-17
Changing Points on a CCR Tree	7-18
Deleting a Tree	7-25
Erasing a Path	7-26
Testing a CCR Tree	7-27

Table of Contents - v

Setting the Norstar Voice Mail Status	8-1
Introduction	8-1
Attendant Sign ON/OFF	8-1
Setting the Operator Status	8-2
Changing the Operator password	8-2
Resetting the Operator password	8-3
About the Business Status	8-3
Setting the Business Status	8-4
Assigning Norstar Voice Mail Line answering	8-5
Changing the Operator default extension	8-6
Changing the Automated Attendant Status	8-7
Norstar Voice Mail Reports	9-1
Introduction	9-1
The different Reports	9-2
Printing Norstar Voice Mail Reports	9-8
Printing the Tree Reports	9-9
Norstar Voice Mail troubleshooting	10-1
Introduction	10-1
System trouble	10-1
Operating trouble	10-3
Custom Call Routing (CCR) trouble	10-6
Appendix A: Norstar Voice Mail/Norstar feature compatibility	A-1
Appendix B: Configuration data definitions	B-1
Appendix C: Resetting Norstar Voice Mail	C-1
Appendix D: Norstar configuration tips	D-1
Appendix E: Norstar Voice Mail Error Messages	E-1
Appendix F: Norstar Voice Mail samples and tips	F- 1

vi - Table of Contents

Appendix G: Norstar Voice Mail Features **G-1**

Glossary **Glossary-1**

Index **Index-i**

How to use this guide

1

Introduction

This guide is designed to assist you in setting up and operating the Norstar Voice Mail system. The set up and operation instructions contained in this guide are presented in easy-to-follow steps.

This guide is intended to lead a System Coordinator through setting up Norstar Voice Mail, and continue as an ongoing reference aid. With this in mind, you should read this guide carefully.

This section tells you what to expect as you read this guide, and how information contained in this guide is presented.

Make sure you pay particular attention to **Section 3: Setting up Norstar Voice Mail**. This section outlines the information you need for a successful set up, and also provides information on how to check the Configuration of your company's Norstar Business Communication System.

1 - 2 How to use this guide

How this guide is organized

The Norstar Voice Mail System Coordinator's **Set Up and Operation Guide** is organized according to sections that cover:

How to use this guide—provides a brief overview identifying the organization of this guide and the conventions used for set up and operation steps.

Learning about Norstar Voice Mail—provides an overview of how Norstar Voice Mail works. This section defines the terms used in explaining the set up and operation tasks. This section also provides a summary of the System Coordinator's set up and operation tasks.

Setting up Norstar Voice Mail—provides an outline of the information needed before Norstar Voice Mail can be set up, and provides the necessary information and steps to set up Norstar Voice Mail. This section also explains how to approach recording your mailbox and Company Greetings.

Setting up mailboxes—provides the necessary steps to set up the mailboxes used by Norstar Voice Mail. This section also provides the initialization steps for the Special Mailboxes.

Administering the mailboxes—provides information about administering the Special Mailboxes, and how to set up and maintain User Mailboxes, Guest Mailboxes, and Information Mailboxes.

Sending a message to more than one mailbox—provides instructions for sending Group Messages and system Broadcast Messages to initialized mailboxes.

Custom Call Routing (CCR)—provides an overview of how CCR works and the information needed before CCR can be set up, then provides the necessary steps and information to set up CCR. This section also explains how to record the messages, set up the Tree and enable CCR.

Setting the Norstar Voice Mail Status—provides information about the Norstar Voice Mail Operator service. This section covers the steps necessary to enable the Operator service, and set the Automated Attendant prompt and Business Status. It also shows you how to change the Norstar Voice Mail Receptionist or Designated Operator extension.

Norstar Voice Mail Reports—shows the different Reports that are available and how to print them.

Norstar Voice Mail troubleshooting—provides diagnostic and recovery procedures for problems that might occur while setting up and operating Norstar Voice Mail.

Appendix A—covers Norstar feature compatibility and describes how some Norstar features work in conjunction with Norstar Voice Mail.

Appendix B—covers the Norstar Voice Mail default settings.

Appendix C—provides the steps necessary for resetting Norstar Voice Mail.

Appendix D—covers some Norstar Configuration tips.

Appendix E—provides a list of Error Messages that might appear when Norstar Voice Mail is being used.

Appendix F—provides a sample Norstar Voice Mail set up and describes common application tips.

Glossary—covers the terms and definitions used in this guide.

Index—provides a list of everything contained in this guide and where the information is located. The index is in alphabetical order. If you cannot find a term, try looking for your item according to its task.

1 - 4 How to use this guide

Knowing the different symbols

As you work through this guide, you will notice certain conventions have been used to represent the words that appear on the Norstar telephone display.

Display command line text

Any word or prompt that is part of the first line of the display appears in a different text.

Example: **Pswd:**

When you see a word in a different text, it represents the action you must take to proceed.

Display button options text

Words in the second line of the display appear in an underlined text.

Example: Press MBOX

When you see an underlined word, you can press the button directly below the option on the display.

Buttons

This guide uses dialpad button representations. Any button that appears in the text or instruction steps indicates the dialpad button that selects an option.

Example: Press

When you see a dialpad button, it represents the button you must press to proceed.

Angled brackets

Some information is descriptive information that is entered using the dialpad. This descriptive information is always enclosed in angled brackets.

Example: Enter <the mailbox owner's last name and first initial>

The information in angled brackets describes what you should enter. In the example above, you would enter a user's last name and first initial by pressing the corresponding dialpad buttons on your Norstar telephone.

What appears on the display

We have attempted to make this guide as easy to use as possible. The telephone displays shown throughout this guide use the Norstar Voice Mail default settings and sample names.

For example:



Set 21 OK

This display shows an example of the Norstar Voice Mail Directory number (DN).

Note: For examples of the different Main Menus appearing on the display with optional software enabled, refer to **Appendix B: Configuration data definitions**.

Prerequisites

Before you attempt to set up Norstar Voice Mail, ensure you are familiar with how the Norstar one- and two-line display telephones operate. We recommend you read your Norstar telephone user cards before proceeding.

Other documents

For more information about Norstar Voice Mail, refer to the:

- **Norstar Voice Mail Programming Record**
- **Norstar Voice Mail Installation Guide**
- **Norstar Voice Mail Reference Guide**
- **Norstar Voice Mail User Guide**
- **Norstar Voice Mail Maintenance Manual**

1 - 6 How to use this guide

Learning about Norstar Voice Mail

2

Introduction

Norstar Voice Mail is a fully automated receptionist service that offers call routing and message taking services. This section describes how Norstar Voice Mail works and covers:

- basic system operation
- Custom Call Routing (CCR)
- using the Feature Codes
- the Automated Attendant
- the Company Directory
- the different mailboxes
- the different greetings
- access security
- using the dialpad
- the Norstar display
- voice prompts
- exiting from Norstar Voice Mail
- your role as System Coordinator
- set up and operation task summaries
- roles of mailbox users

2 - 2 Learning about Norstar Voice Mail

How Norstar Voice Mail Works

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

Norstar Voice Mail has three main components:

- Automated Attendant
- Mailboxes (Voice messaging)
- Custom Call Routing

The first component is the Automated Attendant. The Automated Attendant works as a receptionist would when answering incoming calls. The Automated Attendant plays a list of options to a caller through a voice prompt. If users know which option they want, they can interrupt the Automated Attendant by pressing their selection on the dialpad of any tone dial telephone.

When an option is selected, the Automated Attendant responds by routing the call to an extension or mailbox within your company, or by directing the user to the Company Directory or Designated Operator.

The second component of Norstar Voice Mail is the mailbox. Mailboxes are added by the System Coordinator and then initialized by the mailbox owner. Any caller can leave a message in a mailbox after the mailbox is initialized.

Mailbox owners can open their mailboxes and customize them using all the available options of Norstar Voice Mail. Some common mailbox options are:

- record and select Primary and Alternate Greetings
- record a Personalized Greeting
- select a password
- record a name in the Company Directory
- set up and maintain Off-premise Message Notification
- receive and send messages

Learning about Norstar Voice Mail 2 - 3

For more information about the Norstar Voice Mail options, refer to the **Norstar Voice Mail Reference Guide**.

The third component of Norstar Voice Mail is Custom Call Routing (CCR). CCR is a single-digit access application providing callers with a series of voice prompts and call transfer options. Using CCR, a user can:

- listen to the Home Menu and make a selection
- listen to pre-recorded Information Messages
- leave a message in a mailbox
- transfer to an extension

For more information about CCR, refer to **Section 7: Custom Call Routing (CCR)**.

How Norstar Voice Mail answers calls

Norstar Voice Mail is your company's 24-hour receptionist, always ready to answer calls and ensure the calls are routed properly.

As System Coordinator, you need to know how Norstar Voice Mail works to answer calls. This will help you better use the system, help users and customize the system so that it can best serve your company's needs.

Internal calls

Call answering is simple for internal calls:

1. Place an internal call to a user's extension.
2. If nobody answers, and the telephone is Call Forward No Answer or call forwarded to Norstar Voice Mail, you hear the user's Personal Mailbox Greeting.
3. Leave a message.

2 - 4 Learning about Norstar Voice Mail

External calls

Norstar Voice Mail has many features to answer external calls. For an explanation of the basics of external call answering, read the following description and follow along with Figure 2.1.

1. An external call rings in the office. Depending on how Norstar Voice Mail is programmed:
 - A receptionist immediately answers the call and transfers the caller to the desired extension or the Automated Attendant.

or

 - The Automated Attendant immediately takes the call.

or

 - The Automated Attendant takes the call if nobody answers after a predetermined number of rings.

In this way, you can have Norstar Voice Mail provide an immediate or delayed answering service.

2. The Automated Attendant plays the Company Greeting. This greeting can automatically change during each day of the week, and is used to briefly introduce the caller to the company. For example: *"Good Morning. Welcome to Ace Engineering. Thank you for your call"*.
3. The caller then hears one of the following:
 - The Automated Attendant Main Menu Prompt.

or

 - The Custom Call Routing (CCR) Home Menu.

These special menus provide the caller with a menu or list of options on what to do next.

The default Automated Attendant Main Menu Prompt is *"Using your telephone's dialpad, enter the extension you wish to call. To use the Directory, press #. To leave a message, press *. To reach an Operator, press 0"*. Custom Call Routing does much the same; however, it allows many more options that you can specify in menus you design.

Learning about Norstar Voice Mail 2 - 5

4. The caller responds to one of the menu options, and is transferred accordingly. For example, the call may be transferred to the person with whom the caller wishes to speak or directly to a mailbox.
5. If the call is transferred to a Norstar telephone with a mailbox and the call is unanswered, the Personal Mailbox Greeting plays. For example: *"Hi. You have reached John's desk. I am away today from my desk, so please leave a message or dial 0 to call the receptionist."*

Each Norstar telephone may be assigned its own Personal Mailbox.

There are three types of Personal Mailbox Greetings: Primary, Alternate and Personalized (Calling Line Identification). The greeting used depends on where the call is coming from.

2 - 6 Learning about Norstar Voice Mail

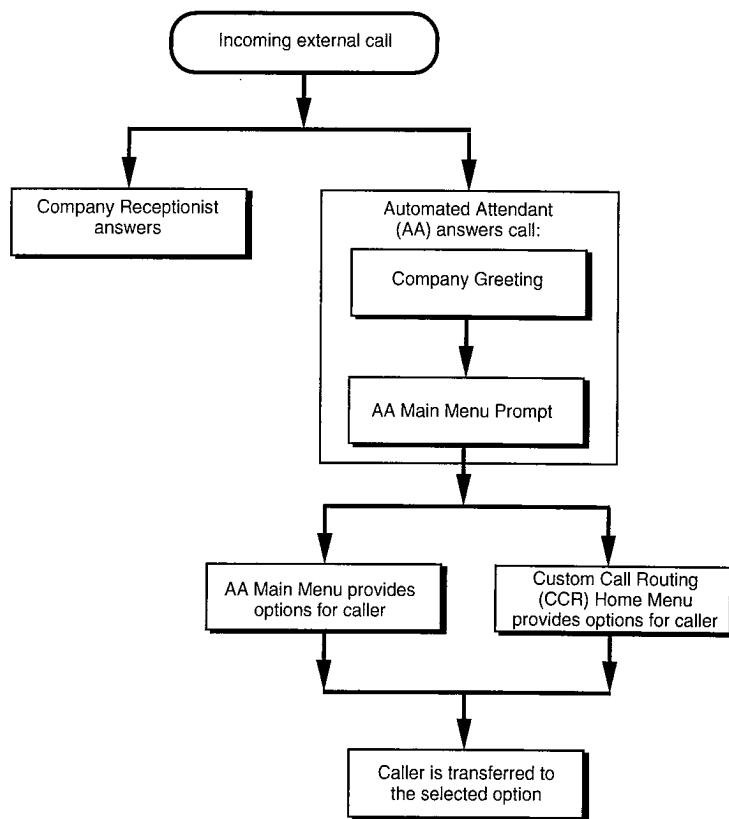


Figure 2.1 – Norstar Voice Mail call answering overview

Who can use Norstar Voice Mail

Norstar Voice Mail can be used by any outside caller and by mailbox owners in your company. Away from the office, Norstar Voice Mail can be used with any tone dial telephone. Inside your office, Norstar Voice Mail can be used from any Norstar or tone dial telephone connected to your Norstar system.

Note: Incoming calls from a rotary dial telephone are transferred to your company Receptionist or Designated Operator. If the Operator is not available, the caller is directed to the General Delivery Mailbox. When the General Delivery Mailbox is disabled, the caller is returned to the Automated Attendant. For more information about using a rotary dial telephone, refer to **Using Norstar Voice Mail with a rotary dial telephone** later in this section.

When using Norstar Voice Mail from a Norstar telephone, a user must first enter a Feature Code.

About the Feature Codes

Feature Codes are used to access the different set up and operation functions of Norstar Voice Mail. To use a Norstar Voice Mail function, a Feature Code must first be entered. There are seven Feature Codes that work with Norstar Voice Mail. The default Feature Codes are shown in Table 2.1.

Feature	Operation
Feature 980	Leave Message
Feature 981	Open Mailbox
Feature 982	Operator Status
Feature 983	System Administration
Feature 985	Norstar Voice Mail Directory Number (DN)
Feature 986	Transfer
Feature 987	Interrupt

Table 2.1 – Feature Codes

All Feature Codes can be programmed for single button access. For information about programming Norstar Voice Mail Feature Codes, refer to **Section 3, Programming a memory button.**

2 - 8 Learning about Norstar Voice Mail

Leave Message Feature Code

Is used by mailbox owners to leave a message in a mailbox initialized with Norstar Voice Mail. Users can also use this feature to transfer a caller to a mailbox.

To use the Leave Message Feature, press

Open Mailbox Feature Code

Is used by mailbox owners to open their Personal Mailboxes. All Personal Mailboxes are protected by a password established by the mailbox owner.

To use the Open Mailbox Feature, press

Operator Status Feature Code

Is used by the System Coordinator, Receptionist or Designated Operator to set the Operator Status. When an operator is not available, the Operator Status must be set to NO. This alerts the Automated Attendant that the Receptionist or Designated Operator is not available. This Feature Code is also used to establish whether a business is open or closed, and to designate the Operator's extension. This Feature Code is protected by a password.

To use the Operator Status Feature, press

System Administration Feature Code

Is used by the System Coordinator and the installer to set up Norstar Voice Mail. This Feature Code is also used by the System Coordinator to add mailboxes and select an Alternate Language. This Feature Code is protected by a password established by the System Coordinator.

To use the System Administration Feature, press

Norstar Voice Mail Directory Number (DN) Feature Code

Is used to determine the DN. This number is then used to forward a Norstar telephone to Norstar Voice Mail, and to use Norstar Voice Mail from a single-line set attached to an Analog Terminal Adapter (ATA).

To use the Norstar Voice Mail DN Feature, press 9 8 5

Transfer Feature Code

Is used to transfer calls to a mailbox. While the call is active, press the memory button where Feature 986 is programmed, then enter the mailbox number where you want to direct the call. The caller is now transferred. Do not put the call on hold.

To use the Transfer Feature, program 9 8 6 to a memory button.

Note: For information about programming Norstar Voice Mail Feature Codes, refer to **Section 3: Programming a memory button.**

Interrupt Feature Code

Is used to interrupt Norstar Voice Mail and allow you to speak with a caller who has reached your mailbox.

To use the Interrupt Feature, press 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.

About the Automated Attendant

The Automated Attendant is the Norstar Voice Mail receptionist. When enabled, the Automated Attendant answers your company's incoming telephone lines according to the time of day with a prerecorded greeting selected from the Norstar Voice Mail Greeting Table. When the Automated Attendant is enabled, the Automated Attendant menu prompt provides a list of options so that a caller can:

- reach any extension or mailbox in your company
- leave a message in a mailbox
- select an Alternate Language (not a prerecorded voice prompt)
- look for an extension or mailbox in the Company Directory
- reach your company Receptionist or Designated Operator
- open a Personal Mailbox as a mailbox owner (not a prerecorded voice prompt)

The default Automated Attendant menu prompt can be disabled at any time. When you disable the default Automated Attendant menu prompt, you must record a customized Automated Attendant menu prompt. This customized Automated Attendant menu prompt replaces the default Automated Attendant menu prompt.

Important: A caller is returned to the Automated Attendant menu prompt after completing a Norstar Voice Mail session. When you disable the Automated Attendant menu prompt, your customized Automated Attendant menu prompt plays in place of the prerecorded Automated Attendant prompt.

About the Company Directory

The Company Directory is an internal voice list containing the names of users with initialized mailboxes who have been designated to appear in the directory.

A user can open the Company Directory from a Norstar two-line display telephone when the display shows the **DIR** option. The Company Directory can also be opened by pressing **#** when the Automated Attendant announces the option is available.

Mailbox owners must record a Company Directory name before they can use their mailbox. A mailbox owner's name does not have to appear in the Company Directory. Whether or not a mailbox appears in the Company Directory is established by the System Coordinator when the mailbox is registered with Norstar Voice Mail. This Company Directory override can be changed at any time.

The System Coordinator may also choose to disable access to the Company Directory. For more information about the Company Directory, refer to **Section 3: Setting up Norstar Voice Mail**.

About the mailboxes

A mailbox is a storage place for messages on the Norstar Voice Mail system. Norstar Voice Mail can store a maximum of 500 mailboxes. There are three groups of mailboxes including:

- Special Mailboxes
- Personal Mailboxes
- Information Mailboxes

Note: This total can include any combination of Special, Personal, and Information Mailboxes.

2 - 12 Learning about Norstar Voice Mail

The Special Mailboxes

The Special Mailboxes are administered by the System Coordinator. The Special Mailboxes include:

- System Coordinator Mailbox
- General Delivery Mailbox

The System Coordinator's Mailbox is reserved for the System Coordinator. It has the ability to send Broadcast Messages. This mailbox number and password sequence are used to access the Feature Code 983.

The General Delivery Mailbox is your company mailbox. Messages for no person in particular or for employees who do not have their own mailbox are left here. To ensure confidentiality, only the System Coordinator or Designated Operator should have the password for this mailbox.

For more information about Special Mailboxes and their set up, refer to **Section 4: Setting up mailboxes.**

Personal Mailboxes

Personal Mailboxes are assigned by the System Coordinator and maintained by the mailbox owner. Personal Mailboxes include:

- User Mailboxes
- Guest Mailboxes

User Mailboxes are mailboxes assigned to individuals with Norstar Directory Numbers (DN). The mailbox number should be the same as the owner's DN. Personal Mailboxes can be listed in the directory under the owner's name.

Guest Mailboxes are simply Personal Mailboxes without an associated extension number.

Personal Mailboxes are also protected by a password that can be changed by the owner, or reset to 0000 by the System Coordinator should it be forgotten.

For information about setting up Personal Mailboxes, refer to **Section 4: Setting up mailboxes.**

Information Mailboxes

An Information Mailbox is like a Personal or Guest Mailbox. Its only function, however, is to play an informative message to whomever should access it.

The difference between this mailbox and the Personal, Guest or Special mailboxes is the Information Mailbox does not take messages. For information about setting up Information Mailboxes, refer to **Section 4: Setting up mailboxes**.

Mailbox rules

Only a few rules apply to the Norstar Voice Mail mailboxes. These rules should be given to any user who is going to have a mailbox.

The mailbox rules are:

- A password is always needed to open a mailbox.
- A mailbox can be opened from any Norstar telephone from the **Log:** display prompt. At this prompt enter the mailbox number and password combination.
- When a mailbox is assigned to a Norstar telephone, the display always shows the **Psud:** prompt. To reach the **Log:** prompt, press **QTHR** or *****.
- When a Norstar single-line display is being used, press ***** to reach the **Log:** display prompt.
- A mailbox must be initialized before it can be used.

2 - 14 Learning about Norstar Voice Mail

Logging on

Logging onto the Norstar Voice Mail system allows you access to Norstar Voice Mail Administration, Configuration and the different Feature Codes. After the appropriate Feature Code is entered, a mailbox number and password combination must be entered.

For example, to access the System Coordinator Mailbox:

1. Press

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter

Note: The first two digits represent the default mailbox number for your Norstar Voice Mail System Coordinator Mailbox. The next four digits represent the default password. The password and mailbox combination varies depending on the mailbox number length.

Mailbox number lengths range from two to seven digits. When the mailbox number length is two digits, the System Coordinator Mailbox is 12. When the mailbox number length is seven digits, the System Coordinator Mailbox is 1000002. For more information about System Coordinator password and mailbox combinations, refer to **Appendix B**.

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

About Access security

A mailbox owner has a limited number of tries to open a Personal Mailbox while away from the office. The system disconnects the call after three incorrect attempts.

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 save are automatically deleted.

2 - 16 Learning about Norstar Voice Mail

Using the Norstar dialpad

The buttons on the dialpad act as both numbers and letters. Each button represents a number and also represents letters of the alphabet.

Norstar Voice Mail knows when an alphabet letter is required. When an alphabetical entry is required on the command line of the display, press the dialpad button that represents the letter. The letters will appear on the display in the order listed on the number button.

If a wrong letter appears, press the button again. To accept the letter, press **#**. To insert a comma, press **# #**.

When you are entering a name using the Company Directory Option, you need to press the number button associated with the letters of the name only once. You do not need to enter a comma.

When you are looking for a mailbox owner using the Company Directory, you can find the name by entering the first four letters of the last name. For example, if you are looking for the last name Partridge, you would press **7 2 7 8**.

If Norstar Voice Mail cannot find the name the first time, you can press **RETRY** or *****. To view all the names in the Directory, press **#**. Then press **NEXT** or **1** until you find the mailbox owner.

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 **#**.

Using Norstar Voice Mail with a two-line display

The Norstar display on M7310 and M7324 telephones is a two-line display that provides information about commands and options available when you are using Norstar Voice Mail.

The display can show up to three display button options at a time. In some instances, you must wait for the voice prompt to play the other available options. When options are played by the voice prompt and the corresponding button does not appear on the display, you must select the option using the numbers on the dialpad.

The Norstar two-line display is shown in Figure 2.2.

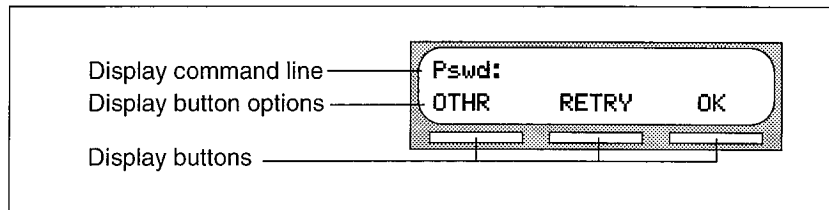


Figure 2.2 – Norstar two-line display

Using Norstar Voice Mail with a single-line display

The Norstar display on M7100 and M7208 telephones is a single-line display that can be used for most Norstar Voice Mail sessions. However, configuration tasks require an M7310 or M7324 two-line display telephone.

When you are using a Norstar telephone with a single-line display, all options are given immediately through the Norstar Voice Mail voice prompts and are selected using the dialpad only.

2 - 18 Learning about Norstar Voice Mail

Entering characters into the command line

The command line of the display on your Norstar telephone can show 16 characters and this is the maximum you can enter.

For example:

```
Paad: 1111
DTHR  RETRY  OK
```

There are three situations when the command line prompt will disappear. This happens when the display shows the command line prompt:

```
Name:
```

```
GList:
```

```
Log:
```

For example, when the display shows:

```
Name:
RETRY  BKSP  OK
```

When you begin to enter the last name, the command line prompt disappears. For example, if you were entering the name S. Partridge, you press the dialpad button for P. The display drops the **Name:** command and changes to show:

```
P
RETRY  BKSP  OK
```

After you have entered the entire name, the display shows:

```
PARTRIDGE, S
RETRY  BKSP  OK
```

The display no longer shows the command line prompt.

About the Norstar Voice Mail voice prompts

Each command shown on the Norstar display is accompanied by a voice prompt. On a Norstar two-line display telephone, the voice prompt plays after a five-second delay. When you do not select an option, Norstar Voice Mail ends the session. On a Norstar single-line display telephone, the voice prompt plays immediately. When you do not select an option within an additional four seconds, the voice prompt replays the options before Norstar Voice Mail ends the session.

Norstar Voice Mail voice prompts provide the same options as the display button options, and additional options not appearing on the display. When the voice prompt plays the available options, it only provides the dialpad number buttons that invoke the options.

When the voice prompt announces a display option with a corresponding dialpad button, you can use the display button or the number on the dialpad. Either button invokes the selected option.

Interrupting a voice prompt

A voice prompt can be stopped by pressing . A user cannot interrupt a prompt that is informing the user of an error.

Press to return the display to the previous display prompt.

Note: There are no voice prompts for configuration options. All configuration commands and options appear on the M7310 or M7324 two-line display telephone.

Using Norstar Voice Mail with an Analog Terminal Adapter

A single-line, tone dial telephone connected to a Norstar KSU through an Analog Terminal Adapter (ATA) can be used for most Norstar Voice Mail sessions. However, you cannot use a single-line telephone attached to an ATA to perform Norstar Voice Mail Administration tasks.

The single-line telephone does not have a feature button. To access the features, such as Leave Message or Open Mailbox, call Norstar Voice Mail and follow the voice prompts. The Norstar Voice Mail DN is determined by using Feature 985 on a Norstar telephone.

Note: Feature 986 cannot be used with an ATA.

If you have an Enhanced ATA, you can also press:

* 9 8 1 to open your mailbox,

or

* 9 8 0 to leave a message,
and follow the voice prompts.

When a caller uses Norstar Voice Mail from a rotary dial telephone, Norstar Voice Mail transfers the caller to your company receptionist or Designated Operator. If a Receptionist or Designated Operator is not available, the caller is transferred to the General Delivery Mailbox.

Note: When adding a mailbox associated with an ATA, Message Waiting Notification should be set to NO. For more information about setting up mailboxes, refer to **Section 4: Setting up mailboxes**.

Using Norstar Voice Mail with a rotary dial telephone

Incoming calls from a rotary dial telephone are transferred to the company receptionist or Designated Operator assigned to the Greeting Table. When there is no answer, the caller reaches the Personal Mailbox of the number dialed. If the Operator is not available, the caller is directed to the General Delivery Mailbox. When the General Delivery Mailbox is disabled, the caller is returned to the Automated Attendant.

About the Reports

Reports are useful for viewing Norstar Voice Mail set up information. You must have a parallel printer connected to produce Reports. There are six Reports:

- Directory Report (1): lists mailbox users in the Company Directory.
- Numeric Subscriber Mailbox Report (2): lists the mailbox owners according to mailbox number.
- System Group List Report (3): lists Group List numbers and names, along with the member names and mailbox numbers.
- Message Usage Report (4): lists the current storage available in minutes on the Norstar Applications Module (NAM).
- Mailbox Activity Report (5): lists daily and average mailbox activity statistics for an individual mailbox or all mailboxes.
- CLID Report (6): lists daily calling line identification activity for the Norstar Voice Mail system.
- Tree Report: lists the Points on the Tree, assignments made to the Points and any areas that need administering.

Exiting from Norstar Voice Mail

You can exit a Norstar Voice Mail session by:

- Hanging up the handset.
- Pressing an alternate line button.
- Pressing

Note: When you press the Norstar Voice Mail session ends in two to three seconds, except when you are transferring a caller to a mailbox.

Your role as System Coordinator

As System Coordinator, you perform all the tasks necessary for setting up and operating Norstar Voice Mail. This guide provides all the information you need for completing these tasks.

Set up tasks

- Completing **Norstar Voice Mail Programming Record**
- Preparing Norstar Voice Mail information
- Setting the Business Hours
- Recording the Company Greetings
- Assigning Greetings to a Greeting Table
- Assigning the Automated Attendant lines
- Assigning a line to a Greeting Table
- Changing the Norstar Voice Mail language capability
- Enabling or disabling access to the Company Directory
- Setting up the mailboxes
- Initializing the Special Mailboxes
- Setting up CCR

Operation tasks

- Assigning Company Greetings
- Setting the Operator Status
- Adding new mailboxes
- Changing Mailbox Options
- Reassigning the Class of Service
- Changing the mailbox extension
- Resetting a mailbox password
- Deleting a mailbox
- Registering a Guest Mailbox
- Sending messages
- Sending Broadcast Messages
- Adding a Group List

- Changing a Group List
- Viewing Group Lists
- Deleting a Group List
- Sending a Group Message
- Deleting messages
- Printing Reports
- Changing CCR Points

Roles of mailbox users

Mailbox owners perform the tasks necessary for maintaining mailboxes. For more information about user tasks, refer to the **Norstar Voice Mail Reference Guide**.

Mailbox owner tasks

- Initializing their mailbox
- Recording Personal Mailbox Greetings
- Listening to messages left in their mailbox
- Deleting messages that are no longer required
- Using Norstar Voice Mail Features
- Administering their Personal Mailbox Features
 - assigning a Target Attendant
 - maintaining Off-premise Message Notification
- Maintaining Information Mailboxes*
- Reporting problems to the System Coordinator

* Can be either the System Coordinator or the mailbox owner.

2 - 24 Learning about Norstar Voice Mail

Setting up Norstar Voice Mail

3

Introduction

Setting up Norstar Voice Mail involves collecting initial set up information and setting up a Norstar Voice Mail system based on that information. This section first describes what you need in order to prepare to set up Norstar Voice Mail, then describes the tasks involved in setting up the system.

Preparing to set up Norstar Voice Mail

Before you begin setting up a Norstar Voice Mail system, you should understand how to:

- use the **Norstar Voice Mail Programming Record**
- determine the Feature Codes
- determine the Norstar Voice Mail software version
- program memory buttons
- determine the language capability

About the Norstar Voice Mail Programming Record

The **Norstar Voice Mail Programming Record** contains information about programming options and is useful for organizing a Norstar Voice Mail set up. This record is provided to you by your installer or your customer sales representative.

The Programming Record contains information about:

- Initialization verification
- Feature Codes
- Business Hours and Status
- Norstar line data verification
- Custom Call Routing (CCR)

3 - 2 Setting up Norstar Voice Mail

It also provides Dialing Tables, a Greeting Table summary, Greeting and Line summary, Mailbox List, Group List, and Class of Service defaults.

Customer information

This section provides space to record information about the customer.

Administration passwords

This section of the Programming Record provides information about the directory or mailbox number length, the default passwords and provides space to record new passwords.

Pre-installation checklist

This section provides information about the KSU software version, the number of channels, ports, optional equipment, external lines answered and the Norstar Voice Mail software version.

Optional equipment may include a printer, which is necessary for printing Norstar Voice Mail Reports.

Norstar line data verification

This section provides information about the number of incoming telephone lines in your company. You need to know the line numbers so you can assign the lines to the Norstar Voice Mail Greeting Tables.

Norstar Voice Mail initialization

This part of the Programming Record covers:

Installer password: This is the number installers enter to access system configuration.

Bilingual: This identifies whether or not the module has bilingual language capabilities.

Primary Language: This specifies which language is being used as the Primary Language.

Alternate Language: This specifies which language is being used as the Alternate Language.

Group Lists enabled: This establishes whether or not Group Lists are being used. A Group List leading digit must be assigned when the Group List is enabled. This section provides a space to record the Group List leading digit. For more information about Group Lists, refer to **Section 6: Sending a message to more than one mailbox.**

Norstar Voice Mail Feature Code checklist

This section summarizes the Norstar Voice Mail default Feature Codes 980 through 987. It also provides a space to record the new Feature Code when the default code is not being used.

For instructions on how to determine the Feature Codes, refer to **Determining the Feature Codes** later in this section.

Summary Tables and Lists

The **Norstar Voice Mail Programming Record** also provides a Greeting Table summary, a Line Number summary, Greeting summary, and Mailbox information list.

Before you complete this section of the Programming Record, you should photocopy these pages. Use these pages as master copies for referencing any changes to your system set up. Keep the completed Programming Record in a safe place for future reference.

The **Greeting Table summary** assists you in summarizing how the Greeting Table is organized. This section of the Programming Record allows you to specify the Business Hours and the language preference used in the Tables.

For more information about setting up and using the Greeting Table, refer to **Setting up a Greeting Table** later in this section.

This section shows the default **Business Hours**. Business Hours can be assigned by your installer according to the Business Hours used in your company. A space is provided to record the Business Hours for the Morning, Afternoon, Evening, and Non-business Hours.

3 - 4 Setting up Norstar Voice Mail

The **Line number and Greeting summary** provides space to record the incoming telephone line numbers used in your company, the telephone number of the line, whether the line is answered by Norstar Voice Mail and the number of rings before answering. The Greeting summary provides a space where you can record numbered greetings and what the greetings say.

The Greeting summary also provides a space where you can record the Customized Automated Attendant Main Menu Prompt and the Information Mailbox Message.

Mailboxes provides a convenient place to record Personal Mailbox information. This can serve as a paper record for future reference about mailbox numbers associated with extensions, a mailbox owner's name, a Class of Service and Mailbox Overrides. You can also record Guest Mailboxes. Photocopy **Mailboxes** before it is filled out and use the photocopied page as a separate Guest Mailbox list.

Note: Norstar Voice Mail can store up to 500 mailboxes. This number can be any combination of Special, Personal, and Information Mailboxes.

For more information about setting up mailboxes refer to **Section 4: Setting up mailboxes**.

Class of Service defaults

Class of Service defaults outline the special features and parameters that can be assigned to mailboxes. For more information about Class of Service defaults, refer to **Section 4: Setting up mailboxes**.

Group List

A Group List is composed of several mailboxes grouped together under one mailbox number. This enables Norstar Voice Mail users to send a single message to every mailbox on the list.

Call Identification Dialing Tables

This section provides space to record the telephone number and Destination Type, including the assigned Greeting Table, extension or mailbox and CCR Tree and Point number.

Custom Call Routing

Custom Call Routing (CCR) is a programmable, voice-prompted menu system. CCR allows your company to customize and enhance the Norstar Voice Mail call routing function. With CCR, callers can route their calls according to the options created specifically by your company. This section provides a blank CCR Tree and space to record information required to set up a Tree.

The Programming Record includes Miscellaneous Programming as well as information about the Automated Attendant, Operator and Business Status, and Programming Defaults.

3 - 6 Setting up Norstar Voice Mail

Determining the Feature Codes

Norstar Voice Mail uses Feature Codes 980 through 987. Before you continue with the set up, ensure these Feature Codes are available. It is possible that some Feature Codes might be in use by another Norstar application. If so, Norstar automatically assigns codes between 900 and 999. These codes might not appear in sequential order.

To determine the Norstar Voice Mail Feature Code availability:

1. From a Norstar M7310 or M7324 display telephone, press

Feature *

The display shows: **Leave msg:** and the Feature Code.

2. To view the next Feature Code, press **NEXT**. The display shows the next Feature Code display prompt and number.
3. Continue pressing **NEXT** to view all the Feature Codes.

Feature Codes shown below are the default Feature Codes. If the codes change, record the assigned codes in the space provided. For more information about Feature Codes, refer to **Section 2**.

Feature

Feature 9

Leave msg:F9xx
NEXT

Feature

Feature 9

Open mbox:F9xx
NEXT

Feature

Feature 9

Operator:F9xx
NEXT

Feature

Feature 9

Sys admin:F9xx
NEXT

Feature

Feature 9

NorstarUM DN:F9xx
NEXT

Feature

Feature 9

Transfer:F9xx
NEXT

Feature

Feature 9

Interrupt:F9xx
QUIT

Verifying the Feature Codes

Norstar Voice Mail uses default Feature Codes 980 through 987, or assigned Feature Codes as described earlier.

To verify the Feature Code display prompts, use a Norstar M7310 or M7324 display telephone and enter each Norstar Voice Mail Feature Code. The display prompts should be as follows:

Feature

Mbox:
DIR QUIT

Feature

Pswd:
OTHR RETRY OK

Feature

Pswd:
RETRY OK

Feature

Log:
QUIT RETRY OK

Feature

Set XX
OK

Feature

No Party connect

Feature

Not allowed

Determining the Norstar Voice Mail software version

Knowing the software version allows you to identify software feature availability.

To determine the software version:

1. Press Feature

The display shows:

Log:
QUIT RETRY OK

2. Enter <the System Coordinator Mailbox number and password>
3. Press **OK** or **#**

The display shows:

Admin
MBOX AA OTHR

4. Press

The display shows:

Norstar UM XX
OK

To end the Norstar Voice Mail session, press

3 - 8 Setting up Norstar Voice Mail

Programming a memory button

To simplify set up and administration tasks, we recommend programming a memory button for the Feature Codes you will use most often.


The most frequently used Norstar Voice Mail Feature Codes are:

- Open Mailbox–Feature 981
- System Administration–Feature 983
- Transfer–Feature 986
- Interrupt–Feature 987

To program a memory button:

1. Press * 3

The display shows:



Press a button
QUIT

2. Select a programmable button.
3. Press
4. Enter <the Feature Code number> For example, 983.

The display shows:



Programmed

5. Label the button with the Feature Code description using the paper labels provided with your Norstar telephone.

Repeat steps 1 through 5 for each Norstar Voice Mail Feature Code you want to program.

Note: We recommend you program a memory button with the Norstar Voice Mail DN. To verify this DN, refer to **Verifying the Feature Codes** earlier in this section.

Norstar Voice Mail language capability

The installer determines the language availability during installation, and which language is to be used as primary and alternate. The language option can be changed at any time. For more information, refer to **Changing the Norstar Voice Mail language availability** later in this section.

When the Norstar Voice Mail language option is enabled, the Automated Attendant allows users to select either the Primary or Alternate Language. This is not a prerecorded option. For this option to be announced, you must include it in the Company Greeting that you

record. For more information about recording greetings with a language option, refer to **Recording the Company Greetings** later in this section.

Important: If you disable the Norstar Voice Mail language option, a user cannot select the option from the Automated Attendant Voice Menu.

When you use the bilingual language capability, mailbox Classes of Service determine which language is used by the mailbox. For instance, Class of Service numbers 1, 3, 5, 7, 9, 11, 13, and 15 default to the Primary Language, and Class of Service numbers 2, 4, 6, 8, 10, 12, 14, and 16 default to the Alternate Language. When the bilingual capability is disabled, all Classes of Service use the Primary Language.

When a user calls a mailbox that is assigned a different language, the user hears the Automated Attendant Voice Prompt in the language specific to the mailbox reached. For example, if your mailbox is assigned the Primary Language Class of Service 3, and you call a mailbox that is assigned the Alternate Language Class of Service 8, you will hear all voice prompts in the Primary Language.

Table 3.1 shows how Norstar Voice Mail works with bilingual capabilities.

Bilingual enabled	Bilingual disabled
Primary and Alternate Language prompts	Primary Language prompts only
Classes of Service 1, 3, 5, 7, 9, 11, 13, and 15 use the Primary Language	All Classes of Service use the Primary Language only
Classes of Service 2, 4, 6, 8, 10, 12, 14 and 16 use the Alternate Language	
Feature Code 983 language preference display available	Feature Code 983 language preference display not available
Automated Attendant language selection option 9 available	Automated Attendant language selection option 9 not available

Table 3.1 - Norstar Voice Mail Language Feature summary

When the Norstar Voice Mail bilingual language capability is disabled, you can use one of the two languages as the Primary Language. An Alternate Language capability is not available when the bilingual language capability is disabled.

3 - 10 Setting up Norstar Voice Mail

Setting up Norstar Voice Mail

When you have familiarized yourself with Norstar Voice Mail and have gathered the initial information you need, you can set up your system. Setting up Norstar Voice Mail involves:

- setting up the Company Greeting Table
- recording your Company Greetings
- assigning a greeting to the Greeting Table
- determining which incoming telephone lines Norstar Voice Mail will answer
- setting the number of rings before Norstar Voice Mail answers
- disabling the Voice Mail Option
- disabling the General Delivery Mailbox
- changing language availability
- enabling or disabling access to the Company Directory

Before you begin to use Norstar Voice Mail, make sure you have:

- Read **Preparing to set up Norstar Voice Mail** earlier in this section
- Read **Section 7: Custom Call Routing (CCR)**
- A completed **Norstar Voice Mail Programming Record**
- Verified Norstar Voice Mail Feature Code availability
- An M7310 or M7324 two-line display telephone

Important: To set up Norstar Voice Mail in your company, you require a Norstar M7310 or M7324 two-line display telephone. You cannot set up Norstar Voice Mail from a Norstar M7100 or M7208 single-line display telephone.

About the Greeting Tables

The Norstar Voice Mail Greeting Table stores the greetings played by the Automated Attendant to incoming callers. Norstar Voice Mail provides four Greeting Tables numbered 1 to 4. Each Greeting Table is divided into four sections. The four sections represent your Company Greeting for:

- Morning
- Afternoon
- Evening
- Non-business

Note: **Section 9**, Table 9.1 shows time segments for the Morning, Afternoon, Evening, and Non-business Hours Greetings.

Norstar Voice Mail can store a total of 40 greetings in memory, but only 16 greetings can be assigned to the four Greeting Tables at any one time. The greeting numbers assigned to the Table can be any greeting that you record and number from 1 to 40. You can assign two Customized Automated Attendant Menu Prompts to each Greeting Table. For information about recording Customized Automated Attendant Menu Prompts, refer to **Section 3, Recording the Customized Automated Attendant Menu Prompt**.

After all the greetings are recorded and assigned to the different lines in your company, they can then be assigned to Greeting Tables as needed. For example, your main business line might be assigned to Greeting Table 1, while your customer service line might be assigned to Greeting Table 2.

Greeting Tables using the Alternate Language

When you are using the bilingual capability and are also using both the Primary and Alternate Languages, we recommend assigning one Greeting Table to the Alternate Language. For example, if your company has two incoming lines and you would like one line assigned entirely to the Alternate Language, you must assign that line to the Greeting Table where all the greetings are recorded in the Alternate Language. This means you could record greetings 5, 6, 7 and 8 in the Alternate Language and assign the greetings to Greeting Table 2 for line 2.

3 - 12 Setting up Norstar Voice Mail

How the Greeting Tables are organized

You can record four Company Greetings for each table. A number from 1 to 40 must be assigned to any greeting that is used in the Greeting Table. Table 3.2 shows how Greeting Numbers can be assigned to the different Norstar Voice Mail Greeting Tables.

Greeting Type	Table 1	Table 2	Table 3	Table 4
Morning	Greeting 1	Greeting 5	Greeting 9	Greeting 13
Afternoon	Greeting 2	Greeting 6	Greeting 10	Greeting 14
Evening	Greeting 3	Greeting 7	Greeting 11	Greeting 15
Non-business	Greeting 4	Greeting 8	Greeting 12	Greeting 16

Table 3.2 – Greeting Tables with Greeting Numbers

We recommend using greetings 1 through 16 as your daily business greetings, and greetings 17 through 40 as special greetings. For example, for the New Year Holiday you could record the greeting:

“Thank you for calling Incare Incorporated. We are closed for the New Year Holiday. We hope your holiday is happy and safe. We will be open Monday to resume our regular business hours. Happy New Year.”

This greeting would be recorded as greeting number 17, and assigned to the Greeting Table for the Non-business Hours Greeting. When the Business Status is set to No, the holiday greeting number 17 would play on the Greeting Table. For more information about selecting greetings, refer to **Assigning a greeting to a Greeting Table** later in this section.

Determining Greeting Table information

To set up your company's Greeting Table, you first need to:

- determine a Greeting Table number for each incoming line
- record your Company Greetings
- determine the greeting numbers that you will assign to the table

When you are setting up your company's Greeting Table information, organize your Company Greeting information using the Greeting Table summary provided in the **Norstar Voice Mail Programming Record**.

Preparing your greetings

Before you record your Company Greetings, determine the type of greetings to be used on the different incoming telephone lines and what you would like the greetings to say. You must prepare at least four greetings. These greetings automatically play on all four Greeting Tables. Additional greetings will not play until the greetings are assigned to a Greeting Table. As you record your greetings, number them from 1 to 4.

The four greetings will reflect the Morning, Afternoon, Evening and Non-business Hours. You must number each greeting 1 to 4. For example:

- 1) Morning Greeting: *"Good morning. You have reached Touchstone Marketing."*
- 2) Afternoon Greeting: *"Good afternoon. You have reached Touchstone Marketing."*
- 3) Evening Greeting: *"Good evening. You have reached Touchstone Marketing."*
- 4) Non-business Hours Greeting: *"You have reached Touchstone Marketing. Our business hours are Monday to Friday from 8:00 a.m. to 5:00 p.m. Please stay on the line and leave a message. Thank you for calling."*

When you are using Guest Mailboxes to make customer announcements or provide ordering information, you must inform callers they can select these mailboxes immediately by entering the mailbox number. For example, if you set up mailbox 17 to provide order taking and product introduction services, you would record your Company Greeting to say:

3 - 14 Setting up Norstar Voice Mail

*“Good morning. You have reached Touchstone Marketing. To listen to our product service information and place an order, press *17.”*

After you have determined what your Company Greetings will be, practice recording your greetings. Remember to speak slowly and clearly, at a pace that is easy to understand. Try to use a tone that will encourage callers to use your Norstar Voice Mail service. For the best recording results, record your greetings directly into the handset.

If you are using a Primary and Alternate Language, it is a good idea to record the option instruction in the Alternate Language. For example, if you are using English as your Primary Language and French as your Alternate Language, your main greeting would be in English and the option instruction would be in French. For example:

“Good morning. This is Touchstone Marketing. [To use our voice messaging service in French, please press 9].”

The greeting enclosed inside the brackets would be recorded in French. When the Alternate Language is Spanish, the greeting enclosed inside the bracket would be in Spanish.

Important: Since the default Automated Attendant Main Menu Prompt does not announce an Alternate Language Option, your greeting must instruct a caller to press to use the Alternate Language.

Although Norstar Voice Mail can store 40 greetings in total, this guide only shows you how to prepare the first four Company Greetings. You can use the steps presented in this guide to record any additional greetings.

Important: You must prepare at least four greetings. These greetings automatically play on both Greeting Tables. Additional greetings will not play until the greetings are assigned to the Greeting Table.

Norstar Voice Mail greetings can be one to 10 minutes in duration. If you need to change the greeting time, you must change the Class of Service of the System Coordinator Mailbox. The default Class of Service for the System Coordinator Mailbox is 7. This has a maximum greeting length of 10 minutes. For instructions about changing a mailbox Class of Service, refer to **Section 5, Changing a mailbox Class of Service.**

Setting up Norstar Voice Mail 3 - 15

Recording the Company Greetings

When you are recording your Company Greetings, do not use the Norstar Handsfree Feature. For better results, speak directly into the telephone handset.

To record a Company Greeting:

1. Press

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter <the System Coordinator Mailbox number and password>
3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press AA

The display shows:

```
Auto Atdt Admin
GRTG TABLE LINES
```

5. Press GRTG

The display shows:

```
Greeting admin
GRTG          AA
```

Note: Pressing AA changes the display to show: Return to AA:Y
To return to the **Greeting admin** display press For more information, refer to **Section 8, Changing the Automated Attendant Status.**

6. Press GRTG

The display shows:

```
Greeting:
RETRY          OK
```

7. Enter <the greeting number to be recorded>

Note: This number can be any number from 1 to 20. You do not have to record your Company Greetings in numerical order, but they must be numbered.

8. Press OK

The display shows:

```
Greeting <X>
RETRY PLAY REC
```

3 - 16 Setting up Norstar Voice Mail

9. Press **REC**

10. At the sound of the tone, record your greeting.

Note: When you have finished recording your greeting, **do not** hang up the handset.

11. Press **OK** to end your recording.

The display shows:

```
Accept greetings?
RETRY  PLAY  OK
```

Note: To listen to the greeting, press **PLAY**. To record the greeting again, press **RETRY**.

12. Press **OK** to accept the greeting,

Repeat steps 5 through 11 for any other numbered greeting you want to record.

Note: Greetings 1 through 4 are assigned by default to Greeting Tables 1 through 4. This means that greeting number 1 will be played in Greeting Table 1, 2, 3 and 4 as the Morning Greeting. If you want different greetings played in the Greeting Tables, you must repeat steps 5 through 11, numbering the greetings sequentially starting with 5 and then assigning the greetings to a table. Refer to Table 3.2.

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

Setting up a Greeting Table

If you are only using Greeting Table number 1, the numbered greetings you recorded from 1 to 4 will play automatically. You do not have to assign greetings 1 to 4 to the Table, but you must select the language preference.

Setting up a Greeting Table involves:

- assigning the Automated Attendant Main Menu Prompt
- recording the Customized Automated Attendant Menu Prompt
- assigning a greeting to a Greeting Table
- assigning the language preference
- setting up a Business Hours Table
- setting your company's Business Hours
- assigning a CCR Tree

Setting up Norstar Voice Mail 3 - 17

Before you begin to assign greetings to the Greeting Table, ensure you have recorded all the greetings that you will need for the four tables.

Assigning the Automated Attendant Main Menu Prompt and Recording the Customized Automated Attendant Menu Prompt

The Automated Attendant menu prompt plays after the Company Greeting, and when a user accesses the Automated Attendant after completing a Norstar Voice Mail session. When you set the Automated Attendant menu prompt to No, you must record a Customized Automated Attendant Menu Prompt to replace the prerecorded option list.

Note: The Automated Attendant menu prompt tells the caller: *"Using the dialpad, please enter the extension you wish to call. To use the directory, press #. To leave a message, press *. To reach an Operator, press 0."* You can record a Customized Automated Attendant Menu Prompt to include Company Greeting information as well as any information unique to your company.

Each Greeting Table has two Customized Automated Attendant Menu Prompts for a Primary and Alternate Greeting. When you record a Customized Automated Attendant Menu Prompt you must provide the caller with a list of options, such as choosing the Alternate Language, accessing the Company Directory, or reaching an Operator.

To record a Customized Automated Attendant Menu Prompt:

1. Press
2. Enter <the System Coordinator Mailbox number and password>
3. Press OK
The display shows:

Admin
MBOX AA OTHR
4. Press AA
The display shows:

Auto Atdt Admin
GRTG TABLE LINES
5. Press TABLE
The display shows:

Grtg table:
RETRY OK

3 - 18 Setting up Norstar Voice Mail

6. Enter the Greeting Table number.

The display shows:

```
AA menu Prompt: Y
CHNG          OK
```

Note: When **N** appears and you no longer want to use the Customized Automated Attendant Menu Prompt, press **CHNG** to return to the default Automated Attendant Menu Prompt.

7. Press **CHNG**

The display shows:

```
Prompt:
PRIME ALT
```

8. Press **PRIME**

The display shows:

```
Prompt: Pri
PLAY REC QUIT
```

Note: To record the alternate prompt, press ***** then press **ALT**

9. Press **REC** At the tone, record your prompt.

When recording your prompt, include instructions such as press **0** to reach an operator, press **9** to choose the Alternate Language, and press **#** to access the Company Directory. Remember to speak slowly and clearly, at a pace that is easy to understand.

10. Press **OK**

The display changes to show:

```
Accept Prompt?
RETRY PLAY OK
```

11. To accept the recording, press **OK**

Note: If the recording is not acceptable, press **RETRY** You are returned to the **Record** prompt display to rerecord the prompt.

The display changes to show: **Prompt: Pri**

12. Press *****

13. Press **OK**

Assigning a greeting to a Greeting Table

The display shows:

```
Morning: 1
CHNG PLAY NEXT
```

14. Press **CHNG**

Note: If you are not changing the default greeting number, press **NEXT** to go to the Afternoon Greeting display.

15. Enter <the greeting number from 1 to 40>

 Setting up Norstar Voice Mail 3 - 19

16. Press OK

The display shows:

```
Morning: <#>
CHNG PLAY NEXT
```

17. Press NEXT

The display shows:

```
Afternoon: 2
CHNG PLAY NEXT
```

To continue assigning the Afternoon, Evening and Non-business Hours Greetings to the Greeting Table, follow steps 14 through 17.

When all your greetings are assigned to the Greeting Table, you can assign the language preference.

Assigning the language preference

From the Non-business Hours display:

18. Press NEXT

The display shows:

```
Lang Pref: Pri
CHNG NEXT
```

Note: You can set the language preference for each Greeting Table. This setting determines which language the Automated Attendant uses when answering incoming calls. This can be changed at any time. If the Norstar Voice Mail Bilingual Option is set to NO, this display is not shown.

19. To change the language preference, press CHNG

The display changes to show:

```
Lang Pref: alt
CHNG NEXT
```

Assigning the Greeting Table Target Attendant

Assigning the Target Attendant overrides the Designated Operator. If this Attendant does not answer, the call goes to the destination mailbox. If there is no mailbox, the call goes to the General Delivery Mailbox.

20. Press NEXT

The display shows:

```
Atdt: none
CHNG NEXT
```

21. Press CHNG

The display shows:

```
Ext:
RETRY QUIT
```

3 - 20 Setting up Norstar Voice Mail

22. Enter <the extension of the Greeting Table Attendant>

The display shows:

```
Atdt:<ext>
CHNG      NEXT
```

Press ***** to return to the **Auto Atdt Admin** display and continue setting up the Greeting Tables. Repeat steps 5 through 22 for each Greeting Table.

Assigning a CCR Tree

23. Press **NEXT**

The display shows:

```
CCR tree: none
CHNG      NEXT
```

Note: When there is no CCR Tree built and enabled, the display shows: **CCR tree: disabled** Press **OK**

24. Press **CHNG**

25. Enter <the Tree number>

The display shows:

```
CCR tree: <X>
CHNG      NEXT
```

Setting your company's Business Hours

Setting the Business Hours determines when each greeting is played on each Greeting Table. Business Hours are divided into four categories; Morning, Afternoon, Evening, and Non-business for each of the seven days of the week for each Greeting Table. Refer to Table 3.2 earlier in this section.

To set the Business Hours:

26. Press **NEXT**

The display shows:

```
Mo morn: <12:00am>
CHNG  DAY  NEXT
```

27. Press **CHNG**

Note: Press **DAY** to change the display to the morning of the following day.

28. Enter <the Monday Morning start time>

The display shows:

```
Enter hmmm: <0800>
RETRY  AM  PM
```

Note: This is a four-digit field. Any single-digit hour must be preceded by a zero.

 Setting up Norstar Voice Mail 3 - 21

29. Press AM
 The display shows: `Mo morn:<8:00 am>`
`CHNG DAY NEXT`
30. Press NEXT
 The display shows: `Mo aftn:<12:00>PM`
`CHNG DAY NEXT`
31. Press CHNG
32. Enter <the Monday Afternoon start time>
 The display shows: `Enter hhmm:<1201>`
`RETRY AM PM`
33. Press PM
 The display shows: `Mo aftn:<12:01>PM`
`CHNG DAY NEXT`
34. Press NEXT
 The display shows: `Mo eve:<06:00 PM>`
`CHNG DAY NEXT`
35. Press CHNG
36. Enter <the Monday Evening start time>
 The display shows: `Enter hhmm:<0430>`
`RETRY AM PM`
37. Press PM
 The display shows: `Mo eve:<0430> PM`
`CHNG DAY NEXT`
- Note:** The Evening start time must be p.m.
38. Press NEXT
 The display shows: `Mo nonb:<04:00PM>`
`CHNG DAY NEXT`
39. Press CHNG
40. Enter <the Non-business hours start time>
 The display shows: `Enter hhmm:<0601>`
`RETRY AM PM`
41. Press PM
 The display shows: `Nonb:<0601> PM`
`CHNG DAY NEXT`

Note: The Evening start time must be p.m.

3 - 22 Setting up Norstar Voice Mail

42. Press DAY

The display changes to show:

```
Tu morn: <12:00am>
CHNG DAY NEXT
```

Repeat steps 35 through 42 for each day of the week.

To set up the days when your business is not open, set the Non-business Hours start time to 12:00 a.m. Then set the remaining Non-business Greetings to 11:59 p.m.

Configuring the lines

Norstar Voice Mail is able to answer all your company's incoming telephone lines, or just those lines you designate. Determining how your company lines are going to be answered is called line configuration.

Norstar Voice Mail will not answer any lines until they are added to the Norstar Voice Mail configuration and line answer is set to YES. Each line added is answered by Table 1, unless another Greeting Table is specified.

Note: For more information about line answering, refer to **Section 8: Assigning Norstar Voice Mail Line answering.**

Adding lines

To add a line and assign it to the Greeting Table:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX AA OTHR
```

4. Press AA

The display shows:

```
Auto Atdt Admin
GRTG TABLE LINES
```

5. Press LINES

The display shows:

```
Line number:
RETRY OK
```

 Setting up Norstar Voice Mail 3 - 23

6. Enter <the line number>

Note: For information about the incoming line numbers used in your company, refer to your **Norstar Voice Mail Programming Record**. The maximum number of lines is 220.

7. Press OK

The display shows:

```
Line:1  Ans:N
CHNG  TABLE NEXT
```

Note: Press CHNG to change the N to Y

8. Press TABLE

The display shows:

```
Line:1  Table:1
CHNG  RINGS NEXT
```

Note: Pressing RINGS moves to the Line:1 Rings:0 display.

9. Press CHNG

The display shows:

```
Grtg table:
```

10. Enter <a Greeting Table number 1 to 4>

The display shows:

```
Line:1  Table:1
CHNG  RINGS NEXT
```

Note: Pressing NEXT allows you to change the Greeting Table assignment for all lines.

To end this Norstar Voice Mail session, press

Assigning the number of rings before Norstar Voice Mail answers

You can assign Norstar Voice Mail to answer incoming calls after a specified number of rings. The number of rings ranges from zero to 12. If the number of rings is left at zero, Norstar Voice Mail answers immediately. We recommend the number of rings be assigned to 2 or more for lines equipped with Calling Line Identification. When the number of rings is assigned as 0 or 1, the Personalized Greeting does not play.

To assign or change the number of rings before Norstar Voice Mail answers:

1. Press
2. Enter <the System Coordinator Mailbox number and password>

3 - 24 Setting up Norstar Voice Mail

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press AA

The display shows:

```
Auto Atdt Admin
GRTG TABLE LINES
```

5. Press LINES

The display shows:

```
Line number:
RETRY      OK
```

6. Enter <the line number>

Note: For information about the incoming line numbers used in your company, refer to your **Norstar Voice Mail Programming Record**.

7. Press OK

The display shows:

```
Line:1      Ans:Y
CHNG TABLE NEXT
```

8. Press TABLE

9. Press RINGS

The display shows:

```
Line:1 Rings:0
CHNG  ANS NEXT
```

10. Press CHNG

The display shows:

```
No of rings:
RETRY      OK
```

11. Enter <the number of rings>

Note: The number of rings ranges from zero to 12. Repeat steps 9 through 12 to continue entering the number of rings.

12. Press *

The display shows:

```
Auto Atdt Admin
GRTG TABLE LINES
```

To end this Norstar Voice Mail session, press Rls

Viewing and changing the line configuration

After a line is assigned to Norstar Voice Mail, you can view the answer option and decide if the line is to be answered by Norstar Voice Mail.

To view a line and change the Norstar Voice Mail answer option:

- Press Feature 9 8 3
- Enter <the System Coordinator Mailbox number and password>

 Setting up Norstar Voice Mail 3 - 25

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press AA

The display shows:

```
Auto Atdt Admin
GRTG TABLE LINES
```

5. Press LINES

The display shows:

```
Line number:
RETRY      OK
```

6. Enter <the line number>

Note: For information about the incoming line numbers used in your company, refer to your **Norstar Voice Mail Programming Record**.

7. Press OK

The display shows:

```
Line:1  Ans:N
CHNG  TABLE NEXT
```

8. Press CHNG to change answer from N to Y

9. Press NEXT

The display shows:

```
Line:2  Ans:N
CHNG  TABLE NEXT
```

10. Use the NEXT and CHNG keys to view and change the configuration of all telephone lines in your company.

To end this Norstar Voice Mail session, press

3 - 26 Setting up Norstar Voice Mail

Enabling and disabling Voice Mail

The default status for Voice Mail is enabled. The Voice Mail Option may be enabled or disabled at any time. When disabled, callers cannot leave messages in any mailboxes but can access Information Mailboxes. When enabled, callers can access all mailboxes.

To assign the Voice Mail Option:

1. Press
2. Enter <the System Coordinator Mailbox number and password>
3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press

The display shows:

```
Voice Mail:<Y>
CHNG      NEXT
```

Note: Press CHNG to change the Y to N

When the Voice Mail Option is enabled, callers who try to reach an extension that is busy or does not answer will be transferred to the extension's mailbox. When the Voice Mail Option is disabled, callers hear the Automated Attendant Voice Prompt. At any time, callers can press zero to reach the Operator.

Note: If the Operator is not available, the Automated Attendant Voice Prompt plays. Even if the Voice Mail Option is disabled, Norstar Voice Mail users may still transfer a call to a mailbox using Feature 980 or Feature 986.

To end this Norstar Voice Mail session, press

Setting up the Call Identification Dialing Table

The Dialing Table allows Norstar Voice Mail to recognize incoming telephone numbers included in a Dialing Table and automatically route the call directly to the appropriate destination. This table can be set up to direct frequent callers to a specific extension or mailbox, CCR Tree or Greeting Table.

You can store up to 100 telephone numbers in the Dialing Table. Numbers may correspond to a unique telephone number or a range of numbers. For example: if you enter a unique number such as 4165960196, Norstar Voice Mail would only route an incoming call to this number to a specific destination. However, if you make 416 a table entry, all incoming calls with this prefix would be routed to a specific extension.

Norstar Voice Mail automatically sorts the telephone numbers in numerical order, from the longest number to the shortest. For example:

Table entries	Incoming call examples
313 destination 1	A. Incoming number 3148888 does not match any destination.
4165980196 destination 2	B. Incoming number 4165981111 matches destination 4.
4165983095 destination 3	C. Incoming number 4169998888 matches destination 5.
416598 destination 4	D. Incoming number 5198853895 matches destination 6.
416 destination 5	E. Incoming number 5198853896 matches destination 7.
5198853895 destination 6	
519 destination 7	

Table 3.3 – Sample Call Identification Dialing Table

For the Call Identification Dialing Table to work, your company must:

- subscribe to the Call Display CMS/CLASS service offered by your local telephone company
- possess the appropriate Norstar hardware (for example: a CI Trunk cartridge)

3 - 28 Setting up Norstar Voice Mail

Setting up a Dialing Table involves:

- entering a telephone number
- assigning a Destination Type such as a Greeting Table, mailbox, extension, CCR Tree or a Point on a Tree

Note: Before assigning a CCR Tree to a Dialing Table, ensure the Tree is enabled. We recommend you set the number of rings before Norstar Voice Mail answers to two. This value allows the system enough time to read the call identification information. For more information about setting this value, refer to **Assigning the number of rings before Norstar Voice Mail answers** earlier in this section.

For more information about Dialing Tables, refer to the **Norstar Voice Mail Programming Record, Dialing Tables**. The Programming Record provides space to write down all the information required to set up Dialing Tables.

To add or change Dialing Tables:

1. Press
2. Enter <the System Coordinator Mailbox number and password>
3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press

The display shows:

```
Call id table
ADD  CHNG  QUIT
```

5. Press ADD

The display shows:

```
Ph:
RETRY          OK
```

Note: Pressing CHNG allows you to change the Dialing Table. Follow the steps that appear on the display.

6. Enter <the telephone number>

 Setting up Norstar Voice Mail 3 - 29

7. Press OK

The display shows:

```
Destination
TABLE EXT OTHR
```

Note: The maximum number of digits in the telephone number is 13. Each telephone number assigned to a table must be unique. The same telephone number cannot be assigned to a Greeting Table more than once.

8. Press TABLE to assign a number to a Greeting Table.

The display shows:

```
Grtg table:
RETRY      OK
```

Note: Pressing EXT allows you to assign a number to an extension. Pressing OTHR allows you to assign a number to a mailbox, to a CCR Tree or to a Point on a CCR Tree. Follow the steps that appear on the display.

9. Enter <the Greeting Table number>

Note: The Greeting Table number is a number from 1 to 4.

10. Press OK

The display shows:

```
Call id table
ADD  CHNG  QUIT
```

Repeat steps 5 through 10 for each telephone number required.

To end this Norstar Voice Mail session, press

3 - 30 Setting up Norstar Voice Mail

Enabling and disabling the General Delivery Mailbox

The default status for the General Delivery Mailbox is enabled. The General Delivery Mailbox can be disabled or enabled as required by your company.

To assign the General Delivery Mailbox:

1. Press
2. Enter <the System Coordinator Mailbox and password>
3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press

The display shows:

```
Gen Delivery:<Y>
CHNG          OK
```

Note: Press CHNG to change the Y to N

5. Press OK

When enabled, callers who reach the General Delivery Mailbox can leave a message. When disabled, callers will hear the Automated Attendant Voice Prompt. At any time, callers can press zero to reach the Operator.

Note: If the Operator is not available, the Automated Attendant Voice Prompt plays. Even if the Voice Mail option is disabled, Norstar Voice Mail users may still transfer a call to a mailbox using Feature 980 or Feature 986.

To end this Norstar Voice Mail session, press

Setting up Norstar Voice Mail 3 - 31

Changing the Norstar Voice Mail language availability

When Norstar Voice Mail was first installed, the language of the Automated Attendant was set by the installer.

To change the Norstar Voice Mail language availability, and the Primary and Alternate Languages:

1. Press

2. Enter <the System Coordinator Mailbox and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press

The display shows:

```
Bilingual: N
CHNG      NEXT
```

5. Press CHNG

Note: Pressing CHNG changes the **N** to **Y**. When **Y** is shown, pressing CHNG changes the **Y** to **N**.

6. Press NEXT

The display shows:

```
Prim lang: eng
CHNG      OK
```

7. Press CHNG to select the Alternate Language.

Note: In this example, English is used as the Primary Language and is abbreviated as **eng**. Pressing OK returns the display to the **Admin** display prompt.

To end the Norstar Voice Mail session, press

When the Norstar Voice Mail bilingual option is set to No, there is no Alternate Language capability, and all the Classes of Service are assigned the Primary Language selected. This means a caller who presses when using the Automated Attendant is told the command is not recognized.

3 - 32 Setting up Norstar Voice Mail

Designating the number of channels for Off-premise Message Notification

When Off-premise Message Notification is being used, you must designate the number of channels available to Norstar Voice Mail to place outgoing calls. For Off-premise Message Notification to work, voice channels must be available to Norstar Voice Mail. These channels must be assigned.

We recommend outdialing channels not be set to more than half of the total channels available on Norstar Voice Mail.

Note: To determine the number of ports enabled or to increase the number of ports enabled, ask your sales representative. For more information about Off-premise Message Notification, refer to your **Norstar Voice Mail Reference Guide, Section 4**.

To designate the number of channels for outdialing:

1. Press
2. Enter <the System Coordinator Mailbox number and password>
3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press

The display shows:

```
Num of chans:1
CHNG          OK
```

Note: The number of channels can be a number from 1 to 8. 1 is the default.

5. Press CHNG
6. Enter <the number of channels designated for outdialing>
7. Press OK

Note: Do not assign all station ports on your system as voice channels for outdialing. Ensure you reserve enough channels to accommodate incoming calls.

To end the Norstar Voice Mail session, press

Setting up Norstar Voice Mail 3 - 33

Changing access to the Company Directory

The default for Company Directory access is ON. Access to the Company Directory for all mailbox users can be turned on or off at any time. When it is disabled, callers cannot search the Company Directory.

To enable or disable access to the Company Directory:

1. Press
2. Enter <the System Coordinator Mailbox number and password>
3. Press OK

The display shows:

```
Admin
MBOX   AA   OTHR
```

4. Press

The display shows:

```
Voice Mail:Y
CHNG      NEXT
```

Note: Press CHNG to change the Y to N

5. Press NEXT

The display shows:

```
Dir avail Y
CHNG      OK
```

Note: Press CHNG to change the Y to N

To end the Norstar Voice Mail session, press

3 - 34 Setting up Norstar Voice Mail

3 - 34 Setting up Norstar Voice Mail

Setting up mailboxes

4

Introduction

This section describes how you set up Norstar Voice Mail mailboxes. Setting up mailboxes involves:

- registering Personal Mailboxes
- recording Information Mailbox messages
- initializing the Special Mailboxes

Registering Personal Mailboxes

Registering a mailbox adds a mailbox number on the Norstar Voice Mail system. A Personal Mailbox can be a User, Guest or Information Mailbox. Each mailbox must be assigned a Class of Service that determines special features available to the mailbox.

User Mailboxes

User Mailboxes can be assigned to any user who has an operating Norstar extension. User Mailboxes store the messages for users who are unable to answer their telephone.

When you establish User Mailbox numbers, you should assign the same number as the user's Norstar extension number.

Guest Mailboxes

Guest Mailboxes are assigned to temporary users who do not have an operating Norstar extension, but require a mailbox. These mailboxes receive and store messages just as the User Mailboxes do.

When you establish Guest Mailboxes, you should assign mailbox numbers beginning with the same number to identify the mailbox type. For example, all Guest Mailboxes could start with the number four.

Information Mailboxes

Information Mailboxes relay important company or department messages to callers. These mailboxes do not have an operating extension. Information Mailboxes should be established as needed or as users request them. When you establish Information Mailboxes, you should assign mailbox numbers beginning with the same number.

4 - 2 Setting up mailboxes

Class of Service

A Class of Service outlines the special features of a mailbox. A mailbox cannot be added without a Class of Service. Table 4.1 shows the Norstar Voice Mail Class of Service values. There are 16 Class of Services that specify:

- **Prompt language**
Norstar Voice Mail is available with two languages. When this feature is designated as YES (Y), Classes of Service 1, 3, 5, 7, 9, 11, 13, 15 use the Primary Language, and Classes of Service 2, 4, 6, 8, 10, 12, 14, 16 use the Alternate Language.
- **Mailbox message time**
This establishes the total message time available to a mailbox. The maximum message time is 20 minutes.
- **Message length**
This establishes the maximum length of an incoming message. The message length ranges from two to seven minutes.
- **Message retention period**
This establishes the amount of time messages are saved in a mailbox. The message retention period ranges from seven days to indefinite.
- **Greeting length**
This establishes the length of a recorded mailbox greeting. A mailbox greeting length ranges from one to 10 minutes.
- **Off-premise Message Notification**
This allows messages to be directed to another Norstar extension, any telephone number, or to a pager.
- **Retry interval**
This establishes the amount of time between attempts to notify the recipient of a new or urgent message. The retry interval ranges from five to 60 minutes.
- **Number of attempts**
This establishes how many attempts Norstar Voice Mail will make to notify the recipient of a new or urgent message. The number of attempts value ranges from three to nine.
- **Target Attendant**
This attendant is assigned to answer a telephone when the caller reaches a mailbox and presses zero to speak with an Operator.

Setting up mailboxes 4 - 3

Class of Service values:	1	2	3	4	5	6	7	8
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	15	15	15	15	5	5	20	20
Message length (in minutes)	3	3	7	7	3	3	2	2
Message retention period (in days)	30	30	0	0	7	7	15	15
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	15	15	30	30
Number of attempts	3	3	5	5	7	7	9	9
Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Class of Service values:	9	10	11	12	13	14	15	16
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	10	10	30	30	40	40	40	40
Message length (in minutes)	3	3	7	7	10	10	2	2
Message retention period (in days)	365	365	60	60	90	90	45	45
Greeting length (in minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (in minutes)	5	5	10	10	15	15	30	30
Number of attempts	3	3	5	5	7	7	9	9
Target Attendant	Y	Y	N	N	Y	Y	Y	Y

Table 4.1 – Class of Service summary
 0 = indefinite retention, P = Primary Language, A = Alternate Language

Note: The Class of Service determines how the available message time is distributed between mailboxes.

4 - 4 Setting up mailboxes

Mailbox Overrides

Mailbox Overrides allow you to change the default for optional parameters. Mailbox Overrides include:

- **Include in Company Directory**
This includes the mailbox number and owner's name in the Company Directory.
- **Message Waiting Notification**
This provides a mailbox owner with a message notification "Message for you" display prompt.
- **Outdial route**
This determines which line or line pool the system uses when a mailbox owner replies to a message left by an external caller.

Before you register the mailboxes

Before you begin adding mailboxes, ensure you have completed the Mailboxes section of the **Norstar Voice Mail Programming Record**. When you register User Mailboxes, we recommend using mailbox numbers that are the same as the DNs currently used in your company. For example, DN 27 would have a mailbox number assigned as 27.

When you are registering Guest or Information Mailboxes, we recommend you select a leading digit different from the User Mailboxes. This will help you identify the mailbox type. For example, all Guest Mailboxes could have a leading digit of four, and all Information Mailboxes could have a leading digit of three.

When you are completing the Mailboxes list, you need to determine:

- Class of Service
- Company Directory option
- Message Waiting Notification
- Outdial route

The Company Directory option and Message Waiting Notification are not included in a Class of Service. When you add a mailbox, you can override these options.

The Company Directory option defaults to YES. When the Company Directory option is NO, a mailbox owner's name is not included in the Company Directory and a mailbox owner cannot be selected from the Company Directory. This means the mailbox is not included in the

Directory Report. Even though the Company Directory name is not included, the mailbox owner must still record their name when initializing a mailbox.

The Message Waiting Notification defaults to YES. This means Norstar Voice Mail will leave a “*Message for you*” notification on a Norstar telephone display. When the Message Waiting Notification is changed to NO, Norstar Voice Mail will not leave a “*Message for you*” notification.

When you add Guest Mailboxes, the Message Waiting Notification must be set to NO. These mailboxes do not have an operating Norstar extension.

The default for Outdial route is none. A mailbox owner cannot use the Reply Feature to reply to an external call until you assign a line or line pool as the Outdial route for a mailbox.

Note: Norstar Voice Mail can store up to 500 mailboxes. This number includes Special, Personal and Information Mailboxes.

Both Guest and Information Mailboxes can be included on your mailbox list. The extension of a Guest and Information Mailbox appears as a blank on the Norstar Voice Mail Directory Report.

Table 4.2 provides a sample mailbox number list.

Mailbox Number	Ext	Class of Service	Name	Company Directory Yes or No	Message Waiting Yes or No	Outdial Route
20	20	01	Apple,B	No	Yes	None
21	21	01	Harper,D	Yes	Yes	Line 01
23	23	02	Franco,M	No	Yes	Pool 01
24	24	01	Kosten,B	Yes	Yes	Line 03
40		01	Guest,A	Yes	No	Pool 02
30		08	Sales Info	Yes	No	None

Table 4.2 – Sample mailbox number list

Note: When adding Information Mailboxes, you should assign a Class of Service that has the maximum message length. To accommodate an average Information Mailbox recorded message, you should assign a Class of Service between 13 and 14. These Class of Service values offer a message length of 10 minutes.

4 - 6 Setting up mailboxes

Adding mailboxes

New mailboxes can be added to Norstar Voice Mail whenever they are required. Before you add a new mailbox, ensure that you have all the necessary mailbox information. You should complete Mailboxes outlining the:

- new mailbox number
- extension number
- mailbox owner's name (last name and first initial)
- Service Class
- Company Directory, Message Waiting, and Outdial Overrides

Note: Refer to your **Norstar Voice Mail Programming Record, Mailboxes**.

To add a mailbox:

1. Press 9 8 3

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press MBOX

The display shows:

```
Mailbox Admin
ADD  DEL  CHNG
```

5. Press ADD

The display shows:

```
Mbox:
RETRY  QUIT
```

6. Enter <the mailbox number>

The display shows:

```
Ext:
RETRY  QUIT
```

7. Enter <the extension number>

The display shows:

```
Class of Service:
```

8. Enter <a Class of Service from 1 to 16>

The display shows:

```
Name: _
RETRY  BKSP  OK
```

Setting up mailboxes 4 - 7

9. Enter <the mailbox owner's last name and first name initial>

Important: This is a maximum 16-character field. To enter a name, you must press the number on the dialpad associated with the letter you want. The letters appear on the display in the order that they appear on the dialpad button. To select the next letter on a button, press the button again. To advance one space, press . To backspace, press BACKSP. A comma must be entered to separate the last name from the first initial. To enter a comma, press .

10. Press OK

The display shows:

```
Directory?
YES  NO
```

11. Press YES or NO

This is a Directory Override. Pressing YES means the mailbox owner's name always plays in the Company Directory.

The display shows:

```
Msg waiting?
YES  NO
```

12. Press YES or NO

This establishes whether a message notification appears on the Norstar display. When a Guest Mailbox is added, this should be set to NO.

The display shows:

```
Outdial: none
LINE  POOL
```

13. Press LINE or to select a specific outgoing line.

Note: Press POOL for Norstar Voice Mail to select a line within a line pool.

14. Enter <the Line or Pool number>

15. Press OK or

The display shows:

```
Accept:<line>
RETRY  OK
```

16. Press OK or

The display shows:

```
Mailbox Admin
ADD  DEL  CHNG
```

Repeat steps 5 through 15 to add another mailbox.

To end this Norstar Voice Mail session, press

4 - 8 Setting up mailboxes

Guest Mailboxes

Guest Mailboxes can be used to provide a temporary employee with Norstar Voice Mail services, allow client access to internal messaging and call routing, or they can be used to allow customers to make telephone orders.

Depending on your business, you might decide to use Guest Mailboxes for:

- personal catalog shopping orders
- listing classes or seminars and providing callers with the ability to register by telephone
- providing frequent customers access to Norstar Voice Mail services

Guest Mailboxes can also be used for making customer reservations, and even reserving a tee-off time for a game of golf. How you decide to use a Guest Mailbox is as limitless as your imagination.

Setting up a Guest Mailbox for any of the above suggestions is easy. Example 1 suggests how you could set up a Guest Mailbox for an announcement and order-taking capability. When you are providing services that allow a customer to call into a mailbox, you record the mailbox number in the Company Greeting. This allows a caller to transfer directly to the mailbox.

Example 1 - Announcing courses and seminars (telephone registration)

To use a Guest Mailbox to provide telephone registration, you first need to determine a telephone number. The mailbox number you assign does not have a working Norstar extension number. Next, you must determine what the Mailbox Greeting will say. For example:

"This month we are pleased to provide the following courses: Jazz Dancing Made Easy, Intermediate Jazz Dancing, Warming Up for that Big Performance, and Beginners' Ballet. If you are interested in any of these courses, please leave your name and telephone number after the tone. One of our instructors will contact you with more information."

Note: You can even include the time and date the classes are being offered. This example is applicable to Guest Mailboxes being used for taking orders.

Setting up mailboxes 4 - 9

After you have determined what the announcement will say, you must record a Company Greeting to inform callers this mailbox is available. For example:

"Good Morning. This is On Your Toes Dance School. To reach the dance studio, press 46. To register for our fall classes, press 28. To reach our receptionist, press 0."

Note: The extension number 46 in this example is an operating Norstar extension. If this extension has a mailbox, it would be added in the same way that a Personal User Mailbox is added.

The last thing you must do is determine a Class of Service. When you assign a Class of Service for a Guest Mailbox being used as an order mailbox, you should choose one that allows for the maximum mailbox greeting recording and message time available. In the example shown here, a Class of Service of 7 or 8 would be appropriate. Refer to Class of Service values in Figure 4.1 earlier in this section.

Adding Guest Mailboxes

Guest Mailboxes are added to Norstar Voice Mail for mailbox owners using Norstar Voice Mail services without an extension.

To add a Guest Mailbox:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press MBOX

The display shows:

```
Mailbox Admin
ADD  DEL  CHNG
```

5. Press ADD

The display shows:

```
Mbox:
RETRY  QUIT
```

6. Enter <the Guest Mailbox number>

The display shows:

```
Ext:
RETRY  QUIT
```

4 - 10 Setting up mailboxes

7. Press

The display shows:

```
Service Class:
```

8. Enter <a Class of Service from 1 to 16>

The display shows:

```
Name: _  
RETRY BKSP OK
```

9. Enter <the mailbox name>

Important: This is a maximum 16-character field. To enter a name, you must press the number on the dialpad associated with the letter you want. The letters appear on the display in the order that they appear on the dialpad button. To advance one space, press To backspace, press BKSP A comma must be entered after the last name. To enter a comma, press

10. Press OK

The display shows:

```
Directory?  
YES NO
```

11. Press YES or NO

This is a Directory Override. Pressing YES means the mailbox owner's name is always played in the Company Directory. Pressing NO means a mailbox owner's name does not play in the Company Directory.

The display shows:

```
Msg waiting?  
YES NO
```

12. Press NO

The display shows:

```
Outdial: none  
LINE POOL
```

13. Press

The display shows:

```
Mailbox Admin  
ADD DEL CHNG
```

Repeat steps 5 through 13 to add another Guest Mailbox. To end this Norstar Voice Mail session, press

Information Mailboxes

Information Mailboxes are registered by the System Coordinator, and

Setting up mailboxes 4 - 11

are either maintained by you or a Norstar Voice Mail user. Information Mailboxes can be used to:

- announce sales
- provide product lists
- announce special events

Note: A caller is automatically disconnected after listening to an information message. Information Mailbox Greetings can be recorded by you or by the user assigned the Information Mailbox. For more information about recording Information Greetings, refer to the **Norstar Voice Mail Reference Guide**. For information about the CCR Information Mailbox, refer to **Section 7: Custom Call Routing (CCR)**.

You must make sure the Information Mailboxes are accessible to outside callers. You can make callers aware of your company's Information Mailboxes if you:

- Advertise the Automated Attendant main number, and record a Company Greeting informing the caller of all the Information Mailbox services. You can also provide a list of your company's Information Mailboxes in brochures and telephone directory advertising.

Recording Information Mailboxes in the Company Greeting is useful only when your company has a small number of Information Mailboxes, for example three or four. If you record too many, callers might forget the mailbox numbers and become frustrated.

- Assign the Operator as the Transfer Point for all Information Mailbox inquiries. In this case, you would record a statement in the Company Greeting that tells a caller to press zero to reach company information. For example:

“Good Afternoon. This is On Your Toes Dance Studio. To reach our studio, press 46. To listen to one of our special announcements, press [0] to reach the Operator.”

When a caller presses zero, the Operator provides a list of the Information Mailboxes and transfers the caller accordingly.

When the Operator is not available, the Automated Attendant Voice Prompt plays.

4 - 12 Setting up mailboxes

Adding Information Mailboxes

Before you can add an Information Mailbox, you must determine a Class of Service. The Class of Service must have an adequate message length available to accommodate an Information Greeting. A Class of Service of 7 or 8 is appropriate for most Information Mailboxes. These Class of Services allow 10 minutes for a recorded greeting.

When you establish Information Mailboxes, we recommend you assign mailbox numbers beginning with the same number. This helps you identify the mailbox type.

To add an Information Mailbox:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press MBOX

The display shows:

```
Mailbox Admin
ADD  DEL  CHNG
```

5. Press

The display shows:

```
Info mailbox admin
ADD  DEL  CHNG
```

6. Press ADD

7. Enter <the Information Mailbox number>

8. Enter <a Class of Service from 1 to 16>

The display shows:

```
Name: _
RETRY  BKSP  OK
```

9. Enter <the mailbox name>

10. Press OK

The display shows:

```
Directory?
YES  NO
```

11. Press YES or NO

This is a Directory Override. Pressing YES means the Information Mailbox is always played in the Company Directory. Pressing NO means the mailbox name does not play in the Company Directory.

You must repeat steps 6 through 11 to add each Information Mailbox.

To end the Norstar Voice Mail session, press

Special Mailboxes

There are two Special Mailboxes that you use as System Coordinator:

- General Delivery Mailbox number 10
- System Coordinator Mailbox number 12

Note: When the DN length is 2 and the Group List leading digit is 1, the Special Mailboxes default to 20 and 22. For more information about the Norstar Voice Mail default values, refer to **Appendix B**.

The Special Mailboxes are protected by a password that you establish. The password for each mailbox is determined when you initialize the mailbox with Norstar Voice Mail. For more information about mailbox passwords, refer to **About the passwords** later in this section.

The General Delivery Mailbox defaults to Class of Service 1. The System Coordinator Mailbox defaults to a Class of Service 7. The Class of Service can be changed at any time. For more information, refer to **Section 5, Changing mailbox options**.

General Delivery

The General Delivery Mailbox is used to store messages from callers when the Operator is not available, when Personal Mailboxes are full, or from callers using a rotary dial telephone. The General Delivery Mailbox has a default greeting, but you can replace this greeting with one you record. For more information, refer to **Recording a Special Mailbox Greeting** later in this section.

Messages left in the General Delivery Mailbox must be forwarded to the appropriate mailbox. Only the System Coordinator, Receptionist, or Designated Operator can access the messages in the General Delivery Mailbox.

Note: We recommend assigning the Norstar Voice Mail Designated Operator the General Delivery Mailbox number. For more information, refer to **Setting up the operator's mailbox** later in this section.

The General Delivery Mailbox can be disabled if your company does not require the service of this Special Mailbox. For more information, refer to **Section 3, Enabling and disabling the General Delivery Mailbox**.

4 - 14 Setting up mailboxes

System Coordinator Mailbox

The System Coordinator Mailbox is the only mailbox able to send Broadcast Messages. Only the System Coordinator is able to access this mailbox. As System Coordinator, make sure you listen to any messages sent to you in the System Coordinator Mailbox.

The System Coordinator Mailbox must be initialized before it can be used by your colleagues. Refer to **Initializing the Special Mailboxes** later in this section.

Note: The mailbox numbers used in this guide for the Special Mailboxes are the Norstar Voice Mail default mailbox numbers based on a two-digit DN length. The mailbox number length is determined in the initial system set up. Mailbox numbers can range from two to seven digits. For more information about the Norstar Voice Mail defaults, refer to **Appendix B**.

About the passwords

Each mailbox registered with Norstar Voice Mail is protected by a password established by the mailbox owner. When you add a mailbox to Norstar Voice Mail, the password 0000 is automatically assigned. This is called the default password.

To use a mailbox, a mailbox owner must change the default password. The new password must be four to eight digits in length.

Note: A mailbox password cannot start with zero.

If a mailbox owner cannot remember the password, you can reset the password to the default password 0000. Refer to **Section 5, Changing mailbox options**.

Recording the mailbox in the Company Directory

The Company Directory stores a list of mailbox owners in your company. Before a mailbox can receive messages, the mailbox owner's name must be recorded in the Company Directory. Whether a mailbox appears in the Directory is determined by the Company Directory override established by the System Coordinator.

Initializing the Special Mailboxes

Before any Norstar Voice Mail Mailbox can be used, it must be initialized. The steps for initializing Special Mailboxes and Personal Mailboxes are the same. Initializing a mailbox involves:

- changing the default password
- recording the mailbox name in the Company Directory
- recording and selecting a mailbox greeting

The General Delivery Mailbox can receive messages before it is initialized, but it must be initialized before you can retrieve any messages.

Before you begin, decide what passwords you want to use to open the mailboxes. Remember, the passwords must be four to eight digits in length and cannot start with zero. Make sure you write down and keep the passwords in a safe place. The General Delivery Mailbox password should be given to your receptionist or Designated Operator.

To initialize the mailboxes:

1. Press

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter <the mailbox number and the default password 0000>
3. Press OK

The display shows:

```
Must change pswd
```

4. Enter <the new password>

Note: The password must be four to eight digits long. A password cannot start with zero.

5. Press OK

The display shows:

```
Accept Password?
YES  NO  QUIT
```

4 - 16 Setting up mailboxes

6. Press YES

The display shows:

Must record name

The display changes to:

Record name:

7. At the sound of the tone, record your name.

Note: When recording a mailbox name in the Company Directory, you should also include the extension number. Remember to speak slowly and clearly, at a pace that is easy to understand.

8. Press OK to end the recording.

The display shows:

Accept name?
RETRY PLAY OK

9. To accept the recording, press OK

Note: If the recording is not acceptable, press RETRY. You are returned to the **Record name** display where you can rerecord the Company Directory name.

When you have completed recording the Company Directory name, you are returned to the mailbox's administration display prompt. You are now ready to record the mailbox greeting.

You must repeat steps 1 through 9 to initialize each Special Mailbox.

To end this Norstar Voice Mail session, press

Recording a Special Mailbox Greeting

You must record a greeting for each Special Mailbox. Your greetings should describe which mailbox has been reached and tell callers how to leave a message. For example, you might record your General Delivery Mailbox Greeting to say:

"Hello. You have reached Bridge Stone's General Delivery Mailbox. At the sound of the tone, please leave the name of the person you are calling and your message. Your message will be returned as soon as possible."

Before you record the Special Mailbox Greetings, prepare a greeting for each mailbox. Include the Special Mailbox name in your greeting. Remember to speak clearly and at a pace that is easy to understand.

To record a Special Mailbox Greeting:

1. Press 9 8 1

The display shows:

```
Log:
QUIT  RETRY  OK
```

Note: Unless you have assigned an extension to the Special Mailboxes, the **Log:** display prompt always appears. If the **Pswd:** prompt appears, press QTHR

2. Enter <the Special Mailbox number and password>
3. Press OK

The display shows:

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

4. Press ADMIN

The display shows:

```
Mailbox admin
GREET  PSWD  QUIT
```

5. Press GREET

The display shows:

```
Greeting options
RECORD  CHOOSE
```

6. Press RECORD

The display shows:

```
Greeting:
PRIME  ALT  PERS
```

4 - 18 Setting up mailboxes

7. Press **PRIME**

Note: Press **ALT** to record your Alternate Greeting. For information on recording Personalized Greetings, refer to the **Norstar Voice Mail Reference Guide**.

The display shows:

Not recorded

The display changes to show:

Record new?
YES NO QUIT

8. Press **YES**

The display shows:

Record greeting:

9. At the tone, record your greeting.
10. Press **OK** to end your recording.

The display shows:

Accept greeting?
RETRY PLAY OK

11. Press **OK** to accept the greeting.

If for some reason you are not satisfied with this greeting, press **RETRY** and rerecord the greeting.

For each Special Mailbox Greeting, follow steps 1 through 11. To end this Norstar Voice Mail session, press **Rls**

Note: Pressing ***** backs up the display to the previous display prompt.

Note: After the Primary and Alternate Greetings are recorded, you must select a greeting to play. Refer to **Selecting a Special Mailbox Greeting** later in this section. If you do not select a greeting to play, the Primary Greeting plays automatically.

Selecting a Special Mailbox Greeting

For a Primary or Alternate Greeting to play, you must select a greeting. If you do not choose a greeting, the Primary Greeting will automatically play. If you choose the Alternate Greeting, remember to change back to the Primary Greeting at the appropriate time.

To choose a Primary or Alternate Greeting:

1. Press

The display shows:

```
Log:
QUIT  RETRY  OK
```

Note: Unless you have assigned an extension to the Special Mailboxes, the **Log:** display prompt always appears. If the **Ps wd:** prompt appears, press **QTHR**

2. Enter <the Special Mailbox number and password>
3. Press **OK**

The display shows:

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

4. Press **ADMIN**

The display shows:

```
Mailbox admin
GREET  PSWD  QUIT
```

5. Press **GREET**

The display shows:

```
Greeting options
RECORD  CHOOSE
```

6. Press **CHOOSE**

The display shows:

```
Use greeting:
PRIME  ALT  QUIT
```

7. Select the greeting you want played.

Note: If you select a greeting that is not yet recorded, you are transferred back to the Greeting option display to record the greeting.

To end this Norstar Voice Mail session, press

The Special Mailbox Greetings are now selected and will play each time a caller reaches a Special Mailbox. If you have selected an Alternate Mailbox Greeting for a Special Mailbox, remember to select the Primary Greeting when the situation changes.

4 - 20 Setting up mailboxes

Note: The procedure for selecting a Personal Mailbox Greeting is the same as for selecting a Special Mailbox Greeting.

Setting up the Operator's Mailbox

When the Operator is not available, all calls that request the Operator are transferred to the General Delivery Mailbox. Your company's Designated Norstar Voice Mail Operator should be assigned the General Delivery Mailbox number.

To change the mailbox extension number:

1. Press

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter <the System Coordinator Mailbox number and password>
3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press MBOX

The display shows:

```
Mailbox Admin
ADD  DEL  CHNG
```

5. Press CHNG

The display shows:

```
Mbox:
DIR  QUIT
```

6. Enter <the General Delivery Mailbox number>

The display shows:

```
Password
RESET  NEXT
```

7. Press NEXT

The display shows:

```
Ext:10
CHNG  NEXT
```

8. Press CHNG

The display shows:

```
Ext:
RETRY  QUIT
```

Setting up mailboxes 4 - 21

9. Enter <the Designated Operator's extension number>

The display changes to show:

Ext: 21
CHNG NEXT

Note: The extension number shown in step 9 is only an example. The extension number can be any operating extension on your Norstar Business Communication System that is not already assigned to a mailbox.

To end this Norstar Voice Mail session, press

4 - 22 Setting up mailboxes

Administering the mailboxes

5

Introduction

This section describes the steps for administering the Norstar Voice Mail mailboxes. Mailbox administration involves:

- listening to messages left in the Special Mailboxes
- routing messages left in the General Delivery Mailbox
- replying to messages left in the Special Mailboxes
- adding, changing, and deleting Personal Mailboxes
- resetting mailbox passwords

Note: If you lose the System Coordinator's password, it can be reset. Refer to **Section 10, A mailbox owner lost the mailbox password.**

The Special Mailboxes

There are two Special Mailboxes: System Coordinator and General Delivery. Special Mailbox administration involves listening to messages, attending to each message, and then deleting the message. It is important that messages left in the Special Mailboxes are attended to daily.

When a message is left in the General Delivery Mailbox for a mailbox owner, you can send the message from the General Delivery Mailbox to the owner's mailbox.

5 - 2 Administering the mailboxes

Opening the Special Mailboxes

To open a Special Mailbox, you need the Special Mailbox password. The default System Coordinator Mailbox number is 12 and the default General Delivery Mailbox number is 10. The default password for both is 0000.

To open and listen to messages left in a Special Mailbox:

1. Press

The display shows:

```
Log:
QUIT  RETRY  OK
```

Note: Unless you have assigned an extension to the Special Mailboxes, the **Log:** display prompt always appears. If the **Pswd:** prompt appears, press OTHR

2. Enter <the Special Mailbox number and password>
3. Press OK

The display shows:

```
1 new  0 saved
PLAY  REC  ADMIN
```

4. Press PLAY
5. The first message in the mailbox is played. After the message plays, the display shows:

```
End of message
REPLY ERASE NEXT
```

Note: If the message is left by someone in your company who did not have an extension or mailbox, the option display line shows: COPY ERASE NEXT

After a message has played you can:

- Press or or NEXT to listen to the next message
- Press or REPLY to reply to the message sender
- Press or ERASE to erase the message
- Press to replay the message
- Press to listen to the previous message
- Press to forward a copy of the message
- Press to listen to the message date/time stamp
- Press to save the message

When you have listened to all the messages, press to end the session.

Listening to messages left in Special Mailboxes

Messages left in the Special Mailboxes should be listened to daily. When you have attended to the message, delete the message from the mailbox. This saves message space.

Volume control

This option adjusts the volume of a message. The volume increases each time you press *****. After three consecutive presses, the volume returns to the lowest level. This option is not shown on the display.

Note: Volume control does not apply to system prompts. The system prompts play at the preset volume.

Delivery Options

When leaving a message in a mailbox, Norstar Voice Mail provides you with four Delivery Options: Certified, Urgent, Private, and Normal. The Certified Delivery Option notifies you that your message has been received and read. The Urgent Delivery Option ensures a message plays before other messages in a mailbox. The Private Delivery Option prevents a message from being forwarded to another mailbox.

Copying a message to a Norstar Voice Mail mailbox

You can use the COPY Feature to copy a message left in the Special Mailboxes or any Personal Mailbox to any mailbox owner with an initialized mailbox.

When a message is left by someone in your company who does not have a mailbox, the display line options always show the COPY Feature. When a message is left by an internal caller who has a mailbox initialized with Norstar Voice Mail, the display line options always show the REPLY Feature. The display also shows REPLY if a message is left by an external caller and your company subscribes to Calling Line Identification services from your local telephone company. If your company does not subscribe to Calling Line Identification, the display line options show the COPY feature.

5 - 4 Administering the mailboxes

To send a copy of a message to a mailbox owner, you must open the mailbox and listen to the message. After the message has played:

1. Press COPY

The display shows:

```
Record intro?  
YES      NO
```

Note: If the display does not show the COPY option, press

2. Press YES At the sound of the tone, record the message introduction.

Note: To copy the message without an introduction, press NO The display changes to show: **Mbox:**

Important: The introduction to a message must be more than three seconds long.

3. Press OK

The display shows:

```
Accept intro?  
RETRY  PLAY  SEND
```

Note: To listen to your introduction before you send the message, press PLAY If you want to record the introduction again, press RETRY

4. Press SEND

The display shows:

```
Mbox:  
DIR      QUIT
```

5. Enter <the mailbox number that is to receive the message>
or
Press DIR to use the Company Directory.

The display shows:

```
<Name>  
OPTS     SEND
```

Note: To deliver your introduction and message without using the Delivery Options, press SEND

6. Press OPT5

The display shows:

```
Delivery options
CERT URGENT PRIU
```

To mark a message Certified, press CERT To mark a message Urgent, press URGENT To mark a message Private, press PRIU

To send the message, press SEND or To cancel Delivery Options, or return to the options menu, press

7. Press SEND

The display shows:

```
Msg delivered
```

The display changes to show:

```
Forward copy
MBOX QUIT
```

Note: Press MBOX to forward a copy of this message to another mailbox.

To end this Norstar Voice Mail session, press

Replying to a message

When a message is left in a Special Mailbox or any Personal Mailbox and the message is sent by a mailbox owner, you can use the reply option to respond to the message. You can reply by calling the message sender, or by sending your own message to the message sender.

If your company subscribes to Calling Line Identification, the Reply Option can also be used for external calls.

5 - 6 Administering the mailboxes

Calling an internal message sender

To reply to a message by calling the message sender, you must first open the mailbox and listen to the message. After the message has played:

1. Press REPLY

The display shows:

```
Reply to msg
MSG CALL QUIT
```

2. To call the message sender, press CALL

Note: To call a message sender, they must have a registered Norstar Voice Mail mailbox and an operating Norstar extension. After you press CALL you are transferred to the message sender's extension.

Calling an external message sender

Before you can reply to an external caller, your mailbox must be assigned an Outdial route. To reply to an external message, you must first open the mailbox and listen to the message. After the message has played:

1. Press REPLY

The display shows:

```
291-7777 403
DIAL TRIM QUIT
```

2. To call the message sender, press DIAL

Note: Press TRIM to remove digits from the beginning of the caller's telephone number. If you want to add more digits to the beginning of the telephone number, simply press the digit required. For example, if you want to put 1 in front of the number, press 1 and the number would become 1-291-7777.

After you call the message sender, this Norstar Voice Mail session ends. To continue listening to messages left in the Special Mailboxes, you must open the Special Mailbox using the Open Mailbox Feature Code. Refer to **Opening the Special Mailboxes** earlier in this section.

Replying to messages in the General Delivery Mailbox

When you are listening to messages left in the General Delivery Mailbox, you can forward or copy the message to another mailbox. When you forward the message, you can record a message introduction that includes the date and time the message was left. To find the date and time, press **7** while the message is playing or after you have finished listening to the message.

Replying by sending a message

To reply to a message sender with a message, you must open the mailbox using the Open Mailbox Feature Code and listen to the message. After the message has played:

1. Press **REPLY**

The display shows:

```
Reply to msg
MSG CALL QUIT
```

2. Press **MSG**
3. At the tone, record your message reply.
4. Press **OK** to end your recording.

The display shows:

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

Note: To listen to your message before sending it, press **PLAY**. To record your message again, press **RETRY**.

5. Press **OK** to accept your recording.

The display shows:

```
<Name>
OPTS SEND
```

6. Press **OPTS**

The display shows:

```
Delivery options
CERT URGENT PRIU
```

To mark a message Certified, press **CERT**. To mark a message Urgent, press **URGENT**. To mark a message Private, press **PRIU**. To cancel Delivery Options, or return to the Options Menu, press ***** then to send the message, press **#**.

After the message is marked with a Delivery Option, you can mark the message with a second option or press **SEND**. The display changes to show: **Msg delivered**

To end this Norstar Voice Mail session, press **[Ris]**

5 - 8 Administering the mailboxes

Personal Mailboxes

Personal Mailboxes can be added, changed, or deleted from the system at any time. A Personal Mailbox is administered by the mailbox owner. For more information on Personal Mailbox Options and administration, refer to the **Norstar Voice Mail Reference Guide**.

Personal Mailboxes require minimal administration. Sometimes a mailbox owner might forget a password. When this occurs, you should reset the password to 0000.

For more information about adding mailboxes, refer to **Section 4, Adding mailboxes**.

Changing mailbox options

After a mailbox is registered with Norstar Voice Mail, you can change the:

- password
- extension
- Class of Service
- mailbox owner's name
- Company Directory override
- Message Waiting Notification
- Outdial route

Resetting a mailbox password

Resetting a mailbox password changes it to the default password 0000. A password should be reset only when the mailbox owner forgets it. After a mailbox password has been reset, you must tell the mailbox owner to change the default password.

Important: A mailbox cannot receive messages until the default password is changed.

To reset a mailbox password:

1. Press
2. Enter <the System Coordinator Mailbox number and password>

1 02 0000

Administering the mailboxes 5 - 9

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press MBOX

The display shows:

```
Mailbox Admin
ADD  DEL  CHNG
```

5. Press CHNG

The display shows:

```
Mbox:
DIR          QUIT
```

6. Enter <the mailbox number>

The display shows:

```
Password
RESET      NEXT
```

7. Press RESET

The display changes to show:

```
Password reset
```

release

Changing a mailbox extension

To change a mailbox extension number:

The display shows:

```
Password
RESET      NEXT
```

8. Press NEXT

The display shows:

```
Ext: <xx>
CHNG      NEXT
```

Note: The Directory Number shown is only an example.

9. Press CHNG

The display shows:

```
Ext:
RETRY     QUIT
```

10. Enter <the new extension number>

The display changes to show:

```
Ext: <xx>
CHNG      NEXT
```

Changing a mailbox Class of Service

The display shows:

```
Ext:xx
CHNG      NEXT
```

11. Press NEXT

The display shows:

```
Service class:1
CHNG      NEXT
```

5 - 10 Administering the mailboxes

12. Press CHNG

The display shows:

```
Service class:
```

13. Enter <Class of Service from 1 to 16>

14. Press NEXT

Changing a mailbox owner's name

To change a mailbox owner's name:

The display shows:

```
<mbx owner name>  
CHNG      NEXT
```

15. Press CHNG

The display shows:

```
Name: _  
RETRY    BKSP  OK
```

16. Enter <the mailbox owner's last name and first initial>

17. Press OK

The display shows:

```
<mbx owner name>  
CHNG      NEXT
```

Note: The display numbers shown in these steps are only examples.

Changing Mailbox Overrides

To change the Company Directory Override, Message Waiting Notification, or Outdial route:

The display shows:

```
<mbx ownr name>  
CHNG      NEXT
```

18. Press NEXT

The display shows:

```
Directory: Y  
CHNG      NEXT
```

Note: To change the Company Directory Override, press CHNG Y indicates the mailbox owner's name is included in the Company Directory and N means it is not included.

19. Press NEXT

The display shows:

```
Msg waiting: Y
CHNG          OK
```

Note: To change the Message Waiting Notification, press CHNG. When Y appears on the display, a "Message for you" notification appears on the display when a message is left in a mailbox. When N appears, the "Message for you" notification does not appear.

20. Press OK

The display shows:

```
Outdial: none
LINE     POOL
```

21. Press LINE or change the outgoing line.

Note: Press POOL to select a line within a line pool.

22. Enter <the Line or Pool number>

23. Press OK or

The display shows:

```
Accept:<line>
RETRY          OK
```

24. Press OK or twice.

The display shows:

```
Mailbox Admin
ADD    DEL    CHNG
```

To end the Norstar Voice Mail session, press

Deleting a mailbox

Before you delete a mailbox, ensure the mailbox owner has listened to all the messages. When a mailbox is deleted, all messages stored in that mailbox are deleted and the mailbox is automatically deleted from the Company Directory and all Group Lists.

Note: If you are deleting a mailbox associated with a CCR Tree, make sure you first remove the mailbox from the CCR Tree. If you do not delete the mailbox, the message **Mbox in CCR** appears on your display.

5 - 12 Administering the mailboxes

To delete a mailbox:

1. Press
2. Enter <the System Coordinator Mailbox number and password>
3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press MBOX

The display shows:

```
Mailbox Admin
ADD  DEL  CHNG
```

5. Press DEL

The display shows:

```
Mbox:
DIR          QUIT
```

6. Enter <the mailbox number to be deleted>

The display shows:

```
<Mbox owner name>
DEL          QUIT
```

7. Press DEL

The display shows:

```
Mailbox deleted
```

After the mailbox has been deleted, the display returns to the **Mailbox Admin** display prompt.

To end the Norstar Voice Mail session, press

Sending a message to more than one mailbox

6

Introduction

Apart from the day-to-day messages you send, there might be times when you need to send a Broadcast Message to all mailbox owners, or a Group Message to a designated group of mailboxes.

This section describes the steps you need to:

- send a Broadcast Message
- create or delete a Group List
- change the members of a Group List
- view the members of a Group List
- send a Group Message

Broadcast Messages

Broadcast Messages are recorded by you and played on all mailboxes initialized with Norstar Voice Mail. A mailbox owner does not have to select a Broadcast Message to play. The message is played automatically when mailbox owners open their mailboxes, and is automatically erased once it has played.

A Broadcast Message is played only once for each mailbox owner, and cannot be interrupted. A mailbox must be initialized to receive a Broadcast Message.

Note: Broadcast Messages are not sent to Information or Special Mailboxes.

6 - 2 Sending a message to more than one mailbox

When to send a Broadcast Message

A Broadcast Message ensures the same message is delivered to each mailbox, and eliminates recording and sending the same message several times. Broadcast Messages can be sent to announce meetings, special company events, and reminders.

Sending a Broadcast Message

To send a Broadcast Message, you must first open your System Coordinator Mailbox.

To send a Broadcast Message:

1. Press

The display shows:

Log:
QUIT RETRY OK

Note: If the **Pswd:** prompt appears, press **OTHR**

2. Enter <the System Coordinator password>
3. Press **OK**
4. The display shows the number of messages left in your mailbox.
5. After five seconds, the voice prompt announces the other options.
6. Press

The display shows:

Record message:

7. At the sound of the tone, record your message.

Note: When you record your Broadcast Message, remember to speak clearly and at a pace that is easy to understand. Do not forget to include all the important points of your message.

8. Press **OK** to end your recording.

The display shows:

Accept rec?
RETRY PLAY OK

Note: To listen to your message before sending it, press **PLAY** To record your message again, press **RETRY**

9. Press **OK** to accept your recording. The display changes to show:
Msg delivered

Your message is delivered to all initialized mailboxes registered with Norstar Voice Mail. To end this Norstar Voice Mail session, press

Group Messages

Before you can send a Group Message, you must first define a Group List. A Group List contains all the mailbox numbers that receive a group message. For example, you might group all mailboxes from the accounting department into one Group List, and all mailboxes from shipping into another.

Important: The Group List feature was enabled during installation. If this option is disabled, you must reset Norstar Voice Mail to enable the feature. For instructions on resetting Norstar Voice Mail, refer to **Appendix C**.

Preparing a Group List

Preparing a Group List is just like setting up a new mailbox. A Group List is assigned a Group List number and name. The leading digit for Group Lists was assigned during installation. The next two digits are automatically assigned by Norstar Voice Mail when you add the Group List. The Group List numbers are assigned in sequential order. You must assign the Group List name. A Group List is set up using Feature Code 983.

Norstar Voice Mail allows 99 Group Lists. Each Group List can contain a maximum of 500 mailboxes. Before you begin to add Group Lists, you must prepare a group mailbox member list. This list should contain:

- leading digit—assigned during installation
- Group List name—maximum 16 characters long
- mailbox numbers—included in the group

Note: For more information about Groups Lists, refer to **Section 3, About the Norstar Voice Mail Programming Record**.

During initialization, a number from 0 to 9 can be assigned as the Group List leading digit. For example, if the leading digit is 0, the Group List numbers are 001 or 002. Or if the leading digit is 5, the Group List numbers are 501 or 502. The leading digit defaults to 9 when a number is not assigned. This means the Group List default numbers are 901 to 999.

6 - 4 Sending a message to more than one mailbox

Note: The Group List numbers are always three digits long. When your Directory Number (DN) length is 2 and the leading digit is 1, the Special Mailboxes default to 20 and 22. For more information about the Norstar Voice Mail default values, refer to **Appendix B**.

The Group List number acts like a mailbox number when you leave a message for the mailboxes in the Group List. Table 6.1 shows two sample Group Lists.

Group List no.	Name	Mailbox no.
901	Sales	24
		23
		33
902	Shipping	27
		21

Table 6.1 - Sample Group List

Important: A Group List can only include mailbox numbers. A Group List cannot include another Group List number.

For a mailbox to be added to a Group List, the mailbox must be initialized. If a mailbox is not initialized when you are adding it to a Group List, you must end your Norstar Voice Mail session and initialize the mailbox. When you return to add that mailbox to the Group List, you must select **CHNG** from the Group List display. Refer to **Changing and viewing the members of a Group List** later in this section.

When a Group List is established, you can change the mailboxes included in the list, record a new list name, view the Group List, or delete the Group List.

Adding a Group List

To add a Group List:

1. Press 9 8 3

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press OTHR

The display shows:

```
Admin
GLIST  CCR
```

5. Press GLIST

The display shows:

```
Group List Admin
ADD  DEL  CHNG
```

6. Press ADD

The display shows:

```
GList: 901
OK
```

Note: Norstar Voice Mail automatically assigns a Group List number. In this display, 901 is used only as an example.

7. Press OK

The display shows:

```
Record name:
RETRY  OK
```

8. At the sound of the tone, record the Group List name.

9. Press OK to end your recording.

Note: This Group List name is played to any caller who leaves a message for the mailboxes in the group. Remember to speak clearly and at a pace that is easy to understand.

The display shows:

```
Accept name?
RETRY  PLAY  OK
```

Note: To listen to your recording, press PLAY To record the name again, press RETRY

10. Press OK to accept the recording.

The display shows:

```
Name: _
RETRY  BKSP  OK
```

6 - 6 Sending a message to more than one mailbox

11. Enter <the Group List name>

Note: The Group List name is a maximum 16 characters.

12. Press OK

The display shows:

```
Mbox:
DIR      QUIT
```

13. Enter <the mailbox number included in the Group List>

Note: If you do not know a mailbox number, press DIR. This allows you to select a name and mailbox number from the Company Directory.

14. After entering a mailbox number, the display shows the name of the mailbox owner.
15. Press ADD

The display returns to:

```
Mbox:
DIR      QUIT
```

To add additional mailboxes to the Group List, repeat steps 13 through 15.

Note: Mailboxes must be initialized before you can add them to a Group List.

When you have finished adding mailbox numbers to the Group List, press QUIT at the **Mbox:** display. To create another Group List, repeat steps 6 through 15.

To end your Norstar Voice Mail Group List session, press

Changing a Group List name and Company Directory recording

A Group List Name and Company Directory recording can be changed at any time. You cannot change a Group List number. To change a Group List number, you must delete the Group List and add new member mailbox numbers as a new Group List. Refer to **Adding a Group List** earlier in this section.

To change a Group List name and Company Directory recording:

1. Press 9 8 3

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press OTHR

The display shows:

```
Admin
GLIST CCR
```

5. Press GLIST

The display shows:

```
Group List Admin
ADD    DEL  CHNG
```

6. Press CHNG

The display shows:

```
GList:
RETRY          QUIT
```

7. Enter <the Group List number you want to change>

The display shows:

```
SHIPPING
CHNG          NEXT
```

Note: The display shown in step 7 shows the Group List name. In this display, shipping is used only as an example.

8. To change the Group List name, press CHNG

Note: If you are not changing the Group List name, press NEXT

9. Enter <the new Group List name>

6 - 8 Sending a message to more than one mailbox

10. Press OK

11. Press NEXT

The display shows:

Recorded name
REC PLAY NEXT

Note: When you change the Group List name, you must make a new recording of the Group List name.

12. Press REC

13. At the sound of the tone, record the new Group List name.

14. Press OK to end your recording.

The display shows:

Accept name?
RETRY PLAY OK

Note: To listen to your recording, press PLAY. To record the name again, press RETRY.

15. Press OK

The display shows:

Recorded name
REC PLAY NEXT

To end this Norstar Voice Mail session, press

Changing and viewing the members of a Group List

Mailbox numbers can be added to or deleted from a Group List at any time. Mailboxes must be initialized before they can be added to a Group List. To create a new Group List, refer to **Adding a Group List** earlier in this section.

To change the members of a Group List:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press OTHR

The display shows:

```
Admin
GLIST  CCR
```

5. Press GLIST

The display shows:

```
Group List Admin
ADD  DEL  CHNG
```

6. Press CHNG

The display shows:

```
GList:
RETRY          QUIT
```

7. Enter <the Group List number you want to change>

The display shows:

```
SHIPPING
CHNG          NEXT
```

8. Press NEXT until the display shows:

```
GList members
ADD  DEL  VIEW
```

Note: Press VIEW to view members of the Group List.

9. Press ADD to add a mailbox number to the Group List.

The display shows:

```
Mbox:
DIR          QUIT
```

6 - 10 Sending a message to more than one mailbox

10. Enter <the mailbox number to be included in the Group List>

Note: If you do not know the mailbox number, press DIR. This allows you to select a name and mailbox number from the Company Directory. Mailboxes must be initialized before you can add them to a Group List.

11. After adding a mailbox number to the Group List,

the display shows:

```
GList members
ADD  DEL  VIEW
```

Note: To add more mailbox numbers to the Group List, repeat steps 9 and 10.

12. To delete a mailbox number from the Group List, press DEL

The display shows:

```
Mbox:
DIR          QUIT
```

13. Enter <the mailbox number to be deleted from the Group List>

14. After deleting a mailbox number from the Group List,

the display shows:

```
GList members
ADD  DEL  VIEW
```

Note: To delete more mailbox numbers from the Group List, repeat steps 12 and 13.

When you have finished changing the members of the Group List, press Rls to end the Norstar Voice Mail session.

Deleting a Group List

You can delete a Group List at any time. When you do, you remove the Group List name and delete the member mailbox numbers. The Group List number is automatically re-assigned by Norstar Voice Mail the next time you add a Group List.

Note: Deleting a Group List does not delete any mailboxes from the Norstar Voice Mail system.

To delete a Group List:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press OTHR

The display shows:

```
Admin
GLIST  CCR
```

5. Press GLIST

The display shows:

```
Group List Admin
ADD  DEL  CHNG
```

6. Press DEL

The display shows:

```
GList:
RETRY          QUIT
```

7. Enter <the Group List number you want deleted>

The display shows:

```
<Group List Name>
DEL          QUIT
```

8. Press DEL

The display shows:

```
GList deleted
```

To end the Norstar Voice Mail session, Press

6 - 12 Sending a message to more than one mailbox

Sending a Group Message

A Group Message can be sent whenever you want to notify a special group of mailboxes of a pending event or company notice that only pertains to that group. When a mailbox owner sends a message to the Group List, their own mailbox does not receive the message.

A Group Message can only be sent to a Group List registered with Norstar Voice Mail. Before you send a Group Message, ensure you have added the Group List, and the List contains all the mailboxes that are to receive a message. Refer to **Preparing a Group List** earlier in this section.

To send a Group Message from your Norstar telephone:

1. Press 9 8 0

The display shows:



```
Mbox:
DIR  QUIT
```

2. Enter <the Group List number>

The display shows the Group List name.

3. Press OK

4. At the sound of the tone, record your message.

Note: Remember to speak directly into the handset, to speak clearly and at a pace that is easy to understand.

5. To end your recording, press OK

When you have finished recording your message, you can:

Press RETRY to record your message again

Press PLAY to replay your message

Press SEND to accept and send your message

Note: A Group List message must be selected to play. Unlike a Broadcast Message, it does not play automatically.

To end this Norstar Voice Mail session, press

Custom Call Routing (CCR)

7

Introduction

Custom Call Routing (CCR) is an application that works with Norstar Voice Mail to provide a call routing path that directs incoming calls. CCR enhances the Norstar Voice Mail call routing abilities by allowing incoming callers to route their own calls along call paths you create.

This section describes how CCR works and provides information on:

- designing and building a CCR Tree
- call Paths, Path numbers and Points
- the Workspace
- administering a CCR Tree

How CCR works

CCR allows incoming callers to route their own calls along call paths you create. This application allows you to customize the call routing capabilities to suit your company's needs. With CCR, callers can route their calls according to the options created specifically by the company.

Each CCR Tree is made up of call paths that are accessed by pressing the appropriate dialpad button on any tone dial telephone. The CCR voice menu behaves the same way as the Norstar Voice Mail Automated Attendant. The only difference is that you determine the options available and record the menu yourself. Figure 7.1 provides an overview of how CCR works.

7 - 2 Custom Call Routing (CCR)

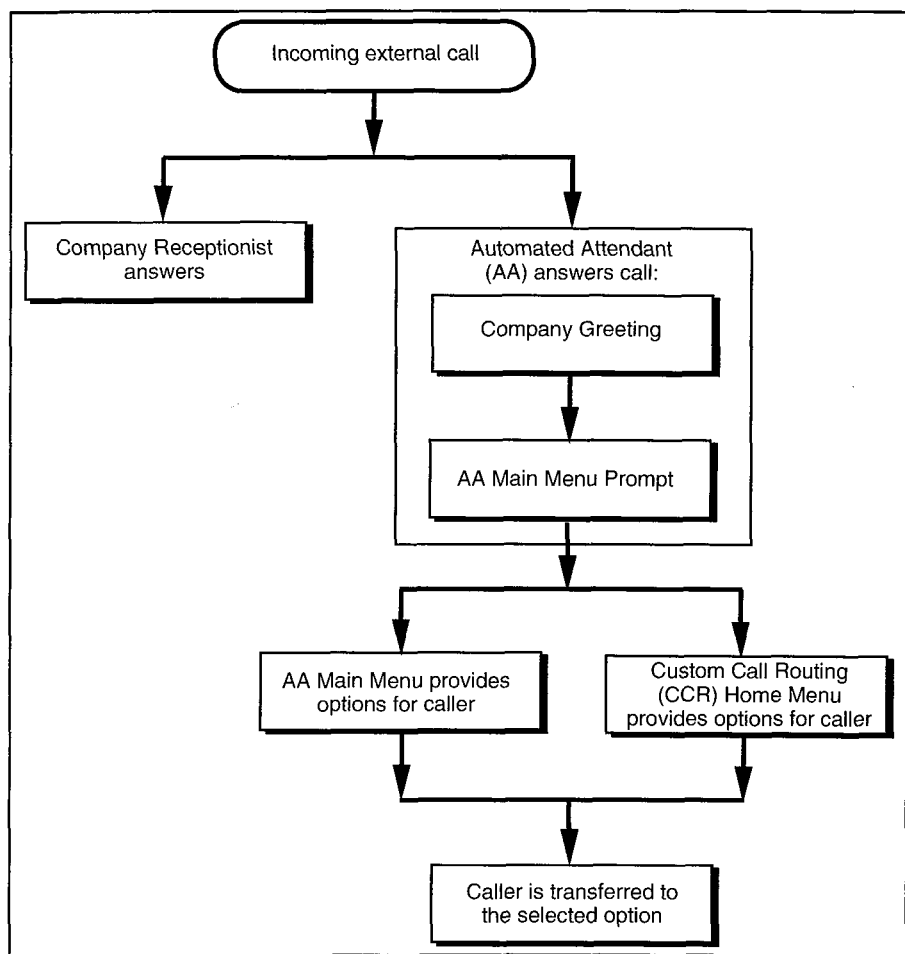


Figure 7.1 – Norstar Voice Mail call answering overview

CCR does not replace the Norstar Voice Mail call routing function, but enhances it. The CCR Home Menu Point is a customized version of the Automated Attendant Main Menu Prompt. The only difference is that you determine the options available and record the menu yourself.

All options available with the Automated Attendant are still active when CCR is activated, so the caller can press **9** to be prompted in the other language, **0** to reach an Operator, etc. Options available through the Automated Attendant will be available, but not verbally prompted.

The CCR Tree

The CCR Tree is a call Path that allows users to select single-digit options to direct their own calls. You build each Tree and assign available options along each call Path. You can assign as many as eight call Paths per level. Each CCR Tree has 10 levels.

After hearing the Company Greeting, a caller reaches the Home Menu Point (Point 0), or top of the CCR Tree.

The Home Menu Point either:

- provides the caller with information and then disconnects the caller
- provides the caller with a menu of options

If the Home Menu Point is a menu, callers can route their calls by pressing a dialpad button associated with a menu option.

In this way, the CCR Tree provides customized routing options much as the Automated Attendant Menu Prompt does for Norstar Voice Mail. Figure 7.2 provides an example of a CCR Tree.

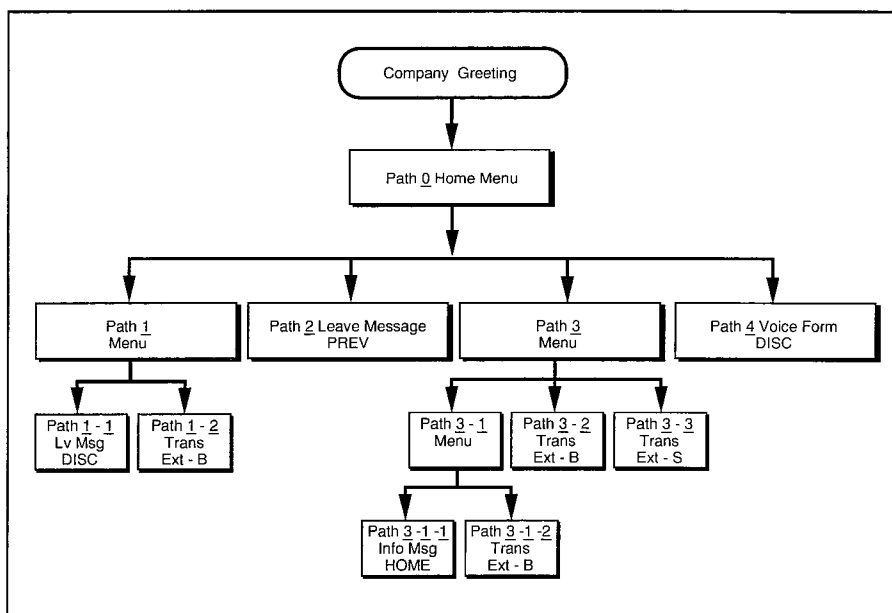


Figure 7.2 – Sample CCR Tree

7 - 4 Custom Call Routing (CCR)

Designing and building a CCR Tree

Designing a CCR Tree involves:

- determining frequently requested departments
- determining frequently called extensions
- making a list of goods and services for promotion in Information Messages
- selecting mailboxes assigned to Leave Message Points
- determining call Destination Types
- recording the prompts and messages

Note: Use the CCR Tree template in the **Norstar Voice Mail Programming Record** to design your Tree. Photocopy this record and use the photocopy as an outline as you proceed through this section.

To build a CCR Tree, you must first record the Home Prompt. Once the Home Menu prompt is recorded you can:

- add an Information Message
- record the Information Point messages
- assign the Destination Type
- add a Leave Message Point
- assign the mailbox number
- add a Transfer Point
- assign the extension number

After these steps are completed, you must save the Tree. A CCR Tree must be completed and saved before it can be enabled.

Note: If you record an Information Prompt as the Home Prompt, you cannot add any other points.

Important: When you start building a CCR Tree, you can save the Tree at any time. If you end the CCR session at any point before you save the Tree, the Tree is automatically saved as Tree 5. For more information about saving a Tree, refer to **Saving a CCR Tree** later in this section.

CAUTION: After you have recorded voice prompts and messages, **do not replace the handset**. If you want to use the Handsfree Feature, remember to press the Handsfree button before replacing the handset.

About call Paths and Path numbers

A call Path is a branch of the CCR Tree. It consists of an Information Message, a Leave Message Point, or a Transfer Point. Each Point is identified by a Path number. A Path number is the single digit that callers enter to route themselves along the call Path of the CCR Tree.

Each CCR Tree can have up to eight Paths per level. The Home Menu is always Path 0.

Figure 7.2 shows sample CCR Tree Paths, including Points and Destination Types. Destination Types are assigned to Information Messages and Leave Message Points.

In the sample Tree, Figure 7.3 in this guide, Path 0 or the Home Menu provides the caller with four options. Option 1 branches to Path 1. Option 2 branches to Path 2. Option 3 branches to Path 3. Option 4 branches to Path 4.

Points

A Point is an option along the call Path of the CCR Tree. A Point can be a Menu, an Information Message, a mailbox, or an extension.

About the Home Menu

The Home Menu is the introductory voice prompt that you record. It provides a list of single-digit options to a caller. After listening to the Home Menu, a caller selects an option by pressing a number on any tone dial telephone. Options in the Home Menu can route a caller to:

- an Information Message
- a mailbox to leave a message
- an extension
- another menu

For example:

"To place an order, press [1]. To add your name to our mailing list, press [2]. To reach our sales department, press [3]. To speak with our customer service representative, press [4]. To speak with our receptionist, press [0]."

7 - 6 Custom Call Routing (CCR)

The Home Menu can also be an Information Message. After a caller listens to the Home Information Message, the call is disconnected. For example:

"Come celebrate with us! It's time for the Ideal Office Machines annual get-to-know-our-customers picnic. The annual picnic is, as always, the first Sunday of August from 1:00 to 5:00 p.m. in Central Park. See you there."

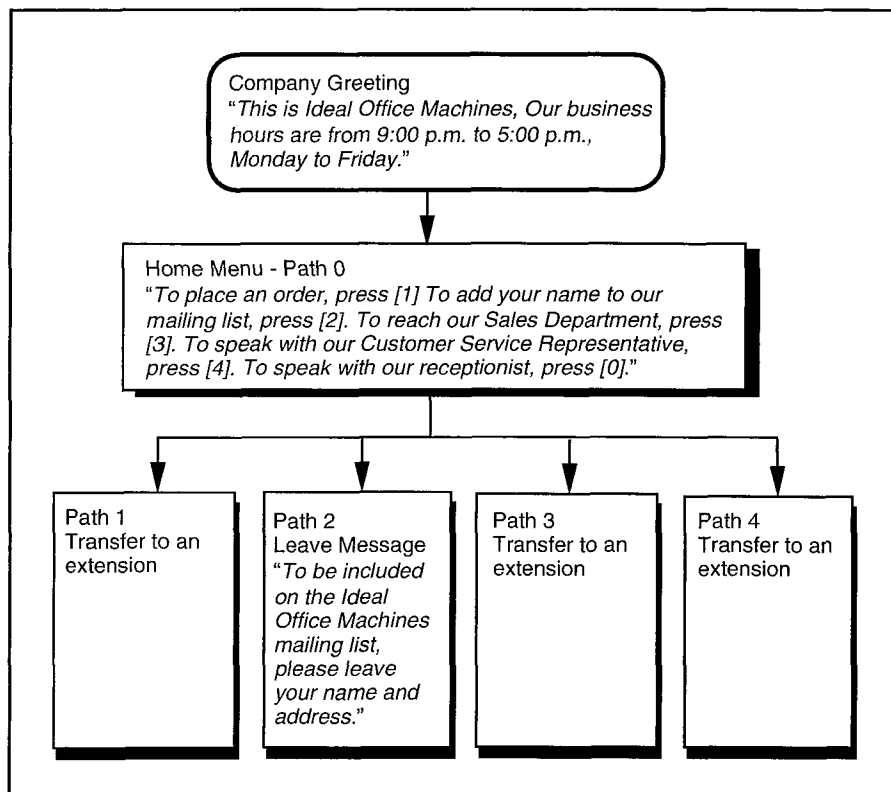


Figure 7.3 – A Sample CCR Tree Path

Figure 7.3 shows a sample CCR Tree, including the Company Greeting, the Home Menu Voice Prompt, and voice prompts for each of the four paths.

Recording the Home Menu Voice Prompt

To record the Home Menu Voice Prompt:

1. Press 9 8 3
2. Enter <the System Coordinator Mailbox number and password>
3. Press OK
The display shows:

```
Admin
MBOX  AA  OTHR
```
4. Press OTHR
The display shows:

```
Admin
GLIST  CCR
```
5. Press CCR
The display shows:

```
CCR Admin
ADMIN
```
6. Press ADMIN
The display shows:

```
CCR tree:
RETRY      OK
```
7. Enter <the Tree number>
8. Press OK
The display shows:

```
New tree: <1>
BUILD      QUIT
```
9. Press BUILD
The display shows:

```
0      Home/Menu
REC    OTHR  OK
```

Note: When Home/Menu appears, pressing OTHR changes the display to show: Home/Info
10. Press REC
The display shows:

```
Rec Pri Prompt:
RETRY      OK
```

At the tone, record your Primary Language Home Menu Voice Prompt.

7 - 8 Custom Call Routing (CCR)

11. Press OK to end the recording.

The display shows:

```
Accept Prompt?  
RETRY  PLAY  OK
```

Note: Press PLAY to replay your recording.

12. Press OK to accept the recording.

The display shows:

```
Rec alt prompt?  
YES      NO
```

Note: If you want to record an Alternate Language Home Menu Voice Prompt, press YES and follow the instructions that appear on the display.

13. Press NO

The display shows:

```
Path:  
RETRY  END  OK
```

You are now ready to add either an Information Message, a Leave Message Point, or a Transfer Point.

Note: If you want to finish building this Tree and save it, press END. For more information about saving a Tree, refer to **Saving a CCR Tree** later in this section.

Adding a Menu Point

The Menu Point provides a caller with single-digit access to another list of options. If your Tree is designed to progress to a second level, you must add a Menu Point on the first level of the Tree.

To add a Menu Point, begin from this display:

```
Path:  
RETRY  END  OK
```

1. Enter <the Path number>

Custom Call Routing (CCR) 7 - 9

2. Press OK

The display shows:

```
<X>  
MENU INFO OTHR
```

Note: The X shown in step 2 represents the Path number.

3. Press MENU

The display shows:

```
Primary Prompt  
REC
```

4. Press REC

The display shows:

```
Rec Pri Prompt:  
RETRY OK
```

5. At the tone, record your Primary Language Menu Point prompt.

Note: To rerecord your message, press RETRY

6. Press OK to end the recording.

The display shows:

```
Accept Prompt?  
RETRY PLAY OK
```

7. Press OK to accept the recording.

The display shows:

```
Rec alt Prompt?  
YES NO
```

8. Press NO

Note: If you want to record a Menu Point Prompt in the Alternate Language, press YES and follow the instructions that appear on the display. **Do not replace the handset.**

You can now continue to build this Tree and add more points, or you can finish building and save it. For more information about saving a Tree, refer to **Saving a CCR Tree** later in this section.

7 - 10 Custom Call Routing (CCR)

Information Messages

An Information Message provides a caller with information about goods or services available from your company. An Information Message is assigned a single-digit number that appears in a menu. When this number is pressed, the Information Message plays automatically.

Note: This message can be used to provide callers with information about sales, specials, company events, business hours, price lists, shipping times, or even the weather.

Adding an Information Message Point

The Information Message provides a caller with easy access to a message describing goods or services available from your company. To add an Information Message, begin from this display:

```
Path:
RETRY  END  OK
```

Note: For information on how to reach this display, refer to **Recording the Home Menu Voice Prompt** earlier in this section.

1. Enter <the Path number>
2. Press OK

The display shows:

```
<X>
MENU  INFO  OTHR
```

Note: The X shown in step 2 represents the Path number.

3. Press INFO

The display shows:

```
Primary message
REC
```

4. Press REC

The display shows:

```
Rec pri message:
RETRY          OK
```

At the tone, record your Primary Language Information Message.

To rerecord your message, press RETRY

5. Press OK to end the recording.

The display shows:

```
Accept message?
RETRY  PLAY  OK
```

Custom Call Routing (CCR) 7 - 11

6. Press OK to accept the recording.

The display shows:

```
Rec alt message?
YES              NO
```

Note: If you want to record an Alternate Language Home Menu Voice Prompt, press YES and follow the instructions that appear on the display.

7. Press NO

The display shows:

```
Destination:
PREV HOME DISC
```

Assigning the Destination Type

The Destination Type determines where the caller is directed after listening to an Information Message or leaving a message in a mailbox. Each Information Message and Leave Message Point must be assigned a Destination Type.

There are three kinds of call Destination Type:

- return to the Previous Menu
- return the call to the Home Menu
- disconnect the call

To assign the Destination Type, continue from the steps above:

8. Press PREV to return the caller to the Previous Menu.

Note: Press HOME to return the caller to the Home Menu. Press DISC to disconnect the call.

The display shows:

```
Path:
RETRY  END  OK
```

Note: To save the Tree press END. For information about saving a Tree, refer to **Saving a CCR Tree** later in this section. **Do not replace the handset.**

You can now continue to build this Tree and add more points, or you can finish building this Tree and save it. For more information about saving a Tree, refer to **Saving a CCR Tree** later in this section.

7 - 12 Custom Call Routing (CCR)

Leave Message Point

The Leave Message Point provides a caller with single-digit access to a mailbox to leave a message. The Leave Message Point is assigned a single-digit number that appears in a menu. When this number is pressed, the caller is automatically transferred to a mailbox to leave a message. For example:

"You have reached the Ideal Office Machines Order Desk mailbox. After the tone, leave your name, complete address, and phone number, and the item name and number you want to order. Thank you."

Adding a Leave Message Point

You create a Leave Message Point by giving it a Path number and assigning a mailbox number. Before you assign a mailbox to a CCR Tree, you must make sure the mailbox is initialized.

To add a Leave Message Point, begin from this display:

```
Path:
RETRY  END  OK
```

1. Enter <the Path number>

2. Press OK

The display shows:

```
<X>
MENU  INFO  OTHR
```

3. Press OTHR

The display shows:

```
<X>
XFER  LUMSG  ERASE
```

4. Press LUMSG

The display shows:

```
Mbox:
DIR           QUIT
```

Note: To access the Company Directory, press DIR

5. Enter <the mailbox number>

The display shows:

```
Destination:
PREV  HOME  DISC
```

6. Press HOME to return the caller to the Home Menu.

Note: Pressing DISC disconnects the call.

The display shows:

```
Path:
RETRY  END  OK
```

You can now continue to build this Tree and add more points, or you can finish building this Tree and save it. For more information about saving a Tree, refer to **Saving a CCR Tree** later in this section.

Transfer Point

A Transfer Point provides a caller with access to an extension or an external number. A Transfer Point is assigned a single-digit number that appears in a menu. When this number is pressed, the caller is automatically transferred to an extension.

Adding a Transfer Point

With a Transfer Point the caller is transferred to an extension. You add a Transfer Point by giving it a Path number and assigning an extension.

To add a Transfer Point, begin from this display:

```
Path:
RETRY  END  OK
```

1. Enter <the Path number>
2. Press OK

The display shows:

```
<X>
MENU  INFO  OTHR
```

Note: The X shown in step 2 represents the Path number.

3. Press OTHR

The display shows:

```
<X>
XFER  LUMSG  ERASE
```

4. Press XFER

The display shows:

```
Transfer
EXT  INT
```

5. Press INT

Note: Press EXT if you want the caller transferred to an external number. If you are transferring to an external number, make sure your Norstar system has disconnect supervision enabled. For

7 - 14 Custom Call Routing (CCR)

more information about this feature, refer to the Norstar Installation Guide that came with your Norstar system.

The display shows:

```
Ext:
RETRY      OK
```

6. Enter <the extension number>

Note: The display returns to the **Path:** prompt.

This completes adding a Transfer Point. You are now ready to save the Custom Call Routing Tree. For more information about saving a Tree, refer to **Saving a CCR Tree** later in this section.

Saving a CCR Tree

When a CCR Tree is built and you have recorded all the menus and messages, you must save the Tree as Tree 1, 2, 3 or 4. You must save the Tree before it can be enabled.

About the Workspace

Each time you build or make changes to a CCR Tree, you use the Workspace. The Workspace is a work area that you use to assemble a CCR Tree.

After the Tree is saved, it is removed from the Workspace. Each time you want to make a change, you select the Tree number and it is automatically placed in the Workspace. When you make changes to the Tree but do not save it, the Tree is stored in the Workspace. The Tree is automatically saved for you as Tree 5.

Note: For more information regarding the Workspace, refer to **Accessing the Workspace** later in this section.

To save a CCR Tree, begin from this display:

```
Path:
RETRY  END  OK
```

1. Press **END**

The display shows:

```
Tree <1>
SAVE PRINT  QUIT
```

Custom Call Routing (CCR) 7 - 15

2. Press SAVE

The display shows:

```
Save as tree <1>
YES  OTHR  QUIT
```

3. Press YES

The display shows:

```
Tree saved
```

Note: To change the Tree number, press OTHR

To end this Norstar Voice Mail session, press

The CCR Tree is now assembled and you are now ready to enable it. Before you enable the Tree, you should test the Tree to make sure it is working correctly. For more information about testing, refer to **Testing a CCR Tree** later in this section.

Enabling a CCR Tree

Before incoming callers can access a CCR Tree, you must:

- assign lines to Greeting Table 1, 2, 3 or 4
- assign the Tree to Greeting Table 1, 2, 3 or 4

Note: For more information about Greeting Tables, refer to **Section 3**.

To enable a CCR Tree:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press AA

The display shows:

```
Auto Atdt Admin
GRTG TABLE LINES
```

5. Press TABLE

The display shows:

```
Grtg table:
```

7 - 16 Custom Call Routing (CCR)

6. Enter <the Greeting Table number>

The display shows:

```
AA menu Prompt:Y
CHNG          OK
```

7. Press OK
8. Press NEXT until the display shows:

```
CCR Tree:disable
CHNG          OK
```

9. Press CHNG

The display shows:

```
CCR tree: <1>
CHNG          OK
```

10. Press CHNG

The display shows:

```
Tree enabled
```

The CCR Tree is now assigned to the Greeting Table, enabled and ready to be used by callers. To end this Norstar Voice Mail session, press **[Rls]**

Making changes to a CCR Tree

You can make changes to a CCR Tree at any time. Changing a CCR Tree involves disabling the Tree and making the appropriate changes.

Before you change a CCR Tree, you should redesign your CCR Tree. Refer to the **Norstar Voice Mail Programming Record** for more information about the original design of your CCR Tree.

Disabling a CCR Tree

Before you make any changes to a CCR Tree you must ensure service is not disrupted by first disabling the CCR Tree. When you disable a CCR Tree, callers cannot access it.

To disable a Tree:

1. Press **[Feature]** **[9]** **[8]** **[3]**

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter <the System Coordinator Mailbox number and password>

Custom Call Routing (CCR) 7 - 17

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press AA

The display shows:

```
Auto Atdt Admin
GRTG TABLE LINES
```

5. Press TABLE

6. Enter <the Table number>

7. Press OK

8. Press NEXT until the display shows:

```
CCR tree: <1>
DISABLE      OK
```

9. Press DISABLE

The display shows:

```
Tree disabled
```

The display changes to show:

```
CCR tree: <1>
CHNG      OK
```

10. Press *

The display shows:

```
Auto Atdt Admin
GRTG TABLE LINES
```

Note: Press OK to proceed to Mo morn<12:00 am>

To end this Norstar Voice Mail session, press Rls

Accessing the Workspace

If you made changes to a Tree but did not save it, the Tree is stored as Tree 5 in the Workspace. You can access the Workspace, continue to make changes, and save the Tree as Tree number 1, 2, 3 or 4.

To access the Workspace:

1. Press Feature 9 8 3

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

7 - 18 Custom Call Routing (CCR)

4. Press OTHR

The display shows:

```
Admin
GLIST   CCR
```

5. Press CCR

The display shows:

```
CCR Admin
ADMIN
```

6. Press ADMIN

The display shows:

```
CCR Tree:
RETRY      OK
```

7. Enter <5>

The display changes to show:

```
CCR Tree: 5
RETRY      OK
```

8. Press OK

The display shows:

```
Tree 5
CHNG PRINT QUIT
```

9. Press CHNG

The display shows:

```
Path:
RETRY END OK
```

10. Enter <the Path number> you want to change.

11. Press OK

To make changes to this Tree, refer to **Changing Points on a CCR Tree** later in this section. Be sure to save the Tree by assigning it a Tree number from 1 to 4.

Changing Points on a CCR Tree

When a CCR Tree is built, you can change its structure at any time. The most common changes to a CCR Tree involve adding, changing, or deleting Points.

Adding a Point

To add a Point:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX AA OTHR
```

 Custom Call Routing (CCR) 7 - 19

4. Press OTHR

The display shows:

```
Admin
GLIST  CCR
```

5. Press CCR

The display shows:

```
CCR Admin
ADMIN
```

6. Press ADMIN

The display shows:

```
CCR tree:
RETRY      OK
```

7. Enter <the Tree number>

Note: The Tree number can be 1, 2, 3, 4 or 5.

8. Press OK

9. Press CHNG

The display shows:

```
Path:
RETRY  END  OK
```

10. Enter <the Path number> you want to add.

11. Press OK

The display shows:

```
<X>
MENU  INFO  OTHR
```

To add a Menu Point press MENU To add an Information Point press OTHR To add a Leave Message Point or Transfer Point press OTHR and then press LMSG or XFER

For more information about the different Points, refer to **Designing and building a CCR Tree** earlier in this section.

To end this Norstar Voice Mail session, press Fls

Changing a Menu Point

To change a Menu Point begin from this display:

```
Path:
RETRY  END  OK
```

1. Enter <the Path number> you want to change.

2. Press OK

The display shows:

```
<X>      <Menu>
CHNG  ERASE  OK
```

Note: The X shown in step 11 represents the Path number.

7 - 20 Custom Call Routing (CCR)

3. Press **CHNG**

The display shows:

```
Primary rec?
REC  PLAY  NEXT
```

4. Press **REC**

The display shows:

```
Rec Pri Prompt:
RETRY          OK
```

At the tone, record your Primary Language Information Message.

5. Press **OK** to end your recording.

The display shows:

```
Accept Prompt?
RETRY  PLAY  OK
```

6. Press **OK** to accept your recording.

The display shows:

```
Alternate rec?
REC  PLAY  NEXT
```

Note: To record an Alternate Language Menu Point, press **REC** and follow the instructions that appear on the display.

7. Press **NEXT**

The display shows:

```
<X>      <Menu>
CHNG  ERASE  OK
```

8. Press **OK**

The display shows:

```
Path:
RETRY  END  OK
```

9. Press **END**

The display shows:

```
Tree <1>
SAVE  PRINT  QUIT
```

10. Press **SAVE**

The display shows:

```
Save as tree <1>
YES  OTHR  QUIT
```

Note: To change the Tree number, press **OTHR** and follow the instructions that appear on the display.

11. Press **YES**

The display shows:

```
Tree saved
```

The display changes to show:

```
CCR Admin
ADMIN
```

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

 Custom Call Routing (CCR) 7 - 21

Changing an Information Message Point

To change an Information Message Point begin from this display:

```
Path:
RETRY  END  OK
```

1. Enter <the Path number> you want to change.
2. Press OK

The display shows:

```
<X>      <Info>
CHNG  ERASE  OK
```

Note: The X shown in step 11 represents the Path number.

3. Press CHNG

The display shows:

```
Primary rec?
REC  PLAY  NEXT
```

4. Press REC

The display shows:

```
Rec Pri message:
RETRY      OK
```

At the tone, record your Primary Language Information Message.

5. Press OK to end your recording.

The display shows:

```
Accept message?
RETRY  PLAY  OK
```

6. Press OK to accept your recording.

The display shows:

```
Alternate rec?
REC  PLAY  NEXT
```

Note: To record an Alternate Language Information Message, press REC and follow the instructions that appear on the display.

7. Press NEXT

The display shows:

```
Dest: <home>
CHNG      OK
```

Note: Pressing CHNG changes the display to show DISC or PREV

8. Press OK

The display shows:

```
Path:
RETRY  END  OK
```

9. Press END

The display shows:

```
Tree <X>
SAVE  PRINT  QUIT
```

7 - 22 Custom Call Routing (CCR)

10. Press SAVE

The display shows:

```
Save as tree <1>
YES  OTHR  QUIT
```

Note: To change the Tree number, press OTHR and follow the instructions that appear on the display.

11. Press YES

The display shows:

```
Tree saved
```

The display changes to show:

```
CCR Admin
ADMIN
```

To end this Norstar Voice Mail session, press RLS

Changing a Transfer Point

To change a Transfer Point, begin from this display:

```
Path:
RETRY  END  OK
```

1. Enter <the Path number> you want to change.
2. Press OK

The display shows:

```
<X>      Xfer
CHNG  ERASE  OK
```

3. Press CHNG

The display shows:

```
Ext: <X>
CHNG      NEXT
```

Note: The X shown in step 12 represents the current extension.

4. Press CHNG

The display shows:

```
Ext:
RETRY      OK
```

5. Enter <the new extension number>

6. Press NEXT

The display shows:

```
Path:
RETRY  END  OK
```

7. Press END

The display shows:

```
Tree <X>
SAVE  PRINT  QUIT
```

8. Press SAVE

The display shows:

```
Save as tree <X>
YES  OTHR  QUIT
```

 Custom Call Routing (CCR) 7 - 23

9. Press YES

The display shows:

```
Tree saved
```

The display changes to show:

```
CCR Admin
ADMIN
```

To end this Norstar Voice Mail session, press

Changing a Leave Message Point

Important: Ensure the mailbox is initialized before assigning the mailbox number to a CCR Tree.

To change a Leave Message Point, begin from this display:

```
Path:
RETRY  END  OK
```

1. Enter <the Path number> you want to change.
2. Press OK

The display shows:

```
<X>      LuMs9
CHNG  ERASE  OK
```

3. Press CHNG

The display shows:

```
Mbox: <X>
CHNG  NEXT
```

Note: The x shown in step 12 represents the current mailbox number.

4. Press CHNG
5. Enter <the new mailbox number>

The display shows:

```
Dest: <home>
CHNG  OK
```

Note: Pressing CHNG changes the display to show: **Dest:** <disc> or **Dest:** <PREV>

6. Press OK

The display shows:

```
Path:
RETRY  END  OK
```

7. Press END

The display shows:

```
Tree <X>
SAVE  PRINT  QUIT
```

7 - 24 Custom Call Routing (CCR)

8. Press SAVE

The display shows:

```
Save as tree <X>
YES  OTHR  QUIT
```

9. Press YES

The display shows:

```
Tree saved
```

To end this Norstar Voice Mail session, press

Changing the Destination Type

Changing the Destination Type only applies to Information Message and Leave Message Points. To change a Leave Message Point begin from this display:

```
Path:
RETRY  END  OK
```

1. Enter <the Path number> you want to change.
2. Press OK

The display shows:

```
<X>      <Info>
CHNG    ERASE  OK
```

Note: The display shows <Lvms9> if you are changing a Leave Message Point.

3. Press CHNG
4. Press NEXT until the display shows:

```
Dest: <home>
CHNG                      OK
```

5. Press CHNG

The display shows:

```
Destination:
PREV  HOME  DISC
```

6. Press PREV to return the caller to the Previous Point HOME to return the caller to the Home Menu Point or DISC to disconnect the call.

7. Press OK

The display shows:

```
Path:
RETRY  END  OK
```

8. Press END

The display shows:

```
Tree <X>
SAVE  PRINT  QUIT
```

 Custom Call Routing (CCR) 7 - 25

9. Press SAVE

The display shows:

```
Save as tree <X>
YES  QUIT  QUIT
```

10. Press YES

The display shows:

```
Tree saved
```

The display changes to show:

```
CCR Admin
ADMIN
```

To end this Norstar Voice Mail session, press

Deleting a Tree

Before you delete a CCR Tree, make sure the Tree has been disabled. For more information about disabling a Tree, refer to **Disabling a CCR Tree** earlier in this section.

To delete a Tree:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press OTHR

The display shows:

```
Admin
GLIST  CCR
```

5. Press CCR

The display shows:

```
CCR Admin
ADMIN
```

6. Press ADMIN

The display shows:

```
CCR tree:
RETRY  OK
```

7. Enter <the Tree number> you want to delete.

8. Press OK

9. Press

The display changes to show:

```
Delete tree <X>?
YES  NO
```

7 - 26 Custom Call Routing (CCR)

10. Press YES

The display shows:

```
Tree deleted
```

To end this Norstar Voice Mail session, press

Erasing a Path

When you erase a Path, all following messages, prompts, and Points on this Path are also erased. When erased, a Path cannot be recovered.

To erase a Path:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press OTHR

The display shows:

```
Admin
GLIST  CCR
```

5. Press CCR

The display shows:

```
CCR Admin
ADMIN
```

6. Press ADMIN

The display shows:

```
CCR tree:
RETRY      OK
```

7. Enter <the Tree number>

8. Press OK

The display shows:

```
Tree <X>
CHNG  PRINT  QUIT
```

9. Press CHNG

The display shows:

```
Path:
RETRY  END  OK
```

10. Enter <the Path number> you want to delete.

 Custom Call Routing (CCR) 7 - 27

11. Press OK

The display shows:

```
<X>      <Xfer>
CHNG    ERASE  OK
```

Note: X represents the Path number.

12. Press ERASE

The display shows:

```
Erase path?
YES  NO
```

13. Press YES

The display shows:

```
Path erased
```

The display changes to show:

```
Path:
RETRY  END  OK
```

14. Press END

The display shows:

```
Tree <X>
SAVE  PRINT  QUIT
```

15. Press SAVE

The display shows:

```
Save as tree <X>
YES  OTHR  QUIT
```

16. Press YES

The display shows:

```
Tree saved
```

To end this Norstar Voice Mail session, press

Testing a CCR Tree

After a CCR Tree is built, saved, and enabled, you should test it. Verify the Tree by calling the company number and testing each Tree Path. Make sure that:

- the Home Menu routes the call as designed
- each transfer routes the caller to the intended extension or mailbox
- each message provides the correct information
- messages are courteous and easy to understand

7 - 28 Custom Call Routing (CCR)

Setting the Norstar Voice Mail Status

8

Introduction

Setting the Operator Status determines if your company's Receptionist or Designated Operator is available to take calls. This section describes how to:

- sign ON and OFF your receptionist or Designated Operator
- set the Operator Status
- change the Operator password
- set the Business Status
- assign Norstar Voice Mail Line answering
- change the Receptionist or Designated Operator's extension
- change Automated Attendant Status

Attendant Sign ON/OFF

The Attendant Sign ON/OFF Feature determines whether an Operator is available. Each day, the Receptionist or Designated Norstar Voice Mail Operator must sign ON in the morning, and sign OFF in the evening.

When your company receptionist or Designated Operator is available, the attendant status must be set to YES. When your company Receptionist or Designated Operator goes for lunch, coffee breaks or leaves in the afternoon, the attendant status must be set to NO.

When the attendant status is set to NO, any caller who requests an Operator is informed the Operator is not available, and is transferred to the Menu Options to dial another extension or leave a message.

8 - 2 Setting the Norstar Voice Mail Status

Setting the Operator Status

Setting the Operator Status determines if your company Receptionist or Designated Operator is available. The Operator Status should be set to YES when an Operator is available. To set the Operator Status:

1. Press 9 8 2

2. Enter (OPERATOR)

Note: This is the default Operator password. To change the Operator password, refer to **Changing the Operator password** later in this section.

3. Press OK

The display shows:

```
At dt. avail: N
CHNG          NEXT
```

4. Press CHNG

Note: Pressing CHNG changes the N to Y. When your company receptionist or Designated Operator is available, the Operator Status should be set to Y. When an Operator is not available, the Operator Status should be set to N.

To end this Norstar Voice Mail session, press

Changing the Operator password

The Operator password can be changed at any time. To change the Operator password:

1. Press 9 8 2

2. Enter (OPERATOR)

Note: This is the default Operator password.

3. Press OK

4. Press

The display shows:

```
Pswd:
RETRY          OK
```

5. Enter <the new Operator password>

Note: A valid password is between four and eight digits. The Operator password cannot begin with a zero.

6. Press OK

To end this Norstar Voice Mail session, press

Resetting the Operator password

A forgotten Operator password cannot be recovered. The password must be reset to the default password OPERATOR.

To reset the Operator password:

1. Press
2. Press
3. Enter
(RESETOPERPSWD)
4. Press OK

The display shows:

```

Password reset?
YES             NO
  
```

5. Press YES

The Operator password will reset to OPERATOR. This Norstar Voice Mail session ends automatically.

About the Business Status

The Business Status corresponds to when you open your business in the morning and when you close your business in the afternoon. Norstar Voice Mail uses the Business Status to determine when the Non-business Hours Greetings are played.

Your Norstar Business system internal clock automatically regulates which greetings are played. For example, if you come into your company at 8:00 a.m., you would set the Business Status to YES. After the business is open, the Morning Greeting is played. The Afternoon Greeting automatically plays after 12:00 p.m.

When the Business Status is set to NO, the Non-business Hours Greeting is played. Table 8.1 summarizes the default greeting times. For more information about greeting times, refer to **Setting the Business Status** later in this section.

8 - 4 Setting the Norstar Voice Mail Status

Morning	12:00 a.m.	to	12:00 (noon)
Afternoon	12:00 p.m.	to	06:00 p.m.
Evening	06:00 p.m.	to	12:00 (midnight)
Non-business	Defines the non-business hours		

Table 8.1 – Greeting time summary

Note: The Evening Greeting plays automatically after 6:00 p.m. and continues to play until you change the Business Status to NO. When the Business Status is set to NO, your Non-business Hours Greeting plays.

Setting the Business Status

The Business Status corresponds to your business hours. When the Business Status is set to NO, the Non-business Hours Greeting plays.

Instruct your company Receptionist or Designated Operator to change the Business Status in the morning when your company opens, and again in the evening when your company closes.

To set the Business Status:

1. Press

2. Enter <the Operator password>

Note: The default password is (OPERATOR)

3. Press OK

The display shows:

```
Atdt avail: Y
CHNG      NEXT
```

4. Press NEXT

The display shows:

```
Business open: N
CHNG      NEXT
```

5. Press CHNG

Note: This changes the N to Y

To end this Norstar Voice Mail session, press

Assigning Norstar Voice Mail Line answering

Norstar Voice Mail can answer all your CO lines included in line configuration. When Line answering is enabled, Norstar Voice Mail answers all incoming calls and presents each caller with the Company Greeting and Automated Attendant Menu Options. You can designate whether or not Norstar Voice Mail answers your company lines. When Line answering is disabled, Norstar Voice Mail will not answer incoming calls. All incoming calls must be answered and routed by your company Receptionist.

Note: For more information about line configuration, refer to **Section 3, Configuring the lines.**

To assign Line Answering:

1. Press 9 8 2

2. Enter <the Operator password>

Note: The default password is 6 7 3 7 2 8 6 7
(OPERATOR)

3. Press OK

The display shows:

```
At.d.t avail: N
CHNG          NEXT
```

4. Press NEXT

The display shows:

```
Business open: N
CHNG          NEXT
```

5. Press NEXT

The display shows:

```
Answer lines? Y
CHNG          NEXT
```

Note: Pressing CHNG changes the Y to an N. When answer lines is set to N the display shows: **Disabling...** When answer lines is set to Y the display shows: **Enabling...**

To end this Norstar Voice Mail session, press

8 - 6 Setting the Norstar Voice Mail Status

Changing the Operator default extension

Whenever a user asks to speak to your company Receptionist or Designated Operator, Norstar Voice Mail puts the request through to the Operator's extension. For example, if Norstar Voice Mail is operating on a two-digit Norstar extension number length, this extension number is 21. You can change the Receptionist or Designated Operator extension.

Important: When the Operator's extension number changes, you must change the extension number of the General Delivery Mailbox to the new extension number of the Operator.

Note: Requesting to speak to your company Receptionist or Designated Operator is available when the Automated Attendant Voice Prompt announces the option, and the Reception availability is set to YES.

To change the Operator default extension:

1. Press 9 8 2

2. Enter <the Operator password>

Note: The default password is 6 7 3 7 2 8 6 7
(OPERATOR)

3. Press OK

The display shows:

```
Atdt avail: Y
CHNG      NEXT
```

4. Press NEXT until the display shows:

```
Atdt : <none>
CHNG      NEXT
```

5. Press CHNG

The display shows:

```
Ext:
RETRY     QUIT
```

6. Enter <the Operator extension number>

7. Press NEXT to exit.

Any user requesting an Operator is transferred to the new extension. When the Operator does not answer, the call is transferred to the General Delivery Mailbox.

Changing the Automated Attendant Status

The Automated Attendant menu prompt plays after the Company Greeting and also after a caller leaves a message in a mailbox. The Automated Attendant menu prompt provides a caller with a list of options, such as entering a mailbox number, accessing the Company Directory, or reaching the Operator. You can turn the default Automated Attendant menu prompt off at any time, and record a customized menu prompt for your company. For more information about recording customized menu prompts, refer to **Section 3, Setting up a Greeting Table**.

When the Return to Automated Attendant prompt is set to NO, the caller is not provided with any more options after leaving a message. Instead, after hearing the voice prompt "*Message delivered*", the caller hears the voice prompt "*Exiting the system, goodbye*", and the session ends.

Note: You might want to disable the Automated Attendant prompt to prevent callers from establishing lengthy Norstar Voice Mail sessions. You might also want to set the Automated Attendant prompt to NO if Norstar is behind a public exchange system.

To change the Automated Attendant status:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX   AA   OTHR
```

4. Press AA

The display shows:

```
Auto Atdt Admin
GRTG TABLE LINES
```

5. Press GRTG

The display shows:

```
Greeting admin
GRTG           AA
```

6. Press AA

The display shows:

```
Return to AA:Y
CHNG           NEXT
```

7. Press CHNG

Note: Changing Y to N prevents the caller from returning to the Automated Attendant Menu Prompt after leaving a message.

To end this Norstar Voice Mail session, press

8 - 8 Setting the Norstar Voice Mail Status

Norstar Voice Mail Reports **9**

Introduction

Reports are used to view Norstar Voice Mail programming, status and the available message time. There are seven Reports:

- Directory Report
- Numeric Subscriber Mailbox Report
- System Group List Report
- Message Usage Report
- Mailbox Activity Report
- Calling Line Identification (CLID) Report
- Custom Call Routing (CCR) Tree Report

This section describes the Norstar Voice Mail Reports, and explains how to generate them.

Note: To print the Reports, you must have a printer connected to the parallel port on the Norstar Applications Module (NAM).

9 - 2 Norstar Voice Mail Reports

The different Reports

The different Reports allow you to view Norstar Voice Mail storage capacity, the Company Directory List, mailbox owners, Group Lists, individual mailbox activity, CCR programming and data, and call logging information. Norstar Voice Mail Reports are numbered from 1 to 6. Only the Report number appears on the Norstar display. The CCR Tree Report does not have a number.

Directory Report (1)

This Report shows the mailbox owners listed in the Company Directory. This Report provides the mailbox owner's name, mailbox, extension, whether or not mailbox owners recorded their name in the Company Directory, and if they have a greeting recorded for their mailbox. Figure 9.1 shows a sample Directory Report.

DIRECTORY REPORT				DATE: 14/12/94	
<u>Subscriber</u>	<u>MB</u>	<u>Ext</u>	<u>Name Recorded</u>	<u>Greeting Recorded</u>	
BLACK, K	24	24	Y	Y	
BROWN, A	23	23	Y	Y	
DAVIES, R	33	33	Y	Y	
GENERAL_DELIVERY, MB	10	10	N	N	
GUEST, ONE	20		N	Y	
SMITH, E	21	21	Y	Y	
SYSTEM_MANAGER, MB	12	12	Y	Y	
WHITE, W	22	22	Y	Y	

Figure 9.1 – Sample Directory Report

Note: The Directory Report appears in alphabetical order.

Numeric Subscriber Mailbox Report (2)

This Report is a numeric list of all the mailbox owners who have a registered mailbox. This Report shows the mailbox owner name and corresponding mailbox number. Figure 9.2 shows a sample Numeric Subscriber Report.

NUMERIC SUBSCRIBER MAILBOX REPORT Date: 14/12/93	
<u>MB</u>	<u>Subscriber</u>
10	GENERAL_DELIVERY, MB
12	SYSTEM_MANAGER, MB
21	SMITH, E
22	WHITE, W
23	BROWN, A
24	BLACK, K
27	TAYLOR, K

Figure 9.2 – Sample Numeric Subscriber Report

Group List Report (3)

This Report shows the Group List number, the Group List name, the mailbox numbers included in the Group List, and the mailbox owner name. Figure 9.3 shows a sample System Group List Report.

GROUP LIST REPORT		Date: 14/12/93	
<u>No</u>	<u>Name</u>	<u>MB</u>	<u>MB Name</u>
901	SALES	24	BLACK, K
		23	BROWN, A
		33	DAVIES, R
902	SHIPPING	27	TAYLOR, K
		21	SMITH, E

Figure 9.3 – Sample System Group List Report

9 - 4 Norstar Voice Mail Reports

Message Usage Report (4)

This Report shows the total minutes of message storage time available. Figure 9.4 shows a sample Message Usage Report.

MESSAGE USAGE REPORT	Date: 14/12/93
	<u>Minutes</u>
Current storage available	41

Figure 9.4 – Sample Message Usage Report

When this Report shows less than 20 minutes of message storage time available, you should send a Broadcast Message telling users to delete any unnecessary messages in their mailboxes. For instructions on sending a Broadcast Message, refer to **Section 6: Sending a message to more than one mailbox.**

Mailbox Activity Report (5)

This Report shows the mailbox number, mailbox owner's name, the last date of access, and information about the messages left in a mailbox. This Report covers mailbox usage over a period of seven days. This is a two-page Report. Figure 9.5 shows a sample page 1 of the Mailbox Activity Report.

Norstar Voice Mail Reports 9 - 5

MAILBOX ACTIVITY REPORT		Date:8/7/94						
Mailbox 10								
Name GENERAL_DELIVERY,MB								
Last access date 8/7/94								
	<u>Tues</u>	<u>Mon</u>	<u>Sun</u>	<u>Sat</u>	<u>Fri</u>	<u>Thur</u>	<u>Wedn</u>	
No. of messages recorded	0	0	0	0	0	0	0	
Total length of messages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Average length of message	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
No. of times maximum message length reached (recorded by sender)	0	0	0	0	0	0	0	
No. of messages received	2	0	1	4	3	2	5	
Total length of messages	0.7	0.0	0.0	0.9	0.3	0.5	1.1	
Average length of messages	0.3	0.0	0.0	0.2	0.1	0.2	0.2	
No. of accesses	0	0	0	0	0	0	0	
Connect time in mailbox								
Total minutes	0	0	0	0	0	0	0	
Average minutes/access	0	0	0	0	0	0	0	
Average time before messages heard	0	0	0	0	0	0	0	
Average time before messages deleted	0	0	0	0	0	0	0	
No. of times 3 bad passwords entered	0	0	0	0	0	0	0	

Figure 9.5 – Sample Mailbox Activity Report, Page 1

Note: The starting point of this Report is the last full day of activity. For example, if the full day of activity is Tuesday, the Report begins on Tuesday and goes back seven days to the previous Wednesday.

9 - 6 Norstar Voice Mail Reports

MAILBOX ACTIVITY REPORT	
CUMULATIVE AVERAGE	Date Last Cleared:9/6/93
No. of messages recorded	0
Total length of messages	0.0
Average length of message	0.0
No. of times maximum message length reached (recorded by sender):	0
No. of messages received	2
Total length of messages	0.5
Average length of message	0.1
No. of accesses	0
Connect time in mailbox Total minutes	0
Average minutes/access	0
Average time before messages heard	0
Average time before messages deleted	0
No. of times 3 bad passwords entered	0
Primary Greeting Recorded -	No
Alternative Greeting Recorded -	No

Figure 9.6 -- Sample Mailbox Activity Report, page 2

Figure 9.6 shows a sample page 2 of the Mailbox Activity Report. Each line total indicates a cumulative average of the mailbox activity.

You can print this Report for individual mailboxes or all mailboxes registered with Norstar Voice Mail. When you are printing the Mailbox Activity Report for all the mailboxes, ensure the printer has enough paper. Because of the size of this Report, we recommend that you print at night or during a slow time. To get the full benefit of this Report, we recommend you print it on the same day each week and reset the statistics after each printing. To print the Mailbox Activity Report, you must enter a mailbox number or press ALL

CLID Report (6)

This Report shows the external caller's number, the length of the phone number, and where the call was directed to.

CLID REPORT		Date: 3/14/94	
Calling ID	CLID Length	Dest. Type	Dest. Number
4031920439	10	Greet Tbl	1
4032910440	10	CCR Node	Tree 1 Path 2
4032910441	10	Mbox	26
4032910442	10	Ext	22

Figure 9.7 – Sample CLID Report

The Tree Report

This Report shows the Tree number, the current date, the last date changes were made, and the Tree status. The Report also shows the Points on the Tree, assignments made to the Points, and any areas that need administering. Figure 9.8 shows a sample Tree Report.

Tree Number:1 Last Modified:22/02/93 Status: Enabled				
<u>Path</u>	<u>Description</u>	<u>Parameter</u>	<u>Dest</u>	<u>Caution</u>
0	Menu	Pri Prompt Rec		Alt Prompt Not Rec
1	Blind Xfer	Ext 24		
2	Leave Msg	Mbox 30	Home	Mbox Not Init
3	Blind Xfer	Ext 23		
4	Blind Xfer	Ext 35		

Figure 9.8 – Sample Tree Report

9 - 8 Norstar Voice Mail Reports

Printing Norstar Voice Mail Reports

Before you begin to print your Reports, ensure the printer is turned on, and there is enough paper in the printer.

To print a Report 1 to 6:

1. Press

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter <the System Coordinator Mailbox number and password>

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press

The display shows:

```
Report: 1
PRINT  NEXT
```

Note: Only the Report number is shown on the display. The Report numbers appear in the number sequence from 1 to 6. To see the next Report number on the display, press NEXT. For information about printing the CCR Tree Report, refer to **Printing the Tree Reports** later in this section.

5. Press PRINT

The display shows:

```
Printing...
```

Note: When printing Report 5, the display changes to show:

```
Mbox:
ALL  RESET  QUIT
```

Enter <the mailbox number> or press ALL. Report 5 begins to print automatically.

When the Report is finished printing, the display changes to show:

```
Report: 5
PRINT  NEXT
```

Note: To stop the printer, press

To reset the Mailbox Activity Report, press RESET

The display shows:

```
Mbox:
ALL  RESET  QUIT
```

Press RESET

The display shows: **Resetting...** and **Stats reset**

To end this Norstar Voice Mail session, press

Printing the Tree Reports

The CCR Tree Reports are printed using the Administration Feature Code 983. Before you begin to print your Reports, ensure the printer is turned on and there is enough paper in the printer.

To print a CCR Report:

1. Press 9 8 3

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter <the System Coordinator Mailbox number and password>
3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press OTHR

The display shows:

```
Admin
GLIST  CCR
```

5. Press CCR

The display shows:

```
CCR Admin
ADMIN
```

6. Press ADMIN

The display shows:

```
CCR tree:
RETRY          OK
```

7. Enter <the Tree number>

Note: The Tree number can be 1, 2, 3, 4 or 5.

8. Press OK

The display shows:

```
Tree <X>
CHNG  PRINT  QUIT
```

9. Press PRINT

The display shows:

```
Printing...
```

When the Report is finished printing, the display changes to show:

```
Tree <X>
CHNG  PRINT  QUIT
```

When you are finished printing, press QUIT or press

9 - 10 Norstar Voice Mail Reports

Norstar Voice Mail troubleshooting

10

Introduction

Norstar Voice Mail troubleshooting is separated into three sections:

- system trouble
- operating trouble
- Custom Call Routing (CCR) trouble

System trouble

System troubles are problems occurring to more than one user and to both internal and external callers.

Automated Attendant does not answer any calls

1. Verify that you have assigned the lines to the Greeting Table, and the line is designated as YES. This means that Norstar Voice Mail is set to answer the line.
2. All the Norstar Voice Mail channels may be busy. Try calling back. Your call will be answered when a channel is available.
3. Verify that greetings 1 to 4 have been recorded. These greetings default to the Greeting Tables and must be recorded for the Automated Attendant to operate. Refer to **Section 3: Setting up Norstar Voice Mail**.
4. If the Norstar Voice Mail channels are frequently busy, it indicates there is too much activity. Contact your advice line or sales representative.

Call display information is lost

The Automated Attendant must be set to answer after two or more rings for Norstar Voice Mail to record call log information related to an incoming call.

10 - 2 Norstar Voice Mail troubleshooting

The Automated Attendant transfers some callers to the General Delivery Mailbox

Norstar Voice Mail requires a tone dial telephone signal and a minimum voice level. Norstar Voice Mail waits for a caller to respond. If a response is not received, the caller is transferred to the Receptionist or Designated Operator. If they are not available, the caller is automatically transferred to the General Delivery Mailbox. The caller is also transferred to the General Delivery Mailbox if an extension does not have a mailbox.

For Norstar Voice Mail to transfer calls correctly, each mailbox must have a unique extension number. To verify that all mailboxes have them, print the Directory Report (Report 1). For instructions on printing Reports, refer to **Section 9, Printing Norstar Voice Mail Reports**.

Greetings are played at the wrong time of day

There are three possible causes for this problem:

1. The Business Open Status is set to NO. Change the Business Open Status to YES. Refer to **Section 8, Setting the Business Status**.
2. The wrong greeting numbers are assigned to the Greeting Table.
3. The business hours are set incorrectly.

Greetings are played on the wrong line

To verify that your line information is correct, refer to the **Norstar Voice Mail Programming Record**. If you find the information is incorrect, you must reassign lines to the Greeting Table. Refer to **Section 3: Setting up Norstar Voice Mail**.

A telephone cannot be forwarded to Norstar Voice Mail

If you are attempting to forward your telephone to Norstar Voice Mail and the display shows: **Forward denied** you might be forwarding to the wrong extension. Verify that you are calling the right extension, using Feature Code 985.

Feature 981 produces a “Log” prompt on the Norstar display

Whenever the Log prompt appears on the display, it can be caused by the telephone not having an assigned mailbox. If the extension does not have an assigned mailbox, Norstar Voice Mail will request both a mailbox number and a password.

Mailbox owner is unable to reply to an external caller

For a mailbox owner to be able to use the Reply Feature to reply to a message left by an external caller, an Outdial route must be defined. For more information about defining the Outdial route, refer to **Section 4, Mailbox Overrides**.

Norstar DNs and mailbox numbers are different lengths

For Norstar Voice Mail to work properly, the mailbox number length must match the Norstar KSU DN length. When the KSU DN length is changed, you must reboot the Norstar Voice Mail system. Contact your advice line or sales representative.

Operating trouble

The following conditions list some problems that might be encountered with the operation of Norstar Voice Mail.

Personalized Greetings do not play

When a telephone is Call Forward Busy or Call Forward All Calls to the Norstar Voice Mail DN, Personalized Mailbox Greetings do not play. The Primary or Alternate Personal Mailbox Greeting plays.

Mailboxes are not accepting messages

A mailbox will not accept messages when:

1. The mailbox is not initialized.

A mailbox cannot receive messages until it has been initialized by the mailbox owner. Instruct owners to initialize their mailboxes. Refer users to the **Norstar Voice Mail User Guide**, or provide instructions from **Section 4** of this guide.

2. A mailbox is full.

If a mailbox is full, instruct the mailbox owner to delete all or some of the messages in the mailbox.

10 - 4 Norstar Voice Mail troubleshooting

3. Norstar Voice Mail message storage capacity is full.
Norstar Voice Mail notifies you when its message storage capacity is reaching its limit. To determine if the message storage capacity is full, print the Message Usage Report. This Report shows you the available minutes of storage remaining on the system.

Messages are being lost in a mailbox

If messages are being removed, check the message retention period in the mailbox Class of Service. To check the Class of Service, refer to **Section 5, Changing mailbox options**.

A mailbox owner lost the mailbox password

A forgotten password cannot be recovered. The password associated with the mailbox must be reset to the default password 0000. After a password has been reset to the default, the mailbox owner must change it in order to use the mailbox.

To reset a password, refer to **Section 5: Administering the mailboxes**.

A mailbox is not in the Company Directory

Check to ensure the mailbox has been initialized. If the mailbox is not initialized, it does not appear in the Company Directory. You should check to ensure the Company Directory Override for the mailbox is set to YES. Refer to **Section 5: Administering the mailboxes**.

Calls are being answered by the wrong mailbox

All ringing CO lines are answered by Norstar Voice Mail if the telephone is forwarded to Norstar Voice Mail using Norstar Call Forward All Calls or Call Forward No Answer. For a complete description of Norstar feature compatibility, refer to **Appendix A**.

A mailbox can't be added to Norstar Voice Mail

Ensure the mailbox is not already registered with Norstar Voice Mail. Mailbox numbers must be unique. Norstar Voice Mail can store up to 500 mailboxes. This number includes the Special Mailboxes. Refer to the **Norstar Voice Mail Programming Record**.

You cannot enter a name for a mailbox

Names should be entered as last name, then first name initial. All names should have a comma (,) separating the first and last name. The maximum length of the name entered, including comma, is 16 characters. Refer to **Section 5: Administering the mailboxes**.

Incomplete messages are received in a mailbox or “Msg delivered” plays when recording a message or if a Norstar Voice Mail session ends unexpectedly

When any of these three situations occurs, it could be due to a problem called Talk Off. Talk Off occurs when Norstar Voice Mail interprets certain voice patterns as Dual Tone Multi Frequency (DTMF) tones. DTMF tones are produced when buttons are pressed on a dial tone telephone. When you press a button on the dialpad during a session, Norstar Voice Mail receives a DTMF tone and performs the correct operation. For example, after entering your mailbox password, you can press the **#** button. The DTMF tone sent to Norstar Voice Mail indicates that you are finished entering your password.

Some voice patterns are the same as DTMF tones. This can cause Norstar Voice Mail to function incorrectly. For example, if in the middle of a message you said something that sounded the same as the DTMF tone created by pressing the **#** button, the recording session would end. Correcting Talk Off requires adjustments to your Norstar system. Call your advice line for more information.

You cannot create a Group List

The maximum number of Group Lists that can be created is 99. The Norstar Voice Mail Group List must be enabled during installation. If the Group List feature is not enabled, you cannot create a Group List. To enable this feature, you must reset Norstar Voice Mail. For instructions on resetting Norstar Voice Mail, refer to **Appendix C**.

Custom Call Routing (CCR) trouble

The following conditions describe problems that may occur while operating CCR. Ensure that you check the CCR Tree Report regularly.

Note: For information about Reports, refer to **Section 9: Norstar Voice Mail Reports**.

Norstar Voice Mail does not accept a Path number

If you enter an incorrect digit while assigning a Path number, an Error Message appears. There are two possible causes:

1. An incorrect Path number was entered. Only numbers one through eight can be used as Path numbers. Ensure zero and 9 are not used as Path numbers.
2. The maximum number of Paths is added.
3. You are trying to access the second level of the Tree when the first level does not include a Menu Point. You must add a Menu Point to the first level to allow callers to move to the second level.

Interruptions while building or changing the Tree

If you press **[Ris]** by mistake, or there is a power outage, or there is no screen activity, all data is automatically saved to Tree 5. Tree 5 is designated as the Workspace for building or changing a Tree. Until a Tree number is assigned, all data remains in Tree 5.

A Tree cannot be saved

The Tree cannot be saved while it is in use. You must disable the Tree before adding a Point, deleting a Point, or changing a Point type.

Note: While the Tree is enabled, you can save the Tree after changing a recording, a mailbox number, an extension, or the Destination Type. For more information about saving a Tree, refer to **Section 7: Custom Call Routing (CCR)**.

The Tree cannot be deleted

The Tree cannot be deleted while it is in use. The Tree must be disabled before it can be deleted.

Note: For more information about deleting the Tree, refer to **Section 7: Custom Call Routing (CCR)**.

The Tree cannot be enabled

The Tree must be saved before it can be enabled, and it should be completed before it is saved. To complete the Tree, ensure:

1. The Tree contains the Home Menu Point with an action Point below it.
2. If the Tree contains a Leave Message Point, the mailbox is initialized.

No Paths are available

`no paths available` appears when all Paths are assigned. There is a maximum of eight Paths per level, or 500 Points, on each Tree.

The Leave Message Point mailbox is full

A mailbox will not accept messages when the mailbox is full. If a mailbox is full, instruct the mailbox owner to delete all or some of the messages in the mailbox.

Note: If more message time is required, the Service Class of the mailbox can be changed. For more information about the mailbox Services Class, refer to **Appendix B**.

Deleting a mailbox

You should not delete a mailbox used in a CCR Tree. If you delete a Leave Message Point mailbox, the messages will automatically go to the General Delivery Mailbox.

Note: For more information about the General Delivery Mailbox, refer to **Section 4: Setting up mailboxes**.

10 - 8 Norstar Voice Mail troubleshooting

Appendix A: Norstar Voice Mail/ Norstar feature compatibility

Introduction

This appendix describes how Norstar features interact with Norstar Voice Mail. The section is organized in alphabetical order, according to the Norstar feature.

Analog Terminal Adapter

An analog single-line extension can be connected to Norstar using an Analog Terminal Adapter. This type of extension, working with DTMF tones, allows access to Norstar Voice Mail options through the dialpad only. There is no Message Waiting Notification availability.

Rotary dial cannot be used internally with Norstar Voice Mail.

Answer buttons

Answer buttons allow an extension to answer calls sent to another extension. Answer buttons do not affect Norstar Voice Mail operation on external calls. External calls are sent to the called extension's mailbox. Non-ringing answer buttons do not affect external calls.

For internal calls, when an answer button appears on another extension and there is no Call Forward All Calls (CFAC) or Call Forward No Answer (CFNA), the caller receives the mailbox of the called extension.

When the extension that has the answer button is CFAC to Norstar Voice Mail, the caller is sent to the mailbox of the CFAC extension. For example, if extension A has a ringing answer button for extension B and extension A is CFAC to a Norstar Voice Mail extension number, when a caller attempts to reach extension B and there is no answer, the caller is transferred to extension A's mailbox.

When the extension that has the answer button is CFNA to Norstar Voice Mail, the caller receives the mailbox of the called extension.

A - 2 Norstar Voice Mail/Norstar feature compatibility

For example, if extension A has a ringing answer button for extension B and extension A is CFNA three rings to the Norstar Voice Mail extension number, the call is transferred to extension B and receives extension B's mailbox.

The Answer Buttons Feature is only available on Norstar Modular Key Service Units (KSU) and Intergrated Communications (ICS) systems.

Autodial (internal)

All users on the Norstar system can program the Norstar Voice Mail extension number. The Norstar Voice Mail extension number is determined using Feature Code 985.

The System Coordinator can use autodial for Busy Lamp Field (BLF) indication for all voice channels. This allows Norstar Voice Mail channels to be monitored during busy periods.

Automatic Set Relocation

Must be set to NO when changing the Norstar Voice Mail extension number and connections between the KSU and Norstar Applications Module (NAM).

Call Forward All Calls (CFAC)

Any ringing line or answer key appearance on an extension is forwarded to the extension number specified by the call forwarded extension.

When CFAC is in use, a caller receives the mailbox of the CFAC extension immediately.

Call Forward No Answer (CFNA)

Any ringing line appearance on an extension is CFNA to the extension number specified after the programmed number of rings.

CFNA is not applicable in an Automated Attendant application. If Delayed Ring Transfer (DRT) is being used for Norstar Voice Mail answering, ensure that the number of rings for CFNA on any of the extensions is equal to or higher than the number of rings for DRT.

CFNA takes precedence over DRT and Transfer Callback if it has a lower number of rings.

Call Logging

If your Norstar Voice Mail system is being used with Norstar DR5 software or an Integrated Communications System (ICS) and the Norstar system has been configured to automatically log all calls, the Norstar Voice Mail message notification display will differ from the standard Norstar Voice Mail display.

For example, if Norstar Voice Mail has messages for you, the display will typically appear as:

```
Messages & Calls
MSG          CALLS
```

To retrieve your Norstar Voice Mail messages, press **MSG**. For more information about retrieving messages, refer to the **Norstar Voice Mail User Guide**.

To view the call log, press **CALLS**. For more information about Call Logging, refer to the **Norstar System Coordinator Guide** that came with your system.

Camp On

The Camp On Feature cannot be used to access Norstar Voice Mail. If a user calls the extension number and there is no answer, the user cannot invoke the Camp On Feature. Instead, the user should be advised to wait a few moments and try the Norstar Voice Mail extension number again.

The Camp On Feature is only available on Norstar Modular KSUs.

Delayed Ring Transfer (DRT)

To use Norstar Voice Mail as a secondary line answering position, set DRT by:

1. Assigning the Norstar Voice Mail extension number as the prime extension for the specified lines that are to be DRT to Norstar Voice Mail.
2. Setting the Norstar DRT to YES.
3. Setting DRT Delay from one to six rings.
4. Assigning a Greeting Table to each line that is to be DRT to Norstar Voice Mail.
5. Setting the Norstar Voice Mail Answer option to NO for the lines that are to be DRT to Norstar Voice Mail.

A - 4 Norstar Voice Mail/Norstar feature compatibility

When DRT is being used for Norstar Voice Mail Answering, and Norstar sets with a ringing line appearance are forwarded to Norstar Voice Mail, a caller receives the mailbox of the CFAC extension immediately.

Disconnect Supervision

When a KSU has Line Disconnect Supervision and a caller hangs up after reaching the Automated Attendant, Norstar immediately senses this and breaks the connection. This results in fewer 'phantom' messages in the General Delivery Mailbox and prevents Norstar Voice Mail ports from being occupied.

The Line Disconnect Supervision feature is only available on Norstar Modular KSUs.

Do Not Disturb (DND)

Stops all tones and ringing to an extension. When a call is transferred to an extension with DND invoked, the call appears as a flashing indicator on an available line. The Automated Attendant announces to the caller that the party being called is unavailable, and continues with instructions for leaving a message in a mailbox, or reaching another person.

Feature timeout

Norstar Voice Mail has a timeout of up to two minutes. This feature is independent of the Norstar timeout.

Hold

A user cannot put a session on hold. If the hold key is pressed during a session, Norstar Voice Mail is disconnected, except when Automatic Hold is used to transfer a caller to a mailbox or an extension. Norstar Voice Mail ignores Held Line Reminder tones.

Intercom Numbers

An inside user can access Norstar Voice Mail using an intercom button and pressing the extension number. Access to the Norstar Voice Mail Feature Codes and "*Message for you*" indication requires an intercom key on the extension.

An intercom button is required to notify an extension of an incoming transfer.

Language choice

The Norstar Voice Mail language capability is independent of Norstar's language selection for an extension. Norstar Voice Mail language availability is determined by the Class of Service assigned to a mailbox.

Note: The Norstar Voice Mail language option is invoked after a user starts a session.

Lines

Lines can be assigned to the Norstar Voice Mail Automated Attendant using Feature Code 983. When a line programmed for the Automated Attendant appears on an extension, it will ring when Norstar Voice Mail transfers the call. When a line programmed to be answered by the Automated Attendant does not appear on an extension, a call is transferred to an intercom line appearing on the extension.

Message Send/Reply/Waiting

Any message notification left by an internal caller can be replied to using the Norstar Voice Mail message reply options. After listening to a message, a user can forward a copy of the message to another mailbox or call the message sender.

Note: Replying to a message from an M7100 or M7208 requires the user to press Feature 65.

Night Service

When Night Service is activated and the Norstar Voice Mail prime extension number is specified as the Night Ring extension for an incoming line, a caller immediately hears the Norstar Voice Mail Automated Attendant.

Prime Set (multiple)

When configuring lines, Norstar Voice Mail can be designated as the prime extension. Norstar Voice Mail will answer with the Automated Attendant.

Priority Call

Ends a Norstar Voice Mail session.

A - 6 Norstar Voice Mail/Norstar feature compatibility

Private line

When private lines are assigned to an extension programmed to ring, CFNA to Norstar Voice Mail is answered by the extension's Personal Mailbox. If a private line is the only appearance on that extension, Norstar Voice Mail transfers calls through the intercom button.

Note: If the private line is not programmed to ring, CFNA is not invoked.

Release key

Ends a Norstar Voice Mail session.

Ringling line preference

Ringling lines programmed to Norstar extensions are recognized by Norstar Voice Mail. Features such as CFNA and CFAC to Norstar Voice Mail are not recognized by non-ringling lines programmed to Norstar extensions. Refer to the CFNA, CFAC and Answer buttons.

Selective Call Forward

Refer to Do Not Disturb.

Service Modes

The Service Modes feature allows the Norstar System to be programmed to forward all incoming calls to Norstar Voice Mail during specific time periods, such as lunch time or nonbusiness hours. Norstar Voice Mail will answer with the Automated Attendant.

The Service Modes feature is only available on Norstar Modular and Compact KSUs.

Template

Norstar Voice Mail is compatible with all templates.

Transfer Callback

Calls through the Automated Attendant that are transferred to an extension without CFNA are routed by Transfer Callback to Norstar Voice Mail after the designated number of rings. The CFNA/Transfer Callback feature programmed to the lesser value takes precedence.

Appendix B: Configuration data definitions

Data field	Values/Range	Default
System Coordinator's password	four to eight digits in length	0000 (four zeros)
Special Mailbox types:	Two-digit Seven-digit	Two-digit *
General Delivery Mailbox	10 1000000	10
System Coordinator Mailbox	12 1000002	12
Automated Attendant Directory Number	any valid Norstar Directory Number	none
CO Line Greeting assignment:		
Line number	1 - 220	none
Greeting Table:		
Greeting Table number	1 - 4	1
Number of rings	0 - 12	0
Greeting used:		
Morning	1 - 40	1
Afternoon	1 - 40	2
Evening	1 - 40	3
	1 - 40	4
Language	P = primary A = alternate ENG-CND = Canadian English ENG-US = American English FRE = French SPA = Spanish	P

* When the Group List leading digit is 1, the Special Mailboxes default to 20 and 22. The DN length defaults to the Norstar KSU DN length. For more information, refer to the Installation Guide that came with the system.

B - 2 Configuration data definitions

Data field	Values/Range	Default
Extension/mailbox: Extension leading digit	0 - 9	none
Digits in extension	two to seven digits	2
Mailbox leading digit	0 - 9	none
Digits in mailbox	two to seven digits	2

System Coordinator Mailbox and password combinations		
Norstar DN length	Norstar Voice Mail mailbox number length	Default
2	2	120000
3	3	1020000
4	4	10020000
5	5	100020000
6	6	1000020000
7	7	10000020000

Data element	Values/Range	Default
Number of mailboxes	500*	
Classes of Service:		
Class of Service number	1-16	none
Prompt language	1 = Pri 2 = Alt	none
Mailbox message time	5-40 min	none
Message length	2-10 min	none
Greeting length	1-10 min	none
Message retention time	7 days - indefinite	none
Group Lists:		
Group List number **	001 - 099 - 901-999	901 - 999
Number of members	1-500	none

* Including Special Mailboxes

** Group List numbers are three digits in length regardless of the DN length

Configuration data definitions **B - 3**

Hardware Specifications	
Number of ports	1 to 4
Number of voice channels	2, 4, 6, or 8
Message storage	6 or 14 hours

Data element	Value
Response time at the Home Menu	2.5 seconds
Number of Trees	4
Number of Paths per level	8

Group List leading digit	Group List range
0	001 and 002
1	101 and 102
2	201 and 202
3	301 and 302
4	401 and 402
5	501 and 502
6	601 and 602
7	701 and 702
8	801 and 802
9	901 and 902

Default Feature Codes for Norstar Voice Mail	
Leave Message	Feature 980
Open Mailbox	Feature 981
Operator Status	Feature 982
Configuration	Feature 983
Norstar Voice Mail Directory Number	Feature 985
Transfer	Feature 986
Interrupt	Feature 987

B - 4 Configuration data definitions

Class of Service values:	1	2	3	4	5	6	7	8
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	15	15	15	15	5	5	20	20
Message length (in minutes)	3	3	7	7	3	3	2	2
Message retention period (in days)	30	30	0	0	7	7	15	15
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	15	15	30	30
Number of attempts	3	3	5	5	7	7	9	9
Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Class of Service values:	9	10	11	12	13	14	15	16
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	10	10	30	30	40	40	40	40
Message length (in minutes)	3	3	7	7	10	10	2	2
Message retention period (in days)	365	365	60	60	90	90	45	45
Greeting length (in minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (in minutes)	5	5	10	10	15	15	30	30
Number of attempts	3	3	5	5	7	7	9	9
Target Attendant	Y	Y	N	N	Y	Y	Y	Y

0 = Indefinite retention

P = Primary

A = Alternate

Note: When the Norstar Voice Mail bilingual language capability is disabled, all Classes of Service default to the Primary Language. Refer to the **Norstar Voice Mail Installation Guide**.

Configuration default menus

The Main Menu appearing on the M7310 and M7324 telephone display varies according to the optional software applications enabled with Norstar Voice Mail. The following are examples of the different Main Menus that appear:

Norstar Voice Mail without the Group List:

The display shows:

```
Admin
MBOX  AA  CCR
```

Norstar Voice Mail with the Group List:

The display shows:

```
Admin
MBOX  AA  OTHR
```

B - 6 Configuration data definitions

Appendix C: Resetting Norstar Voice Mail

Introduction

This appendix covers the procedures for resetting Norstar Voice Mail. After you reset the system, you must:

- initialize Norstar Voice Mail
- configure the incoming telephone lines
- enter Greeting Table information
- record Company Greetings
- add mailboxes
- initialize the Special Mailboxes

Sections 3 and **4** of this guide cover the procedures for configuring lines, entering Greeting Table information, recording Company Greetings, adding mailboxes, and initializing the Special Mailboxes.

Important: Resetting Norstar Voice Mail erases all the Company Greetings, Greeting Table and mailbox information. Before you reset Norstar Voice Mail, ensure that you have a copy of the current Norstar Voice Mail set up. Refer to your completed **Norstar Voice Mail Programming Record**.

C - 2 Resetting Norstar Voice Mail

Resetting Norstar Voice Mail

To reset Norstar Voice Mail:

1. Press

2. Enter <the System Coordinator Mailbox number and password>

Note: If you are resetting Norstar Voice Mail before you have performed the initial set up, you must enter the default password 0000.

3. Press OK

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press

The display shows:

```
Pswd:
RETRY      OK
```

5. Enter (R E I N S T A L L)

Important: This password must not be made available to any users.

6. Press OK

The display shows:

```
Reset database?
YES  NO
```

7. Press YES

After you press YES Norstar Voice Mail begins to reset. The display shows: **Resetting database** until complete. When complete, the display shows: **System ready** and **Exit**. You are now ready to initialize Norstar Voice Mail. Refer to **Initializing Norstar Voice Mail**, later in this appendix.

Note: If you press any buttons before resetting is complete, the display shows: **Inactive feature**

Initializing Norstar Voice Mail

When Norstar Voice Mail was first installed, the initialization was completed by the installer. You only need to initialize Norstar Voice Mail if you have reset the module to accommodate a new Norstar Voice Mail mailbox number length. This is usually only necessary if your Norstar system is upgraded or expanded.

To initialize Norstar Voice Mail:

1. Press 9 8 3

The display shows:

```
Psud:
RETRY      OK
```

2. Enter (C O N F I G)

3. Press OK

The display shows:

```
Bilingual?
YES      NO
```

4. Press YES

The display shows:

```
Primary lang?
ENG      SPA
```

Note: The two languages available are the same languages that were selected when Norstar Voice Mail was first initialized. You cannot select different languages by initializing Norstar Voice Mail again. You can only select which of the two languages is the Primary Language.

Note: To select French (if available) as the Primary Language, press FRE. To select Spanish (if available), press SPA.

5. Select the Primary Language.

The display shows:

```
Group lists? Y
CHNG      OK
```

Note: To change Y to N press CHNG

6. Press OK to enable Group List capability.

The display shows:

```
GList lead dig:9
CHNG      OK
```

Note: To change the Group List leading digit, press CHNG and enter a leading digit from 0 to 9.

C - 4 Resetting Norstar Voice Mail

7. Press OK

The display shows:

```
System config
RETRY      OK
```

8. Press OK

The display shows:

```
Configuring...
```

Initialization takes about three seconds. When Norstar Voice Mail has completed the initialization, the display shows: **System ready** and **Exit**

After the initial Norstar Voice Mail configuration is completed, the display returns to the Norstar date and time. You are now ready to enter your Norstar Voice Mail Greeting Table and mailbox information. Refer to your **Norstar Voice Mail Programming Record** and **Section 3: Setting up Norstar Voice Mail**.

Appendix D: Norstar configuration tips

Introduction

This appendix describes some Norstar configuration enhancements that, when used, maximize the efficiency of Norstar Voice Mail.

Ringling lines and answer keys

If two or more telephones have a ringing line appearance of the same incoming telephone line, and one of these telephones is programmed with The Norstar Call Forward All Calls (CFAC) or Call Forward No Answer (CFNA) features, then all incoming calls on the incoming telephone line are directed to the Personal Mailbox of the programmed telephone.

For example, if a marketing secretary's telephone has a ringing line appearance of the marketing director's telephone, and the secretary's telephone is call forwarded to Norstar Voice Mail, then all incoming calls are immediately transferred into the secretary's Personal Mailbox. This is also true if the secretary's telephone is CFNA to Norstar Voice Mail and if the number of specified rings on the secretary's telephone is fewer than the specified rings on the marketing director's telephone.

Note: CFAC and CFNA do not affect calls on a telephone's non-ringing lines. For example, if a secretary's telephone has a non-ringing appearance of another telephone's Central Office (CO) line, and the secretary's telephone is CFAC or CFNA to Norstar Voice Mail, incoming calls on this line are not affected.

D - 2 Norstar configuration tips

Ringing answer button

When one or more telephones have a ringing Answer button for another telephone, and one of these is Call Forwarded or Call Forward No Answer to Norstar Voice Mail, all incoming calls will be directed into the Personal Mailbox of the forwarded telephone.

If two or more of these telephones are CFAC to Norstar Voice Mail, all calls will be directed to the Personal Mailbox of the telephone that is connected to the lowest numbered station port on the Norstar system.

Note: The Norstar Call Forward All Calls and Call Forward No Answer features do not affect calls on a telephone's non-ringing answer key. The Answer Button feature only applies to Modular KSUs.

Delayed answering by the Norstar Voice Mail Automated Attendant

The Norstar Voice Mail Automated Attendant can answer any call on specified CO telephone lines after a specified number of rings. Norstar Voice Mail answers incoming calls when:

1. The installer programs Norstar Voice Mail to be the prime telephone for one or more designated CO lines. The Norstar Delay Ring Transfer (DRT) feature transfers unanswered calls on these lines to the Norstar Voice Mail Automated Attendant after the specified number of rings.

Note: The Norstar DRT feature only applies to incoming calls on the assigned line. It does not affect any intercom calls between telephones.

Using Norstar CFAC and CFNA

When a user does not want to take any calls for a period of time, the user's telephone can be forwarded to the user's Personal Mailbox using the Norstar Call Forward All Calls feature. When forwarded, all calls to the user's extension are transferred directly into the user's Personal Mailbox.

To call forward to a mailbox:

1. Press

Note: This is the Feature Code for determining the Norstar Voice Mail DN. The DN appears on the telephone.

2. Press

Or

Press

3. Enter <the Norstar Voice Mail DN>

To cancel call forward:

Press

Or

Press CANCEL

Or

Press

Note: No other telephone on the Norstar system can have a ringing line appearance of the user's lines or a ringing Answer button of the forwarded telephone.

D - 4 Norstar configuration tips

Appendix E: Norstar Voice Mail Error Messages

Introduction

This appendix describes the Error Messages shown when an incorrect action is performed. The Error Messages shown here are presented in alphabetical order.

Already a member

Appears when trying to add a mailbox again to a Group List. A mailbox cannot be assigned to the same Group List twice.

Cannot delete

Appears when trying to delete a Special Mailbox. The System Coordinator and General Delivery Mailboxes cannot be deleted.

Ext assigned

Appears when the same extension is assigned twice to the same mailbox, or when an extension is assigned to more than one mailbox.

Extension needed

Appears when an extension has not been assigned from a transfer point.

Incomplete tree

Appears when trying to enable a Tree before all paths are added, or before all the mailboxes used in the Tree are initialized.

Info mailbox

Appears when trying to change an Information Mailbox from the Mailbox Admin Menu using Feature 983.

Intro too short

Appears when the introduction to a message being forwarded is less than three seconds long.

E - 2 Norstar Voice Mail Error Messages

Invalid class

Appears when an incorrect Class of Service is entered while adding or changing a mailbox Class of Service using Feature Code 983.

Invalid ext.

Appears when an incorrect extension is entered. Check the extension number length or use the Company Directory.

Invalid glist

Appears when an incorrect Group List number was entered while changing or deleting a Group List number using Feature Code 983.

Invalid greeting

Appears when an incorrect Greeting Number is entered. Greeting Numbers must be a number from 1 to 40.

Invalid key

Appears when the selected option is not valid for the command display shown.

Invalid line

Norstar Voice Mail supports line numbers from 1 to 248.

Invalid mailbox

Appears when an incorrect mailbox number is entered. Also appears when a mailbox has not been assigned to the requested extension. These calls are transferred into the General Delivery Mailbox.

Invalid number

Appears when entering an incorrect line pool number, or an incorrect number of channels while configuring Outdialing.

Also appears when entering more than the maximum number of digits allowed for a telephone number (maximum is 24 digits).

Invalid Password

Appears when an incorrect mailbox password is entered.

Norstar Voice Mail Error Messages E - 3

Invalid path

Appears when entering an incorrect number to represent a Path. The Path number must be one or two numbers from 0 to 8. This message also appears when all Paths on a Tree are assigned. The maximum number of Paths per Tree is 8 per level.

Invalid time

Appears when an incorrect time is entered in a user's Off-premise Message Notification set up. This message also appears if you specify an invalid time for your business hours.

Invalid tree

Appears when an incorrect number is assigned to represent a Tree. The Tree number must be 1, 2, 3, 4 or 5.

Invalid value

Appears when entering, or changing an incorrect amount of time for the DTMF delay setting. The valid DTMF delay ranges from 20 to 80 ms.

Mailbox full

Appears when the maximum mailbox message storage time is reached. A new message cannot be left in the mailbox until the old messages are deleted. This message appears when a caller is trying to leave a message in a mailbox.

Mbox exists

Appears when an existing mailbox number is entered while adding a mailbox.

Mbox in CCR

Appears when trying to delete a mailbox assigned to a CCR Tree.

Mbox nearly full

Appears when the maximum message storage time is almost reached in a mailbox. This is determined by the Class of Service. The mailbox owner should delete any unnecessarily stored messages in the mailbox. This message appears when a mailbox owner first logs on to the mailbox. Messages cannot be stored in this mailbox until some are erased.

E - 4 Norstar Voice Mail Error Messages

Mbox not init

Appears when any attempt is made to access a mailbox that is not initialized.

Must change pswd

Appears when entering a mailbox that is not initialized. Initializing a mailbox includes changing the default password.

Must record name

Appears when a mailbox owner's name is not included in the Company Directory.

Name too long

Appears when adding or changing a mailbox owner's name and the characters exceed the allowable limit of 16. The maximum field length includes the comma.

No dir available

Appears when the Company Directory is empty. Either Norstar Voice Mail mailboxes have not been initialized by the owners, or there are no mailboxes registered with Norstar Voice Mail.

No glist avail

Appears when the maximum number of Group Lists is assigned. The maximum number of Group Lists is 99.

No match

Appears when a mailbox owner is not found that is similar to the characters entered when using the Company Directory. Check the correct spelling of the mailbox owner's name.

No mbox avail

Appears when the maximum number of mailboxes is registered with Norstar Voice Mail. The total number of mailboxes is 500. This number includes the System Coordinator and General Delivery Mailboxes.

No msg notify

Appears when Message Notification is not enabled. Message Notification is assigned in the Class of Service.

Norstar Voice Mail Error Messages E - 5

No origin mbox

Appears when the message received by a mailbox is sent by someone who does not have a mailbox registered and initialized with Norstar Voice Mail. These types of messages cannot use the Norstar Voice Mail Reply Option.

No party connect

Appears when trying to transfer a call before establishing an active call.

No previous msgs

Appears while the first message in a mailbox is playing, and the command is entered to play the previous message.

Norstar Voice Mail busy

Appears when the maximum number of users are accessing Norstar Voice Mail.

Not allowed

Appears when a user is not allowed access to a feature or Feature Code, or when a second user attempts to access the Configuration, Operator Status, or Date and Time Feature Codes. This message also appears when the message being recorded has too many Forward(s) and Reply(s) inserted. This message also appears when a recorded message reaches its maximum number of segments. This is caused by repeatedly using 'pause' and 'cont' while recording a message. Another case when this message appears is when a Group List number is entered as a mailbox member of another Group List. A Group List number cannot be added to a Group List.

Not recorded

Appears when a Primary or Alternate Greeting is selected before it is recorded.

Options cancel

Appears when Delivery Options are canceled while sending a message.

Out of space

Appears when the Norstar Voice Mail Message Storage capacity is full. You must delete old messages from the General Delivery Mailbox and have mailbox owners delete any unnecessarily stored messages from their mailboxes.

E - 6 Norstar Voice Mail Error Messages

Party not available

Appears when a mailbox owner tries to use the Reply feature to reply to an external call, but there is no CLID information contained in the message left by an external caller.

Pswd too long

Appears when a password entered exceeds eight digits. A password must be between four and eight digits in length.

Rec too long

Appears when a recorded message is too long. Message or greeting length for a mailbox is determined by the Class of Service.

Rec too short

Appears when a recorded message is too short.

Speak louder

Appears when recording a greeting or message and the minimum volume level of Norstar Voice Mail is not met. Do not use Handsfree. When recording a greeting or message, speak directly into the handset of your Norstar telephone.

Appendix F: Norstar Voice Mail samples and tips

Sample Norstar Voice Mail set ups

There are several ways to set up Norstar Voice Mail in your company. How you choose to set up Norstar Voice Mail depends on the type of Norstar Business Communication System you have, if Norstar is behind a PBX, and how many Central Office (CO) lines you use.

This sample Norstar Voice Mail set up describes four different sample configurations. It also describes some useful application tips at the end.

Setting Up Norstar Voice Mail in a small company

The On Your Toes Dance Studio has a Compact Norstar Business Communication system. The Norstar installer programmed both Norstar and Norstar Voice Mail. The installer programmed Norstar Voice Mail to be the Norstar Call Forward No Answer telephone for each extension. This means that any call not answered by a user is then transferred to the user's mailbox.

Each mailbox owner has buttons programmed for the Norstar Voice Mail Leave Message and Open Mailbox Feature Codes. This allows easy access to these frequently used features.

All of the employees have been assigned a mailbox number that is the same as their Norstar Directory Number (DN). All of the mailbox owners have initialized their mailbox, and recorded and selected a Personal Greeting.

For the purpose of this example, we are going to look at how Norstar Voice Mail and Norstar work together in call handling.

F - 2 Norstar Voice Mail samples and tips

The central receptionist

The On Your Toes Dance Studio's receptionist/registrar handles all calls from the studio's published telephone number. When the receptionist cannot answer the telephone within four rings, the Norstar Voice Mail Automated Attendant answers the call. The receptionist has also been appointed as the Norstar Voice Mail Designated Operator. Whenever a caller presses to speak with the operator, the caller is transferred back to the central receptionist/registrar.

Here is how On Your Toes Dance Studio's communication system works.

The On Your Toes Dance Studio's public telephone number is 555-2468. The studio subscribes to custom calling services from its telephone company and this number forwards to any available (non-busy) line in a group of eight lines. All eight lines appear on the central receptionist telephone.

Norstar Voice Mail is the Prime Set for each of the eight lines. Norstar's Delayed Ring Transfer (DRT) feature is used to forward unanswered lines to the Automated Attendant. The DRT to Prime is set to YES, and the DRT Delay is set to four.

Note: Delayed Ring Transfer is a Norstar system-wide call handling feature. All lines on the Norstar programmed DRT to Prime are forwarded after four rings. In the Norstar Configuration, this is done by setting the Prime Set of the line to the Norstar Voice Mail DN.

Norstar Voice Mail uses the Greeting Table 1 to answer all calls after four rings. Depending on the time of day, different recorded greetings play for the Morning, Afternoon, and Evening. When the Business Status is NO, the Non-business Hours Greeting plays.

Important: Lines must be assigned to a Greeting Table before the Greeting Table greetings are used.

Norstar Voice Mail samples and tips F - 3

Greetings have been recorded by the System Coordinator and say:

- | | |
|----------------|---|
| Greeting No. 1 | <i>"Good morning. You have reached On Your Toes Dance Studio. The studio is closed at this time. Please stay on the line to leave a message."</i> (The Norstar Voice Mail voice prompts play after the greeting. You can make Company Greetings up to five minutes long.) |
| Greeting No. 2 | <i>"Good afternoon. You have reached On Your Toes Dance Studio."</i> |
| Greeting No. 3 | <i>"Good evening. You have reached On Your Toes Dance Studio."</i> |
| Greeting No. 4 | <i>"You have reached On Your Toes Dance Studio. The studio is closed at this time. Please stay on the line to leave a message."</i> |

Greeting Table 1 automatically answers calls using greetings 1 through 4. Greetings 1 through 4 play until the System Coordinator assigns different numbered greetings.

When Greeting Table 1 was configured, the Primary Language was set as English.

The Costume Room

The Costume Room has one telephone with a Norstar Voice Mail mailbox. Calls are directed to the Costume Room attendant by the receptionist/registrar or the Automated Attendant. When the attendant is not available, the caller is forwarded to the Costume Room mailbox. The mailbox primary message says:

"You have reached the Costume Room. No one is available to take your call. Please leave your name and number and a brief message after the tone and we will return your call as soon as possible."

F - 4 Norstar Voice Mail samples and tips

Setting Up Norstar Voice Mail in a medium sized company

The Bridge Stone Company is an engineering firm that has a Compact Norstar Business Communication system. The Norstar installer programmed both Norstar and Norstar Voice Mail. The installer programmed Norstar Voice Mail to be the Norstar Call Forward No Answer telephone for each extension. This means that any call not answered by a user is transferred to the user's mailbox.

Each mailbox owner has keys programmed for the Norstar Voice Mail Leave Message and Open Mailbox Feature Codes. This allows easy access to these frequently used features.

All employees have been assigned a mailbox number that is the same as their Norstar extension number. All mailbox owners have initialized their mailbox, and recorded and selected a Personal Greeting.

When the receptionist is not available, the Custom Call Routing application allows incoming callers to route their own call along a call path.

For the purpose of this example, we are going to look at how Norstar Voice Mail, CCR and Norstar work together in call handling.

The central receptionist

Bridge Stone's central receptionist handles all calls from Bridge Stone's published telephone number. When the receptionist is unable to answer the telephone within four rings, the Norstar Voice Mail Automated Attendant answers the call. The receptionist has also been appointed as the Designated Operator. Whenever a caller presses to speak with the operator, the caller is transferred to the central receptionist.

Here is how Bridge Stone's communication system works.

Bridge Stone's public telephone number is 555-1234. All lines appear on the central receptionist's telephone. Norstar Voice Mail is the Prime Set for each of the six lines. The Norstar Delayed Ring Transfer (DRT) feature is used to forward unanswered lines to the Automated Attendant.

 Norstar Voice Mail samples and tips **F - 5**

Note: Delayed Ring Transfer is a Norstar system-wide call handling feature. All lines on the Norstar programmed with DRT to Prime are forwarded after four rings. In the Norstar Configuration, this is done by setting the Prime Set of the line to the Norstar Voice Mail DN. The DRT to Prime is set to YES, and the DRT Delay is set to four.

Norstar Voice Mail uses Greeting Table 1 to answer all calls after four rings. Depending on the time of day, different recorded greetings play for the Morning, Afternoon, and Evening. When the Business Status is NO, the Non-business Hours Greeting plays.

Greetings have been recorded by the System Coordinator and say:

- | | |
|----------------|--|
| Greeting No. 1 | <i>"Good morning. You have reached Bridge Stone Engineering." (The CCR Home Menu Voice Prompts play after the greeting. You can make Company Greetings up to five minutes long.)</i> |
| Greeting No. 2 | <i>"Good afternoon. You have reached Bridge Stone Engineering."</i> |
| Greeting No. 3 | <i>"Good evening. You have reached Bridge Stone Engineering."</i> |
| Greeting No. 4 | <i>"You have reached Bridge Stone Engineering. Our office is closed at this time. Please stay on the line to leave a message."</i> |

Greeting Table 1 automatically answers calls using greetings 1 through 4. Greetings 1 through 4 play until the System Coordinator assigns different numbered greetings.

When the Greeting Table was configured, the Primary Language was set as English.

Important: Lines used must be assigned to the Greeting Table before the Greeting Table greetings are used.

F - 6 Norstar Voice Mail samples and tips

Following the Company Greeting the CCR Home Menu Voice Prompt plays. This menu provides a list of single-digit options to a caller. A caller, after listening to the Home Menu, selects an option by pressing a number on any tone dial telephone. For example:

“To speak to our customer service representative, press [1]. To reach our sales department, press [2]. To reach our shipping and receiving department, press [3]. To speak with our receptionist, press [0].”

The Customer Service and Sales department

This department has two secretaries, two customer service representatives, two sales agents, a sales manager, and a customer service manager. Norstar Voice Mail is set up to answer all calls with callers selecting either customer service or sales from the Home Menu Voice Prompt.

Incoming calls for customer service are transferred directly to the customer service secretary. Incoming calls for sales are transferred directly to the sales secretary.

The managers

Bridge Stone managers have a personal CO line that appears on their private telephone and their secretary's telephone. The managers have their secretary answer all calls, and then transfer the calls to each manager's telephone.

When the managers are unavailable to take a call, the call rings back at the secretary's extension. The secretary handles the call by suggesting that the caller leave a voice message in the manager's Personal Mailbox. When the caller wants to leave a message, the secretary transfers the caller using the Norstar Voice Mail Transfer Feature (Feature 986).

When Norstar Voice Mail is set up in this manner, the Norstar Call Forward No Answer for the manager's set is not used. The secretary answers the manager's calls and uses Norstar's Transfer Feature to transfer the caller to the manager's telephone. Norstar's Transfer Callback Feature returns the call to the secretary's telephone when a manager is not available to take a call.

Important: The secretary's telephone has a ringing line appearance. This telephone cannot be forwarded to another telephone.

Norstar Voice Mail samples and tips F - 7

Shipping and Receiving

All the employees in this department share the same Norstar telephone. This department uses one telephone line that is assigned to the loading dock. This line is assigned to Path 3 of the Home Menu.

The shipping and receiving department mailbox greeting informs callers they can leave a message or press 0 to speak with the receptionist.

Norstar Voice Mail set up tips

Norstar Voice Mail can be set up to be used in a number of different ways. The following suggestions show how you can use the Norstar Voice Mail features in your company.

Note: Messages informing callers of immediate mailbox access should direct the caller to press * followed by the mailbox number.

Setting up a Norstar Voice Mail mailbox for customer orders.

You can set up a unique mailbox to handle customer orders. Instead of recording a Personal Mailbox Greeting, you can have a greeting that includes customer ordering information.

When the Company Greeting is recorded, the customer must be informed about the mailbox availability. For instance, if a mailbox is being used to inform callers about product availability and ordering, the greeting would include:

*"...for information about new product availability, press *53, for information about the Marketing Management course, press *54..."*

The individual mailbox greetings would inform callers about the particulars of the product, and also instruct callers to leave their name and telephone number for ordering or to receive personal attention by a company employee.

Each mailbox set up for announcements would be added to Norstar Voice Mail as a Guest Mailbox. These mailboxes do not have an operating Norstar extension.

F - 8 Norstar Voice Mail samples and tips

Setting up a Norstar Voice Mail mailbox for customer announcements.

You can set up a unique mailbox to be used for announcements to clients or customers. Instead of recording a Personal Mailbox Greeting, you can record the announcements and tell the callers to leave a message after the tone.

Assigning a special telephone number for direct access to Norstar Voice Mail for company employees.

You can use an existing CO line or you can have a new line added to your existing line configuration. If you will be adding a new line, call your Advice line.

Assigning special incoming telephone lines to Norstar Voice Mail for frequent callers.

You can use an existing CO line or you can have a new line added to your existing line configuration. If you will be adding a new line, call your advice line.

Turning off the Automated Attendant

You can turn off the Automated Attendant at any time. The Automated Attendant is off when the line answer is designated as NO. When the Automated Attendant is off, you should disable the General Delivery Mailbox. This prevents callers from leaving a message unless they are deliberately transferred to a valid mailbox using Feature 986.

To turn off the Automated Attendant, refer to **Section 3, Viewing and changing line configuration**. To disable the General Delivery Mailbox, refer to **Section 3, Enabling and disabling the General Delivery Mailbox**.

Turning Off the Voice Mail Option

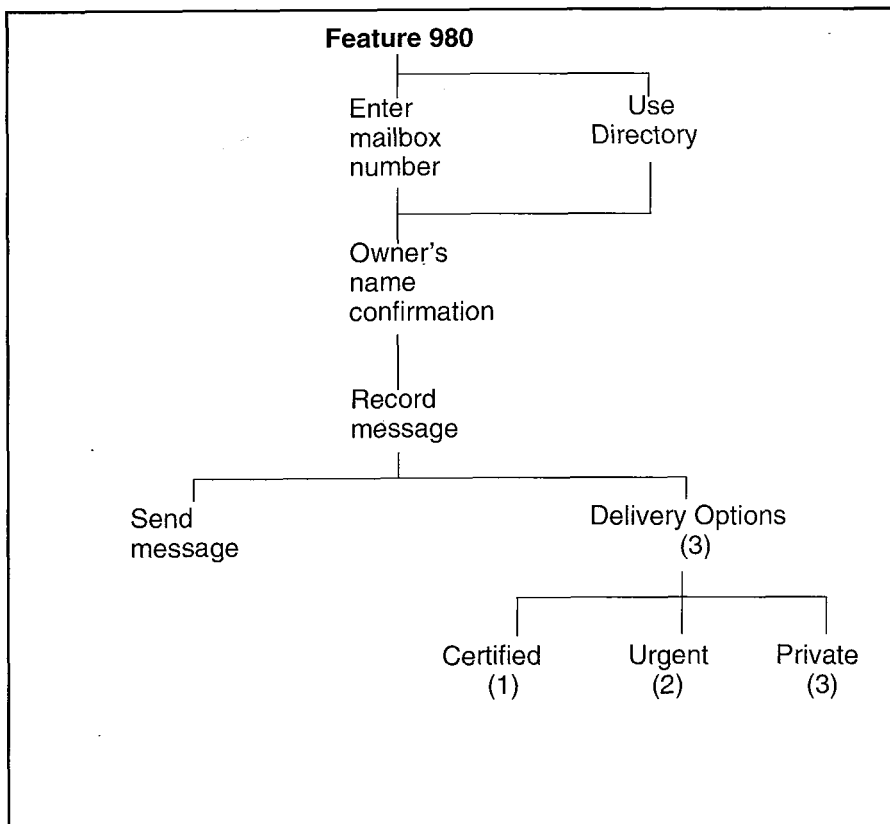
You can turn off the Voice Mail Option at any time. When the Voice Mail Option is turned off, Norstar Voice Mail mailboxes cannot be accessed. When a caller tries to access an extension that is busy or does not answer, the Automated Attendant Voice Prompt plays.

To turn off the Voice Mail Option, refer to **Section 3, Enabling and disabling Voice Mail**.

F - 10 Norstar Voice Mail samples and tips

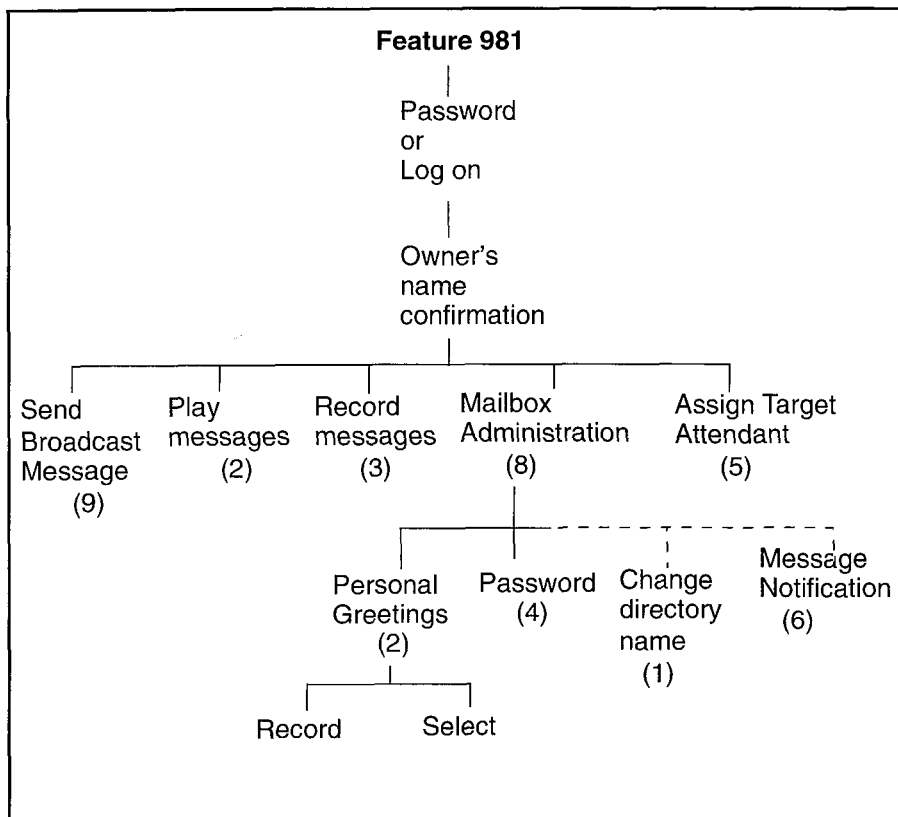
Appendix G: Norstar Voice Mail Features

Feature 980: Send Messages



G - 2 Norstar Voice Mail Features

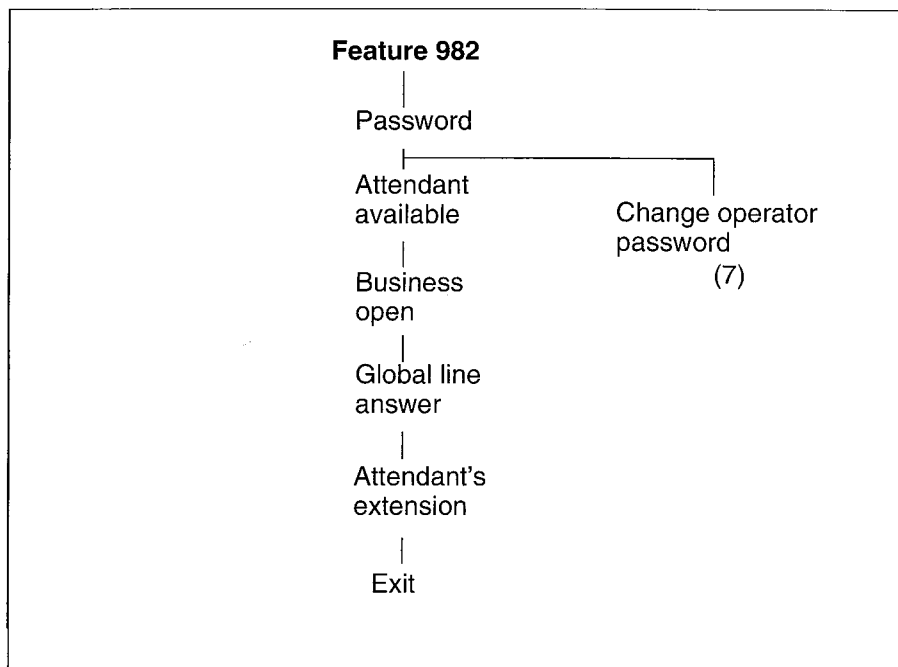
Feature 981: Open Mailbox



Note: The first time a mailbox is opened, the subscriber is asked to initialize the mailbox by entering a password and recording a name in the directory. The System Coordinator can send a Broadcast Message from the System Coordinator's Mailbox by entering

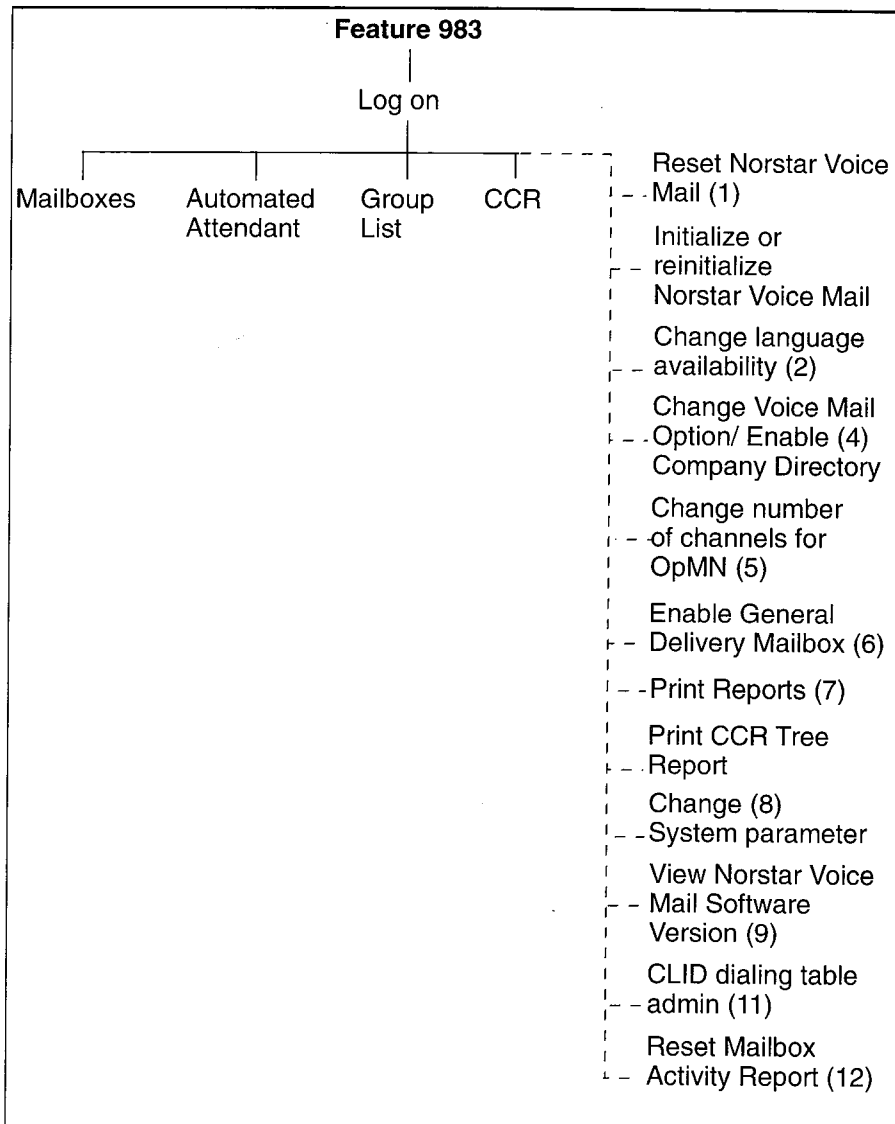
Feature logging on and pressing

Feature 982: Set Operator Status



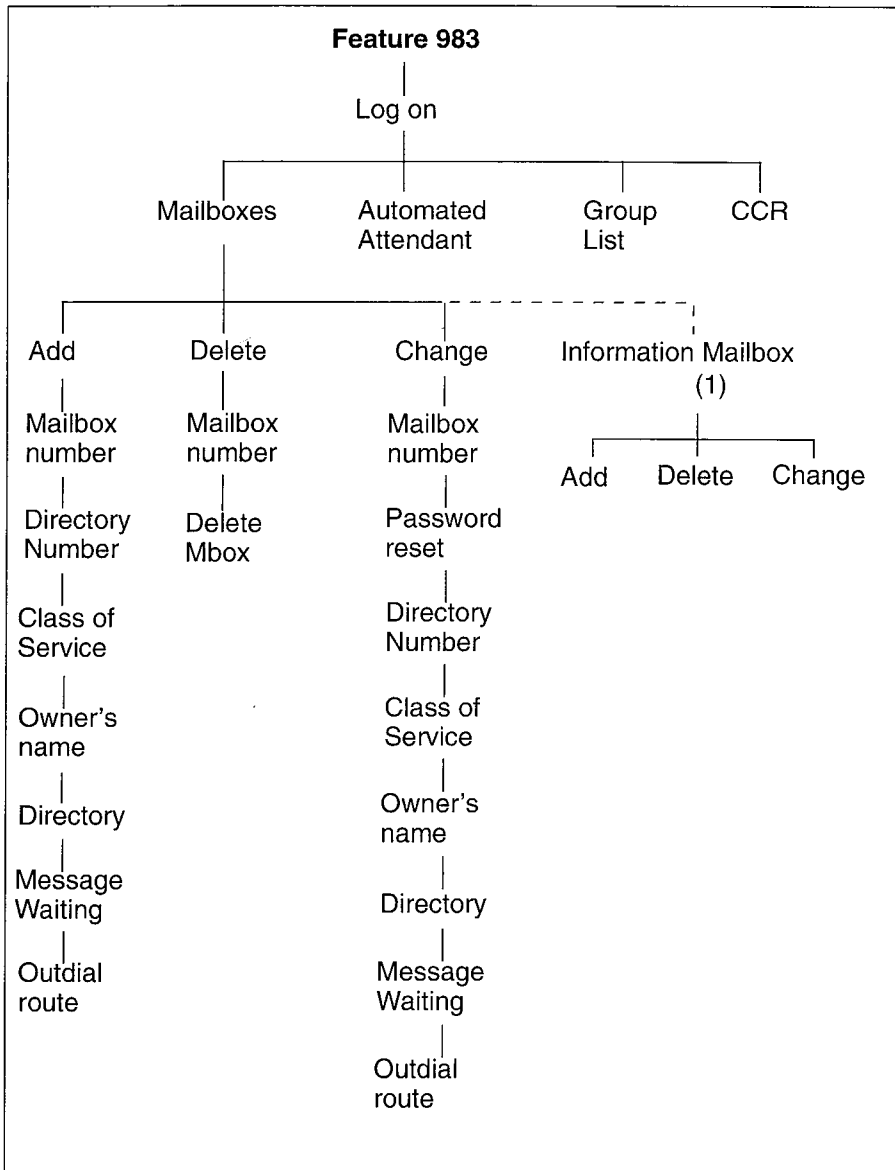
G - 4 Norstar Voice Mail Features

Feature 983: First level

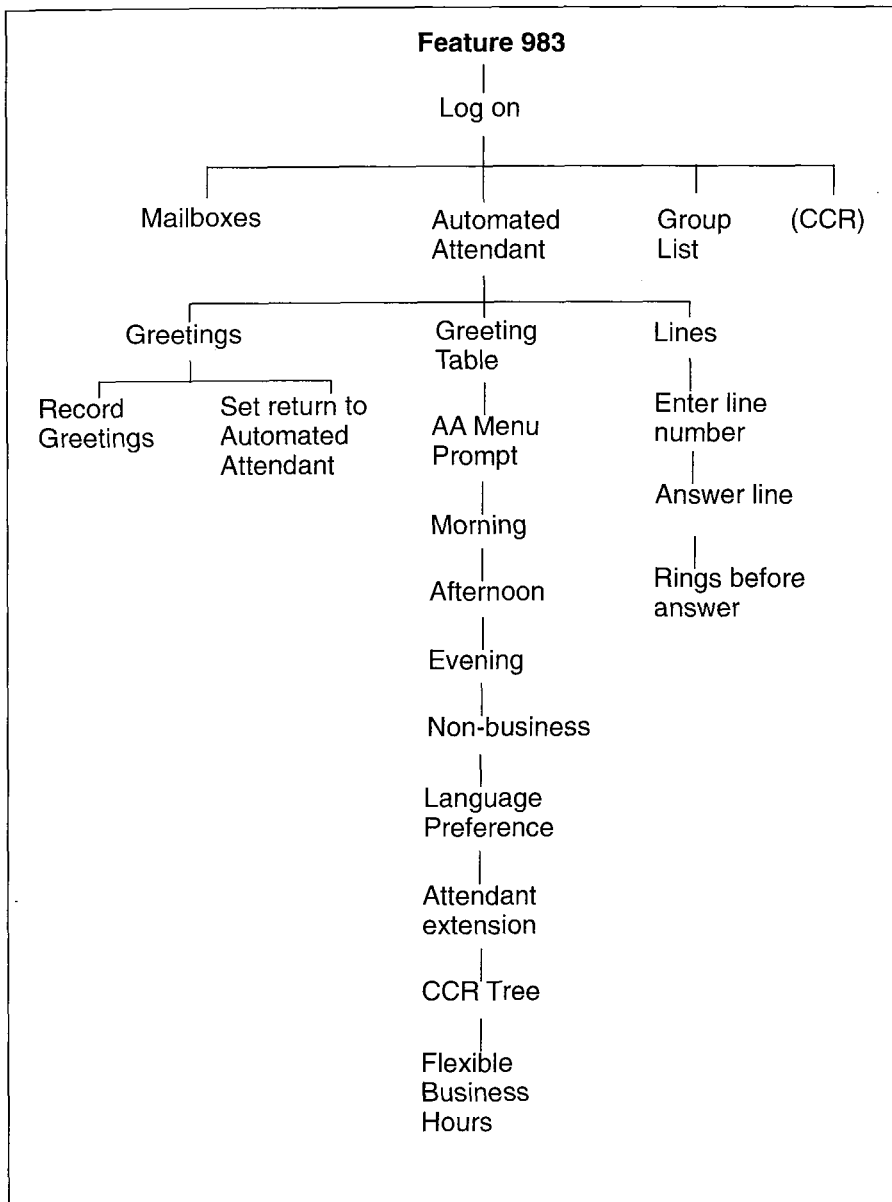


Note: All numbered options are available, but not verbally or visually prompted.

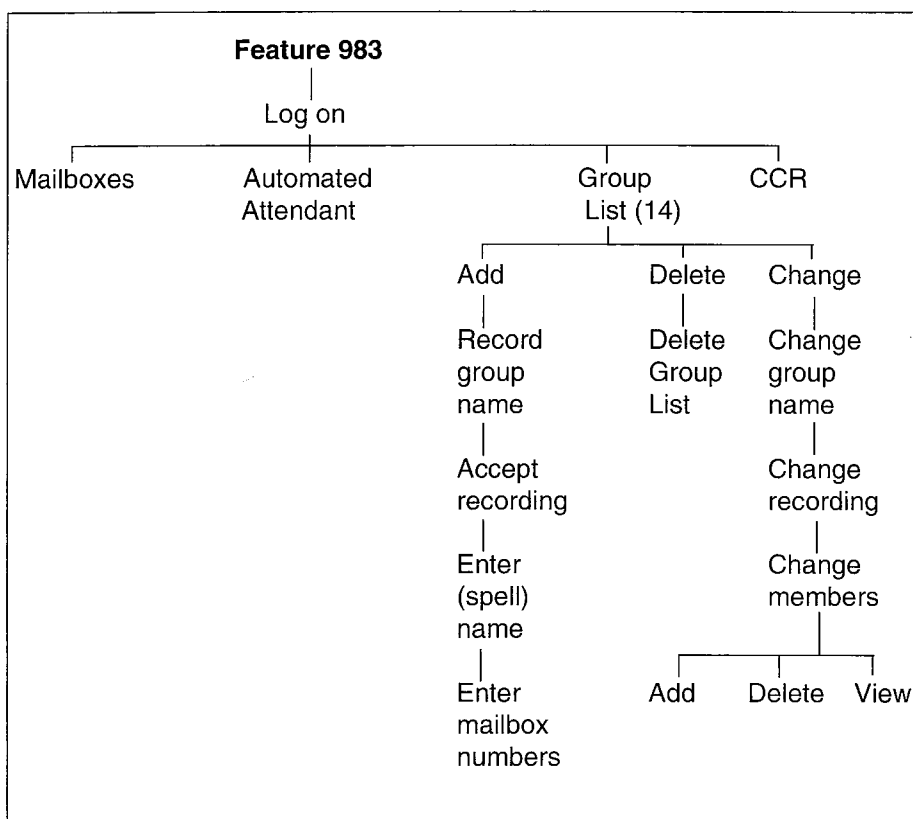
Feature 983: Mailboxes



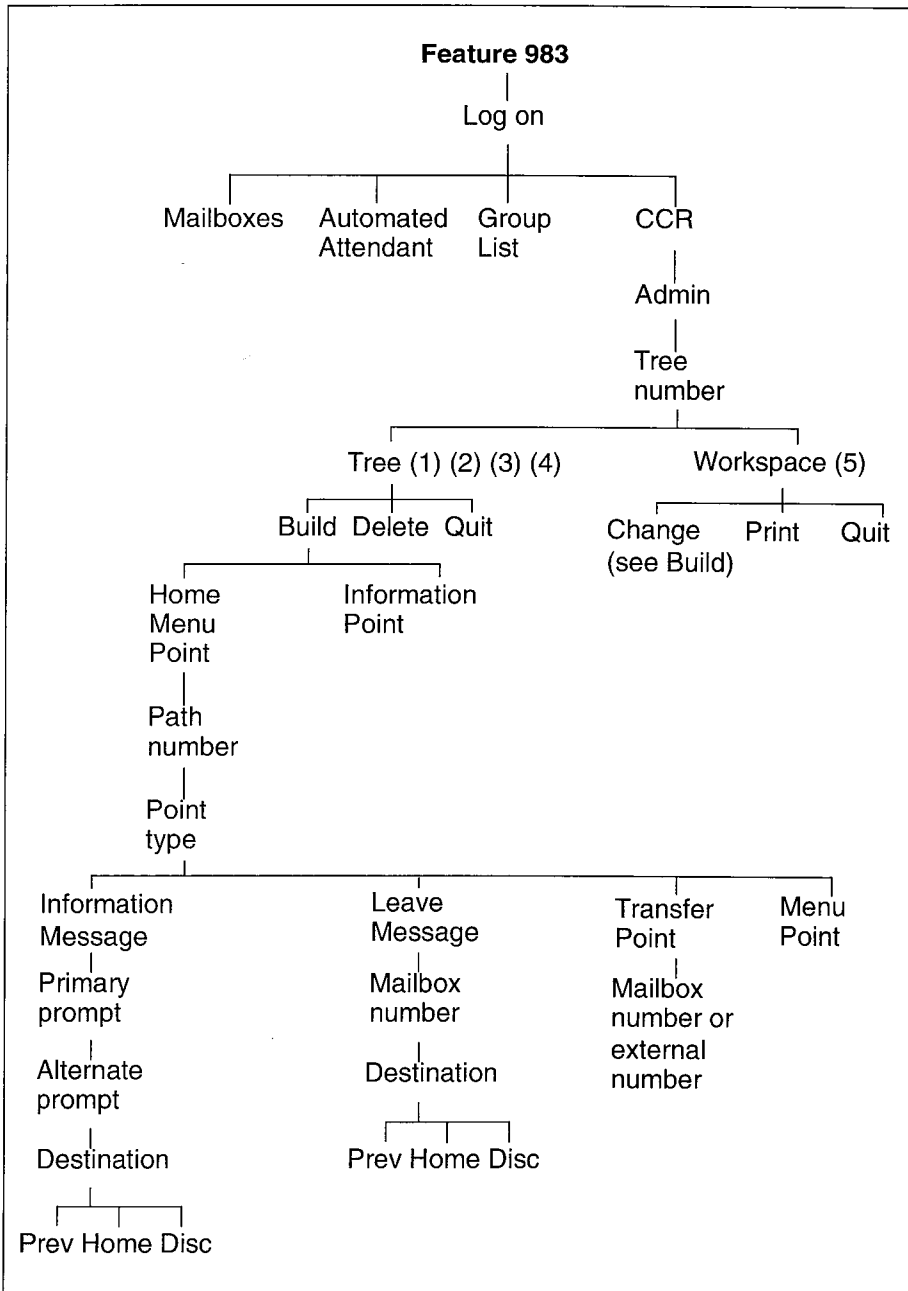
Feature 983: Automated Attendant



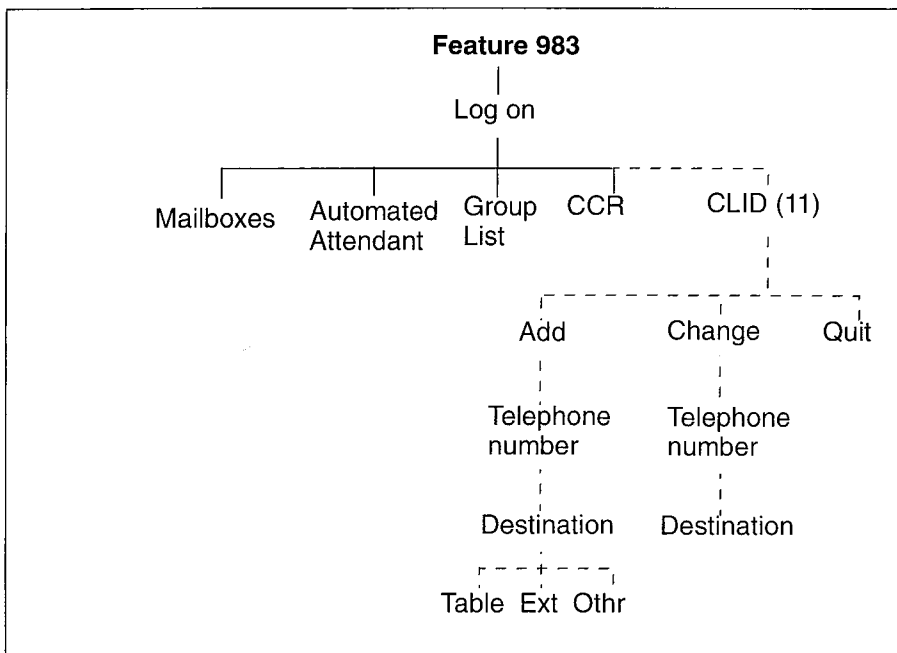
Feature 983: Group List



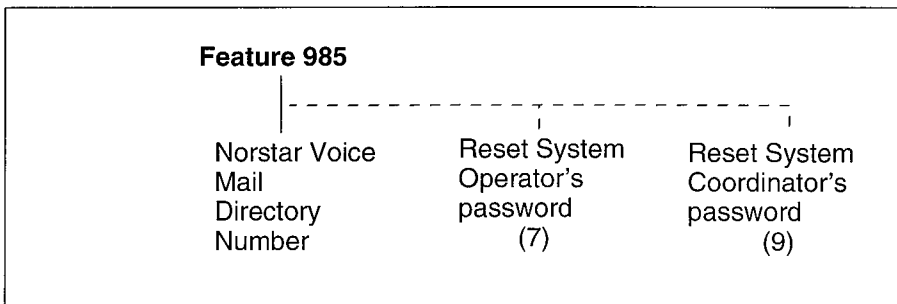
Feature 983: Custom Call Routing (CCR)



Feature 983: CLID Administration



Feature 985: Programming menu structure



G - 10 Norstar Voice Mail Features

Glossary

Administration

The tasks involved in maintaining the Norstar Voice Mail Mailboxes, Greetings and set up configuration. Administration also involves setting up and maintaining the CCR Tree.

Alternate Greeting

A greeting that is recorded for a Personal Mailbox and played only on exceptional occasions such as absence, illness, or vacation.

Alternate Language

Norstar Voice Mail software is available in either English and French or English and Spanish. When the Primary Language is English, the Alternate Language is either French or Spanish.

Analog Terminal Adapter (ATA)

A Norstar product that allows for the connection of an analog device, such as a single-line telephone or a facsimile machine, to a Norstar KSU.

Attendant sign ON/OFF

The task that is performed by a company Receptionist or Designated Operator that indicates to Norstar Voice Mail when an "Operator" is available to answer calls.

Automated Attendant

The Norstar Voice Mail answering service that answers incoming calls with a Company Greeting, plays a list of Norstar Voice Mail Options to a caller, and performs call routing functions in response to a caller's selections.

Blind Call

An incoming call where the caller is transferred directly to the extension requested.

Glossary - 2

Broadcast Message

A message that can only be sent by the System Coordinator. This type of message is played in all initialized Personal Mailboxes and plays immediately when the mailbox is opened by the owner. It is automatically deleted after the mailbox owner listens to the message.

Business Status

A Norstar Voice Mail setting that tells Norstar Voice Mail whether a company is open or closed for business.

Call Path

The route an incoming call takes along a CCR Tree. Each call Path provides the caller with options and access to Points.

Call Transfer Type

A transfer that directly connects the caller with the desired extension.

Channel configuration

The number of channels on the Norstar Voice Mail unit that are designated for outdialing.

Class of Service

A predetermined number designation that specifies the Norstar Voice Mail Options for a mailbox.

Company Directory

An internal voice list that contains the names of users with initialized mailboxes who have been designated to appear in the directory.

Configuration

The tasks involved in setting up the different parameters of Norstar Voice Mail. For example, configuring the Central Office (CO) lines answered by Norstar Voice Mail.

Configuring Norstar Voice Mail lines

The tasks involved in determining which exchange lines are answered by Norstar Voice Mail and which Greeting Table is assigned.

Conventions

The way certain information has been described. For example, using underlined text to represent second-line display prompt information.

Custom Call Routing Tree

Call Paths that allow users to select options to direct their own calls.

Default

The parameters that are preset within Norstar Voice Mail.

Designated Operator

An individual in a company who has been assigned to answer the Norstar Voice Mail Operator request option.

Destination

Where a call is transferred from an Information Message or a Leave Message Point. There are three Destination Types: Home Menu, Previous Point and disconnecting the caller.

Display

A one- or two-line screen on a Norstar telephone that shows Norstar Voice Mail commands and options.

Directory Number length

The number of digits in a Norstar DN and a Norstar Voice Mail mailbox number. The DN length ranges from two to seven digits.

Display buttons

The three buttons that appear on a Norstar two-line display. When pressed, these buttons select the specified Norstar Voice Mail Option.

Display Options

The choices available to a user that appear on the Norstar two-line display. Options appearing on the display can be selected using the display or dialpad buttons.

DTMF

Dual tone multifrequency.

Glossary - 4

Envelope information

A date and time stamp that appears on all messages left in a mailbox. When the message has been left by another mailbox owner, envelope information includes the message sender's name.

Extensions

A two- to seven-digit number that is used to reach a designated telephone.

Feature Code

A unique three-digit code that is used to access Norstar Voice Mail Features and Options.

General Delivery Mailbox

One of the two Special Mailboxes used to collect messages for individuals in a company who have not been assigned Personal Mailboxes.

Greetings

There are three types of Norstar Voice Mail Greetings: Company Greetings and Personal Mailbox Greetings and Information Mailbox Greetings. Company Greetings are played by the Automated Attendant to incoming callers. Personal Mailbox Greetings are played to callers who want to leave a message in the selected mailbox. Information Mailbox Greetings are played to describe goods or services available to callers.

Greeting Tables

A unit for storing recorded greetings and the CO line number answered by Norstar Voice Mail. There are 4 Greeting Tables.

Group Lists

A collection of mailbox numbers that are assigned a special "Group" number by Norstar Voice Mail. When a message is sent to a Group List, all mailboxes contained in the list receive the same message.

Guest Mailbox

A mailbox that is assigned to a user who does not have an extension.

Home Menu

An introduction voice prompt that can be a menu or a message. The Home Menu provides a list of single-digit options to a caller. A caller, after listening to the Home Voice Menu, selects the option by pressing a number on any tone dial telephone. The Home Message can also provide information to a caller. After the Information Message plays, the call is disconnected.

Home Menu Voice Prompt

A voice prompt that provides an Information Message or a list of number options. When pressed, these options route a caller to: a next level menu, an Information Message, a Leave Message Point, or an extension.

Information Mailbox

A mailbox that provides a caller with a message describing goods or services available from your company.

Initialize mailbox

Preparing a mailbox to receive messages, which includes changing a mailbox default password, recording a Company Directory name, and recording Personal Mailbox Greetings.

Initializing Norstar Voice Mail

Preparing the Norstar Voice Mail settings that are used in mailbox number length and Language preference.

Leave Message

The Feature Code used to leave messages in Norstar Voice Mail mailboxes.

Leave Message Point

A Point along a CCR Tree call Path where the caller has the option to leave a message in a mailbox.

M7100 telephone

The Norstar model M7100 telephone that has a single-line display, and one programmable button without an indicator.

Glossary - 6

M7208 telephone

The Norstar model M7208 telephone that has a single-line display, and eight programmable buttons with indicators.

M7310 telephone

The Norstar model M7310 telephone that has a two-line display with three display buttons, 10 programmable buttons with indicators, and 12 dual programmable buttons without indicators.

M7324 telephone

The Norstar model M7324 telephone that has a two-line display with three display buttons, and 24 programmable buttons with indicators.

Mailbox

A storage place for messages on the Norstar Voice Mail system.

Mailboxes

Part of the **Norstar Voice Mail Programming Record** that contains mailbox information which includes mailbox number, assigned extension number, user name, and Directory Overrides.

Mailbox number length

The number of digits allowed in a mailbox number. The mailbox number length ranges from two to seven digits.

Mailbox Overrides

The two Mailbox Overrides are optional parameters in addition to the Class of Service values. The Mailbox Overrides are: Include in Company Directory and Message Waiting Notification.

Menu Point

A Point along a CCR Tree call Path where voice prompts provide a caller with a list of options.

Message Delivery Options

Message sending options that are stamped onto a message. There are four Message Delivery Options: Normal, Certified, Urgent and Private. A Message Delivery Option can be assigned to a message after a user has selected a mailbox, or after recording a message.

Message Waiting Notification

A display prompt that informs a mailbox owner when a message has been left in a mailbox. This Norstar Voice Mail Feature is a Mailbox Override.

Norstar Applications Module

The hardware component of Norstar Voice Mail.

Off-premise Message Notification

Allows you to direct your messages to any telephone number, extension or to a pager. This Norstar Voice Mail Feature is part of the Class of Service.

Operator default extension

The Receptionist or Norstar Voice Mail Designated Operator's default extension. This default is preset to none, and must be changed to any valid extension that operates on the Norstar Business Communication System.

Operator Status

The Norstar Voice Mail indicator that determines if a company's Receptionist or Designated Operator is available.

Option

A Norstar Voice Mail choice that is given to a user through voice or display prompts.

Password

A four- to eight-digit number that is entered using the dialpad. A password is used to open mailboxes or perform configuration tasks.

Path number

An identification number assigned to a Path on each CCR Tree. The number represents the sequence of digits that callers enter to route themselves along the call Path.

Personal Mailboxes

Mailboxes that are assigned to users as a place to store messages.

Glossary - 8

Point

A Point is an option along the call Path of a CCR Tree. A Point can be the Home Menu, a Menu, an Information Message, a mailbox or an extension.

Primary Greeting

The main greeting played in a Personal Mailbox to callers wanting to leave a message.

Programmable memory buttons

Buttons on the Norstar one- and two-line display telephones that can store Feature Codes and numbers.

Registering mailboxes

A System Coordinator task that adds mailboxes to Norstar Voice Mail using the Configuration Feature Code.

Reports

The six different types of Reports used to view Norstar Voice Mail programming, the amount of available message storage time, and CCR programming and administration.

Resetting passwords

A System Coordinator task that changes a mailbox password from its current setting back to the Norstar Voice Mail default setting 0000 (four zeros).

Resetting Norstar Voice Mail

Returning the Norstar Voice Mail voice module to its original default settings.

Special Mailboxes

The two mailboxes used by the System Coordinator and Designated Operator. The two Special Mailboxes are: System Coordinator and General Delivery.

Norstar Voice Mail Programming Record

The Norstar outline where Norstar Voice Mail configuration and CCR Tree information is written down.

Glossary - 9

System Coordinator

The person responsible for configuring, updating, and maintaining the Norstar Voice Mail system.

System Coordinator Mailbox

One of the two Special Mailboxes used by the System Coordinator for sending Broadcast Messages. This is the System Coordinator's Personal Mailbox.

Target Attendant

The Target Attendant is assigned to answer a telephone when a caller opens a mailbox to leave a message and presses to reach the Operator.

Tone dial telephone

A push button telephone that emits DTMF tones.

Transfer Point

A message that provides a single-digit option to access an extension or an external number.

Voice Prompts

The prerecorded voice instructions that are played when accessing the different Norstar Voice Mail Features and Options. Voice Prompts also guide a caller along the call Path of a CCR Tree.

Glossary - 10

Index

A

About Norstar Voice Mail, 2-1
 Access Security, 2-15
 Adding lines, 3-22
 Afternoon Greeting, 3-20
 Alternate Language, 3-2, 3-11, 3-14
 Analog Terminal Adapter, 2-20
 Assigning the Voice Mail option,
 3-26
 Attendant Sign, 8-1
 Automated Attendant, 2-4, 2-10,
 3-17, 10-1, 10-2
 About, 2-10
 Menu Prompt, 2-4, 3-17
 Recording, 3-17
 Automated Attendant status
 Changing, 8-7

B

Bilingual, 3-2
 Broadcast Message, 4-14, 6-1, 6-2
 How to send, 6-2
 When to send, 6-2
 Business Hours, 3-3, 3-20
 Setting, 3-20
 Business Status, 8-3
 Changing, 8-3
 Setting, 8-4

C

Call answering, 2-4, 2-6
 External calls, 2-4
 Internal calls, 2-3
 Overview, 2-6
 Call Identification, 5-3, 5-6

Call Identification Table, 3-27
 Setting up, 3-27
 CCR Tree
 Information Messages, 7-10
 Channels for outdialing, 3-32
 Class of Service, 3-4, 4-2, 4-3, 5-9
 Language prompts, 4-2
 Retry interval, 4-2
 Summary, 4-3
 Command line, entering characters,
 2-18
 Company Directory, 2-11, 3-33, 4-4,
 4-14, 10-4
 About, 2-11
 Changing access, 3-33
 Changing recording, 6-7
 Recording Mailbox, 4-14
 Configuring the lines, 3-22
 Conventions, guide, 1-4
 Angled brackets, 1-4
 Command line, 1-4
 Key options, 1-4
 Keys, 1-4
 Custom Call Routing (CCR), 3-4,
 3-5, 7-1
 About the Tree, 7-3
 Deleting a Tree, 7-25
 Destination Type, 7-5
 Disabling, 7-16
 Enabling a Tree, 7-15
 Home Menu, 7-3, 7-5
 How it works, 7-1
 Leave Message Point, 7-12
 Paths, 7-5
 Saving a Tree, 7-14
 Setting Up, 7-1

ii - Index

- Testing a Tree, 7-27
- Transfer Point, 7-13
- Troubleshooting, 10-6
- Customized Automated Attendant
 - Prompt
 - Recording, 3-17
- D**
- Deleting, 6-11
 - Group List, 6-11
- Deleting a mailbox, 5-11
- Destination Type, 3-28
 - Assigning, 3-28, 7-11
 - Changing, 7-24
 - Disconnect, 7-11
- Destination Type, CCR, 7-5
- Directory Report, 9-2
- Disabling a CCR Tree, 7-16
- Display, 2-17
 - Single-line, 2-17
 - Two-line, 2-17
- E**
- Enabling a CCR Tree, 7-15
- Erasing a CCR Path, 7-26
- Error messages, E-1
- Evening Greeting, 3-20
- Exiting from Norstar Voice Mail,
 - 2-20, 2-21
- External calls, 2-4
- F**
- Feature Codes, 2-7, 2-8, 3-3, 3-6,
 - 3-7, 3-8
 - About, 2-7
 - Determining, 3-6
 - Frequently used, 3-8
 - Leave Message, 2-8
 - Open Mailbox, 2-8
 - Operator Status, 2-8
 - System Administration, 2-8
 - Transfer, 2-9
 - Verifying, 3-7
- Forward denied, 10-2
- G**
- General Delivery Mailbox, 3-30,
 - 4-13, 5-1, 5-7, 10-2
 - Assigning, 3-30
 - Replying to messages, 5-7
- Greeting Table, 3-3, 3-11, 3-19
 - Adding lines, 3-22
 - Assigning a greeting, 3-16
 - Assigning Target Attendant,
 - 3-19
 - Assigning to lines, 3-11
 - Determining, 3-13
 - Determining information, 3-13
 - Organization, 3-12
 - Preparing greetings, 3-13
 - Recording Company Greetings,
 - 3-15
 - Setting up, 3-11
 - Summary, 3-3
 - Using the Alternate Language,
 - 3-11
- Greetings, 10-2
 - Afternoon, 3-20
 - Assigning to a Table, 3-18
 - Assigning to Greeting Table,
 - 3-16
 - Evening, 3-20
 - Morning, 3-20
 - Preparing, 3-13
 - Recording Company Greetings,
 - 3-15
- Group List, 3-3, 3-4, 6-5, 10-5
 - Adding, 6-5
 - Changing members, 6-9
 - Changing name, 6-7
 - Delete, 6-11
 - Group Message, 6-12
 - Preparing, 6-3
- Group Messages, 6-3
 - Group List, 6-3

Index - iii

- Guest Mailbox, 4-5, 4-8, 4-9
 - Adding, 4-9
 - Using, 4-8
- Guide, organization, 1-2
- H**
- Home Menu point, 7-3
- Home Menu, CCR, 7-5
 - Voice prompt, 7-7
- I**
- Include in Company Directory,
 - override, 4-4
- Information Mailbox, 2-13, 4-5, 4-10
 - Adding, 4-12
- Information Message
 - Adding, 7-10
 - Changing, 7-19, 7-21
 - Destination Type, 7-11
- Information Messages, 7-10
- Internal calls, 2-3
- Interrupting a Voice Prompt, 2-19
- L**
- Language, 3-8
 - Capability, 3-8
 - Changing availability, 3-31
- Language Preference, 3-19
 - Choosing, 3-19
- Leave Message Feature Code, 2-8
- Leave Message Point, 7-12
 - Adding, 7-12
 - Changing, 7-23
- Line Answering, assigning, 8-5
- Line configuration, 3-24
 - Viewing and changing, 3-24
- Lines, 3-22
 - Adding, 3-22
 - Configuring, 3-22
- LOG prompt, 10-3
- Logging on, 2-14
- M**
- Mailbox, 2-11, 2-12, 2-13, 4-1, 4-4, 5-1
 - About, 2-11
 - Administration, 5-1
 - Can't be added, 10-4
 - Changing Class of Service, 5-9
 - Changing name, 5-10
 - Delete, 5-11
 - General Delivery, 3-30
 - Guest, 4-8
 - Information, 2-13, 4-10
 - Not accepting messages, 10-3
 - Options, 5-8
 - Overrides, 4-4, 5-10
 - Password, 5-8
 - Personal, 2-12, 4-1, 5-8
 - Registering, 4-4
 - Rules, 2-13
 - Setting up, 4-1
 - Setting up operator mailbox, 4-20
 - Special, 2-12, 4-13, 5-1
- Mailbox Activity Report, 9-4
- Mailbox List, 3-4
- Mailbox number length, 3-2
- Memory button, programming, 3-8
- Menu Point,
 - Adding, 7-8
- Message, 5-3
 - Broadcast, 6-1
 - Calling sender, 5-6
 - Delivery options, 5-3
 - Group, 6-3
 - Replying, 5-5
 - Sending to group, 6-12
 - Sending to mailbox, 6-1
- Message length, 4-2
- Message time, 4-2
- Message Usage Report, 9-4
- Message Waiting Notification, 4-4

iv - Index

- Message Waiting Notification, override, 4-4
- Messages, 5-3
Listening, 5-3
Lost in a mailbox, 10-4
- Morning Greeting, 3-20
- N**
- Name, changing mailbox, 5-10
- Norstar dialpad, using, 2-16
- Norstar line data verification, 3-2
- Norstar Voice Mail software version, 3-7
- Norstar Voice Mail, about, 2-1
- Norstar Voice Mail, set up, 3-1
Preparation, 3-1
Programming Record, 3-1
- Number of attempts, 4-2
- Numeric Subscriber Mailbox Report, 9-3
- O**
- Off-premise Message Notification, 4-2
- Off-premise Notification, 3-32
Outdialing, 3-32
- Open Mailbox Feature Code, 2-8
- Operator Mailbox, 4-20
- Operator password, 8-2
Resetting, 8-3
- Operator status, 8-2
- Operator Status Feature Code, 2-8
- Options, mailbox, 5-8
- Organization, guide, 1-2
- Outdialing, 3-32
- Overrides, Mailbox, 4-4, 5-10
- P**
- Password, 4-14, 5-8
Lost, 10-4
Reset, 5-8
- Password, Operator, 8-2
- Path, CCR, 7-5
- Personal Mailbox, 2-12, 4-1, 4-6, 5-8
Adding, 4-6
Changing Class of Service, 5-9
Changing name, 5-10
Changing options, 5-8
Changing Overrides, 5-10
Delete, 5-11
Guest, 2-12, 4-1
Registering, 4-1
Reset password, 5-8
User, 2-12, 4-1
- Point
Adding, 7-8
- Points, CCR, 7-5
- Prerequisites, 1-5
- Primary Language, 3-2, 3-14
- Printing Reports, 9-8
- Programming Record, 3-1
- R**
- Recording
Mailbox in Company Directory, 4-14
Special Mailbox Greeting, 4-17
- Recording, greeting
Automated Attendant prompt, 3-17
- Replying to a message, 5-5
external, 5-6
internal, 5-6
- Report, 9-7
- Reports, 2-21, 4-5
CCR Tree, 9-7
CLID, 9-7
Directory, 4-5, 9-2
Mailbox Activity, 9-4
Message Usage, 9-4
Numeric Subscriber Mailbox, 9-3
Printing, 9-8
Printing Tree Reports, 9-9

Index - v

- System Group List, 9-3
 - Reports, Norstar Voice Mail, 9-1
 - Resetting Norstar Voice Mail, C-1
 - Retention period, 4-2
 - Rings, 3-28
 - assigning, 3-23
 - Changing, 3-28
 - Rotary dial telephone, using with
 - Norstar Voice Mail, 2-20
- S**
- Saving a CCR Tree, 7-14
 - Sending message, 6-1
 - more than one mailbox, 6-1
 - Set up, Norstar Voice Mail, 3-1, 3-10
 - Single-line display, using, 2-17
 - Software version, determining, 3-7
 - Special Mailbox, 4-13, 5-1
 - General Delivery, 2-12, 4-13
 - Listening to messages, 5-3
 - Opening, 5-2
 - Password, 5-2
 - Recording greeting, 4-17
 - Selecting greeting, 4-19
 - System Coordinator, 2-12, 4-13
 - Status, Norstar Voice Mail
 - Attendant status, 8-1
 - Operator status, 8-2
 - Setting, 8-1
 - Summary Tables and Lists, 3-3
 - System Administration Feature
 - Code, 2-8
 - System Coordinator Mailbox, 2-14, 4-13, 4-14
 - Accessing, 2-14
 - System Coordinator, role, 2-22
 - System Group List Report, 9-3
- T**
- Target Attendant, 3-19
 - Assigning to Greeting Table, 3-19
 - Testing a CCR Tree, 7-27
 - Transfer extension, changing
 - Tree, CCR
 - Changing Transfer extension, 7-22
 - Transfer Feature Code, 2-9
 - Transfer Point, 7-13
 - Adding, 7-13
 - Tree, CCR, 7-3
 - Deleting, 7-25
 - Designing, 7-4
 - Destination Type, 7-5
 - Disabling, 7-16
 - Enabling, 7-15
 - Erasing a Path, 7-26
 - Home Menu, 7-5
 - Paths, 7-5
 - Points, 7-5
 - Printing reports, 9-9
 - Report, 9-7
 - Saving, 7-14
 - Testing, 7-27
 - Workspace, 7-17
 - Two-line display, using, 2-17
- V**
- Voice Prompts, 2-19
 - About, 2-19
 - Interrupting, 2-19
 - Volume control, 5-3
- W**
- Workspace, CCR
 - Accessing, 7-17

vi - Index



norstar



**Norstar Voice Mail
User Guide**




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.

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

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 **Feature** **9** **8** **1**
2. Enter <the default password **0** **0** **0** **0**>
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 **Ris**

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.

To change your password:

1. Press **Feature**
2. Enter <your old password>
3. Press **OK** or
4. Press **ADMIN** or
5. Press **PSWD** or
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
2. Press **GREET** or to select Greeting options.
3. Press **RECORD** or 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 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.

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

Note: Press **PLAY** or **2** 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 **Fls**

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 **2**

To listen to your Saved Messages, press **6**

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

Replay the message: **<<<** or **1 1**

*Back up nine seconds: **<<<** or **1**

*Pause and Continue: **STOP PLAY** or **2** to Pause then **2** to Continue

*Forward nine seconds: **>>>** or **3**

*Skip to the end of 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: **7 7**

Erase the message: **ERASE** or **8**

Reply to the message: **REPLY** or **9**

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.

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	New	Urgent	

Table 2 – Outdial numbers and options

Setting up Off-premise Message Notification

To set up 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 open the Message Notification Menu.
3. Press ADMIN or **1** to set up Message Notification.
4. Press SETUP or **1** to assign 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.

5. Press LINE or **1** to select a line.

Note: Pressing POOL or **2** selects a line within a line pool. Pressing IC or **3** selects an intercom line. For more information about Off-premise Message Notification, refer to the **Norstar Voice Mail Reference Guide** or ask your System Coordinator.

6. Enter <a Line, Pool **or** Intercom number>
7. Press OK or **#** to end the number.
8. Press OK or **#** to accept the Line, Pool or Intercom number.

Note: If you are entering an Intercom number, go to step 12 after accepting the Intercom number.

9. Enter <the destination telephone number>

Note: The destination telephone number cannot be longer than 30 digits.

While entering the destination telephone number, you can press **#** and then use options and insert special characters, including:

- press **1** to review
- press **2** to enter more digits
- 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

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

* Special characters

Note: The Timed Pause special character appears as a "P" on the display. The Recognize Dial Tone special character appears as a "D".

For example, 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 the following:

9 **#** **4** **2** **5** **5** **5** **1** **2** **3** **4**

where: **9** accesses an outside line

specifies the next digits are special characters

4 recognizes dial tone

2 specifies the next digits are numbers to be dialed

5 5 5 1 2 3 4 is the telephone number dialed

Note: Timed pauses must be entered after the pager number to activate Pager Notification. Each pause entered is four seconds long. Do not use more than four pauses. If the Destination Type is Telephone or Intercom, timed pauses are not required. For definitions of Pause, Recognize dial tone and Enter more digits, refer to the **Norstar Voice Mail Reference Guide** or ask your System Coordinator.

For example, to reach your pager, enter the following:

9 **#** **4** **2** **5** **5** **5** **1** **2** **3** **4** **#** **3**

where: **9** accesses an outside line

specifies the next digits are special characters

4 recognizes dial tone

2 specifies the next digits are numbers to be dialed

5 5 5 1 2 3 4 is the telephone number dialed

specifies the next digits are special characters

3 inserts a timed pause

10. Press **OK** or **#** to end the telephone number.
11. Press **OK** or **#** to accept the telephone number.
12. Press **OK** or **#** to accept the Destination Type Phone and move to step 15.

To change the Destination Type to Pager, press **CHNG** or **1**

Note: The Destination Type can be either Phone or Pager. Norstar Voice Mail automatically selects Phone. When the Destination Type Pager is selected, proceed to step 22. For more information about Destination number DTMF tone commands, ask your System Coordinator.

13. Press OK or to accept the Destination Type.

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

14. Press OK

15. Press CHNG or 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 or PM or

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 or PM or

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

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.

Off-premise Message Notification begins when the start time is reached. It is a good idea to set the start time for the time you will be at the destination phone number. You will be called whenever you receive a message.

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

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.

5. Press LINE or to select a line.

Note: You can also select POOL or or IC or

6. Press CHNG or

If you do not wish to change the Line, Pool or Intercom number, press OK or and proceed to step 10.

7. Enter <the new Line, Pool or Intercom number>

8. Press OK or to end the number.

9. Press OK or to accept the Line, Pool, or Intercom number.

Note: If you are entering an Intercom number, go to step 17 after accepting the Intercom number.

10. Press CHNG or to change the Destination number.

If you do not wish to change the destination telephone number, press OK or and proceed to step 14.

11. Enter <the new destination telephone number>

Note: The destination telephone number cannot be longer than 30 digits.

12. Press OK or to end the telephone number.

13. Press OK or to accept the telephone number.

14. Press CHNG or to change the Destination Type.

Note: The Destination Type can be either Phone or Pager.

15. Press OK or to accept the Destination Type Phone.

Note: When assigning the Destination Type Pager, proceed to step 25.

16. Press OK

17. Press CHNG or to change the start time.

If you do not wish to change the time, press NEXT or

18. Enter <the time when Off-premise Message Notification is to start>

Note: This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

19. Press AM or or PM or

20. Press OK or to accept the start time.

21. Press **CHNG** or **1** to change the stop time.
If you do not wish to change the time, press **NEXT** or **#**
22. 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.
23. Press **AM** or **1** or **PM** or **2**
24. Press **OK** or **#** to accept the stop time.
25. Press **CHNG** or **1** to change the Message Type.
26. Press **OK** or **#** to accept the Message Type and return to the **Outdial: X** display.

Repeat steps 2 through 26 for each additional telephone number. The maximum number of Message Notification numbers is five.

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

Leaving a mailbox message

You can leave a message directly in any Norstar Voice Mail mailbox as long as that mailbox has been initialized by the mailbox owner. To leave a message, you can use the Leave Message Feature or the Open Mailbox Feature.

Message Delivery Options

Norstar Voice Mail provides you with four message Delivery Options, which are:

Certified **CERT** or **1** This option sends you notification that your message has been received and listened to.

Urgent **URGENT** or **2** This option marks the message and plays it before other messages in your mailbox.

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.

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** **PRIU** 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 **Fls**

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

1. Press Feature
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 PRIU or to mark the message.
11. Press OPT5 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

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

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: `Atdt 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]

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

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

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 to transfer a mailbox owner to Norstar Voice Mail. The transfer destination will vary depending upon how Norstar Voice Mail is set up.

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

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 . 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 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 .

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

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