

**Flash
Set Up and
Operation
Guide**

Norstar and Flash are trademarks of Northern Telecom
© Copyright Northern Telecom 1999

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 Flash	2-1
Introduction	2-1
How Flash Works	2-2
How Flash answers calls	2-3
Internal calls	2-3
External calls	2-4
Who can use Flash	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	2-9
Flash Directory Number (DN) Feature Code	2-9
Transfer Feature Code	2-9
Interrupt Feature Code	2-9
Determining the application(s) you have	2-10
About the Automated Attendant	2-11
About the Company Directory	2-12
About the mailboxes	2-12
The Special Mailboxes	2-13
Personal Mailboxes	2-13
Information Mailboxes	2-14
Mailbox rules	2-14
Logging on	2-15
About Access security	2-15
Accessing your mailbox while away from the office	2-16
Using the Norstar dialpad	2-16
Using Flash with a two-line display	2-17
Using Flash with a single-line display	2-17
Entering characters into the command line	2-18

ii - Table of Contents

About the Flash voice prompts	2-19
Interrupting a voice prompt	2-19
Using Flash with an Analog Terminal Adapter	2-20
Using Flash with a rotary dial telephone	2-20
About the Reports	2-21
Exiting from Flash	2-21
Your role as System Coordinator	2-22
Roles of mailbox users	2-23
Mailbox owner tasks	2-23
Setting up Flash	3-1
Introduction	3-1
Preparing to set up Flash	3-1
About the Flash Programming Record	3-1
Determining the Feature Codes	3-6
Verifying the Feature Codes	3-7
Determining the Flash software version	3-7
Programming a memory button	3-8
Flash language capability	3-8
Setting up Flash	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	3-17
Configuring the lines	3-23
Adding lines	3-23
Assigning the number of rings	
before Flash answers	3-24
Viewing and changing the line configuration	3-25
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 Flash language availability	3-31
Designating the number of channels for	
Off-premise Message Notification	3-32
Changing access to the Company Directory	3-33

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	4-7
Guest Mailboxes	4-9
Adding Guest Mailboxes	4-10
Information Mailboxes	4-12
Adding Information Mailboxes	4-13
Special Mailboxes	4-14
General Delivery Mailbox	4-14
System Coordinator Mailbox	4-15
About the passwords	4-15
Recording the mailbox in the Company Directory	4-16
Initializing the Special Mailboxes	4-16
Recording a Special Mailbox Greeting	4-18
Selecting a Special Mailbox Greeting	4-20
Setting up the Operator's Mailbox	4-21
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 Flash mailbox	5-3
Replying to a message	5-5
Replying to messages in the General	
Delivery Mailbox	5-6
Replying by sending a message	5-6
Personal Mailboxes	5-7
Changing mailbox options	5-7
Deleting a mailbox	5-10

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	7-17
About the Workspace	7-17
Enabling a CCR Tree	7-18
Making changes to a CCR Tree	7-20
Disabling a CCR Tree	7-20
Accessing the Workspace	7-21
Changing Points on a CCR Tree	7-22
Deleting a Tree	7-29
Erasing a Path	7-30
Testing a CCR Tree	7-31
Setting the Flash Status	8-1
Introduction	8-1
Attendant Sign ON/OFF	8-1
Setting the Operator Status	8-2
Changing the Operator password	8-2

Table of Contents - v

About the Business Status	8-3
Setting the Business Status	8-4
Assigning Flash Line answering	8-5
Changing the Operator default extension	8-6
Changing the Automated Attendant Status	8-7
Flash Reports	9-1
Introduction	9-1
The different Reports	9-2
Printing Flash Reports	9-8
Printing the Tree Reports	9-9
Flash Troubleshooting	10-1
Introduction	10-1
System trouble	10-1
Operating trouble	10-4
Custom Call Routing (CCR) trouble	10-6
Appendix A: Norstar feature compatibility	A-1
Introduction	A-1
Appendix B: Configuration data definitions	B-1
Configuration default menus	B-4
Appendix C: Resetting Flash	C-1
Introduction	C-1
Resetting Flash	C-2
Initializing Flash	C-3
Appendix D: Norstar configuration tips	D-1
Introduction	D-1
Delayed answering by the Flash Automated Attendant	D-1
Ringing lines and answer keys	D-2
Ringing Answer Button	D-2
Using Norstar CFAC and CFNA	D-3
Appendix E: Flash Error Messages	E-1
Introduction	E-1

Appendix F: Flash samples and tips	F- 1
Sample Flash set ups	F- 1
Setting Up Flash in a small company	F- 1
The Costume Room	F- 3
Setting Up Flash in a medium sized company	F- 4
Flash set up tips	F- 7
Turning off the Automated Attendant	F- 8
Turning Off the Voice Mail Option	F- 8
Appendix G: Flash Features	G-1
Feature 980: Send Messages	G-1
Feature 981: Open Mailbox	G-2
Feature 982: Set Operator Status	G-3
Feature 983: First level	G-4
Feature 983: Mailboxes	G-5
Feature 983: Automated Attendant	G-6
Feature 983: Group List	G-7
Feature 983: Custom Call Routing (CCR)	G-8
Feature 983: CLID Administration	G-9
Feature 985: Programming menu structure	G-9

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 Flash 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 Flash, 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 the Section called Setting up Flash. 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.

How this guide is organized

The **Flash 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 Flash – provides an overview of how Flash 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 Flash – provides an outline of the information needed before Flash can be set up, and provides the necessary information and steps to set up Flash. 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 Flash. 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. CCR is not available on the Flash Voice Mail Light system.

Setting the Flash Status – provides information about the Flash 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 Flash Receptionist or Designated Operator extension. The Automated Attendant is not available on the Flash Voice Mail Light system.

Flash Reports – shows the different Reports that are available and how to print them.

Flash troubleshooting – provides diagnostic and recovery procedures for problems that might occur while setting up and operating Flash.

Appendix A – covers Norstar feature compatibility and describes how some Norstar features work in conjunction with Flash.

Appendix B – covers the Flash default settings.

Appendix C – provides the steps necessary for resetting Flash.

Appendix D – covers some Norstar Configuration tips.

Appendix E – provides a list of Error Messages that might appear when Flash is being used.

Appendix F – provides a sample Flash 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.

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.

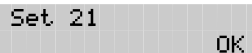
Example: Enter <the mailbox owner's last name and first initial>

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 Flash default settings and sample names.

For example:



Set 21 OK

This display shows an example of the Flash 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 Flash, 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 Flash refer to the:

- **Flash Programming Record**
- **Flash Installation Guide**
- **Flash Reference Guide**
- **Flash Quick Reference Guide**
- **Flash Maintenance Manual**

1 - 6 How to use this guide

Learning about Flash

2

Introduction

Flash is a fully automated receptionist service that offers call routing and message taking services. This section describes how Flash 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 Flash
- your role as System Coordinator
- set up and operation task summaries
- roles of mailbox users

Note: Custom Call Routing (CCR) and the Automated Attendant (AA) are not available on the Flash Voice Mail Light system.

2 - 2 Learning about Flash

How Flash Works

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

Flash 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 Flash 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 it is initialized.

Mailbox owners can open their mailboxes and customize them using all the available options of Flash. 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

For more information about the Flash options, refer to the **Flash Reference Guide**.

The third component of Flash 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)**.

Note: Custom Call Routing (CCR) and the Automated Attendant (AA) are not available on the Flash Voice Mail Light system.

How Flash answers calls

Flash 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 Flash 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 Flash, you hear the user's Personal Mailbox Greeting.
3. Leave a message.

2 - 4 Learning about Flash

External calls

Flash has many features to answer external calls. For an explanation of the basics of external call answering, read the following description and refer to Figure 2.1.

1. An external call rings in the office. Depending on how Flash 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.
 - or**
 - Call Line Identification (CLID) allows the Automated Attendant to recognize incoming telephone numbers and automatically route the calls to a predetermined destination.

In this way, you can have Flash 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 any time of day, 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.

Learning about Flash 2 - 5

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.

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 from my desk today, 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 Flash

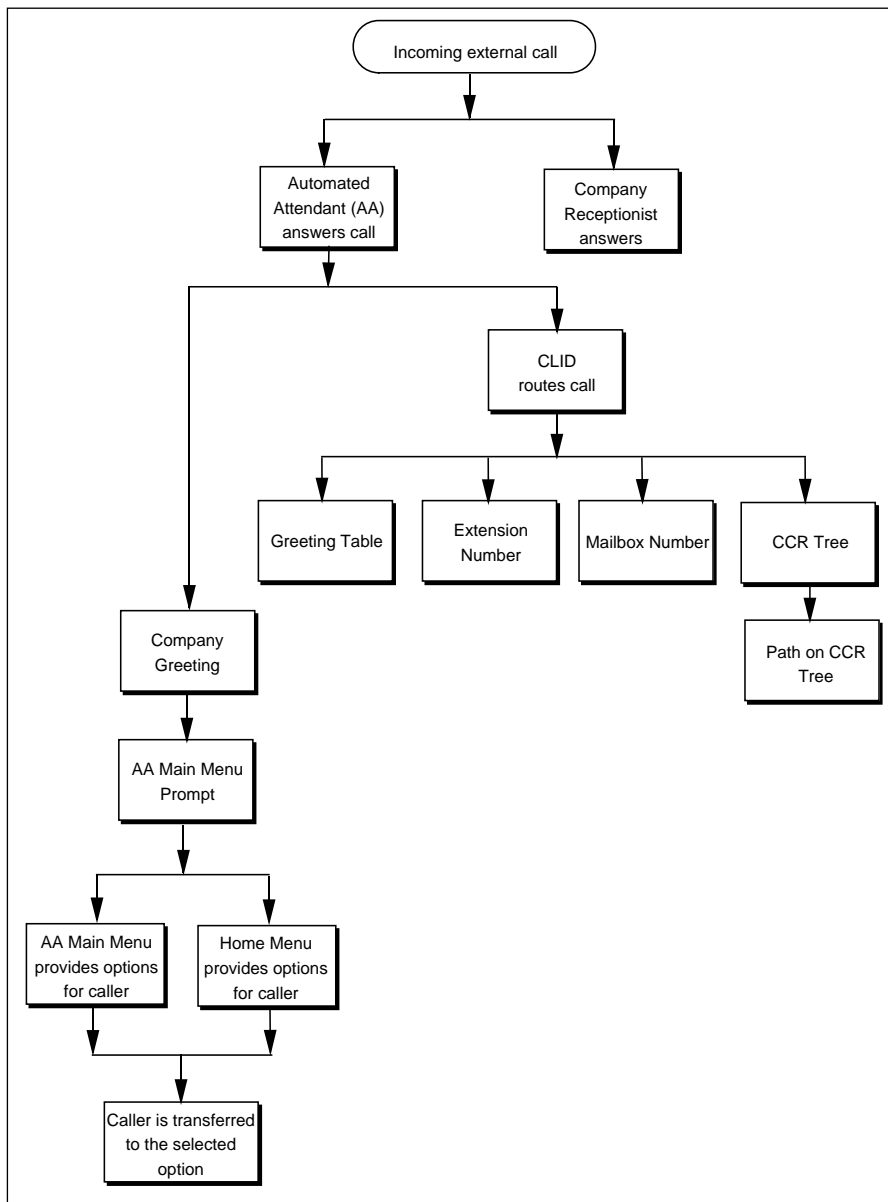


Figure 2.1 – Flash call answering overview

Note: Custom Call Routing (CCR) and the Automated Attendant (AA) are not available on the Flash Voice Mail Light system.

Who can use Flash

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

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 Flash with a rotary dial telephone** later in this section.

Note: The General Delivery Mailbox cannot be disabled on the Flash Voice Mail Light system.

When using Flash 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 Flash. To use a Flash function, a Feature Code must first be entered. There are seven Feature Codes that work with Flash. 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	Flash Directory Number (DN)
Feature 986	Transfer (to a Mailbox)
Feature 987	Interrupt

Table 2.1 – Feature Codes

2 - 8 Learning about Flash

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

Leave Message Feature Code

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

To use the Leave Message Feature, press *f* . ° ,

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 *f* . ° /

Operator Status Feature Code

Is used by the System Coordinator, Receptionist or Designated Operator to set the Operator Status and to designate the Operator's extension. 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 assign the Business Status by establishing whether a business is open or closed. This Feature Code is protected by a password.

To use the Operator Status Feature, press *f* . ° ✕

On the Flash Voice Mail Light system:

- the Automated Attendant is not available
- you cannot change Business open
- you cannot change Answer lines

System Administration Feature Code

Is used by the System Coordinator and the installer to set up Flash. 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 *f* . ° <

Flash Directory Number (DN) Feature Code

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

To use the Flash DN Feature, press *f* . ° fi

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 *f* . ° fi to a memory button.

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

Interrupt Feature Code

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

To use the Interrupt Feature, press *f* . ° ‡

Note: When a caller leaving a message in a mailbox is interrupted, the first part of the message remains in the mailbox. This message is to be deleted at your convenience.

Determining the application(s) you have

There are three Norstar Flash systems:

- Voice Mail Light
- Basic
- Expanded

If you have the Norstar Flash Voice Mail Light system, the only application you have is Voice Mail Light. If you have a Basic or Expanded system, you can have the following applications:

- Flash Voice Mail
- Flash ACD
- Flash ACD MIS

To determine the Norstar Flash application(s):

1. Press `f . ° <`

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:

```
System Upgrade
ADD  VIEW
```

5. Press VIEW.

The display shows:

```
<Application>
OK
```

Note: If you have the Flash Voice Mail Light system, the <Application> is VML. If you have the Flash Voice Mail Light system, no other applications are available.

If you have a Basic or Expanded system with more than one application enabled, the OK display button option is replaced with the NEXT display button option.

If you have a Basic or Expanded system with Flash Voice Mail, the <Application> is VM.

If you have a Basic or Expanded system with Automatic Call Distribution (ACD), the next <Application> is ACD.

If you have a Basic or Expanded system with ACD and the ACD Management Information System (MIS), the next <Application> is MIS.

6. Press OK or \pounds

The display shows:



```
System Upgrade
ADD    VIEW
```

7. Press $\text{\textcircled{R}}$ to end this session.

About the Automated Attendant

The Automated Attendant is the Flash 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 Flash 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 Flash session. When you disable the Automated Attendant menu prompt, your customized Automated Attendant menu prompt plays in place of the prerecorded Automated Attendant prompt.

Note: The Automated Attendant (AA) is not available on the Flash Voice Mail Light system.

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 \star 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 Flash. 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 Flash**.

About the mailboxes

A mailbox is a storage place for messages on a Flash system. The maximum number of mailboxes for each Flash system is shown in the following table "Maximum number of mailboxes":

Flash system	Maximum number of mailboxes
Voice Mail Light	12
Basic	24
Expanded	48

Table 2.2 – Maximum number of mailboxes

There are three groups of mailboxes including:

- Special Mailboxes
- Personal Mailboxes
- Information Mailboxes

Note: The maximum number of mailboxes can include any combination of Special, Personal, and Information Mailboxes.

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

2 - 14 Learning about Flash

changed by the owner, or reset to 0000 by the System Coordinator should it be forgotten.

For information about setting up Personal Mailboxes and Guest 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 Flash 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 P_swd: prompt. To reach the Log: prompt, press OTHR 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.
- Change your password frequently.
- Do not give out your password.

Logging on

Logging onto the Flash system allows you access to Flash 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 `f` . `°` `<`

The display shows:

```
Log:
QUIT  RETRY  OK
```

2. Enter `/` `⌘` `,` `,` `,` `,`

Note: The first two digits represent the default mailbox number for your Flash 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 Flash 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.

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.

Flash 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 ‡ ✎ ‡ °

If Flash 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 / 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, then press £

Using Flash 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 Flash.

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.

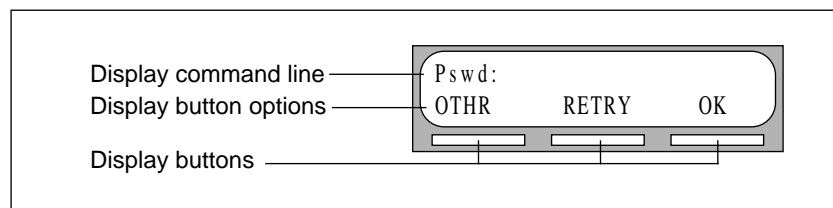


Figure 2.2 – Norstar two-line display

Using Flash with a single-line display

The Norstar display on M7100 and M7208 telephones is a single-line display that can be used for most Flash 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 Flash voice prompts and are selected using the dialpad only.

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:

```
Pswd: 1111
OTHR  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 Flash 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, Flash plays the prompt again. 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 Flash ends the session.

Flash 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 Flash 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 Flash sessions. However, you cannot use a single-line telephone attached to an ATA to perform Flash Administration tasks.

The single-line telephone does not have a feature button. To access the features, such as Leave Message or Open Mailbox, call Flash and follow the voice prompts. The Flash 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:

- ° • . ° / to open your mailbox,
 - or**
 - ° • . ° , to leave a message,
- and follow the voice prompts.

When a caller uses Flash from a rotary dial telephone, Flash 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 Flash 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.

Note: The General Delivery Mailbox cannot be disabled on the Flash Voice Mail Light system.

About the Reports

Reports are useful for viewing Flash set up information. You must have a printer connected to Flash 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 Flash Module.
- 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 (CLID) activity for the Flash system.
- Tree Report: lists the Points on the Tree, assignments made to the Points and any areas that need administering.

Note: The CLID Report and the Tree Report are blank on a Flash Voice Mail Light system.

Exiting from Flash

You can exit a Flash session by:

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

Note: When you press *f* the Flash 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 Flash. This guide provides all the information you need for completing these tasks.

Set up tasks

- Completing the **Flash Programming Record**
- Preparing Flash 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 Flash language capability
- Enabling or disabling access to the Company Directory
- Setting up the mailboxes
- Initializing the Special Mailboxes
- Setting up CCR*

*These set up tasks are not required on Flash Voice Mail Light systems.

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*

*These operation tasks are not required on Flash Voice Mail Light systems.

Roles of mailbox users

Mailbox owners perform the tasks necessary for maintaining mailboxes. For more information about user tasks, refer to the **Flash 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 Flash Features
- Administering their Personal Mailbox Features
- Maintaining Off-premise Message Notification
- Maintaining Information Mailboxes*
- Changing their password frequently
- Keeping their password private
- Reporting problems to the System Coordinator

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

2 - 24 Learning about Flash

Setting up Flash

3

Introduction

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

Note: The following options are not available on the Flash Voice Mail Light system:

- Automated Attendant (AA)
- Greeting Tables
- Custom Call Routing (CCR)
- Call Identification Dialing Tables
- Business Hours and Status

Preparing to set up Flash

Before you begin setting up a Flash system, you should understand how to:

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

About the Flash Programming Record

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

The Programming Record contains information about:

- Initialization verification

3 - 2 Setting up Flash

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

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 Flash software version.

Optional equipment may include an RS-232 printer, which is necessary for printing Flash 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 Flash Greeting Tables. This information is not required for the Flash Voice Mail Light system.

Flash 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.**

Flash Feature Code checklist

This section summarizes the Flash 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 **Flash 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 Flash

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 Flash 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.

The **Mailbox List** 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 the **Mailbox List** before it is filled out and use the photocopied page as a separate Guest Mailbox list.

Note: Flash can store 12 mailboxes on a Voice Mail Light system, 24 mailboxes on a basic system and 48 mailboxes on an expanded system. 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 Flash 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 Flash 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 Flash

Determining the Feature Codes

Flash 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 Flash Feature Code availability:

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

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**.

f . ° ,

Leave msg:F9xx
NEXT

Feature 9 ___ ___

f . ° /

Open mbox:F9xx
NEXT

Feature 9 ___ ___

f . ° α

Operator:F9xx
NEXT

Feature 9 ___ ___

f . ° <

Sys admin:F9xx
NEXT

Feature 9 ___ ___

f . ° fi

*Talk DN F9xx
NEXT

Feature 9 ___ ___

f . ° fi

Transfer:F9xx
NEXT

Feature 9 ___ ___

f . ° †

Interrupt:F9xx
QUIT

Feature 9 ___ ___

Verifying the Feature Codes

Flash 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 Flash Feature Code. The display prompts should be as follows:

<i>f</i> . ° ,	Mbox: DIR QUIT
<i>f</i> . ° /	Pswd: OTHR RETRY OK
<i>f</i> . ° α	Pswd: RETRY OK
<i>f</i> . ° <	Log: QUIT RETRY OK
<i>f</i> . ° fi	Set XX OK
<i>f</i> . ° fl	No party connect
<i>f</i> . ° ‡	Not allowed

Determining the Flash software version

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

To determine the software version:

1. Press *f* . ° <

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:

```
*Talk Flash xxx
OK
```

To end the Flash session, press ®

3 - 8 Setting up Flash

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 Flash Feature Codes are:

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

To program a memory button:


1. Press *f* • <

The display shows:



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

The display shows:



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 Flash Feature Code you want to program.

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

Flash 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 Flash language availability** later in this section.

When the Flash 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 Flash 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, and 7 default to the Primary Language, and Class of Service numbers 2, 4, 6, and 8 default to the Alternate Language. When the bilingual capability is disabled, all Classes of Service use the Primary Language.

When a subscriber calls a mailbox that is assigned a different language, the subscriber 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 Alternate Language.

Table 3.1 shows how Flash works with bilingual capabilities.

Bilingual enabled	Bilingual disabled
Primary and Alternate Language prompts	Primary Language prompts only
Classes of Service 1, 3, 5, and 7, use the Primary Language	All Classes of Service use the Primary Language only
Classes of Service 2, 4, 6, and 8 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 - Flash Language Feature summary

When the Flash 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 Flash

Setting up Flash

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

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

*These set up tasks are not required on the Flash Voice Mail Light system.

Before you begin to use Flash, make sure you have:

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

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

About the Greeting Tables

The Flash Greeting Table stores the greetings played by the Automated Attendant to incoming callers. Flash provides two Greeting Tables numbered 1 and 2. Each Greeting Table is divided into four sections. The four sections represent your Company Greeting for:

- Morning
- Afternoon
- Evening
- Non-business

Note: **Section 8**, Table 8.1 shows time segments for the Morning, Afternoon, Evening, and Non-business Hours Greetings.

Flash can store a total of 20 greetings in memory, but only eight greetings can be assigned to the two 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 20. 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 Flash

How the Greeting Tables are organized

You can record four Company Greetings for each table. A number from 1 to 20 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 Flash Greeting Tables.

Greeting Type	Table 1	Table 2
Morning	Greeting 1	Greeting 5
Afternoon	Greeting 2	Greeting 6
Evening	Greeting 3	Greeting 7
Non-business	Greeting 4	Greeting 8

Table 3.2 – Greeting Tables with Greeting Numbers

We recommend using greetings 1 through 16 as your daily business greetings, and greetings 17 through 20 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 **Flash 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 both 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."*

3 - 14 Setting up Flash

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:

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

Note: Messages informing callers of immediate mailbox access should direct the caller to press • followed by the mailbox number.

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 Flash 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 Flash can store 20 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 all four greetings. These greetings automatically play on all both Greeting Tables. Additional greetings will not play until the greetings are assigned to the Greeting Table.

Flash 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**.

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 *f* . ° <

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
```

3 - 16 Setting up Flash

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
```

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 greeting?
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 and 2. This means that greeting number 1 will be played in Greeting Table 1, and 2 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 Flash session, press @

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

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

3 - 18 Setting up Flash

To record a Customized Automated Attendant Menu Prompt:

1. Press *f* . ° <
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
```

6. Enter <the Greeting Table number>
7. Press OK

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.

8. Press CHNG

The display shows:

```
Prompt:
PRIME ALT
```

9. Press PRIME

The display shows:

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

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

10. Press REC At the tone, record your prompt.

When recording your prompt, include instructions such as press , to reach an operator, press . 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.

Setting up Flash 3 - 19

11. Press OK

The display changes to show:

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

12. 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:  
PRIME ALT
```

13. Press •
14. Press OK

Assigning a greeting to a Greeting Table

The display shows:

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

15. Press CHNG

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

16. Enter <the greeting number from 1 to 20>
17. Press OK

The display shows:

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

18. 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 18.

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

3 - 20 Setting up Flash

Assigning the language preference

From the Non-business Hours display:

19. 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 Flash Bilingual Option is set to NO, this display is not shown.

20. 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 the attendant does not answer, the call goes to the destination Mailbox. If there is no mailbox, the call goes to the General Delivery Mailbox.

21. Press NEXT

The display shows:

```
Atdt: (none)
CHNG      NEXT
```

22. Press CHNG

The display shows:

```
Ext:
RETRY      QUIT
```

23. 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 23 for each Greeting Table.

Assigning a CCR Tree

24. Press NEXT

The display shows:

```
CCR tree: none
CHNG      OK
```

Note: When there are no CCR Trees built, the display shows:
CCR tree: disable Press OK to continue.

25. Press CHNG

26. 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:

27. Press NEXT

The display shows:

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

28. Press CHNG

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

29. Enter <the Monday Morning start time>

The display shows:

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

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

30. Press AM

The display shows:

```
Mo morn:<8:00 am>
CHNG  DAY  NEXT
```

31. Press NEXT

The display shows:

```
Mo aftn:<12:00>PM
CHNG  DAY  NEXT
```

3 - 22 Setting up Flash

32. Press CHNG

33. Enter <the Monday Afternoon start time>

The display shows:

```
Enter hhmm:<1201>
RETRY  AM  PM
```

34. Press PM

The display shows:

```
Mo aftn:<12:01>PM
CHNG  DAY  NEXT
```

35. Press NEXT

The display shows:

```
Mo eve:<06:00 PM>
CHNG  DAY  NEXT
```

36. Press CHNG

37. Enter <the Monday Evening start time>

The display shows:

```
Enter hhmm:<0430>
RETRY  AM  PM
```

38. Press PM

The display shows:

```
Mo eve:<0430> PM
CHNG  DAY  NEXT
```

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

39. Press NEXT

The display shows:

```
Mo nonb:<04:00PM>
CHNG  DAY  NEXT
```

40. Press CHNG

41. Enter <the Non-business hours start time>

The display shows:

```
Enter hhmm:<0601>
RETRY  AM  PM
```

42. Press PM

The display shows:

```
Nonb:<0601> PM
CHNG  DAY  NEXT
```

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

43. Press DAY

The display changes to show:

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

Repeat steps 35 through 43 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. to give you 24 hour service.

Configuring the lines

Flash 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.

Flash will not answer any lines until they are added to the Flash 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 Flash Line answering**.

Adding lines

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

1. Press *f* . ° <
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
```

6. Enter <the line number>

Note: For information about the incoming line numbers used in your company, refer to your **Flash Programming Record**. The maximum number of lines is 248.

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.

3 - 24 Setting up Flash

9. Press CHNG

The display shows:

```
Grtg table:
RETRY      OK
```

10. Enter <a Greeting Table number 1 or 2>

11. Press OK

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 Flash session, press @

Assigning the number of rings before Flash answers

You can assign Flash 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, Flash answers immediately. We recommend the number of rings be assigned to 2 or more for lines equipped with Calling Line Identification Display. When the number of rings is assigned as 0 or 1, the Personalized Greeting does not play, because CLID information is not provided until just prior to the second ring.

To assign or change the number of rings before Flash answers:

1. Press *f* . ° <
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
```

6. Enter <the line number>

Note: For information about the incoming line numbers used in your company, refer to your **Flash 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 Flash session, press @

Viewing and changing the line configuration

After a line is assigned to Flash, you can view the answer option and decide if the line is to be answered by Flash. To view a line and change the Flash answer option:

1. Press *f* . ° <
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
```

6. Enter <the line number>

Note: For information about the incoming line numbers used in your company, refer to your **Flash 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

3 - 26 Setting up Flash

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 Flash session, press ®

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.

Note: The Voice Mail Option cannot be disabled on the Flash Voice Mail Light system.

To assign the Voice Mail Option:

1. Press *f* . ° <
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, Flash users may still transfer a call to a mailbox using Feature 980 or Feature 986.

To end this Flash session, press ®

Setting up the Call Identification Dialing Table

The Dialing Table allows Flash 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.

Note: The Call Identification Dialing Table is not available on the Flash Voice Mail Light system.

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, Flash 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.

Flash 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. B. Incoming number 4165981111 matches destination 4. C. Incoming number 4169998888 matches destination 5. D. Incoming number 5198853895 matches destination 6. E. Incoming number 5198853896 matches destination 7.
4165980196 destination 2	
4165983095 destination 3	
416598 destination 4	
416 destination 5	
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 Flash

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 Flash 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 Flash answers** earlier in this section.

For more information about Dialing Tables, refer to the **Flash 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 *f* . ° <
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>

7. Press OK

The display shows:

```
Destination
TABLE EXT OTHR
```

Note: The maximum number of digits in the telephone number is 11. 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 1 or 2.

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 Flash session, press ®

3 - 30 Setting up Flash

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.

Note: The General Delivery Mailbox cannot be disabled on the Flash Voice Mail Light system.

To assign the General Delivery Mailbox:

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

The display shows:

Admin			
MBOX	AA		OTHR

4. Press *fl*

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, Flash users may still transfer a call to a mailbox using Feature 980 or Feature 986.

To end this Flash session, press ®

Changing the Flash language availability

When Flash was first installed, the language of the Automated Attendant was set by the installer.

To change the Flash language availability, and the Primary and Alternate Languages:

1. Press `f . ° <`
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 Flash session, press `®`

When the Flash 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.

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 Flash to place outgoing calls. For Off-premise Message Notification to work, voice channels must be available to Flash. These channels must be assigned.

We recommend outdialing channels not be set to more than half of the total channels available on Flash. A basic Flash system has two channels while an expanded Flash system has four channels.

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 **Flash Reference Guide, Section 4**.

To designate the number of channels for outdialing:

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

The display shows:

```
Admin
MBOX  AA  OTHR
```

4. Press `fi`

The display shows:

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

Note: The number of channels can be a number from 1 to 4. 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 Flash session, press `®`

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 *f* . ° <
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 Flash session, press ®

3 - 34 Setting up Flash

Setting up mailboxes

4

Introduction

This section describes how you set up Flash 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 Flash 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.

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 Flash Class of Service values. There are eight Class of Services that specify:

- **Prompt language**
Flash is available with two languages. When this feature is designated as Yes (Y), Classes of Service 1, 3, 5, and 7 use the Primary Language, and Classes of Service 2, 4, 6, and 8 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.
- **Personal greeting**
This establishes whether a mailbox owner is able to record personal primary and alternate greetings.
- **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.

Note: Any Norstar dialing restrictions applied to Flash Ports or Lines will apply to Off-premise Notification.

- Group Lists**
 This establishes whether a mailbox can be assigned to a Group List.
- 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 30 minutes.
- Number of attempts**
 This establishes how many attempts Flash will make to notify the recipient of a new or urgent message. The number of attempts value ranges from three to nine.

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
Personal greeting	Y	Y	Y	Y	Y	Y	Y	Y
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Group Lists	Y	Y	Y	Y	Y	Y	Y	Y
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	n/a	n/a	30	30
Number of attempts	3	3	5	5	n/a	n/a	9	9

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

Note: Flash stores 90 minutes of message time on a Voice Mail Light system and on a basic system. Flash stores 180 minutes on an expanded system. The Class of Service determines how the available message time is distributed between 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 **Flash 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 Flash will leave a “*Message for you*” notification on a Norstar telephone display. When the Message Waiting Notification is changed to No, Flash does not leave a “*Message for you*” notification.

When you add Guest Mailboxes, the Message Waiting Notification must be set to No. When you add a Guest Mailbox to single line telephone set, the Message Notification must be set to No at the ATA. Single-line telephone sets do not have a display. 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.

Important: When assigning an Outdial route, all dialing is done by the DN to which Flash is connected NOT by the Norstar telephone. This means that any dialing restrictions applied to the Norstar telephone set will NOT apply. If you wish to restrict outdialing of certain telephone numbers you must do one of the following:

- Assign the dialing restrictions to the Norstar DN(s) to which Flash is connected. This restricts all outdialing calls.
- Assign the dialing restrictions to the Norstar Line(s) being used for outdialing.
- Do not assign a line for outdialing.

Options one and two are programmed through Norstar programming. Refer to your Norstar System documentation for additional information. Option three is programmed through Mailbox administration.

Flash can store 12 mailboxes on a Voice Mail Light system, 24 mailboxes on a basic system and 48 mailboxes on an expanded system. This number includes Special, Personal and Information Mailboxes.

4 - 6 Setting up 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 Flash Directory Report.

Mailbox Number	Ext	Class of Service	Name	Company Directory Yes or No	Message Waiting Yes or No	Outdial Route
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 7 and 8. These Class of Service values offer a message length of seven minutes.

Adding mailboxes

New mailboxes can be added to Flash 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)
- Class of Service
- Company Directory, Message Waiting, and Outdial Overrides

Note: Refer to your **Flash Programming Record, Mailboxes**.

To add a mailbox:

1. Press *f* . ° <

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:

```
Service cPlass:
```

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

The display shows:

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

4 - 8 Setting up mailboxes

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 BKSP. 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 Flash to select a line within a line pool.

Refer to **Section 10** for important information on call restrictions.

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 Flash session, press ®

Guest Mailboxes

Guest Mailboxes can be used to provide a temporary employee with Flash 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 Flash 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.

4 - 10 Setting up mailboxes

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 Flash for mailbox owners using Flash services without an extension.

To add a Guest Mailbox:

1. Press *f* . ° <
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
```

Setting up mailboxes 4 - 11

7. Press •

The display shows:

```
Service Class:
```

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

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 Flash session, press ®

Information Mailboxes

Information Mailboxes are registered by the System Coordinator, and are either maintained by you or a Flash 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 **Flash 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.

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 `f` . ° <
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 mbox admin
ADD  DEL  CHNG
```

6. Press ADD
7. Enter <the Information Mailbox number>
8. Enter <a Class of Service from 1 to 8>

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 Flash 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 Flash 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 Flash. 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 Mailbox

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 Flash 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**.

Note: The General Delivery Mailbox cannot be disabled on the Flash Voice Mail Light system.

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 Flash 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 Flash defaults, refer to **Appendix B**.

About the passwords

Each mailbox registered with Flash is protected by a password established by the mailbox owner. When you add a mailbox to Flash, 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 Flash 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 *f* . ° /

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>

Setting up mailboxes 4 - 17

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
```

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 Flash 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 *f* . ° /

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:

```
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
```

7. Press PRIME

Note: Press ALT to record your Alternate Greeting. For information on recording Personalized Greetings, refer to the **Flash 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 Flash session, press ®

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 `f` . `°` /

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:

```
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 Flash 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.

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 Flash Operator should be assigned the General Delivery Mailbox number.

To change the mailbox extension number:

1. Press *f* . ° <

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
```

4 - 22 Setting up mailboxes

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 Flash session, press ®

Administering the mailboxes 5

Introduction

This section describes the steps for administering the Flash 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 `f . ° /`

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 does not have an extension or mailbox, the option display line shows: COPY ERASE NEXT

After a message has played you can:

- Press `fl` 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 `fi` 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, Flash 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.

Note: The Certified Delivery Option is not available for callers leaving messages in a mailbox from an outside line.

Copying a message to a Flash 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 Flash, 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 (CLID) services. If your company does not subscribe to CLID, the display line options show the COPY feature.

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 fi

5 - 4 Administering the mailboxes

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 OPTS

The display shows:

```
Delivery options
CERT URGENT PRIV
```

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

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 Flash 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.

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 Flash 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 have an Outdial route assigned. To reply to an external message, you must first open the mailbox and listen to the message. After the message plays:

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 Flash 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 \ddagger 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 PRIV
```

To mark a message Certified, press CERT To mark a message Urgent, press URGENT To mark a message Private, press PRIV To cancel Delivery Options, or return to the Options Menu, press \bullet then to send the message, press \pounds

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 Flash session, press \textcircled{R}

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 **Flash 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 Flash, you can change the:

- password
- extension
- Class of Service
- mailbox owner's name
- mailbox overrides

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

The display shows:

Admin		
MBOX	AA	OTHR

5 - 8 Administering the mailboxes

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
```

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
```

12. Press CHNG

The display shows:

```
Service class:
```

13. Enter <Class of Service from 1 to 8>

14. Press NEXT

Changing a mailbox owner's name

To change a mailbox owner's name:

The display shows:

```
<mbox 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:

```
<mbox 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:

```
<mbox 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.

5 - 10 Administering the mailboxes

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 Flash 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.

To delete a mailbox:

1. Press `f . ° <`
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

Administering the mailboxes 5 - 11

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 Flash session, press ®

5 - 12 Administering the mailboxes

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 Flash. 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. 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 *f* . ° /

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 Flash. To end this Flash 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 Flash to enable the feature. For instructions on resetting Flash, 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 Flash 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.

Flash allows two Group Lists. Each Group List can contain a maximum of 48 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 Flash 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 or 902.

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 Flash 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 Flash 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 *f* . ° <
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: Flash 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

6 - 6 Sending a message to more than one mailbox

10. Press OK to accept the recording.

The display shows:

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

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 to be 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 Flash 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 *f* . ° <
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.

6 - 8 Sending a message to more than one mailbox

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>

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 Flash 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 *f* . ° <
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
```

6 - 10 Sending a message to more than one mailbox

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
```

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 ® to end the Flash 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 Flash the next time you add a Group List.

Note: Deleting a Group List does not delete any mailboxes from the Flash system.

To delete a Group List:

1. Press *f* . ° <
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 Flash 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 Flash. 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 *f* . ° ,

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 Flash session, press ®

Custom Call Routing (CCR) 7

Introduction

Custom Call Routing (CCR) is an application that works with Flash to provide a call routing path that directs incoming calls. CCR enhances the Flash 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

Note: Custom Call Routing (CCR) is not available on the Flash Voice Mail Light system.

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 Flash 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)

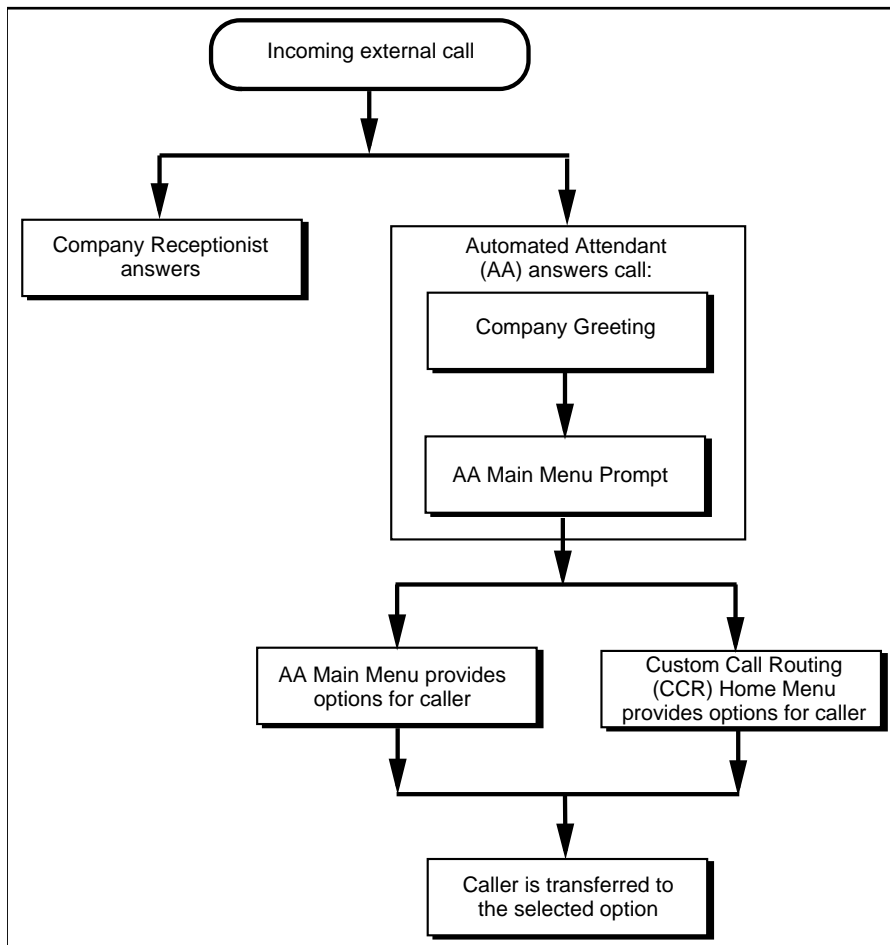


Figure 7.1 – Flash CCR overview

CCR does not replace the Flash 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 menu, per level. Each CCR Tree has two 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 Flash. Figure 7.2 provides an example of a CCR Tree.

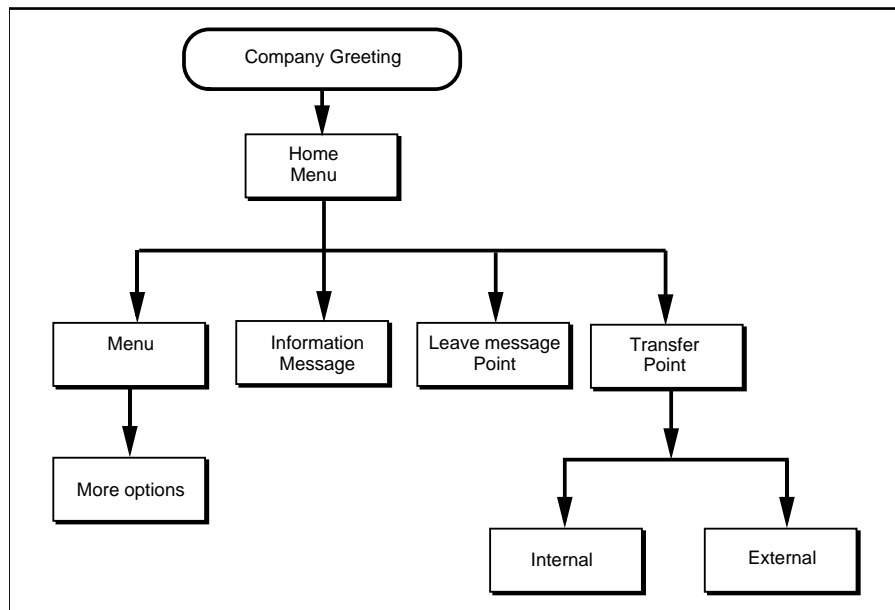


Figure 7.2 – Sample CCR Tree

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 **Flash 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.”

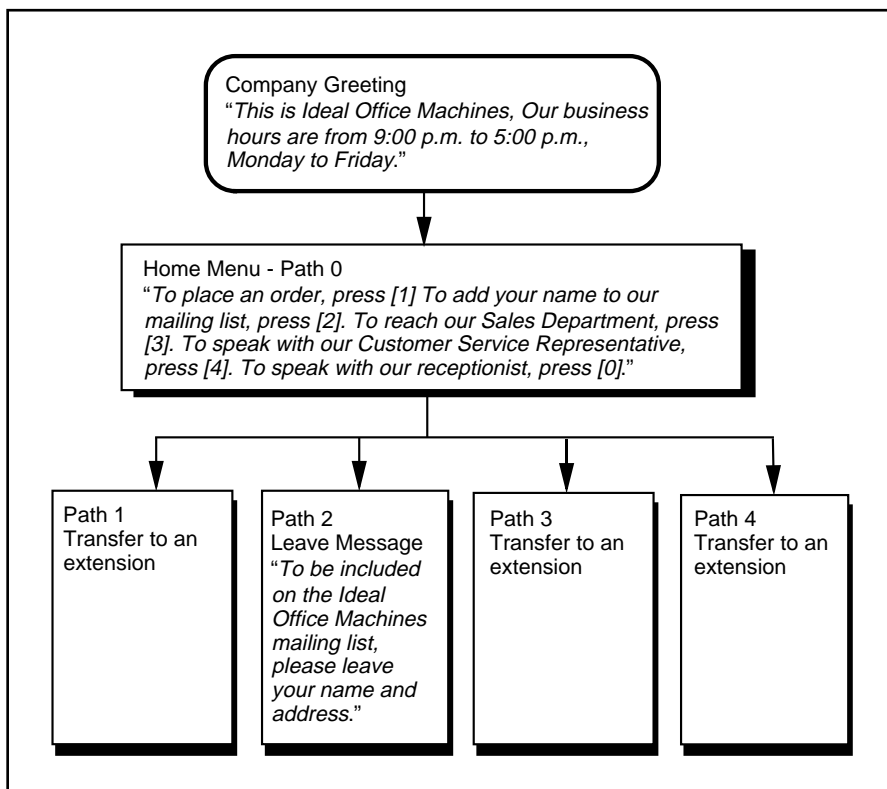


Figure 7.3 – A Sample CCR Tree Path

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 *f* . ° <
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.

11. Press OK to end the recording.

The display shows:

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

Note: Press PLAY to replay your recording.

7 - 8 Custom Call Routing (CCR)

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. You cannot add menu points to the second level of your Tree.

To add a Menu 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.

Custom Call Routing (CCR) 7 - 9

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

- Press OK to end the recording.

The display shows:

```
Accept message?
RETRY  PLAY  OK
```

- 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.

- 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:

- 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  LVMSG  ERASE
```

4. Press LVMSG

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. 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 to an extension

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 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.

7 - 14 Custom Call Routing (CCR)

Adding a Transfer Point to an external number

When Flash transfers a call using a CCR external transfer, two lines are used. An incoming line is used to connect the caller to the CCR Tree and an outgoing line is used to transfer the caller to the external telephone number. Both lines remain in use while the user is connected to the external telephone number.

In order to optimize the use of Flash lines, the incoming line can be used to make the external transfer. This type of transfer is called a Link transfer.

Note: A Link transfer can only be performed if the Flash lines are equipped with Link transfer capability. If a Link transfer is programmed for an external transfer and your Flash lines do not support this feature, the caller is disconnected. Ensure you have Link transfer capabilities on your Central Office (CO) lines before programming this feature.

In order to perform a Link transfer for a CCR external transfer you must add the special character £ before the telephone number. For example, the telephone number would look like:

£ fi fi fi / x < >

where

£ instructs Flash to use the incoming line to perform the transfer and fi fi fi / x < > is the telephone number dialed

When you are transferring to an external number, make sure your Flash system has Disconnect Supervision enabled. For more information about this feature, refer to the **Norstar Installation Guide**.

To add a Transfer Point to an external number, 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.

Custom Call Routing (CCR) 7 - 15

3. Press OTHR

The display shows:

```
<X>
XFER LUMSG OTHR
```

4. Press XFER

The display shows:

```
Transfer
EXT INT
```

5. Press EXT

The display shows:

```
Ext transf:none
LINE POOL PHONE
```

6. Press LINE to select a specific outgoing line.

The display shows:

```
Line:
RETRY OK
```

Note: Pressing POOL selects a line within a line pool. You must select a line or line pool before pressing PHONE. If you press PHONE without selecting a line or line pool number you will receive this display: *Line/Pool needed.*

For important information on preventing unauthorized calls using outdial, refer to **Section 4, Before you register the mailboxes.**

7. Enter <the Line or Pool number> and press OK.

The display shows:

```
Accept:<x>
RETRY OK
```

Note: Although line pools are labeled by a letter such as A, B or C, Flash only accepts numbers such as 1, 2 or 3. When you enter a line pool use 1 for A, 2 for B, 3 for C and so on.

8. Press OK or £ to accept the Line or Pool number.

The display shows:

```
Ext transf:LINE
LINE POOL PHONE
```

9. Press PHONE to select the external destination telephone number.

The display shows:

```
Dest Ph:
RETRY OK
```

7 - 16 Custom Call Routing (CCR)

10. Enter <the destination telephone number>

Note: The destination telephone number cannot be longer than 30 digits.

While you are entering the destination telephone number, you can press £ and then use options and insert special characters, including:

- press Ꞓ to enter more digits
- press < to enter a timed pause (4 seconds)*
- press > to recognize dial tone (1.5 seconds)*
- press fi to insert a “#”
- press fl to insert a “*”
- press · to access an outside line
- press • to cancel and retry
- press OK or £ to access digits and any required pauses

*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 Flash is installed on a Norstar System behind PBX or Centrex+ and you want to access an outside line and recognize dial tone, enter · £ > Ꞓ fi fi fi / Ꞓ < >

where:· accesses an outside line
£ specifies the next digits are special characters
> recognizes dial tone
Ꞓ specifies the next digits are numbers to be dialed
fi fi fi / Ꞓ < > is the telephone number dialed

The display shows:

```
xxxxxxxx  
PAUSE          OK
```

11. Press OK or £ to accept the destination telephone number.

The display shows:

```
Ext transf:LINE  
LINE POOL PHONE
```

Note: If a line pool was selected in step 6, the display will show:
Ext transf:Pool

This completes adding a Transfer Point to an external number. 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 or 2. 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
```

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 Flash 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.

7 - 18 Custom Call Routing (CCR)

Enabling a CCR Tree

Before incoming callers can access a CCR Tree, you must first assign lines to Greeting Table 1 or 2. Once this is done you must then assign the Tree to a Greeting Table.

Note: For more information about Greeting Tables, refer to **Section 3**.

You can enable a Tree by:

- assigning it to Greeting Table 1 or 2
- making it a destination within the Calling Line Identification (CLID) Table

Note: Your company must subscribe to CLID services before you can use this feature.

To enable a CCR Tree by assigning it to a Greeting Table:

1. Press `f` . `°` `<`
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
```

6. Enter `<the Greeting Table number>`

Custom Call Routing (CCR) 7 - 19

7. Press OK

The display shows:

```
AA menu prompt:Y
CHNG           OK
```

8. Press OK

9. Press NEXT until the display shows:

```
CCR tree:disable
CHNG           OK
```

10. Press CHNG

The display shows:

```
CCR tree:
DISABLE
```

11. Enter <the CCR tree number>

The display shows:

```
Tree enabled
```

The display changes to show:

```
CCR tree: <1>
CHNG           OK
```

12. Press OK

The CCR Tree is now assigned to the Greeting Table, enabled and ready to be used by callers. To end this Flash session, press ®

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.

Refer to the **Flash 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 and making sure all references to the Tree are removed from the Greeting and CLID Tables.

To disable a Tree:

1. Press *f* . ° <

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 TABLE

6. Enter <the Greeting Table number>

7. Press OK twice

8. Press NEXT until the display shows:

```
CCR tree: <1>
CHNG      OK
```

9. Press CHNG

The display shows:

```
CCR tree:
DISABLE
```

10. Press DISABLE

The display shows:

```
Tree disabled
```

The display changes to show:

```
CCR tree:disable
CHNG      OK
```

11. Press •

The display shows:

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

To end this Flash session, press ®

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 or 2.

To access the Workspace:

1. Press `f . ° <`
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 <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 2.

7 - 22 Custom Call Routing (CCR)

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 f . ° <
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, 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 INFO To add a Leave Message Point or Transfer Point press OTHR and then press LVMMSG or XFER

For more information about the different Points, refer to **Designing and building a CCR Tree** earlier in this section.

To end this Flash session, press ®

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 2 represents the Path number.

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
```

7 - 24 Custom Call Routing (CCR)

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 Flash session, press ®

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 2 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.

Custom Call Routing (CCR) 7 - 25

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
```

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 Flash session, press ®

7 - 26 Custom Call Routing (CCR)

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 3 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
```

9. Press YES

The display shows:

```
Tree saved
```

The display changes to show:

```
CCR Admin
ADMIN
```

To end this Flash 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>      LvMs9
CHNG    ERASE  OK
```

3. Press CHNG

The display shows:

```
Mbox: <X>
CHNG    NEXT
```

Note: The X shown in step 3 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
```

8. Press SAVE

The display shows:

```
Save as tree <X>
YES  OTHR  QUIT
```

9. Press YES

The display shows:

```
Tree saved
```

To end this Flash session, press ®

7 - 28 Custom Call Routing (CCR)

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 <Lvmmsg> 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
```

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 Flash 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 `f` . ° <
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
```

10. Press YES

The display shows:

```
Tree deleted
```

To end this Flash session, press ®

7 - 30 Custom Call Routing (CCR)

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 *f* . ° <
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.

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 Flash 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 - 32 Custom Call Routing (CCR)

Setting the Flash 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 Flash Line answering*
- change the Receptionist or Designated Operator's extension
- change Automated Attendant Status*

* These options are not available on the Flash Voice Mail Light system.

Attendant Sign ON/OFF

The Attendant Sign On/Off Feature determines whether an Operator is available. Each day, the Receptionist or Designated Flash 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 Flash 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 *f* . ° ▣
2. Enter *fl* † < † ▣ ° *fl* † (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 Flash session, press ®

Changing the Operator password

The Operator password can be changed at any time. To change the Operator password:

1. Press *f* . ° ▣
2. Enter *fl* † < † ▣ ° *fl* † (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 Flash session, press ®

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. Flash 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.

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.

8 - 4 Setting the Flash Status

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 `f` . `°` `⌘`
2. Enter <the Operator password>

Note: The default password is `fl † < † ⌘ ° fl †`
(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 Flash session, press `®`

Assigning Flash Line answering

Flash can answer all your CO lines included in line configuration. When Line answering is enabled, Flash answers all incoming calls and presents each caller with the Company Greeting and Automated Attendant Menu Options. You can designate whether or not Flash answers your company lines. When Line answering is disabled, Flash 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 `f . ° ✕`
2. Enter <the Operator password>

Note: The default password is `fl ‡ < ‡ ✕ ° fl ‡` (OPERATOR)

3. Press OK

The display shows:

```
Atdt 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 Flash session, press `®`

Changing the Operator default extension

Whenever a user asks to speak to your company Receptionist or Designated Operator, Flash puts the request through to the Operator's Directory Number (DN). For example, if Flash is operating on a two-digit Norstar DN length, this DN is 21. You can change the Receptionist or Designated Operator DN.

Important: When the Operator's DN changes, you must change the DN of the General Delivery Mailbox to the new DN 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 DN:

1. Press `f` . `°` `↵`
2. Enter <the Operator password>

Note: The default password is `fl † < † ↵ ° fl †`
(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 DN>
7. Press NEXT to exit.

Any user requesting an Operator is transferred to the new DN. 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 Flash 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 *f* . ° <
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 Flash session, press ®

8 - 8 Setting the Flash Status

Flash Reports

9

Introduction

Flash Reports are used to view Flash 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*

* These reports are not available on the Flash Voice Mail Light system.

This section describes the Flash Reports, and explains how to generate them.

Note: To print the Reports, you must have a terminal or printer connected to the RS-232 port on the Flash module.

Important: You cannot print reports from a Norstar telephone set and an RS-232 terminal at the same time. If an attempt is made to print a report from a telephone set while a terminal is printing a report `Printer busy` appears on your display.

9 - 2 Flash Reports

The different Reports

The different Reports allow you to view Flash storage capacity, the Company Directory List, mailbox owners, Group Lists, individual mailbox activity, CCR programming and data, and call logging information. Flash 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 Flash 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 Flash 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.

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 Flash 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 Flash. 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 Flash Reports

Printing Flash 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 Flash Report 1 to 6:

1. Press *f* . ° <

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 Flash 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 f . ° <

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, 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 Flash Reports

Flash Troubleshooting

10

Introduction

Flash troubleshooting is separated into three sections:

- system trouble
- operating trouble
- Custom Call Routing (CCR) trouble

Note: The Automated Attendant and Custom Call Routing (CCR) are not available on the Flash Voice Mail Light system.

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 Flash is set to answer the line.
2. All the Flash 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 Flash**.
4. If the Flash 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 Flash to record call log information related to an incoming call.

10 - 2 Flash troubleshooting

The Automated Attendant transfers some callers to the General Delivery Mailbox

Flash requires a tone dial telephone signal and a minimum voice level. Flash 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 Flash 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 Flash 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.
4. The KSU system time and date are incorrect.

Greetings are played on the wrong line

To verify the line information is correct, refer to the **Flash Programming Record**. If you find the information is incorrect, you must reassign lines to the Greeting Table. Refer to **Section 3: Setting up Flash**.

A telephone cannot be forwarded to Flash

If you are attempting to forward your telephone to Flash 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, Flash 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. When using the “Outdialing” feature, all dialing is done by the DN to which Flash is connected NOT by the Norstar telephone using the “Outdialing” feature. This means that any dialing restrictions applied to the Norstar telephone set will NOT apply. If you wish to restrict outdialing of certain telephone numbers you must do one of the following:

1. Assign the dialing restrictions to the Norstar DN(s) to which Flash is connected.
2. Assign the dialing restrictions to the Norstar Line(s) being used for outdialing.
3. Do not assign a line for outdialing.

Options one and two are programmed through Norstar programming. Refer to your Norstar System documentation for additional information. Option three is programmed through Mailbox administration. For more information about defining the Outdial route, refer to **Section 4: Mailbox Overrides**.

Norstar DNs and mailbox numbers are different lengths

For Flash 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 Flash system. Contact your advice line or sales representative.

Operating trouble

The following conditions list some problems that might be encountered with the operation of Flash.

Flash cannot access a line or a line pool

Your Norstar KSU may not support the feature you are trying to use. If Flash is attempting to outdial on a line or line pool, for example, when attempting to reply to a CLID message or reach an Off-premise Message Notification number, and the calls are not being completed, ensure the outdial feature that has been assigned is available and is correctly configured.

Refer to the documentation that came with your KSU for more information.

Personalized Greetings do not play

When a telephone is Call Forward Busy or Call Forward All Calls to the Flash 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 is initialized by the mailbox owner. Instruct owners to initialize their mailboxes. Refer users to the **Flash Quick Reference Guide**, or **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.

3. Flash message storage capacity is full.

Flash 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 Flash if the telephone is forwarded to Flash 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 cannot be added to Flash

Ensure the mailbox is not already registered with Flash. Mailbox numbers must be unique. Flash can store up to:

- 12 mailboxes on a Voice Mail Light system
- 24 mailboxes on a basic system
- 48 mailboxes on an expanded system

This number includes the Special Mailboxes. Refer to the **Flash 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**.

10 - 6 Flash troubleshooting

Incomplete messages are received in a mailbox or “Msg delivered” plays when recording a message or a Flash session ends unexpectedly

When any of these three situations occurs, it could be due to a problem called Talk Off. Talk Off occurs when Flash 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, Flash 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 Flash indicates you are finished entering your password.

Some voice patterns are the same as DTMF tones. This can cause Flash 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 two. The Flash 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 Flash. For instructions on resetting Flash, 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: Flash Reports**.

Flash 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 nine 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 **®** 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 73 Points, on each Tree.

10 - 8 Flash troubleshooting

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 Class of Service of the mailbox can be changed. For more information about the mailbox Class of Service, 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**.

Appendix A: Norstar feature compatibility

Introduction

This appendix describes how Norstar features interact with Flash. 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 Flash options through the dialpad only. There is no Message Waiting Notification availability.

Rotary dial cannot be used internally with Flash.

Answer buttons

Answer buttons allow an extension to answer calls sent to another extension. Answer buttons do not affect Flash 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 Flash, 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 Flash 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 Flash, the caller receives the mailbox of the called extension.

A - 2 Flash/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 Flash extension number, the call is transferred to extension B and receives extension B's mailbox.

The Answer Buttons Feature is available on Norstar Modular Key Service Units (KSUs), Compact Integrated Communications systems (CICS) and on Modular Integrated Communications systems (MICS).

Autodial (internal)

All users on the Norstar system can program the Flash extension number. The Flash Directory Number (DN) is determined using Feature Code 985.

The System Coordinator can use autodial for Busy Lamp Field (BLF) indication for all voice channels. This allows Flash channels to be monitored during busy periods.

Automatic Set Relocation

Must be set to NO when changing the Flash DN and connections between the KSU and Flash.

Call Forward All Calls (CFAC)

Any ringing line or answer button appearance on an extension is forwarded to the DN 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 DN 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 Flash 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 Flash 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 Flash message notification display will differ from the standard Flash display.

For example, if Flash has messages for you, the display will typically appear as:

```
Messages & Calls
MSG          CALLS
```

To retrieve your Flash messages, press MSG. For more information about retrieving messages, refer to the **Flash Quick Reference 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 Flash. If a user calls the DN 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 Flash DN again.

The Camp On Feature is available on Norstar Modular KSUs, MICS and CICS.

Delayed Ring Transfer (DRT)

To use Flash as a secondary line answering position, set DRT by:

1. Assigning the Flash extension number as the prime extension for the specified lines that are to be DRT to Flash.
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 Flash.
5. Setting the Flash Answer option to NO for the lines that are to be DRT to Flash.

When DRT is being used for Flash Answering, and Norstar sets with a ringing line appearance are forwarded to Flash, a caller receives the mailbox of the CFAC extension immediately.

A - 4 Flash/Norstar feature compatibility

Disconnect Supervision

When a KSU has Line Disconnect Supervision and a caller hangs up after reaching a mailbox, Norstar immediately senses this and breaks the connection. This results in fewer 'phantom' messages in the General Delivery Mailbox and prevents Flash ports from being occupied.

The Line Disconnect Supervision feature is available on Norstar Modular KSUs, MICS and CICS.

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 transfers the caller to the mailbox of the party being called.

Feature timeout

Flash 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 button is pressed during a session, Flash is disconnected, except when Automatic Hold is used to transfer a caller to a mailbox or an extension. Flash ignores Held Line Reminder tones.

Intercom Numbers

An inside user can access Flash using an intercom button and pressing the DN. Access to the Flash Feature Codes and "*Message for you*" indication requires an intercom button on the extension.

An intercom button is required to notify an extension of an incoming transfer.

Language choice

The Flash language capability is independent of Norstar's language selection for an extension. Flash language availability is determined by the Class of Service assigned to a mailbox.

Note: The Flash language option is invoked after a user starts a session.

Lines

Lines can be assigned to the Flash Automated Attendant using Feature Code 983. When a line programmed for the Automated Attendant appears on an extension, it will ring when Flash 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.

Note: This option is not available on the Flash Voice Mail Light system.

Message Send/Reply/Waiting

Any message notification left by an internal caller can be replied to using the Flash 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 Flash prime DN is specified as the Night Ring extension for an incoming line, a caller immediately hears the Flash Automated Attendant.

Prime Set (multiple)

When configuring lines, Flash can be designated as the prime extension. Flash will answer with the Automated Attendant.

Priority Call

Ends a Flash session.

Private line

When private lines are assigned to an extension programmed to ring, CFNA to Flash is answered by the extension's Personal Mailbox. If a private line is the only appearance on that extension, Flash transfers calls through the intercom button.

Note: If the private line is not programmed to ring, CFNA is not invoked.

A - 6 Flash/Norstar feature compatibility

Release key

Ends a Flash session.

Ringling line preference

Ringling lines programmed to Norstar extensions are recognized by Flash. Features such as CFNA and CFAC to Flash 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 Flash during specific time periods, such as lunch time or nonbusiness hours. Flash will answer with the Automated Attendant.

The Service Modes feature is available on Norstar Modular KSUs, MICS and CICS.

Template

Flash 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 Flash 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 (DN)	any valid Norstar Directory Number (DN)	none
CO Line Greeting assignment**:		
Line number	1 - 248	none
Greeting Table:	1 - 2	1
Greeting Table number	0 - 12	0
Number of rings		
Greeting used:	1 - 20	1
Morning	1 - 20	2
Afternoon	1 - 20	3
Evening	1 - 20	4
Language	P = primary A = alternate	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.

**These Data fields are not available on the Flash Voice Mail Light 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	Flash 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	1-8	none
Prompt language	1 = Pri 2 = Alt	none
Mailbox message time	5-20 min	none
Message length	2-7 min	none
Greeting length	1-10 min	none
Message retention time	7 days - indefinite	none
Group Lists:		
Group List number **	001 - 002 - 901-902	901 - 902
Number of members	48	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 or 2
Number of voice channels	2 or 4
Message storage	90 or 180 minutes

Data element*	Value
Response time at the Home Menu	2.5 seconds
Number of Trees	2
Number of Paths per level	8

* These Data elements are not available on the Flash Voice Mail Light system.

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 Flash	
Leave Message	Feature 980
Open Mailbox	Feature 981
Operator Status	Feature 982
Configuration	Feature 983
Flash DN	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
Personal greeting	Y	Y	Y	Y	Y	Y	Y	Y
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Group Lists	Y	Y	Y	Y	Y	Y	Y	Y
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	n/a	n/a	30	30
Number of attempts	3	3	5	5	n/a	n/a	9	9

0 = Indefinite retention

P = Primary

A = Alternate

Note: When the Flash bilingual language capability is disabled, all Classes of Service default to the Primary Language. Refer to the **Flash 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 Flash. The following are examples of the different Main Menus that appear:

Flash without the Group List:

The display shows:

```
Admin
MBOX  AA  CCR
```

Flash with the Group List:

The display shows:

```
Admin
MBOX  AA  OTHR
```

Appendix C: Resetting Flash

Introduction

This appendix covers the procedures for resetting Flash. After you reset the Flash system, you must:

- initialize Flash
- configure the incoming telephone lines*
- enter Greeting Table information*
- record Company Greetings*
- add mailboxes
- initialize the Special Mailboxes

* These tasks are not required on Flash Voice Mail Light systems.

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 Flash erases all the Company Greetings, Greeting Table and mailbox information. Before you reset Flash, ensure that you have a copy of the current Flash set up. Refer to your completed **Flash Programming Record**.

C - 2 Resetting Flash

Resetting Flash

To reset Flash:

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

Note: If you are resetting Flash 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 `‡ < > fl ‡ ° x fl fl (REINSTALL)`

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 Flash 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 Flash. Refer to **Initializing Flash**, later in this appendix.

Note: If you press any buttons before resetting is complete, the display shows: `Inactive feature`

Initializing Flash

When Flash was first installed, the initialization was completed by the installer. You only need to initialize Flash if you have reset the module to accommodate a new Flash mailbox number length. This is usually only necessary if your Norstar system is upgraded or expanded.

To initialize Flash:

1. Press f . ° <

The display shows:

```
Pswd:
RETRY      OK
```

2. Enter ▣ fl fl < > > (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  FRE
```

Note: The two languages available are the same languages that were selected when Flash was first initialized. You cannot select different languages by initializing Flash again. You can only select which of the two languages is the Primary Language.

Note: Press ENG to select English, press FRE to select French, and press SPA to select Spanish.

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

C - 4 Resetting Flash

enter a leading digit from 0 to 9.

7. Press OK

The display shows:

```
System config
RETRY      OK
```

8. Press OK

The display shows:

```
Configuring...
```

Initialization takes about three seconds. When Flash has completed the initialization, the display shows: *System ready* and *Exit*

After the initial Flash configuration is completed, the display returns to the Norstar date and time. You are now ready to enter your Flash Greeting Table and mailbox information. Refer to your **Flash Programming Record** and **Section 3: Setting up Flash**.

Appendix D: Norstar configuration tips

Introduction

This appendix describes some Norstar configuration enhancements that, when used, maximize the efficiency of Flash.

Note: The features and capabilities of Flash will vary depending on the type of Norstar KSU you are using, as well as the number and type of lines provided by your telephone company. Problems will arise when you configure Flash to use features which are not supported or available.

For example, Flash cannot use incoming telephone lines for Off-premise Notification Messaging. Flash features that are incorrectly configured or not available will likely fail or respond unexpectedly.

Refer to the documentation that came with your KSU for more information.

Delayed answering by the Flash Automated Attendant

The Flash Automated Attendant can answer any call on specified CO telephone lines after a specified number of rings. Flash answers incoming calls when:

1. The installer programs Flash 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 Flash 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. The Norstar DRT feature is available on the Flash Voice Mail Light system. The Automated Attendant feature is not available on the Flash Voice Mail Light system.

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 Flash, 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 Flash 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 Flash, incoming calls on this line are not affected.

Ringling Answer Button

When one or more telephones have a Ringling Answer Button for another telephone, and one of these is Call Forwarded or Call Forward No Answer to Flash, all incoming calls will be directed into the Personal Mailbox of the forwarded telephone.

If two or more of these telephones are CFAC to Flash, 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 Button. The Answer Button feature is available on Norstar Modular KSUs, MICS and CICS.

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 *f* . ° fi

Note: This is the Feature Code for determining the Flash DN. The DN appears on the telephone.

2. Press *f* >

Or

Press

3. Enter <the Flash DN>

To cancel call forward:

Press *f* £ >

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: Flash 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. This Error Message does not appear on the Flash Voice Mail Light system.

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.

Invalid class

Appears when an incorrect Class of Service is entered while adding or changing a mailbox Class of Service using Feature Code 983.

E - 2 Flash Error Messages

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 20. This Error Message does not appear on theFlash Voice Mail Light system.

Invalid key

Appears when the selected option is not valid for the command display shown.

Invalid line

Flash supports line numbers from 1 to 248. This Error Message does not appear on theFlash Voice Mail Light system.

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.

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. This Error Message does not appear on theFlash Voice Mail Light system.

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 or 5. This Error Message does not appear on the Flash Voice Mail Light system.

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. This Error Message does not appear on the Flash Voice Mail Light system.

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.

Mbox not init

Appears when any attempt is made to access a mailbox that is not initialized.

E - 4 Flash Error Messages

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 Flash mailboxes have not been initialized by the owners, or there are no mailboxes registered with Flash.

No glist avail

Appears when the maximum number of Group Lists is assigned. The maximum number of Group Lists is two.

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 Flash. The total number of mailboxes is:

- 12 on a Flash Voice Mail Light Model 2
- 24 on a Basic Model 2
- 48 on an Expanded Model 4

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.

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 Flash. These types of messages cannot use the Flash 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.

***Talk busy**

Appears when the maximum number of users are accessing Flash.

Not allowed

This message appears when:

- a user is not allowed access to a feature or Feature Code
- a second user attempts to access the Configuration or Operator Status Feature Codes
- the message being recorded has too many Forward(s) and Reply(s) inserted
- a recorded message reaches its maximum number of segments. (This is caused by repeatedly using 'pause' and 'cont' while recording a message.)
- 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.)
- a user attempts to use AA or CCR on a Flash Voice Mail Light system
- a user attempts to disable the General Delivery Mailbox on a Flash Voice Mail Light system
- a user attempts to access the CLID Dialing Tables on a Flash Voice Mail Light system
- a user attempts to change Business open on a Flash Voice Mail Light system
- a user attempts to change Answer lines on a Flash Voice Mail Light system

E - 6 Flash Error Messages

- a user attempts to disable Voice Mail on a Flash Voice Mail Light system

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 Flash 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.

Party not available

Appears when a mailbox owner tries to use the Reply feature to reply to an external call, but there is no Calling Line Identification (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 Flash is not met. Do not use Handsfree. When recording a greeting or message, speak directly into the handset of your Norstar telephone.

Appendix F: Flash samples and tips

Sample Flash set ups

There are several ways to set up Flash in your company. How you choose to set up Flash 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 Flash set up describes four different sample Flash configurations. It also describes some useful application tips at the end.

Note: Custom Call Routing (CCR) and the Automated Attendant (AA) are not available on the Flash Voice Mail Light system.

Setting Up Flash in a small company

The On Your Toes Dance Studio has a Compact Norstar Business Communication system. The Norstar installer programmed both Norstar and Flash. The installer programmed Flash 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 Flash 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 Flash and Norstar work together in call handling.

F - 2 Flash 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 Flash Automated Attendant answers the call. The receptionist has also been appointed as the Flash Designated Operator. Whenever a caller presses , to speak with the Flash 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.

Flash 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 Flash DN.

Flash 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.

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 Flash 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 Flash 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 Flash samples and tips

Setting Up Flash 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 Flash. The installer programmed Flash 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 Flash mailbox.

Each mailbox owner has keys programmed for the Flash 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 Flash, 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 Flash Automated Attendant answers the call. The receptionist has also been appointed as the Flash 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. Flash 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 Flash Automated Attendant.

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 Flash DN. The DRT to Prime is set to YES, and the DRT Delay is set to four.

Flash 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.”</i> (The CCR Home Menu 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 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 Flash 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. Flash 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 Flash Transfer Feature (Feature 986).

When Flash 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.

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.

Flash set up tips

Flash can be set up to be used in a number of different ways. The following suggestions show how you can use the Flash 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 Flash 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 Flash as a Guest Mailbox. These mailboxes do not have an operating Norstar extension.

F - 8 Flash samples and tips

Setting up a Flash 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 Flash 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 Flash 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 line answering 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.

Note: Line answering is always designated as NO on the Flash Voice Mail Light system. The General Delivery Mailbox cannot be disabled on the Flash Voice Mail Light system.

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, Flash 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.

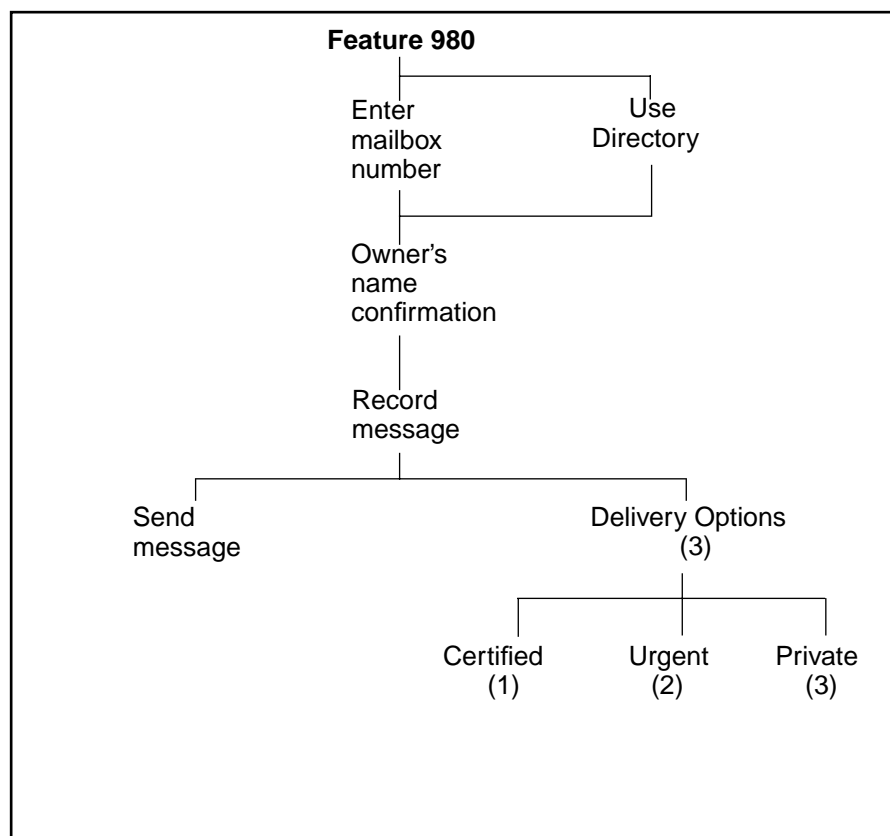
Note: The Voice Mail Option cannot be disabled on the Flash Voice Mail Light system.

To turn off the Voice Mail Option, refer to **Section 3, Enabling and disabling Voice Mail**.

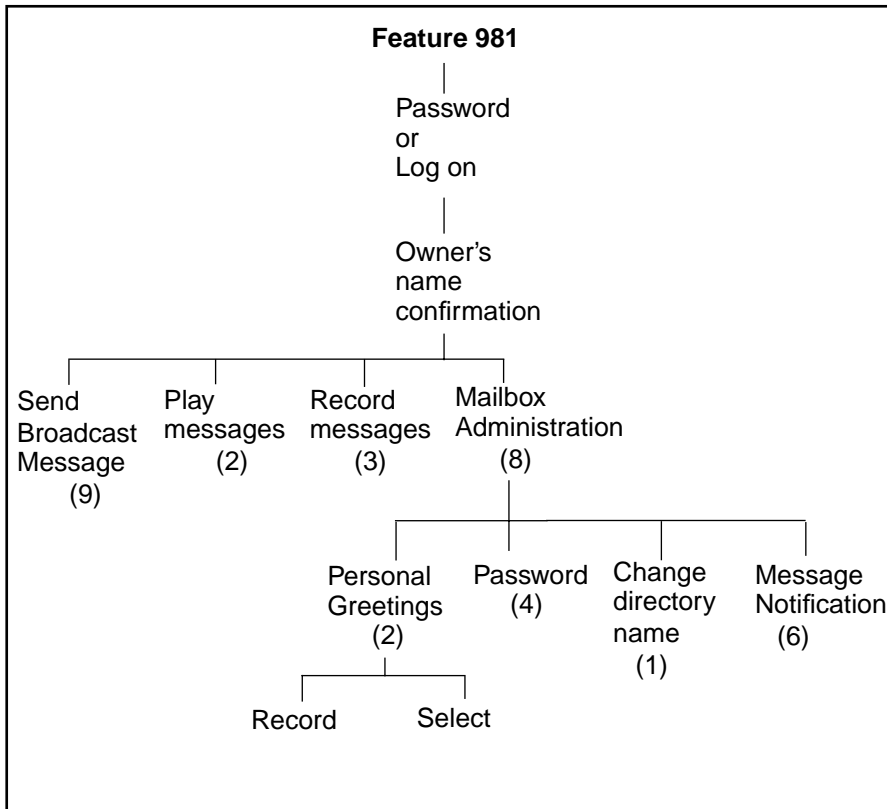
F - 10 Flash samples and tips

Appendix G: Flash Features

Feature 980: Send Messages

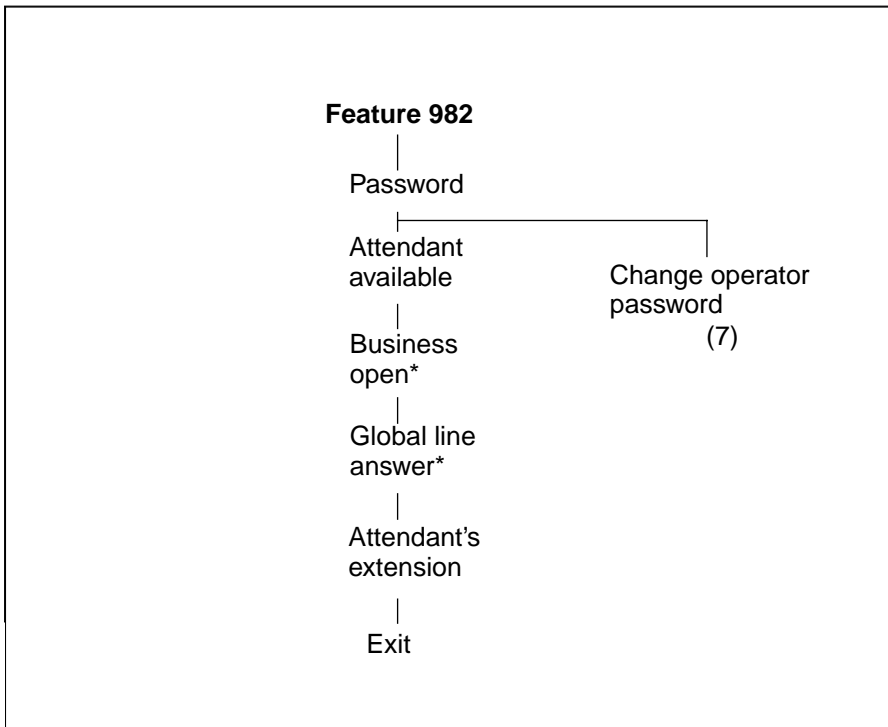


Feature 981: Open Mailbox



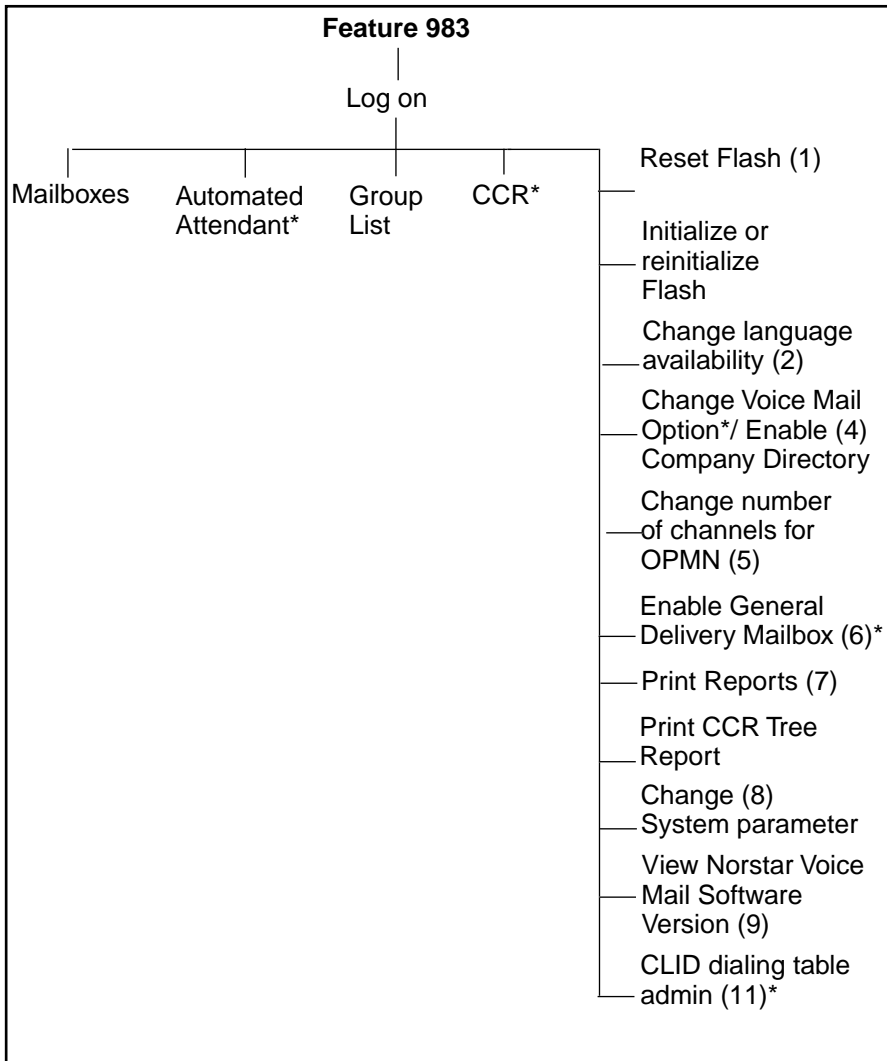
Note: The first time a mailbox is opened, the subscriber is asked to initialize the mailbox by entering a password and recording a name in the directory. The System Coordinator can send a Broadcast Message from the System Coordinator's Mailbox by entering *f* . ° / logging on and pressing/

Feature 982: Set Operator Status



*These options are not available on the Flash Voice Mail Light system.

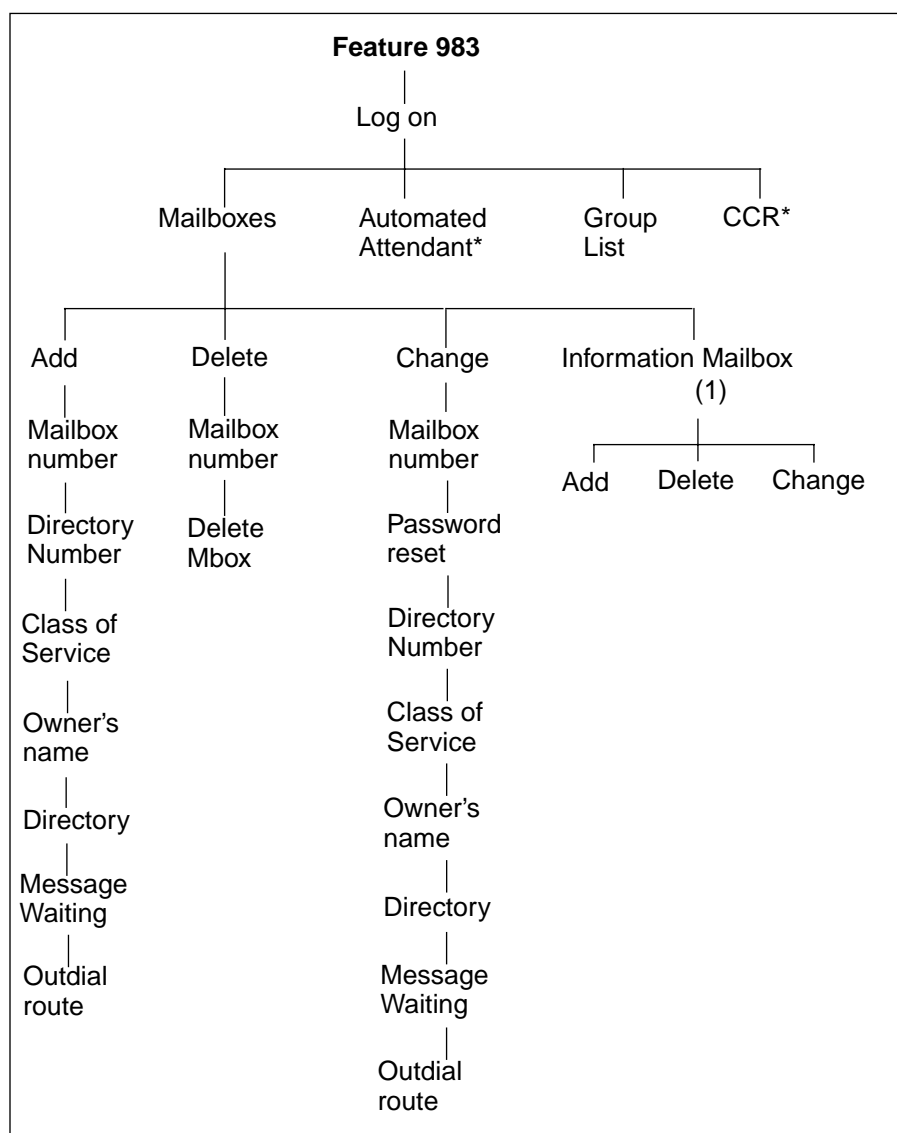
Feature 983: First level



*These options are not available on the Flash Voice Mail Light system.

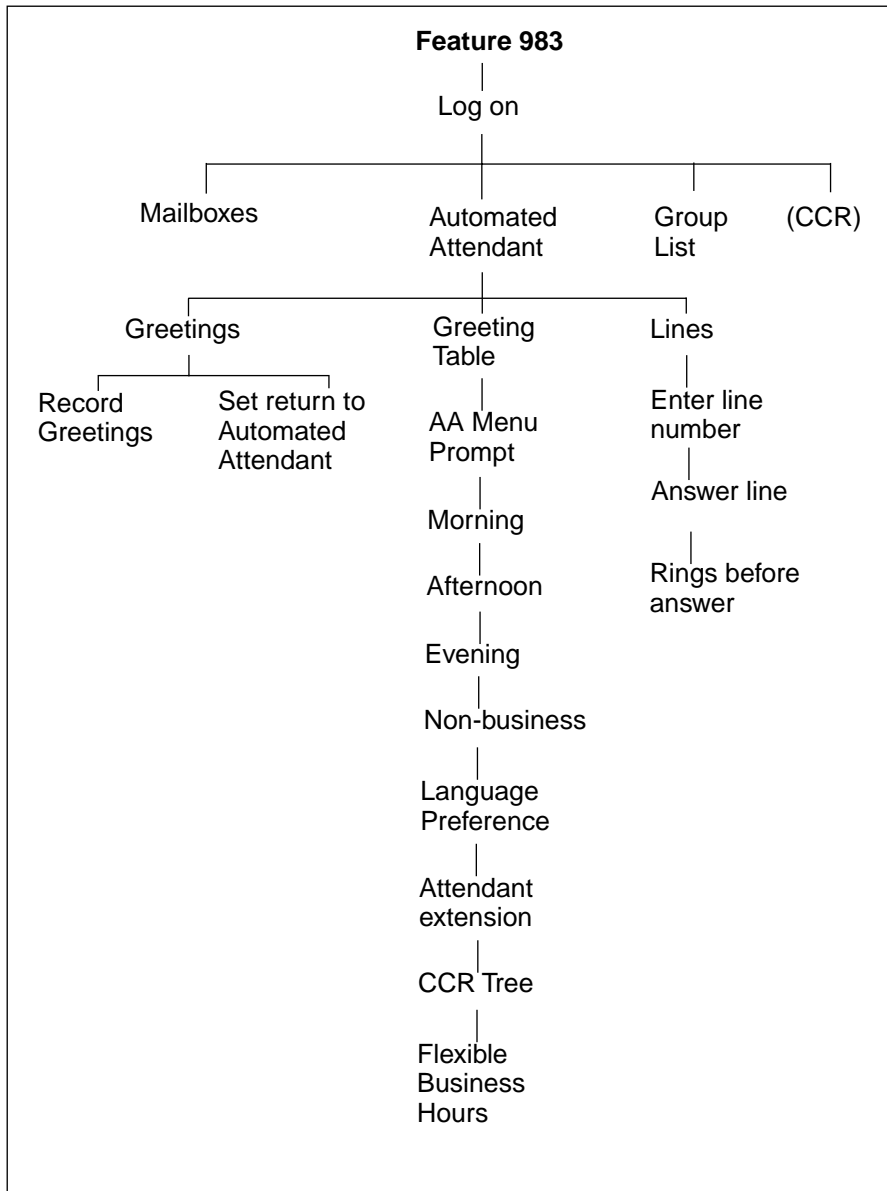
Note: All the numbered options are available, but are not verbally or visually prompted.

Feature 983: Mailboxes

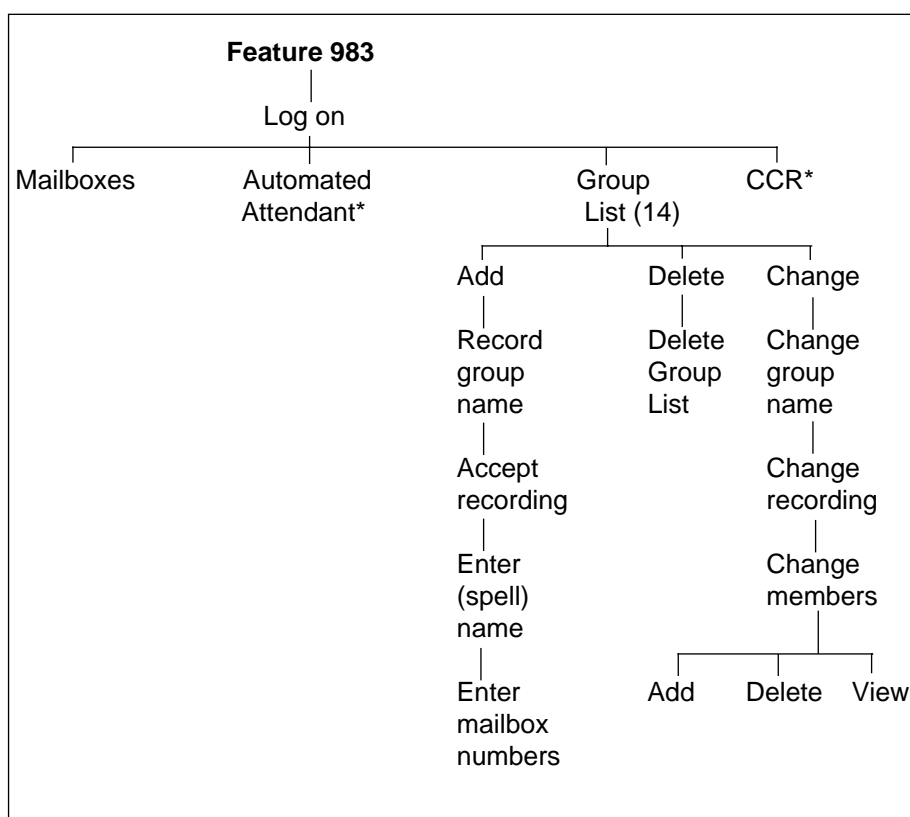


*These options are not available on the Flash Voice Mail Light system.

Feature 983: Automated Attendant

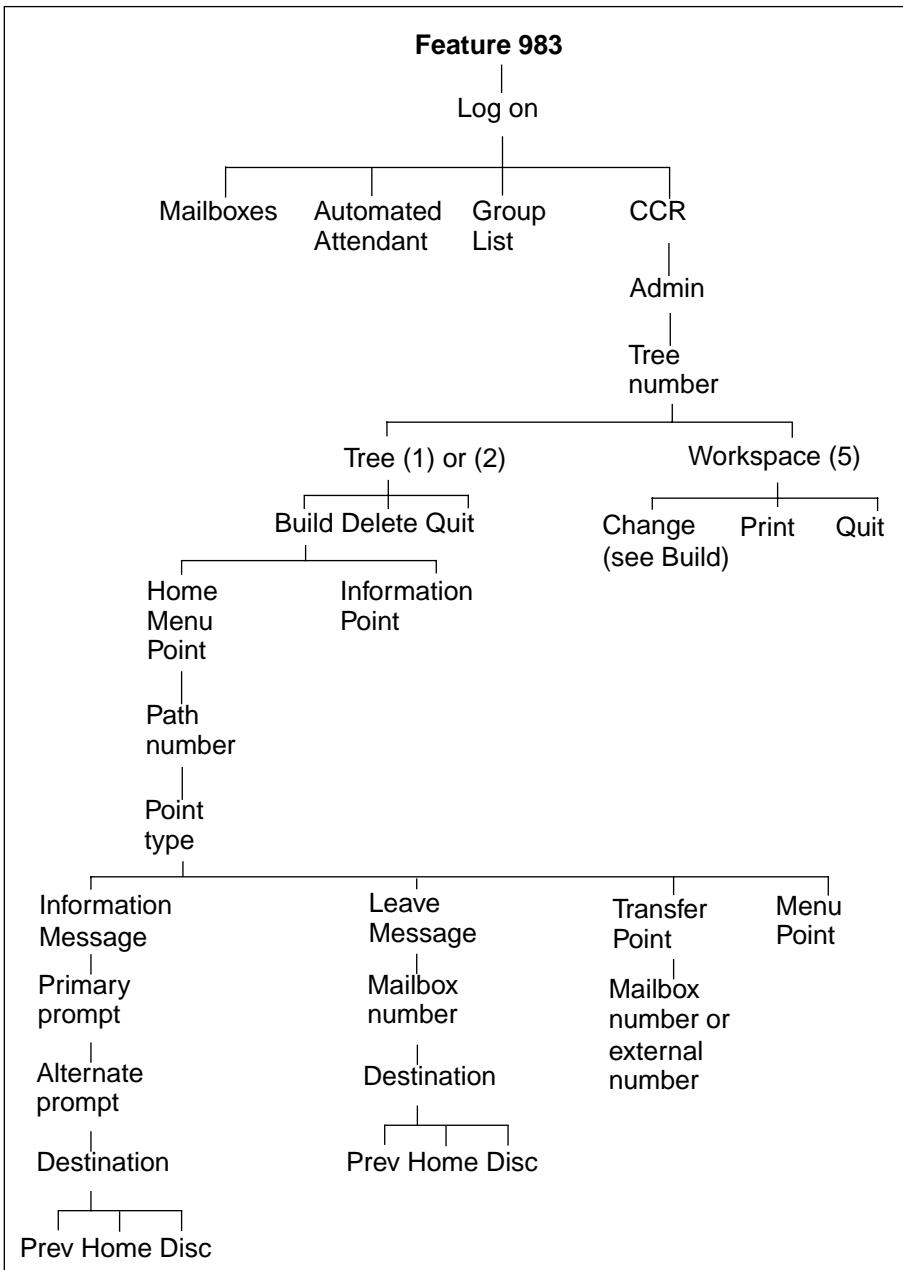


Note: The Automated Attendant is not available on the Flash Voice Mail Light system.

Feature 983: Group List

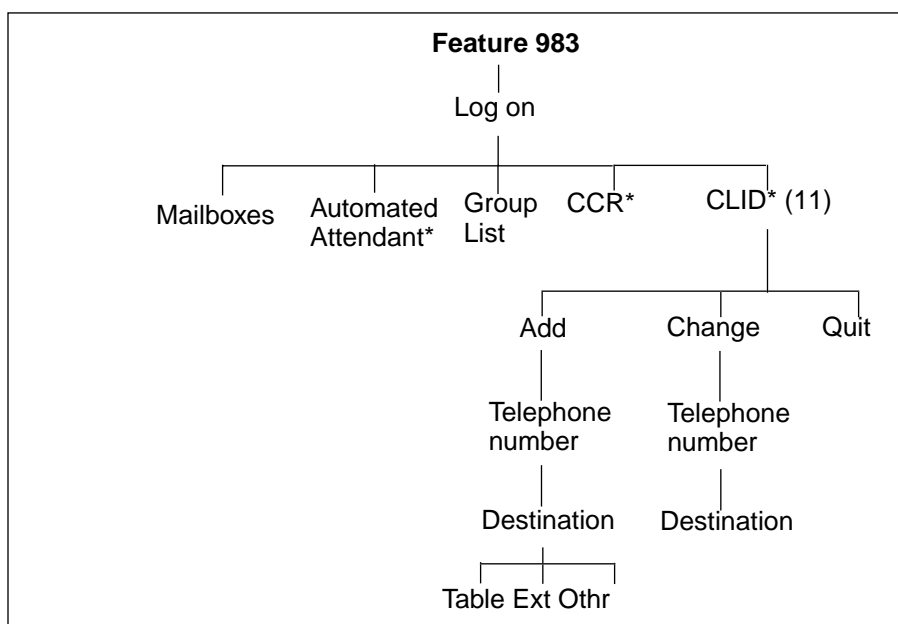
*These options are not available on the Flash Voice Mail Light system.

Feature 983: Custom Call Routing (CCR)



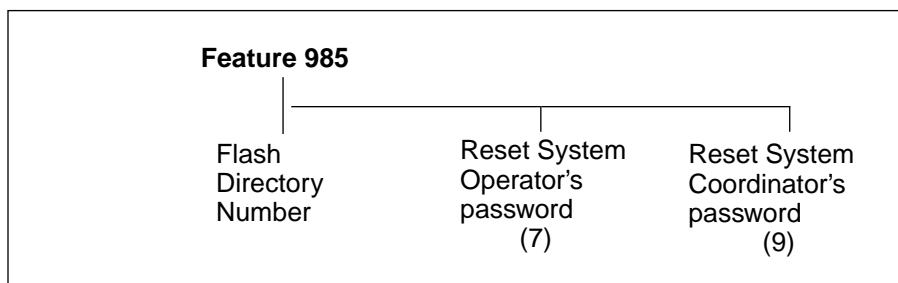
Note: Custom Call Routing (CCR) is not available on the Flash Voice Mail Light system.

Feature 983: CLID Administration



Note: These options are not available on the Flash Voice Mail Light system.

Feature 985: Programming menu structure



G - 10 Flash Features

Glossary

Note: Custom Call Routing (CCR) and the Automated Attendant (AA) are not available on the Flash Voice Mail Light system.

Administration

The tasks involved in maintaining the Flash 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

Flash 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 Flash when an "Operator" is available to answer calls.

Automated Attendant

The Flash answering service that answers incoming calls with a Company Greeting, plays a list of Flash Options to a caller, and performs call routing functions in response to a caller's selections.

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 Flash setting that tells Flash whether a company is open or closed for business. This is not available on the Flash Voice Mail Light system.

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 Flash unit that are designated for outdialing.

CICS

CICS is the Compact Integrated Communications system.

Class of Service

A predetermined number designation that specifies the Flash 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 Flash. For example, configuring the Central Office (CO) lines answered by Flash.

Configuring Flash lines

The tasks involved in determining which exchange lines are answered by Flash and which Greeting Table is assigned. This is not available on the Flash Voice Mail Light system.

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 Flash.

Designated Operator

An individual in a company who has been assigned to answer the Flash 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. This is not available on the Flash Voice Mail Light system.

Display

A one- or two-line screen on a Norstar telephone that shows Flash commands and options.

Directory Number length

The number of digits in a Norstar DN and a Flash 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 Flash Option.

Glossary - 4

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.

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 Flash 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 Flash Greetings: Company Greetings, Personal Mailbox Greetings and Information Mailbox Greetings. Company Greetings are played by the Automated Attendant to incoming callers. Company Greetings are not available on the Flash Voice Mail Light system. 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 Flash. There are two Greeting Tables. Greeting Tables are not available on the Flash Voice Mail Light system.

Group Lists

A collection of mailbox numbers that are assigned a special “Group” number by Flash. 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. The Home Menu is not available on the Flash Voice Mail Light system.

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. The Home Menu Voice Prompt is not available on the Flash Voice Mail Light system.

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 Flash

Preparing the Flash settings that are used in mailbox number length and Language preference.

Leave Message

The Feature Code used to leave messages in Flash mailboxes.

Glossary - 6

Leave Message Point

A Point along a CCR Tree call Path where the caller has the option to leave a message in a mailbox. The Leave Message Point is not available on the Flash Voice Mail Light system.

M7100 telephone

The Norstar model M7100 telephone that has a single-line display, and one programmable button without an indicator.

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 Flash system.

Mailboxes

Part of the **Flash 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. The Menu Point is not available on the Flash Voice Mail Light system.

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 Flash Feature is a Mailbox Override.

MICS

MICS is the Modular Integrated Communications system.

Off-premise Message Notification

Allows you to direct your messages to any telephone number, extension or to a pager. This Flash Feature is part of the Class of Service.

Operator default extension

The Receptionist or Flash 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 Flash indicator that determines if a company's Receptionist or Designated Operator is available.

Option

A Flash 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.

Glossary - 8

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. The Path number is not available on the Flash Voice Mail Light system.

Personal Mailboxes

Mailboxes that are assigned to users as a place to store messages.

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. The Point is not available on the Flash Voice Mail Light system.

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 Flash using the Configuration Feature Code.

Reports

The six different types of Reports used to view Flash 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 Flash default setting 0000 (four zeros).

Resetting Flash

Returning the Flash 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.

Flash Programming Record

The Norstar outline where Flash configuration and CCR Tree information is written down.

System Coordinator

The person responsible for configuring, updating, and maintaining the Flash 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.

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. The Transfer Point is not available on the Flash Voice Mail Light system.

Voice Prompts

The prerecorded voice instructions that are played when accessing the different Flash Features and Options. Voice Prompts also guide a caller along the call Path of a CCR Tree.

Glossary - 10

Index

A

- Access Security, 2-15
- Adding lines, 3-23
- Adding mailboxes, 4-4
- Adding, Guest Mailboxes, 4-10
- Adding, mailboxes, 4-7, 4-8
- Afternoon Greeting, 3-21
- Alternate Language, 3-11, 3-14
- Analog Terminal Adapter (ATA), 2-20
- Angled brackets, 1-4
- Answering, lines, 8-5
- Assigning the Voice Mail option
 - Enabling, Voice Mail, 3-26
- Attendant, status, 8-1
- Automated Attendant, 2-4, 3-17, 10-2
 - Menu Prompt, 2-4, 3-17
 - Recording, 3-17
 - status, 8-7
- Automated Attendant (AA), 2-11
 - Overview, 2-11
- Automated Attendant (AA), trouble-shooting, 10-1

B

- Bilingual, 3-9, 3-20
- Broadcast Message, 4-15, 6-1, 6-2
 - Sending, 6-2
 - When to send, 6-2
- Building, CCR Tree, 7-4
- Business Hours, 3-21
 - Setting, 3-21
- Business Status, 8-3
 - Changing, 8-3
 - Setting, 8-4

- Button, memory, 3-8

C

- Call answering, 2-4, 2-6
 - External calls, 2-4
 - Internal calls, 2-3
 - Overview, 2-6
 - Types of, 2-4
- Call display, no information, 10-1
- Call Identification, 5-3, 5-5
- Call Identification Table, 3-27
 - Adding, 3-28
 - Changing, 3-28
 - Prerequisites, 3-27
 - Setting up, 3-27
- Calls, not answered, 10-1
- CCR Tree, 7-20
 - Changing Points, 7-22
- Certified, Delivery Option, 5-3
- Changing, 7-22
- Channels for outdialing, 3-32
- Class of Service, 4-2, 4-3, 5-8
 - Greeting length, 4-2
 - Group List, 4-3
 - Language prompts, 4-2
 - Mailbox message time, 4-2
 - Message length, 4-2
 - Message retention period, 4-2
 - Number of attempts, 4-3
 - Off-premise Message Notification, 4-2
 - Personal greeting, 4-2
 - Prompt Language, 4-2
 - Retry interval, 4-3
 - Summary, 4-3
 - Values, 4-3

ii - Index

- CLID, report, 9-7
 - Command line, entering characters, 2-18
 - Company Directory, 2-12, 3-33, 4-4, 4-16
 - Changing access, 3-33
 - Changing recording, 6-7
 - Overview, 2-12
 - Recording Mailbox, 4-16
 - Report, 9-2
 - Troubleshooting, 10-5
 - Company Directory Override, 5-9
 - Compatibility, Features, A-1
 - Configuring, lines, 3-23, 3-25
 - Conventions, 1-4
 - Copying a message, 5-3
 - Custom Call Routing (CCR), 7-1
 - Building a Tree, 7-4
 - Changing a Point, 7-22
 - Changing a Tree, 7-20
 - Deleting a Tree, 7-29
 - Destination Type, 7-5, 7-11
 - Disabling, 7-20
 - Enabling a Tree, 7-18
 - Erasing Path, 7-30
 - Example, 7-6
 - Home Menu, 7-3, 7-5
 - Example, 7-5
 - Information Message, 7-10
 - Internal Transfer Point, 7-13
 - Leave Message Point, 7-12
 - Menu Point, adding, 7-8
 - Overview, 7-1, 7-2
 - Path, 7-5
 - Path levels, 7-5
 - Points, 7-5
 - Printing Tree reports, 9-9
 - Recording, Home Menu, 7-7, 7-8
 - Sample Tree, 7-3
 - Saving a Tree, 7-17
 - Setting Up, 7-1
 - Testing a Tree, 7-31
 - The Tree, 7-3
 - Transfer Point, 7-13
 - External, 7-14
 - Tree 5, 7-17
 - Tree options, 7-4
 - Tree report, 9-7
 - Troubleshooting, 10-6
 - Workspace, 7-17
 - Customized AA Prompt
 - Recording, 3-17
- ## D
- Deleting
 - Group List, 6-11
 - Deleting a mailbox, 5-10
 - Deleting, CCR Tree, 7-29
 - Delivery Options
 - Certified, 5-3
 - Normal, 5-3
 - Private, 5-3
 - Urgent, 5-3
 - Destination Type, 3-28
 - Assigning, 3-28
 - Changing, 7-28
 - Disconnect, 7-11
 - Destination Type, CCR, 7-5
 - Assigning, 7-11
 - Disconnect, 7-11
 - Home Menu, 7-11
 - Previous, 7-11
 - Dialing Table, 3-27
 - Adding, 3-28
 - Changing, 3-28
 - Prerequisites, 3-27
 - Setting up, 3-27
 - Directory Report, 9-2
 - Directory, Company, 2-12, 3-33, 4-16
 - Disabling, CCR Tree, 7-20
 - Disabling, Voice Mail, 3-26
 - Display, 2-17

- command line, 1-4
- Content, 1-5
- Single-line, 2-17
- Two-line, 2-17
- Display Buttons, 1-4
- E**
- Enabling, CCR Tree, 7-18
- Erasing a CCR Path, 7-30
- Error messages, E-1
- Evening Greeting, 3-21
- Exiting from Flash, 2-21
- External calls, 2-4
- External Transfer Point, CCR, 7-14
- F**
- Feature Codes, 2-7, 3-3, 3-8
 - Default, 3-6
 - Defaults, 2-7
 - Determining, 3-6
 - Flash Directory Number (DN), 2-9
 - Frequently used, 3-8
 - Interrupt, 2-9
 - Leave Message, 2-8
 - Open Mailbox, 2-8
 - Operator Status, 2-8
 - Overview, 2-7
 - System Administration, 2-9
 - Transfer, 2-9
 - Verifying, 3-7
- Feature, compatibility, A-1
- Flash
 - Answering lines, 3-24
 - Attendant status, 8-1
 - Components, 2-2
 - Disabling Voice Mail, 3-26
 - Enabling Voice Mail, 3-26
 - Introduction, 2-1
 - Language capabilities, 3-9
 - Operator Status, 8-1
 - Operator status, 8-2
 - Overview, 2-2
 - Prerequisites, 1-5
 - Reports, 9-1
 - Set up, 3-1
 - Preparation, 3-1
 - Setting up, 3-10
 - software version, 3-7
 - Troubleshooting, 10-1
 - Using, 2-7
 - Flash Directory Number (DN), 2-9
 - Flash, Overview, 2-1
 - Forward denied, 10-2
 - Fraud, outdialing, 4-5
 - G**
 - General Delivery Mailbox, 3-30, 4-14, 5-1, 5-6, 10-2
 - Assigning, 3-30
 - Disabling, 3-30
 - Enabling, 3-30
 - Replying to messages, 5-6
 - Greeting length, 4-2
 - Greeting numbers, 3-12
 - Greeting Table, 3-11
 - Adding lines, 3-23
 - Assigning a greeting, 3-17, 3-19
 - Assigning lines, 3-11
 - Assignment, 3-12
 - Determining information, 3-13
 - Preparing greetings, 3-13
 - Recording, 3-15
 - Setting up, 3-11
 - Target Attendant, 3-20
 - Using the Alternate Language, 3-11
 - Greetings
 - Afternoon, 3-21
 - Assigning to a Greeting Table, 3-17
 - Assigning to a Table, 3-19
 - Evening, 3-21
 - Examples
 - Afternoon, 3-13

iv - Index

- Evening, 3-13
- Morning, 3-13
- Non-business, 3-13
- Morning, 3-21
- Preparing, 3-13
- Recording Company Greetings, 3-15
- Troubleshooting, 10-2
- Group List, 4-2, 4-3, 6-5, 6-6, 10-6
 - Adding, 6-5, 6-6
 - Changing members, 6-9
 - Changing name, 6-7
 - Delete, 6-11
 - Group Message, 6-12
 - Parameters, 6-3
 - Preparing, 6-3
 - Report, 9-3
 - Samples, 6-4
 - Viewing Members, 6-9
- Group Message, 6-3
 - Prerequisites, 6-3
- Group Messages, 6-3
 - Group List, 6-3
- Guest Mailbox, 4-1, 4-6, 4-9, 4-10
 - Adding, 4-10
 - Examples, 4-9
 - Using, 4-9
- Guide, organization, 1-2

H

- Home Menu point, 7-3
- Home Menu, CCR, 7-5
 - Voice prompt, 7-7, 7-8

I

- Include in Company Directory, override, 4-4
- Incomplete messages, 10-6
- Information Mailbox, 2-14, 4-6, 4-12
 - Adding, 4-13
- Information Message
 - Adding, 7-10
 - Changing, 7-23, 7-24

- Destination Type, 7-11
- Information Message, CCR, 7-10
- Information, Mailbox, 4-1, 4-12
- Initializing, mailboxes, 4-16
- Internal calls, 2-3
- Interrupt Feature Code, 2-9
- Interrupting a Voice Prompt, 2-19

L

- Language, 3-20
 - Capabilities, 3-8, 3-9
 - Changing availability, 3-31
 - Choosing, 3-20
- Leave Message Feature Code, 2-8
- Leave Message Point, 7-12
 - Adding, 7-12
 - Changing, 7-27
- Line Answering, assigning, 8-5
- Line configuration, 3-25
 - Viewing and changing, 3-25
- Line, answering, 8-5
- Lines, 3-23
 - Adding, 3-23
 - Answering, 3-24
 - Configuring, 3-23
- Listening to messages, 5-3
- LOG prompt, 10-3
- Logging on, 2-15

M

- Mailbox, 2-12, 2-13, 2-14, 4-1, 4-4, 5-1
 - About, 2-12
 - Activity report, 9-4
 - Adding, 4-7, 4-8
 - Administration, 5-1
 - Cannot be added, 10-5
 - Changing Class of Service, 5-8
 - Changing name, 5-9
 - Copying a message, 5-3
 - Delete, 5-10
 - General Delivery, 3-30
 - Greeting length, 4-2

Index - v

- Guest, 4-1, 4-9, 4-10
- Information, 2-14, 4-1, 4-12
- Message Length, 4-2
- Message retention, 4-2
- Message time, 4-2
- Off-premise Message Notification, 4-2
- Operator, 4-21
- Options, 5-7
- Overrides, 4-4, 5-9
- Password, 5-7
- Personal, 2-13, 4-1, 5-7
- Personal greeting, 4-2
- Registering, 4-4
- Rules, 2-14
- Setting up, 4-1
- Setting up operator mailbox, 4-21
- Special, 2-13, 4-14, 5-1
- Troubleshooting, 10-4
- User, 4-1
- Mailbox Activity Report, 9-4
- Mailbox Overrides
 - Outdial route, 4-7
- Mailbox parameters, 4-7, 4-8
- Members, Group List, 6-9
- Memory button, programming, 3-8
- Menu Point
 - Adding, 7-8
- Message, 5-3
 - Broadcast, 6-1
 - Calling sender, 5-5
 - Copying, 5-3
 - Delivery options, 5-3
 - General Delivery Mailbox, 5-6
 - Group, 6-3
 - Incomplete, 10-6
 - Listening, 5-3
 - Lost in a mailbox, 10-5
 - Options, 5-2
 - Replying, 5-5
 - Sending to group, 6-12
 - Sending to multiple mailboxes, 6-1
 - Time available, 9-4
 - Volume control, 5-3
- Message Length, 4-2
- Message retention, 4-2
- Message Usage Report, 9-4
- Message Waiting Notification, 4-4
- Message Waiting Notification Override, 4-4, 5-9
- Messages
 - Listening, 5-3
- Morning Greeting, 3-21
- N**
 - Name, changing mailbox, 5-9
 - Norstar dialpad, using, 2-16
 - Norstar feature compatibility, A-1
 - Number of attempts, 4-3
 - Numeric Subscriber Mailbox Report, 9-3
- O**
 - Off-premise Message Notification, 4-2
 - Channels for Outdialing, 3-32
 - Open Mailbox Feature Code, 2-8
 - Opening, Special Mailbox, 5-2
 - Operating Trouble, 10-4
 - Operator
 - default extension, 8-6
 - Operator Mailbox, 4-21
 - Operator password, 8-2
 - Operator Status, 8-1, 8-2
 - Operator Status Feature Code, 2-8
 - Options, mailbox, 5-7
 - Organization, guide, 1-2
 - Outdialing restrictions, 4-5
 - Outdial route, 4-7, 4-8
 - Choosing, 4-8
 - Outdial route, mailbox override, 5-9
 - Overrides, Mailbox, 4-4, 5-9
 - Overview, 3-11

vi - Index

P

- Parameters, 7-20, 7-22
 - Changing Mailbox, 5-8
- Password, 5-7
 - Lost, 10-5
 - Operator, 8-2
 - Reset, 5-7
 - Special Mailbox, 5-2
- Password, overview, 4-15
- Path, CCR, 7-5
- Personal greeting, 4-2
- Personal Mailbox, 2-13, 4-1, 4-7, 4-8, 5-7
 - Adding, 4-1, 4-7, 4-8
 - Changing Class of Service, 5-8
 - Changing name, 5-9
 - Changing options, 5-7
 - Changing Overrides, 5-9
 - Delete, 5-10
 - Guest, 2-13, 4-1
 - Information, 4-1
 - Registering, 4-1
 - Reset password, 5-7
 - User, 2-13, 4-1
- Point
 - Adding, 7-8
 - External Transfer, 7-14
 - Internal Transfer, 7-13
 - Leave Message, 7-12
 - Transfer, 7-13
- Point, CCR, 7-5
 - Home Menu, 7-3
- Preferences
 - Language, 3-20
- Prerequisites, 1-5, 3-10
- Primary Language, 3-14
- Printing Reports, 9-8
- Private, Delivery Option, 5-3
- Programming Record, overview, 3-1, 3-2, 3-4
- Programming, memory button, 3-8
- Prompt Language

- Class of Service, 4-2

R

- Recording
 - Automated Attendant prompt, 3-17
 - Company Greetings, 3-15
 - Home Menu Prompt, 7-7, 7-8
 - Mailbox in Company Directory, 4-16
 - Special Mailbox Greeting, 4-18
- Replying to a message, 5-5
 - external, 5-5
 - internal, 5-5
- Reports, 2-21, 4-6, 9-1, 9-7
 - CCR Tree, 9-7
 - CLID, 9-7
 - Directory, 4-6, 9-2
 - Group List, 9-3
 - Mailbox Activity, 9-4
 - Message Usage, 9-4
 - Numeric Subscriber Mailbox, 9-3
 - Prerequisites, 9-1
 - Printing, 9-8
 - Printing Tree Reports, 9-9
- Resetting a password, 5-7
- Resetting Flash, C-1
- Resetting Norstar Voice Mail, C-1
- Restrictions, outdialing, 4-5
- Rings, assigning, 3-24
- Rotary dial telephone, using with Flash, 2-20

S

- Saving, CCR Tree, 7-17
- Security, outdialing, 4-5
- Sending messages, 6-1
 - More than one mailbox, 6-1
- Sending, Group Message, 6-12
- Service Class, 4-2
- Set up, Flash, 3-1, 3-10
- Single-line display, using, 2-17

- Software version, determining, 3-7
- Special Mailbox, 4-14, 5-1
 - General Delivery, 2-13, 4-14, 5-1
 - Initializing, 4-16
 - Listening to messages, 5-3
 - Opening, 5-2
 - Password, 5-2
 - Recording greeting, 4-18
 - Selecting greeting, 4-20
 - System Coordinator, 2-13, 4-14, 5-1
- Status, 9-1
- Status, Flash, 8-1, 8-2
- Status, Flash Attendant, 8-1
- Subscriber report, 9-3
- Symbols
 - Angled brackets, 1-4
 - Buttons, 1-4
 - Command line, 1-4
 - Display buttons, 1-4
- System Administration Feature
 - Code, 2-9
- System Coordinator Mailbox, 2-15, 4-14, 4-15
 - Accessing, 2-15
- System Coordinator, role, 2-22
- System trouble, 10-1
- T**
- Table, Greeting, 3-11
- Telephone display, 1-5
- Telephone display, command line, 1-4
- Testing, CCR Tree, 7-31
- Transfer Feature Code, 2-9
- Transfer Point, 7-13
 - Adding, 7-13, 7-14
- Transfer Point, changing, 7-26
- Tree
 - See also Custom Call Routing (CCR), 7-3
 - Tree, CCR, 7-3
 - Building, 7-4
 - Changing, 7-20
 - Changing a Point, 7-22
 - Changing Transfer extension, 7-26
 - Deleting, 7-29
 - Designing, 7-4
 - Destination Type, 7-5, 7-11
 - Disabling, 7-20
 - Enabling, 7-18
 - Erasing a Path, 7-30
 - Home Menu, 7-5
 - Information Messages, 7-10
 - Paths, 7-5
 - Points, 7-5
 - Printing reports, 9-9
 - Report, 9-7
 - Saving, 7-17
 - Testing, 7-31
 - Tree 5, 7-17
 - Workspace, 7-21
 - Troubleshooting, 10-6
 - Automated Attendant, 10-2
 - Automated Attendant (AA), 10-1
 - Call display, 10-1
 - Can't add Mailbox, 10-5
 - CCR, 10-6
 - Company Directory, 10-5
 - Forwarding, 10-2
 - Greetings, 10-2
 - Group List, 10-6
 - Incomplete messages, 10-6
 - Log prompt, 10-3
 - Lost messages, 10-5
 - Mailbox, 10-4
 - Operating Trouble, 10-4
 - Overview, 10-1
 - Reply, 10-3
 - System trouble, 10-1
 - Transfers, 10-2

viii - Index

Two-line display, using, 2-17

U

Urgent, Delivery Option, 5-3

User, mailbox, 4-1

Using Flash, 2-7

V

Version, software, 3-7

Voice Mail

 Disabling, 3-26

 Enabling, 3-26

Voice Prompts, 2-19

 Interrupting, 2-19

 Overview, 2-19

Volume control, 5-3

W

Workspace, CCR

 Accessing, 7-21