Norstar Voice Mail 4.0
Set Up and Operation Guide

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Section I - Getting started

- Introduction
- Setting up Norstar Voice Mail

Introduction 1

About Norstar Voice Mail

Norstar Voice Mail is a comprehensive automated attendant and voice mail system that offers advanced capabilities such as fax mail, Dial-by-Name, and Custom Call Routing. It is a versatile business communications tool that you can use to answer incoming calls, offer callers a selection of options to route their calls or access information, and provide voice messaging service.

Norstar Voice Mail is designed to work with your Norstar telephone system, allowing you easy access and programing using the display of any Norstar two-line display telephone. Norstar Voice Mail can also be programed with Norstar Voice Mail Administration software and the optional application, Norstar Voice Mail Manager.

For more information on installing and using Norstar Voice Mail Manager see "Norstar Voice Mail Manager" on page 151.

The following is a brief description of the four main components of Norstar Voice Mail and how they enhance your office communications.

Automated Attendant

Answers your business calls promptly, 24 hours a day, with a Company Greeting. A voice prompt then offers callers a menu of options to direct their call by selecting a digit on the dialpad.

Voice messaging

Accurately records callers' messages and stores them in a mailbox for easy retrieval. Each Norstar telephone in your system can have its own mailbox as well as personal greeting.

Custom Call Routing (CCR)

Replaces the Automated Attendant menu with a customized CCR Home Menu to offer callers a wider range of call routing options and access to sub-menus as well as information messages. CCR allows you to determine the menu options and record the voice prompts that guide callers along call paths.

Networking

Includes General Networking parameters, Audio Messaging Interchange Specification (AMIS)-specific parameters, Digital Networking-specific parameters, AMIS Site Administration and Simple Mail Transfer Protocol (SMTP) Site Administration. Refer to "The Norstar Voice Mail document set" on page 8 to locate information about Networking.

Two methods for programing Norstar Voice Mail

Norstar Voice Mail programing can be administered by two methods: Feature 9 8 3, which this guide covers in detail or by Norstar Voice Mail Manager. The Norstar Voice Mail programing administration comparison table below lists the types of programing functions that can be performed by each method.

Table 1 Norstar Voice Mail programing administration comparison

	Administration function	Feature 9 8 3	Norstar Voice Mail Manager
Mailbox			
	Add Mailbox	√	√
	Create Mailbox Utility (subscriber only)	√	√
	Change	√	√
	Delete	√	√
Automated Attendant (AA)			
	Return to AA	√	√
	Edit Greeting Tables	√	√
	Line Configuration	√	√
	Record Greetings	√	
	Calling Line Identification Table Administration	√	√
	Touchtone Greeting	√	√
Custom Call Routing (CCR) Tree			
	Add	√	
	Change	√	
	Delete	√	
Networking			
	General Networking Parameters	√	√
	AMIS-specific Parameters	√	√
	Digital Networking-specific Parameters	√	√
	AMIS Site Administration	√	√
	SMTP Site Administration	√	√

	Administration feature	Feature 9 8 3	Norstar Voice Mail Manager
FAX			
	FAX Parameters	√	√
	Loading Faxes	√	
Reports			
	Directory	√	√
	Mailbox Information	√	√
	Group List	√	√
	Message Usage	√	√
	Mailbox Activity	√	√
	Calling Line Information	√	√
	Dialing Translation	√	√
	Alarm	√	√
	CCR Tree	√	√
	Class of Service	√	√
	Call Handling & Port Usage	√	√
	System Configuration	√	√
	Fax-on-Demand Usage	√	√
General			
	Voice Mail Enable/ Disable	√	√
	General Delivery Mailbox Enable/ Disable	√	√
	Norstar Voice Mail Version Number	√	√
	Number of Outdial Channels	√	√
	Backup and Restore	√	
	Dialing Translation Table	√	√
	Dialing Translation Parameters	√	√
	Editable Classes of Service		√

How this Guide is organized

This Guide is intended to lead a System Coordinator through setting up your Voice Mail system and serve as an ongoing reference aid. With this in mind, you should read the Guide carefully to understand how to set up and administer your Voice Mail system.

The instructions contained in this Guide are presented in easy-to-follow steps that cover all aspects of setting up and administering your Norstar Voice Mail system.

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

The Appendices located at the back of this Guide include detailed information on topics relevant to setting up and operating the Norstar Voice Mail system.

The Norstar Voice Mail Set Up and Operation Guide is organized into six main sections.

Section	Chapter(s)	Topic(s)
I. Getting Started	Introduction	A brief overview identifying the organization of this guide and the conventions used for set up and operation steps
	Setting up Norstar Voice Mail	Overview of how Norstar Voice Mail works. This section defines the terms used in the set up and operation tasks. This section also provides a summary of the System Coordinator's tasks.
II. Automated Attendant (AA)	Setting up an AA	Steps for setting up the Automated Attendant
	AA Status settings	How to configure your company's Norstar Voice Mail
III. Mailboxes	Overview of Mailboxes	Introductory information about Mailboxes
	Special Mailboxes: General Delivery and System Coordinator	Set up and initialization steps for the Special Mailboxes
	Creating Mailboxes	Steps to create the Mailboxes
	Changing and Deleting Mailboxes	Steps to change and delete Mailboxes
	Mailbox Administration Tasks	Administering the Special Mailboxes, and how to maintain User Mailboxes, Guest Mailboxes, and Information Mailboxes
	Mailbox Feature Codes	Feature Codes and what they do
IV. Custom Call Routing (CCR)	Overview of CCR	How CCR works and the information needed before CCR can be set up
	Building, Saving, and Enabling a CCR Tree	Steps to set up and enable new CCR Trees
	Changing or Deleting a CCR Tree	Steps to change or delete existing CCR Trees
V. Norstar Voice Mail Manager	Overview of the NVM Manager	Steps to install, run and remove NVM manager client software

Section	Chapter(s)	Topic(s)
VI. Maintenance and Troubleshooting	Backing up and Restoring Programing	Steps to back up Norstar Voice Mail programing and restore Norstar Voice Mail
	Resetting and Initializing Programing	Steps to reset Norstar Voice Mail programing and reinitialize the system
	Norstar Voice Mail Reports	Examples of Reports that are available and how to print them
	Norstar Voice Mail Troubleshooting	Diagnostic and recovery procedures for problems that might occur while setting up and operating Norstar Voice Mail
VI. Appendices	A: Dialing Translation	Setting up the Dialing Translation Table and setting the Dialing Translation Parameters
	B: Centrex	Centrex transfer restrictions feature
	C: Feature Compatibility and Configuration Tips	Norstar Voice Mail feature compatibility and tips on configuring your Norstar system
	D: Default Configuration Values	Default settings

A Glossary and Index can be found at the end of this Guide.

Symbols and conventions

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 and dialpad.

Convention / Symbol	Example	Purpose
Display font, mixed case	Pswd:	Display prompts. Used on one- and two-line display telephones. You must perform an action in response to the prompt.
Display font, word in capital letters and underlined	MBOX	Display button option. Appears on two-line display telephones only. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Represents the buttons you press on the dialpad to select a particular option.

What appears on the display

The telephone displays shown throughout this guide use the Norstar Voice Mail default settings and sample names.

For example: Set 2100

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

Prerequisites

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

The Norstar Voice Mail document set

Document	Audience	Description
Norstar Voice Mail User Guide	All users	Describes how to use the most common Norstar Voice Mail commands and features.
Norstar Voice Mail Reference Guide	All users	A more detailed, procedural description of the Norstar Voice Mail commands and features available to end users.
Norstar Voice Mail Set Up and Operation Guide	System Coordinator	Instructions for setting up, programing, and operating the Norstar Voice Mail system.
Norstar Voice Mail Software Maintenance Guide	System Coordinator	Technical information and procedures required to perform various Norstar Voice Mail tasks. This manual should be used to supplement the information in the Applications Module Installation and Maintenance Manual.
Applications Module Installation and Maintenance Manual	Installer	Information about installing the hardware available for Norstar Voice Mail.
Norstar Voice Mail Programing Record	System Coordinator	Planning sheets to support the Norstar Voice Mail System Coordinator programing tasks.
Norstar Voice Mail Digital Networking Installation Guide	Installer	Information about installing the optional Digital Networking software available for Norstar Voice Mail.
Norstar Voice Mail Digital Networking Set Up and Operation Guide	System Coordinator	Instructions for setting up and programing the optional Digital Networking software available for Norstar Voice Mail.
Norstar Voice Mail Digital Networking User Guide	All users	Information about programing and using the optional Digital Networking software available for Norstar Voice Mail.
Norstar Voice Mail AMIS Installation Guide	Installer	Information about installing the optional AMIS software available for Norstar Voice Mail.
Norstar Voice Mail AMIS Set Up and Operation Guide	System Coordinator	Instructions for setting up and programing the optional AMIS software available for Norstar Voice Mail.

Document	Audience	Description
Norstar Voice Mail AMIS User Guide	All users	Information about programing and using the optional AMIS software available for Norstar Voice Mail.
Norstar Voice Mail FAX Installation Guide	Installer	Information about installing the optional FAX hardware and software available for Norstar Voice Mail.
Norstar Voice Mail FAX Set Up and Operation Guide	System Coordinator	Instructions for setting up, and programing the optional FAX software available for Norstar Voice Mail.
Norstar Voice Mail FAX User Guide	All users	Information about programing and using the optional FAX software available for Norstar Voice Mail.

Setting up Norstar Voice Mail 2

Overview

Norstar Voice Mail is a fully automated receptionist service that offers call routing and message taking services. This chapter includes information about:

- Who can use Norstar Voice Mail
- Using Norstar Voice Mail with a two-line display telephone
- Using the Norstar dialpad
- Entering characters into the command line
- Logging on
- Ending a session
- Interrupting a voice prompt
- Preparing to program Norstar Voice Mail

Who can use Norstar Voice Mail

Norstar Voice Mail can be used by any outside caller and by mailbox owners in your company. Inside your office, Voice Mail can be used from any touch tone phone connected to your Norstar system. For mailbox owners away from the office, Voice Mail can still be used with any touch tone phone.

Incoming calls from a rotary dial telephone are transfered to your company Receptionist or designated Operator. If the Operator is not available, the caller is directed to the General Delivery Mailbox.

When using Voice Mail from a Norstar telephone, a mailbox owner must first enter a Feature Code. For more information about Feature Codes, refer to "Mailbox Feature Codes" on page 109.

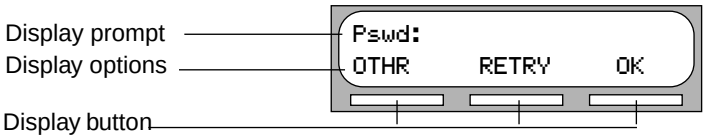
Using Norstar Voice Mail with a two-line display telephone

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

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

The Norstar two-line display is shown in the following diagram.

Norstar two-line display



Other telephones

Norstar single-line display telephones can be used for most Voice Mail sessions, but are not suitable for the programing or administration tasks performed by the System Coordinator. Configuration tasks require a two-line display.

A single-line, tone dial telephone connected to an Integrated Communication System (ICS) through an Analog Terminal Adapter (ATA) can also be used for many Norstar Voice Mail sessions, but cannot perform administration tasks.

Using the Norstar dialpad

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

Norstar Voice Mail knows when an alphabet letter is required. When an alphabetic 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. When entering programing information, such as names, up to 16 characters appear on the Norstar telephone display. On some displays you can enter more than 16 characters, though 16 is all that is shown.

The first time a numeric button is pressed, the display shows the first assigned letter. A second press of the same button changes the display to the second letter, and so on, cycling around to the first letter. To accept the displayed letter, press # or press a different button. If you press a different button, the cursor is advanced and the display shows the first character on the new button. A BKSP display button is displayed and pressing this display button erases the most recently entered character, moving the cursor position to the left. The following table shows the characters associated with the Norstar dialpad.

1 1 ’ -	2 A B C 2 a b c	3 D E F 3 d e f
4 G H I 4 g h i	5 J K L 5 j k l	6 M N O 6 m n o
7 P R S 7 p r s	8 T U V 8 t u v	9 W X Y 9 w x y
* Quit	0 Q Z Zero q z	# Accepts displayed letter and , (comma)
# # completes the name		

Logging on

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

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 C: Default Configuration Values" on page 221.

For example, to access the System Coordinator Mailbox:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT    RETRY    OK
```

2. Enter [1] [2] [0] [0] [0] [0] and press OK .

   The first two digits represent the default mailbox number for your a System Coordinator Mailbox. The next four digits represent the default password.

```
Admin
MBOX     AA    OTHR
```

3. This is the first display you will see after logging on.

   For a high level diagram of where you can go from here, see "Feature 983: First level" on page 15.

Accessing your Personal Mailbox while away from the office

When you are away from the office, you can access Norstar Voice Mail using the dialpad of any touch tone telephone. To access your Personal Mailbox, press [*] [*] while your Personal Greeting plays. Enter your Personal Mailbox number and password combination and follow the voice prompts.

After listening to your messages, the messages you have not deleted are automatically saved.

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

Ending a session

To exit from a Norstar Voice Mail session you can do any of the following:

- hang up the receiver
- press an alternate line button
- press [Rls]
- press [Feature]. The Voice Mail session ends in two to three seconds, except when you are transfering a caller to a mailbox.

Interrupting a voice prompt

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

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

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.

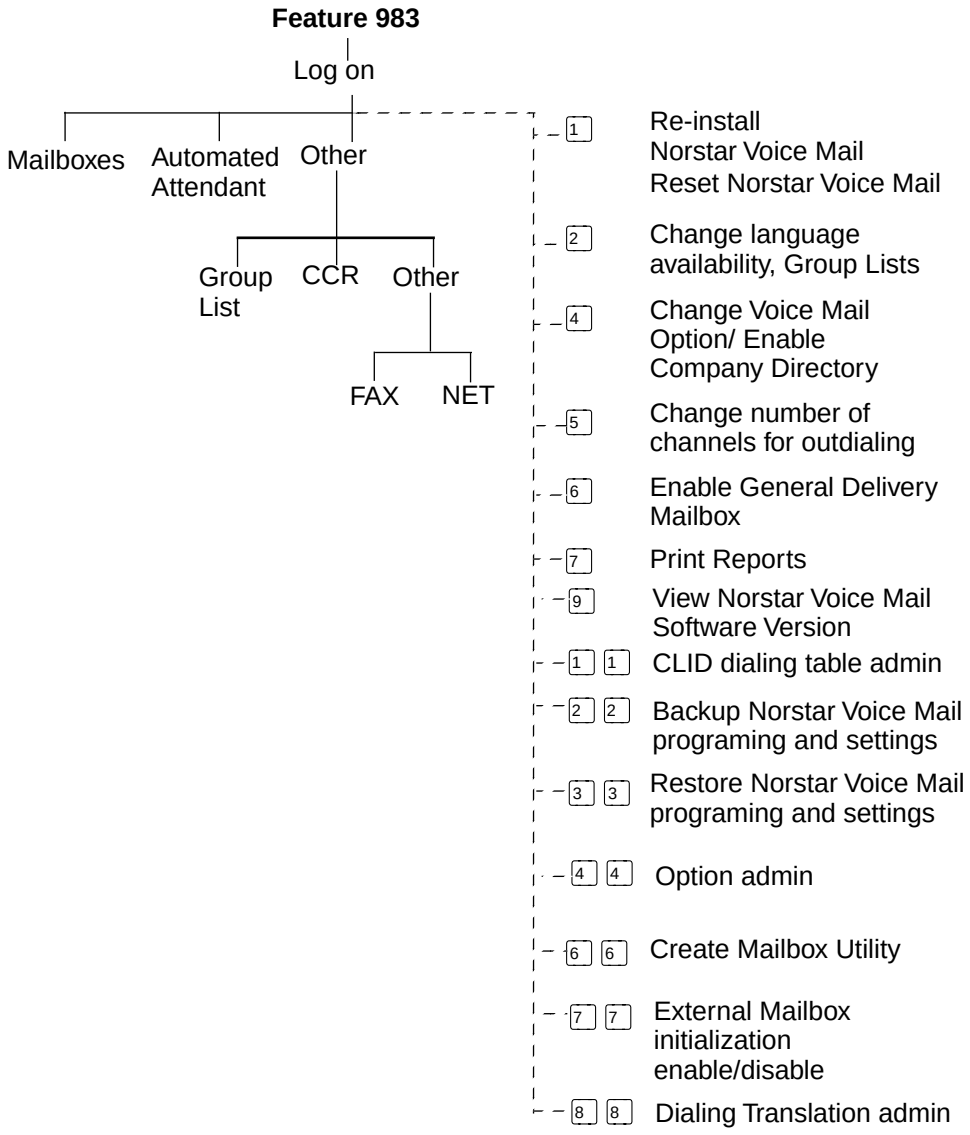
There are no voice prompts for configuration options. All configuration commands and options appear on the Norstar two-line display telephone.

Preparing to program Norstar Voice Mail

Once you have logged on using [Feature] [9] [8] [3] , you are ready to start programing Norstar Voice Mail. The following diagram shows a high-level view of the programing options available at this point.

For more detailed information on programing, refer to "Overview" on page 19, and "Overview of Mailboxes" on page 49.

Feature 983: First level



Section II - Automated Attendant

- Setting up an Automated Attendant
- Auto Attendant Status settings

Setting up an Automated Attendant 3

Overview

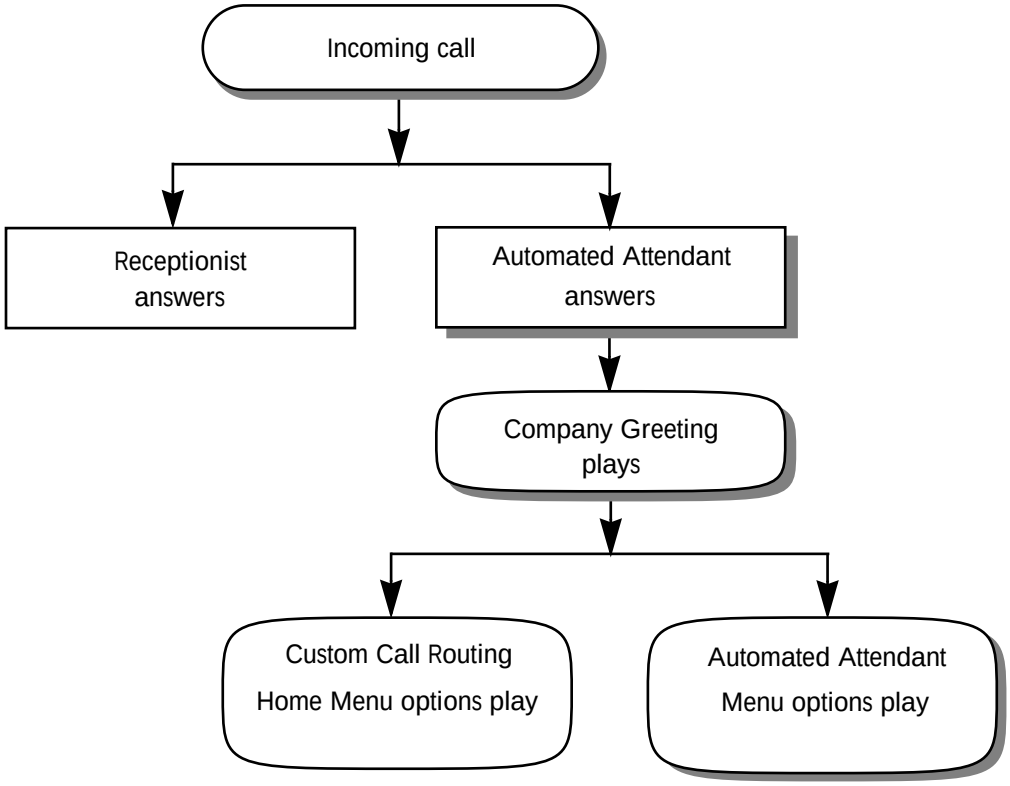
The Automated Attendant provides a convenient means of answering your company's incoming telephone lines with a prerecorded greeting selected from the Greeting Table, according to the time of day.

You can record and assign different greetings to the Greeting Table. You can also specify which greeting will play for particular lines. For example, you can program the system so that callers will hear one greeting when they call the sales line, and a different greeting when they call the customer support line.

After the greeting, the Automated Attendant Menu offers callers a range of options that they can select using the dialpad of their telephone. You can also customize this menu to provide a different selection of options for callers.

If you want to offer a greater range of options and services for incoming calls, a Custom Call Routing (CCR) menu can be assigned to play instead of the Automated Attendant Menu. See Section IV for information on creating a CCR menu.

Automated Attendant answering overview



This chapter contains information and procedures on:

- recording your company Greetings
- setting up a Greeting Table
- assigning greetings to the table
- creating a custom menu
- adding an alternate language for your greetings
- assigning the Greeting Table Attendant
- assigning a Custom Call Routing menu
- programing the business hours for the Automated Attendant
- programing which lines will be answered by Voice Mail
- setting the number of rings before Voice Mail answers

Periodically, you may wish to revise some of the Automated Attendant settings to reflect changes in your office. This section also contains information on:

- viewing and changing which lines will be answered by Voice Mail
- enabling or disabling the Touchtone Gate option
- enabling or disabling the Voice Mail option

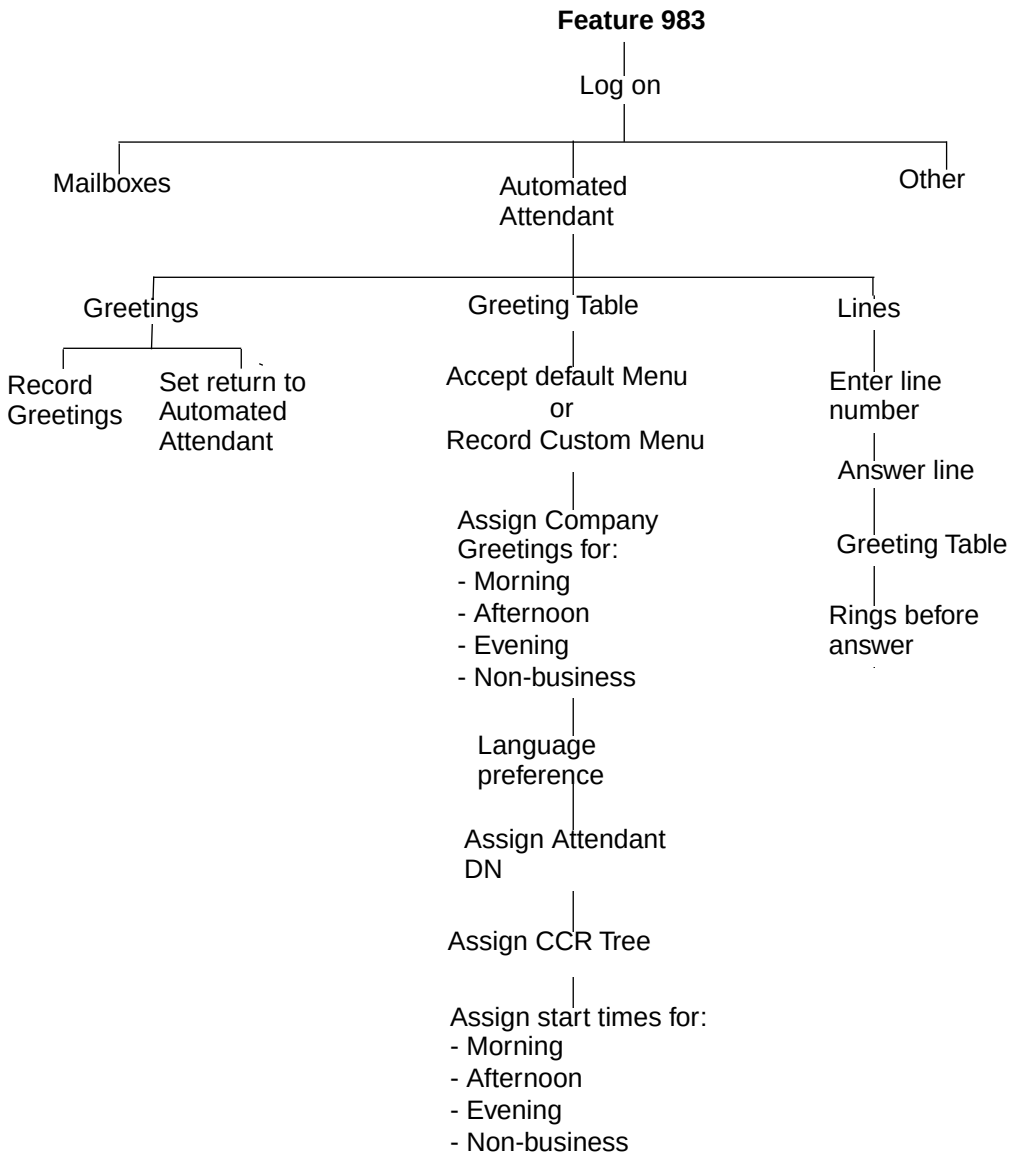
Other options available are explained elsewhere in this Guide, such as setting up a fax line, changing the Company Directory status for a mailbox and adding or changing a Caller ID (CLID) Dialing table.

Tools and materials

To program your Automated Attendant, you will need a Norstar two-line display telephone.

The *Norstar Voice Mail Programing Record*, provided to you by your installer or your customer sales representative, contains useful information about programing options and can be a helpful reference while setting up the Automated Attendant.

Overview of Automated Attendant programing



Greeting Tables

The Greeting Tables store the recordings played by the Automated Attendant to incoming callers. Norstar Voice Mail provides four Greeting Tables numbered 1 to 4.

You can store a total of 40 Company Greetings in memory, but only four greetings can be assigned a Greeting Table at any one time. You can assign the same four greetings to each table, or you can assign unique greetings for each table.

The following shows an example of how Greetings can be assigned to the tables

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

We recommend using greetings 1 through 16 as your daily business greetings, and greetings 17 through 40 as special greetings.

Each Greeting Table is divided into four sections, based on the time of day. The following shows the default times assigned to the sections.

Greeting Type	Default start times
Morning	12:00 am
Afternoon	12:00 pm
Evening	6:00 pm
Non-business	6:00 pm If default hours are used, the Non-business Greeting will not be heard by the caller. The Non-business Greeting can be turned on and off using the Business Status feature.

Greeting Tables using the Alternate Language

When you are 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.

Company 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. As you record your greetings, number them from 1 to 4.

The four greetings will reflect the Morning, Afternoon, Evening and Non-business hours. 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 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.*"

Greetings 1 through 4 are assigned by default to all Greeting Tables. This means that Greeting number 1 will be played as the Morning Greeting for Greeting Table 1, 2, 3 and 4.

If you are using only one Greeting Table, 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.

If you are using a Primary and Alternate Language, it is a good idea to record the option [9] 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 [9] instruction would be in French. For example:

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

Since the default Automated Attendant Menu prompt does not announce an Alternate Language Option, your Greeting must instruct a caller to press [9] to use the Alternate Language.

Company Greetings can be 1 to 10 minutes in duration. If you need to change the greeting duration, you must change the Class of Service assigned to the System Coordinator Mailbox. For information on how to change the setting, refer to "Changing a mailbox Class of Service" on page 86.

After you have determined what your Greetings will be, practice recording them. Remember to speak slowly and clearly, at a pace that is easy to understand.

Recording a Greeting

When you are recording your company Greetings, do not use the Handsfree feature. Speak directly into the telephone receiver.

To record a company Greeting:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX    AA  OTHR
```

3. Press AA .

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

4. Press GRTG .

```
Greeting admin
GRTG          AA
```

5. Press GRTG .

```
Greeting:
RETRY         OK
```

6. Enter the greeting number to be recorded (from 1 to 40) and press OK .

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

7. Press REC . At the tone, record your greeting. Do not hang up the receiver when you have finished recording.

```
Record greeting:
RETRY         OK
```

8. Press OK to end your recording.

```
Accept greeting?
RETRY   PLAY   OK
```

9. To listen to the greeting, press PLAY .
   To accept the recording, press OK .
   To record the greeting again, press RETRY .

   Repeat steps 5 through 9 for any other numbered greeting you want to record.

10. Press [Rls] to end this programing session.

Setting up a Greeting Table

To set up a Greeting Table, complete all 39 steps of the procedure to:

- record a Custom Menu prompt, if you are replacing the default Automated Attendant Menu
- assign a greeting to a Greeting Table
- assign a language preference
- assign a Greeting Table Attendant
- assign a CCR Tree

  A Custom Call Routing (CCR) Tree must be built and enabled before it can be assigned. For more information, refer to g.
- set your company's Business Hours

Automated Attendant Menu

The Automated Attendant Menu plays after the company Greeting, and when a mailbox owner accesses the Automated Attendant.

The default Automated Attendant Menu informs 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] *."*

Recording a Custom Menu

If the Automated Attendant Menu prompt is set to No, you must record a Custom Menu prompt to replace the prerecorded one.

When you record a Custom Menu prompt you can provide the caller with a list of options such as choosing the Alternate Language, accessing the Company Directory or reaching an Operator. Each Greeting Table has two Custom Menu prompts for a Primary and Alternate prompt.

Remember to speak slowly and clearly, at a pace that is easy to understand.

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX    AA    OTHR
```

3. Press AA .

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

4. Press TABLE .

```
Grtg table:
RETRY          OK
```

5. Enter the Greeting Table number (1 to 4) and press OK .

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

6. Press CHNG .

```
Prompt:
PRIME  ALT
```

7. Press PRIME .

```
Prompt: pri
PLAY   REC   QUIT
```

8. Press REC . At the tone, record your primary prompt.

   To record the alternate prompt, press * then press ALT .

```
Record prompt:
RETRY          OK
```

9. Press OK .

```
Accept prompt?
RETRY  PLAY   OK
```

10. To accept the recording, press OK .

    To record the prompt again, press RETRY .

```
Prompt
PRIME  ALT
```

11. Press * .

```
AA menu prompt:N
CHNG   REC   OK
```

12. Press OK .

Assigning a greeting to a Greeting Table

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

13. If you are leaving the Morning greeting as it is, press NEXT until the display shows the one you want.

    Press CHNG .

```
Greeting:
RETRY        OK
```

14. Enter the greeting number (1 to 40) and press OK .

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

15. Press NEXT .

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

16. Press NEXT .

```
Evening:3
CHNG  PLAY  NEXT
```

17. Press NEXT .

```
Non-business:4
CHNG  PLAY  NEXT
```

18. Press NEXT .

To continue assigning greetings to the Afternoon, Evening and Non-business sections of the Greeting Table, repeat steps 13 through 15.

When all your greetings are assigned to the Greeting Table, you can assign the language preference. This can be changed at any time. You can set the language preference for each Greeting Table. This setting determines which language the Automated Attendant uses when answering incoming calls. If the Norstar Voice Mail Bilingual Option is set to No, this display is not shown.

Assigning the language preference

```
Lang pref: pri
CHNG        NEXT
```

19. Press CHNG .

```
Lang pref: alt
CHNG        NEXT
```

20. Press NEXT .

Assigning the Greeting Table Attendant

Assigning the Greeting Table 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.

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

21. Press CHNG .

```
Ext:
RETRY       QUIT
```

22. Enter the DN of the Greeting Table Attendant.

```
Atdt: <xx>
CHNG        NEXT
```

23. Press NEXT.

    To return the Greeting Table Attendant back to none after a DN has been entered, you must press CHNG and then # .

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

Assigning a CCR Tree

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

24. Press CHNG .

```
CCR tree:
DISABLE
```

25. Enter the CCR Tree number (1 to 4).

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

26. Press OK .

Setting the Business Hours

Setting the Business Hours determines when each greeting is played on the Greeting Tables. Business Hours are divided into the four categories Morning, Afternoon, Evening, and Non-business for each of the seven days of the week for each Greeting Table.

```
Mon morn:12:00 am
CHNG   DAY  NEXT
```

27. Press CHNG
    or
    press DAY to change the display to the morning of the following day.

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

28. Enter the Monday Morning start time and press AM or PM .
    This is a four-digit field. Any single-digit hour must be preceded by a zero.

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

29. Press NEXT .

```
Mo aft: 12:00 pm
CHNG   DAY  NEXT
```

30. Press CHNG .

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

31. Enter the Monday Afternoon start time and press AM or PM .

```
Mo aft: 12:01 pm
CHNG   DAY  NEXT
```

32. Press NEXT .

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

33. Press CHNG .

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

34. Enter the Monday Evening start time and press AM or PM .

```
Mon eve: <0601>pm
CHNG   DAY   NEXT
```

35. Press NEXT .

```
Nonb: <0600> pm
CHNG   DAY  NEXT
```

36. Press CHNG .

```
Enter hhmm:<0901>
RETRY    AM   PM
```

37. Enter the Non-business start time and press AM or PM .

```
Nonb: <09:01>  pm
CHNG   DAY   NEXT
```

38. Press DAY .

```
Tumorn:<12:00am
CHNG   DAY   NEXT
```

39. Repeat the steps 27 through 38 for each day of the week.

40. Press [Rls] to end this programing session.

To set up the days when your business is not open, set the Non-business start time to 12:00 a.m. Then set the Morning, Afternoon and Evening start times to 11:59 p.m., so that the Non-business greeting plays throughout the day.

The Non-business greeting can also be turned on and off using the Business Status feature. When the Business Status is set to Off, the Non-business greeting continues to play until the Business Status is set to On.

Changing the Norstar Voice Mail language availability

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

When the Norstar Voice Mail bilingual option is set to N, there is no Alternate Language capability, and all the Classes of Service are assigned the Primary Language selected. This means a caller who presses [9] when using the Automated Attendant is told the command is not recognized.

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

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press [2] .

```
Bilingual: N
CHNG        NEXT
```

4. Press CHNG to toggle the setting and select N for No, or Y for Yes.Press CHNG to toggle the setting and select N for No, or Y for Yes.

```
Bilingual: Y
CHNG        NEXT
```

5. Press NEXT .

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

6. Press OK to select English as the Primary Language, or press CHNG to select French or Spanish as the Primary Language. Press OK to select English as the Primary Language, or press CHNG to select French or Spanish as the Primary Language.

```
Group lists:Y
CHNG          OK
```

7. Press OK .

```
Leading Digits:9
CHNG          OK
```

8. Press OK . For information about Group Lists and Leading Digits, refer to "Broadcast and Group messages" on page 97.

```
System config
RETRY         OK
```

9. To configure any changes you made, press OK.

```
Admin
MBOX   AA   OTHR
```

10. The system is now configured with the changes you made.
Press [Rls] to end this programing session.

Programing which lines will be answered by Norstar Voice Mail

Norstar Voice Mail is able to answer all of your incoming lines, or just those lines you specify. Before Norstar Voice Mail will answer an incoming line, you must assign the line and set the Answer status to Yes. Each line added is answered by Greeting Table 1, unless another table is specified.

For information about the incoming line numbers used in your company, refer to your *Norstar Voice Mail Programing Record*. The maximum number of lines is 500.

Adding lines and assigning a Greeting Table

To add a line and assign a Greeting Table:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press AA .

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

4. Press LINES .

```
Line number:
RETRY         OK
```

5. Enter the line number and press OK .

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

6. Press CHNG to change the Answer status from N to Y .

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

7. Press TABLE .

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

8. Press CHNG .

```
Grtg table:
RETRY         OK
```

9. Enter a Greeting Table number (from 1 to 4) and press OK .

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

10. To continue adding lines, press NEXT and repeat steps 5 to 9.

    Press [Rls] to end this programing session.

For more information about line answering, refer to "Setting the Answer Lines status" on page 42.

Viewing and changing the line configuration

You can view and change the Answer status of any line that has been added to Norstar Voice Mail:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press AA .

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

4. Press LINES .

```
Line number:
RETRY         OK
```

5. Enter the line number and press OK .

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

6. Press CHNG if you wish to change the Answer status.

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

7. Press NEXT to go the next line.

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

8. Use the NEXT and CHNG buttons to view the assigned lines and to change the Answer status if you wish.

   Press [*] to return to step 4 and select a line number without having to scroll through the entire list.

   Press [Rls] to end this programing session.

Assigning the number of rings before Norstar Voice Mail answers

You can assign Norstar Voice Mail to answer incoming calls after a specified number of rings. The number of rings ranges from 0 (zero) to 12. If the number of rings is left at zero, Norstar Voice Mail answers immediately.

For lines equipped with Caller ID (CLID), you must assign the number of rings to two or more. CLID is not provided until just prior to the second ring, so assigning the number of rings to zero or one prevents CLID from being relayed. Without CLID, Personalized Greetings and other features related to CLID will not play.

To assign or change the number of rings before the Automated Attendant answers:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press AA .

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

4. Press LINES .

```
Line number:
RETRY         OK
```

5. Enter the line number and press OK .

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

6. Press TABLE .

```
Line:1     TABLE:1
CHNG  RINGS NEXT
```

7. Press RINGS .

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

8. Press CHNG .

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

9. Enter the number of rings (from 0 to 12) and press OK . Enter the number 2 or greater if your company subscribes to CLID .

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

10. Use the NEXT and CHNG buttons to view the lines and change the number of rings if you wish.

    Press [*] to return to step 4 and select a line number without having to scroll through the entire list.

    Press [Rls] to end this programing session.

Enabling Touchtone Gate

The Touchtone Gate option allows you to speed up routing incoming calls.

When Touchtone Gate is enabled, you can choose to have the standard voice prompt play or you can record your own custom prompt. If you choose the standard prompt, the following voice prompt is played after your company greeting: *"If you are calling from a touch tone phone, please press* [1] *now. If you are a rotary caller, please hold and you will be transfered."*

Note: If you want to use a custom voice prompt, you must record it before enabling Touchtone Gate. It is recommended that you use Greeting 40 as the custom Touchtone Gate voice prompt. When Touchtone Gate is enabled, Greeting 40 is the default custom voice prompt. For more information on recording Greetings, refer to "Recording a Greeting" on page 24.

When the tone for 1 is received, the call proceeds to the Automated Attendant or CCR Tree. When no tone is received, the call is sent back to the Receptionist or designated Operator specified by the Greeting Table. When the attendant is not available, the call is directed to the General Delivery Mailbox. If this is not available, the call is disconnected.

The Touchtone Gate voice prompt is not presented to internal callers or while using Feature 981 or Feature 986.

If you disable Touchtone Gate you should re-record the Company Greeting to include *"If you are calling from a touch tone phone, please dial the directory number or press* [#] *for the company directory. If not, please hold and you will be transfered to the operator."*

To enable or disable Touchtone Gate:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX    AA    OTHR
```

3. Press AA .

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

4. Enter [1] .

```
TT gate:none
CHNG        OK
```

5. The Touchtone Gate defaults to none. Press CHNG to change to enable Touchtone Gate or to choose a custom voice prompt .

```
TT gate:std
CHNG        OK
```

6. Press OK to accept the standard voice prompt. Press NEXT to choose the custom voice prompt. Press CHNG to choose the custom voice prompt or to disable Touchtone Gate.

```
TT gate:custom
CHNG      NEXT
```

7. Press NEXT to choose the custom voice prompt. Press CHNG to disable Touchtone Gate.

```
TT Greeting:40
CHNG        OK
```

8. Press OK to accept Greeting 40 as the custom Touchtone Gate voice prompt. Press CHNG to enter the custom voice prompt Greeting number.

```
Greeting:
RETRY       OK
```

9. Enter the custom voice prompt Greeting number and Press OK .

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

10. Press [Rls] to end this programing session.

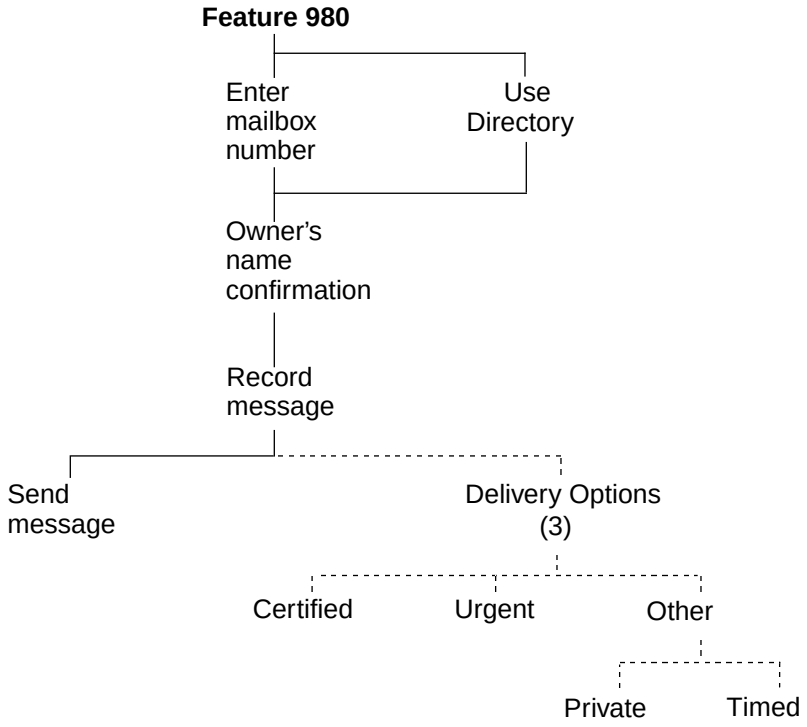
Enabling and disabling Voice Mail

Voice Mail can be enabled or disabled at any time. The default status is enabled. When Voice Mail is enabled, callers who try to reach a DN that is busy or does not answer will be transfered to the DN's mailbox. Callers can access all mailboxes when Voice Mail is enabled.

When Voice Mail is disabled, callers hear the Automated Attendant Menu prompt. Callers cannot leave messages in any mailboxes but can access Information Mailboxes, or press [0] to reach the Operator.

If the Voice Mail Option is disabled, Norstar Voice Mail users may still leave a message in a mailbox using Feature 980, as shown below, or the record message option in Feature 981. The mailbox owner may also transfer internal calls to another mailbox by using Feature 986.

Overview of Sending Messages using Feature 980



To enable or disable Voice Mail:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX    AA    OTHR
```

3. Press [4] .

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

4. Press CHNG to change the Y to N .

   Press [Rls] to end this programing session.

Auto Attendant Status settings

4

Overview

This chapter describes how to:

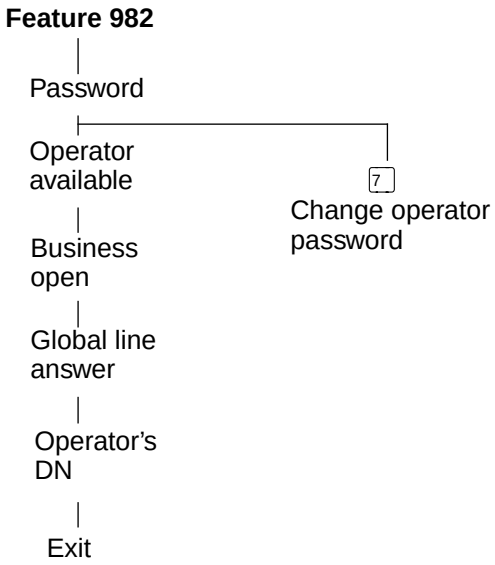
- set the Operator Status to On or Off
- change the Operator password
- set the Business Status
- assign Norstar Voice Mail Line answering
- change Automated Attendant Status

Setting the Operator Status

When your company Receptionist or Operator is available to respond to callers, the Operator Status should be set to Yes. When your company Receptionist or designated Operator goes for a break, lunch, or leaves in the afternoon, the Operator Status should be set to No.

When the Operator Status is set to No, a caller who requests an Operator is informed the Operator is not available, and is transfered to the Menu options to dial another DN or leave a message.

Overview of Operator Status Feature 982



To set the Operator Status:

1. Press Feature 9 8 2 .

```
Pswd:
RETRY          OK
```

2. Enter 6 7 3 7 2 8 6 7 (OPERATOR) and press OK .

   This is the default Operator password. To change the Operator password, see below.

```
Atdt avail: N
CHNG        NEXT
```

3. Press CHNG to toggle the setting and select either N for No or Y for Yes.

   Press Rls to end this programing session.

Changing the Operator password

The Operator password can be changed at any time. It must be between four and eight digits, and cannot begin with a zero.To change the Operator password:

1. Press Feature 9 8 2 .

```
Pswd:
RETRY          OK
```

2. Enter 6 7 3 7 2 8 6 7 (OPERATOR) and press OK .

```
Atdt avail: N
CHNG        NEXT
```

3. Press 7 .

```
Pswd:
RETRY          OK
```

4. Enter the new Operator password (between 4 and 8 digits) and press OK .

   Press Rls to end this programing session.

Changing the Operator default Directory Number (DN)

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

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

Requesting to speak to your company Receptionist or designated Operator is available when the Automated Attendant voice prompt announces the option, and the Operator Status is set to Yes.

To change the Operator default DN:

1. Press [Feature] [9] [8] [2] .

```
Pswd:
RETRY          OK
```

2. Enter the Operator password and press OK .

```
Atdt avail: Y
CHNG         NEXT
```

3. Press NEXT until the display shows:

```
Atdt: (none)
CHNG           OK
```

4. Press CHNG .

```
Ext:
RETRY       QUIT
```

5. Enter the Operator DN.

```
Atdt: xxx
CHNG           OK
```

6. Press OK .

   Press [Rls] to end this programing session.

Anyone requesting an Operator is transfered to the new DN. When the Operator does not answer, the call is transfered to the General Delivery Mailbox.

Setting the Business Status

The Business Status setting overrides the scheduled times programed for the Morning, Afternoon, and Evening in the Greeting Tables.

When the Business Status is set to Yes, greetings are played according to the time scheduled in the Greeting Tables. For example, if Business Status is set to Yes, the Morning, Afternoon and Evening Greetings play automatically according to the start times programed in the Greeting Tables.

When the receptionist sets the Business Status to No at the end of the business day or prior to the weekend, the Non-business hours Greeting continues to play until the Business Status is set to Yes.

The company Receptionist or designated Operator should change the Business Status to Yes in the morning when your company opens. At the end of the business day, the company Receptionist or designated Operator should set the Business Status to No.

To set the Business Status:

1. Press [Feature] [9] [8] [2] .

```
Pswd:
RETRY          OK
```

2. Enter the Operator password and press OK .

```
Atdt avail: Y
CHNG         NEXT
```

3. Press NEXT .

```
Business open: N
CHNG         NEXT
```

4. Press CHNG to toggle the setting and select N for No or Y for Yes.

   Press [Rls] to end this programing session.

Making changes from a remote telephone

You can access Norstar Voice Mail to change a greeting or the Business Status by using the dialpad of any internal or external touch tone phone. Remote administration must be done through the System Coordinator Mailbox. The System Coordinator's Mailbox must be initialized before remote administration can be accessed.

To access the System Coordinator Mailbox, press [*] [*] while the greeting plays. Enter the System Coordinator Mailbox number and password combination and [#], then press [9] [9] to access the Remote Administration Menu.

Using the Remote Administration Menu, you can change a greeting, or assign the Business Status to open or closed.

Changing the Business Status from a remote telephone

If the Business Status is No (office is closed) and you wish to set it to Yes (office is open), start from the Remote Administration Menu:

The following voice prompts play:

"To open or close the business, press [1] *."*
"To change a Company Greeting, press [2] *."*
"To exit, press [*] *."*

1. Press [1] .

The following voice prompts play:

"The business is closed."
"To open it, press [1] *."*
"To exit, press [*] *."*

2. Press [1] .

The following voice prompts play:

"The business is open."
"To close it, press [1] *."*
"To exit, press [*] *."*

3. Press [*] .

The Business Status is now set to "open".

If the Business Status is set to "open" and you wish to set it to "closed', start from the Remote Administration Menu and follow the voice prompts.

Changing a Company Greeting from a remote telephone

To change a greeting that has been assigned to a Greeting Table, start from the Remote Administration Menu.

The following voice prompts play:

"To open or close the business, press [1] *."*
"To change a Company Greeting, press [2] *."*
"To exit, press [*] *."*

1. Press [2] .

2. Enter the number of the greeting (from 1 to 40) you wish to change.

3. Press [#] to accept the greeting number.
   To listen to the greeting, press [2] .
   If you want to access a different greeting number, press [*] and enter the new number.

4. Press [1] to record your new greeting.

5. After the tone, record your greeting.

6. Press [#] to end your recording.
   Press [1] to replay your recording.
   To erase and re-record your greeting, press [2] .

7. Press [#] to accept your recording.

After the recording has been accepted you are returned to the Remote Administration Menu.

Setting the Answer Lines status

Norstar Voice Mail can answer all your Central Office (CO) lines included in line configuration. When Answer Lines is enabled, Norstar Voice Mail answers all incoming calls and presents each caller with the Company Greeting and Automated Attendant Menu. You can designate whether or not Norstar Voice Mail answers your company lines. When Answer Lines is disabled, Norstar Voice Mail will not answer incoming calls. All incoming calls must be answered and routed by your company Receptionist.

For more information about line configuration, refer to "Programing which lines will be answered by Norstar Voice Mail" on page 31.

To assign Answer Lines:

1. Press [Feature] [9] [8] [2] .

```
Pswd:
RETRY          OK
```

2. Enter the Operator password and press OK .

```
Atdt aval: N
CHNG         NEXT
```

3. Press NEXT .

```
Business open: N
CHNG         NEXT
```

4. Press NEXT .

```
Answer lines? N
CHNG         NEXT
```

5. Press CHNG .

When Answer Lines is set to N the display shows: Disabling... When Answer Lines is set to Y the display shows: Enabling...

Press [Rls] to end this programing session.

Setting the Automated Attendant Status

The Automated Attendant Menu plays after the Company Greeting and also after a caller leaves a message in a mailbox. The Automated Attendant Menu 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 off at any time and record a customized menu prompt. For more information about recording customized menu prompts, refer to "Company Greetings" on page 22.

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 *"Exiting the system, good-bye"*, and the session ends.

You may want to set the Automated Attendant prompt to No to prevent callers from establishing lengthy Norstar Voice Mail sessions, or if Norstar Voice Mail is behind a private exchange system.

To change the Automated Attendant status:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX    AA   OTHR
```

3. Press AA .

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

4. Press GRTG .

```
Greeting admin
GRTG           AA
```

5. Press AA .

```
Return to AA: Y
CHNG         NEXT
```

6. Press CHNG .

   Changing Y to N means the caller is not returned to the Automated Attendant Menu Prompt after leaving a message.

   Press [Rls] to end this programing session.

Section III - Mailboxes

•

• Special Mailboxes: General Delivery and System Coordinator

• Creating Mailboxes

• Changing and Deleting Mailboxes

• Mailbox Administration Tasks

• Mailbox Feature Codes

Overview of Mailboxes 5

A mailbox is a storage place for both voice and fax messages on the Norstar Voice Mail system. This section contains information on creating and administering the different types of mailboxes. For information about fax, refer to the Norstar Voice Mail fax documents.

Types of mailboxes

Norstar Voice Mail can store a maximum of 1,000 mailboxes, in any combination of the following:

- Special Mailboxes which include System Coordinator and General Delivery Mailboxes
- Personal Mailboxes which include User and Guest Mailboxes
- Information Mailboxes

System Coordinator Mailbox

The System Coordinator Mailbox is created automatically when the Norstar Voice Mail system is initialized for the first time. In order to use it, the mailbox itself must be initialized by changing the password and recording the name.

Until a mailbox is initialized, it cannot receive voice messages and any calls that are directed to it are rerouted to the General Delivery Mailbox.

Only a person using the System Coordinator mailbox and password has the ability to create, change, or delete the mailboxes. Administrative tasks are also performed using the System Coordinator Mailbox.

For more information, refer to the following chapters:

- "Special Mailboxes: General Delivery and System Coordinator" on page 61
- "Creating Mailboxes" on page 73
- "Changing and Deleting Mailboxes" on page 85
- "Mailbox Feature Codes" on page 109

General Delivery Mailbox

The General Delivery Mailbox is also created automatically when the Norstar Voice Mail system is initialized for the first time. This is the company mailbox and, like the System Coordinator Mailbox, it needs to be initialized by changing the password and recording the name.

For more information, refer to "Special Mailboxes: General Delivery and System Coordinator" on page 61.

User Mailboxes

The User Mailbox is the first of three types of mailboxes that can be created by the System Coordinator. It must be initialized by the mailbox owner before it can receive voice messages. The Create Mailbox Utility can be useful if you need to create several User Mailboxes with the same values. For more information, refer to "Creating Mailboxes" on page 73.

Guest Mailboxes

The Guest Mailbox is the second type of mailbox that can be created by the System Coordinator. This type of Mailbox is assigned to users who do not have an operating DN, but require a mailbox. It must be initialized by the mailbox owner before it can receive voice messages. For more information, refer to "Guest Mailboxes" on page 80.

Information Mailboxes

The Information Mailbox is the third type of mailbox that can be created by the System Coordinator. This mailbox plays an informative message for callers who access it. It must be initialized before it can present information messages to the caller. Callers cannot leave messages on Information Mailboxes. For more information, refer to "Information Mailboxes" on page 82.

Tools and materials

Before you begin adding mailboxes, ensure you have completed the Mailboxes section of the *Norstar Voice Mail Programing Record*. This will enable you to enter the values and become familiar with the task without having to stop and review each feature, especially when you are adding the first few mailboxes .

Precautions

Pausing for too long during your dialpad activity causes features to quit the current session. This will take you back to the point where you must log in again to program mailboxes. This safety feature prevents unauthorized use of the System Coordinator password in case you get called away unexpectedly. The inactive period before the system times out is set for 150 seconds (2.5 minutes).

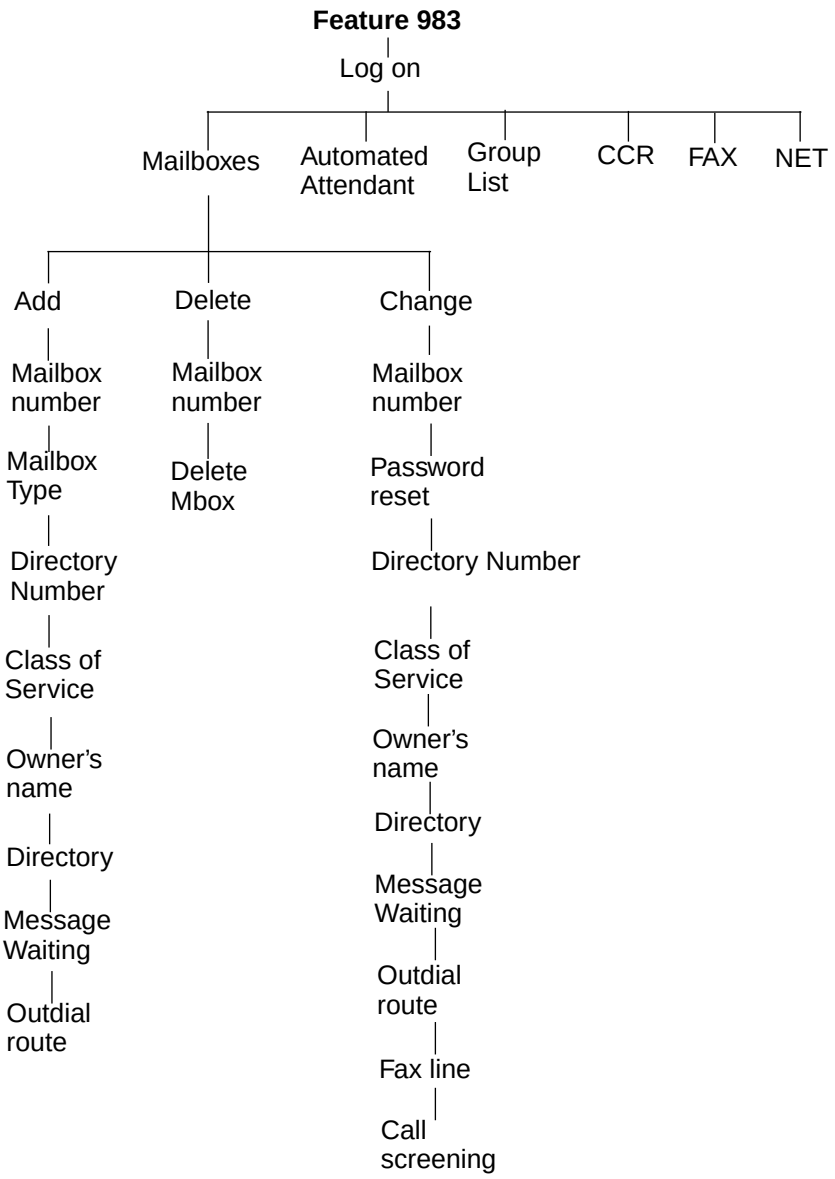
Terms and definitions

The following terms are introduced in this section.

Term	Definition
Alternate sets	When a caller dials a set that has been programed to have one or more alternate DNs, Norstar Voice Mail rings at all of the sets simultaneously. The first set to answer accepts the call, the other sets cannot access the line or use the Interrupt Feature (Feature 987) to access the answered line. Alternate DNs are available only on User mailboxes.
Call Screening	When you change a mailbox owner's Personal Mailbox transfer option to Screened, the Call Screening feature allows the mailbox owner to listen to a recording of the caller's name before accepting the call.
Class of Service	A Class of Service defines the values for the special features of a Mailbox. When registering a mailbox, the System Coordinator programs several special features at once by choosing the number from the Class of Service table that will provide the level of service most appropriate for the user. A mailbox cannot be added without a Class of Service.
Company Directory	The Company Directory is an internal voice list containing the names of mailbox owners with initialized mailboxes who have been designated to appear in the directory.
Guest Mailbox	A Guest Mailbox is a type of Personal Mailbox assigned to people who do not have a permanent DN, but require a mailbox. These mailboxes receive and store messages in the same way that User Mailboxes do.
Information Mailbox	The Information Mailbox plays an informative message to whomever should access it. The Information Mailbox does not take messages and does not have a DN associated with it.
Mailbox	A User Mailbox.
Message Waiting Notification	Message Waiting Notification provides a mailbox owner with a message notification `Message for you` on the display of their telephone.
Operator	The Operator is the person whose DN rings when the caller is prompted by the Automated Attendant to "Press 0 for an operator". When the Operator is not available, all calls requesting the Operator are transfered to the General Delivery Mailbox. In Class of Service, the Operator is also known as a Target Attendant.
Outdial route	Outdial route determines which line or line pool the system uses for Off-premise Message Notification, Outbound Transfer or when a mailbox owner replies to a message left by an external caller.
Personal Mailboxes	Personal Mailboxes (shows on telephone display as subscriber) - include both User Mailboxes and Guest Mailboxes - are assigned by the System Coordinator and maintained by the mailbox owner - can be listed in the Company Directory under the mailbox owner's name - are protected by a password that can be changed by the mailbox owner, or reset to 0000 by the System Coordinator if the password is forgotten.
Registering Mailboxes	Registering a mailbox adds a mailbox number to the Norstar Voice Mail system. Each mailbox must be assigned a Class of Service when it is certified.

Term	Definition
Subscriber	When creating new mailboxes, the choices are Subscriber (which is a Guest or User mailbox) or Information.
User Mailboxes	User Mailboxes store the messages for mailbox owners who are unable to answer their telephone. User Mailboxes can be assigned to anyone who has a Norstar Directory Number (DN).

Overview of Mailbox Programing



Class of Service

Class of Service (COS) reduces the amount of programing needed to register a mailbox. Instead of entering separate values for several special features, the System Coordinator selects the COS that contains the values most appropriate for the new mailbox. The System Coordinator then enters the COS during the mailbox registration and the system automatically programs the associated values.

These tables have preset values. You can change individual values to meet the needs of your company. For more information on editing the values in a Class of Service, refer to the optional application, *Norstar Voice Mail Manager*, or the *Norstar Voice Mail Software Maintenance Manual*.

The features that are set by a Class of Service number are:

Features	Explanation
Mailbox message time	This establishes the total message time available to a mailbox. The maximum message time is 180 minutes. A Norstar Voice Mail mailbox is equipped with the Never Full Mailbox feature, which allows a caller to leave a message in a mailbox, even if the mailbox is “full”. The message will be stored in the mailbox, but cannot be played, copied or saved until a saved message is deleted to create space in the mailbox for the message.
Message length	This establishes the maximum length of an incoming message. The message length ranges from one to 60 minutes.
Message retention period	This establishes the number of days messages are saved in a mailbox. The message retention period ranges from one to 365 days or 0 = indefinitely.
Greeting length	This establishes the length of a recorded mailbox greeting. A mailbox greeting length ranges from one to 60 minutes.
Off-premise Message Notification	This allows messages to be directed to another Norstar set, any phone number, or to a pager. For important information on preventing callers from making unauthorized external calls, refer to "User Mailboxes" on page 73. Any dialing restrictions applied to outdial lines will apply to Off-premise Message Notification. For Off-premise Message Notification to function, incoming lines must be equipped with Disconnect Supervision. Refer to your *Norstar Installation Guide*.
Retry intervals	This establishes the amount of time between attempts to notify the recipient of a new or urgent message. The retry interval ranges from one to 120 minutes.
Number of attempts	This establishes how many attempts Norstar Voice Mail will make to notify the recipient of a new or urgent message. The number of attempts value ranges from one to 20.
Outbound Transfer	This allows a caller, who reaches a mailbox and presses 7, to be transfered to an external phone number or a Norstar set. In order for Outbound Transfer to function, incoming lines must be equipped with Disconnect Supervision.
Incorrect password attempts	This establishes the maximum number of incorrect password attempts before a mailbox user is locked out of the mailbox. The incorrect password attempts range from one to 20.
Password Expiry	This establishes the maximum length of time a mailbox password is active. The password expiry ranges from one to 365 days or 0 = never expire.

Features	Explanation
Networking	If Audio Messaging Interchange Specification (AMIS) or Digital Networking is installed, voice messaging can be directed to different mailboxes located at various sites on a communication network.
Target Attendant	The Target Attendant is assigned to answer a telephone when the caller reaches a mailbox and presses [0] [0] to speak with the Operator.
Call Record	Call Record allows users the ability to record an active telephone call and place the resulting message in their mailbox. Call Record is activated by pressing [Feature] [9] [8] [9] . In some areas Call Record is not available as it contravenes local laws, therefore Call Record is not enabled in any Class of Service. If Call Record is legal in your area, use Norstar Voice Mail Manager to customize a Class of Service to enable Call Record.

Default values

The following tables list the default values for the various Norstar Voice Mail Classes of Service.

Class of Service	1	2	3	4	5	6	7	8
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	15	15	15	15	5	5	20	20
Message length (in minutes)	3	3	7	7	3	3	2	2
Message retention period (in days)	30	30	0	0	7	7	15	15
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	n/a	n/a	30	30
Number of attempts	3	3	5	5	n/a	n/a	9	9
Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Networking*	Y	Y	Y	Y	N	N	Y	Y
Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Call Record	N	N	N	N	N	N	N	N

* If AMIS or Digital Networking option is installed. 0 = indefinite; never expire, P = Primary Language, A = Alternate Language

Class of Service	9	10	11	12	13	14	15	16
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	10	10	30	30	120	120	120	120
Message length (in minutes)	3	3	7	7	10	10	2	2
Message retention period (in days)	365	365	60	60	90	90	45	45
Greeting length (in minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (in minutes)	5	5	n/a	n/a	15	15	30	30
Number of attempts	3	3	n/a	n/a	7	7	9	9
Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Networking*	Y	Y	N	N	Y	Y	Y	Y
Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Call Record	N	N	N	N	N	N	N	N

* If AMIS or Digital Networking option is installed. 0 = indefinite; never expire, P = Primary Language, A = Alternate Language

The Class of Service determines how the available message time is distributed among the mailboxes. The amount of time available to be distributed depends on the amount of message storage available on the Norstar Voice Mail system. The Class of Service values can be changed by using the optional Norstar Voice Mail Manager application.

Mailbox Overrides

Mailbox Overrides allow you to change some characteristics of how the mailbox operates, including settings for:

- Company Directory
- Alternate DNs
- Fax Line (Virtual)
- Call Screening
- Message Waiting Notification
- Outdial route

The Mailbox Overrides are not included in a Class of Service. When you add a mailbox, you can change these options without changing the Class of Service.

Company Directory

The Company Directory is an internal voice list containing the names of mailbox owners with initialized mailboxes who have been assigned to the directory.

When the System Coordinator registers a mailbox, they determine whether or not that mailbox is available to callers using the Company Directory. This Company Directory override can be changed at any time. Company Directory options can determine whether callers can search by last name only, first name only, or first and last names. For example, if a caller entered James, both mailbox owner names Jesse James and James Bond would come up if Directory options specified both first and last names.

The Company Directory option default is Yes. When the Company Directory option is set to No, a mailbox owner's name is not included in the Company Directory and a mailbox owner cannot be selected from the Company Directory. Even though the mailbox is not included in the Company Directory, the mailbox owner must still record their name when initializing their mailbox.

For more information about the Company Directory, refer to "Setting Up for a medium sized company" on page 213.

Alternate DNs

Up to two Alternate DNs can be assigned to each User mailbox. When a caller dials the main DN (the DN that has Alternate DNs assigned), the call rings at the main DN only. The exception to this is when Alternate DNs are assigned an Answer DN for the main DN. For more information about Answer DN Extension Numbers, refer to the *Installation Guide* that came with your ICS.

If the call is not answered and a message is left, a message indicator appears at the main DN and at the Alternate DN(s). Mailbox owners can access the message from the Alternate DN(s) with Feature 981, the same way they usually access messages from the main DN telephone.

When an Alternate DN is assigned to a telephone that has Caller ID, and if Display Caller is enabled in Mailbox Admin, Caller ID information is displayed and an audible tone occurs at all telephones when the call proceeds to Voice Mail. The message can be intercepted using Feature 987, the Interrupt feature, at the Alternate DN as long as the caller is still leaving a message.

Only DNs that do not have a mailbox assigned can be used as an Alternate DN.

There are no default Alternate DNs programed for the User Mailboxes.

Fax Line (Virtual)

A line can be assigned to a User mailbox to act as a virtual fax machine for the mailbox. Any fax calls sent to this Fax Line number will receive an incoming fax tone and the resulting fax message will be left in the user's mailbox. The fax message is accessed through the user's regular voice mailbox. When `Message for you` appears on the display, the user opens the voice mailbox and can access both voice and fax messages.

The line number used for the Fax Line must be between 1 and 500. The corresponding seven digit phone number associated with the line number assigned as the virtual fax machine must be given to the mailbox user. The user can then advise people of the fax number. For example, if line 20 was chosen as the Fax Line, the corresponding phone number would be given to the user. Once a line has been assigned to a mailbox it cannot be assigned for any other function, unless it is removed from that mailbox.

The Fax Line default is none. Fax Lines are available only for User Mailboxes on systems that have FAX enabled.

For more information about accessing and printing fax messages, refer to the *Norstar Voice Mail FAX User Guide*.

Setting up a Fax Line

Before assigning a line as a Fax Line, you must:

- ensure the line has the Norstar Voice Mail Directory Number (DN) set as its prime set.
  (Press [Feature] [9] [8] [5] to determine the Norstar Voice Mail DN.)
- ensure the line does not appear or ring at any existing set
- give the corresponding phone number to the user so they can notify others of their fax number

Line programing is performed through Norstar programing. Refer to your Norstar documentation that came with your telephone system for additional information.

If the line being used for the Fax Line is either a Direct Inward Dial (DID) or a Target Line, two callers can send a fax to the same user at the same time with the resulting fax messages ending up in the user's mailbox. If a third caller attempts to send a fax to your Fax Line and it is busy, the resulting fax message will be delivered to the General Delivery mailbox.

To allow simultaneous calls to a Fax Line, the DN associated with the user's Fax Line must be entered as an Alternate DN. For example if your DN length is set to 3 digits and your Fax Line number is 735-5822, you would enter 822 as one of your Alternate DNs.

This is possible only if the DN associated with the Fax Line, 822 in our example, is not already programed as a DN. If an Alternate DN is not set up, the second incoming fax will be sent to the General Delivery mailbox.

Activating the Call Screening feature

When you change a mailbox owner's Personal Mailbox Transfers (Xfers) option to Screened, the Call Screening feature allows the mailbox owner to determine who is calling before accepting the call. Call Screening is useful when there is no Caller ID available. Norstar Voice Mail records the caller's name, calls the mailbox owner's telephone, announces the name of the caller and offers various options such as accept the call or take a message.

Call Screening applies to external calls dialed by callers using the DN dialing facilities of the Auto Attendant or Custom Call Routing (CCR). It does not apply to internal calls, or external calls routed using a CCR transfer point or placed to the mailbox owner's dedicated line. If the caller is calling from a line for which the mailbox owner has recorded a Personalized Greeting, Call Screening is bypassed and the call is transfered without delay.

When the Xfers option is on Screened, Norstar Voice Mail still calls a mailbox owner's telephone that is call forwarded.

The default for Call Screening is Blind, which means that mailbox owners will not be able to determine who is calling before answering.

Norstar Voice Mail Message Waiting Notification

Message Waiting Notification provides the user with a visual indication on the telephone display that one or more new messages are waiting to be heard.

The default value for Message Waiting Notification is Yes. This means Norstar Voice Mail will leave a `Message for you` notification on a Norstar telephone display. When the Message Waiting Notification is changed to No, Norstar Voice Mail does not leave a `Message for you` notification.

When you add Guest Mailboxes, the Message Waiting Notification must be set to No. These mailboxes do not have an operating Norstar DN. When you add a Guest Mailbox to a single-line telephone, the Message Notification must be set to No at the ATA. Single-line telephones do not have a display.

Outdial route

The Outdial route determines which line or line pool the system uses when a mailbox owner wishes to Reply to a message left by an external caller, and when Off-premise Message Notification and Outbound Transfer are used.

The default for Outdial route is None. Until you assign a line or line pool as the Outdial route for a mailbox, the mailbox owner can use the Reply Feature to reply to calls from internal DNs only, Off-premise Message Notification for internal DNs only and Outbound Transfer for internal DNs only.

Dialing restrictions can be applied to the Norstar telephone and the DNs connected to Norstar Voice Mail. If you wish to restrict outdialing of certain phone numbers, you must do one of the following:

1. Through Norstar programing, assign the dialing restrictions to the Norstar intercom numbers to which Norstar Voice Mail is connected. This restricts all outdialing calls including external transfers from CCR trees, Off-premise Message Notification and Outbound Transfers. When assigning an Outdial route, all dialing is done by the set to which Norstar Voice Mail is connected, not by the Norstar telephone. Refer to your Norstar System documentation for additional information.

2. Through Norstar programing, assign the dialing restrictions to the set of the user. Refer to your Norstar System documentation for additional information.

3. Through Norstar programing, assign the dialing restrictions to the Norstar line(s) being used for outdialing. Refer to your Norstar System documentation for additional information.

4. Through Mailbox Admin, ensure Outdial is set to NONE. This restricts outdialing calls from the mailbox.

Special Mailboxes: General Delivery and System Coordinator

6

Overview

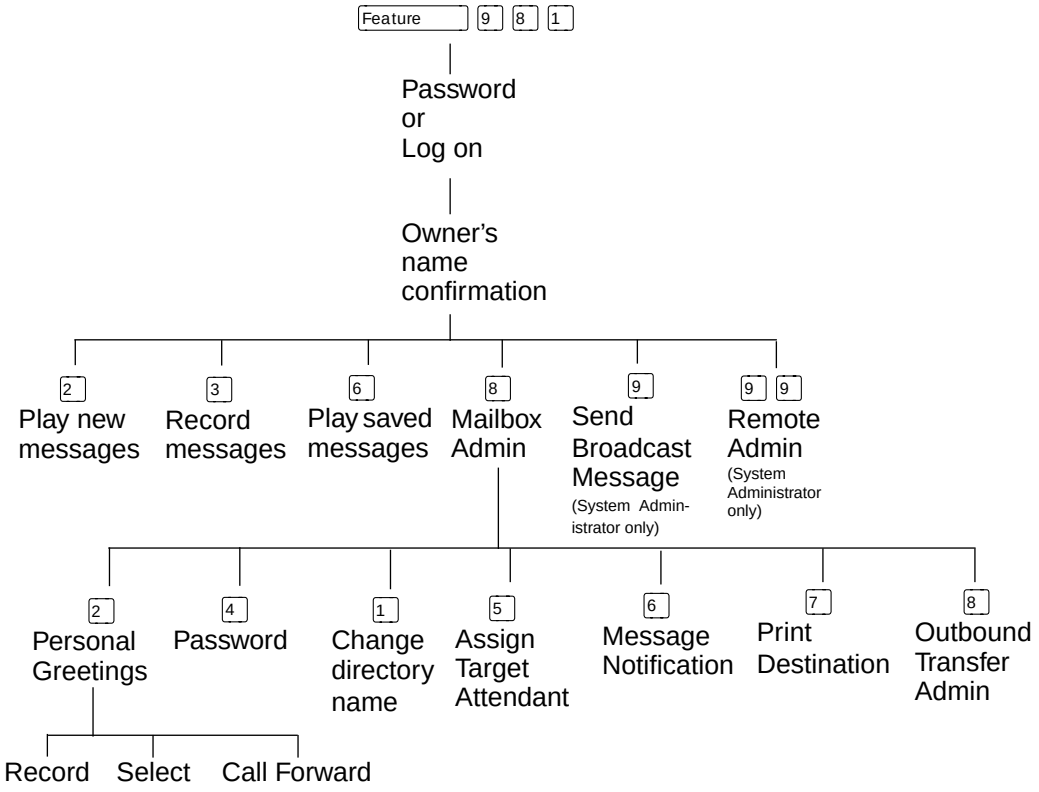
Special Mailboxes are the administration tools of the System Coordinator and include:

- System Coordinator Mailbox (mailbox number 102)
- General Delivery Mailbox (mailbox number 100)

When the DN length is 2 and the leading digit for Group Lists (used to send a message to a group of mailboxes) is 1, the default values for the Special Mailboxes become 20 and 22.

All mailbox and DNs used in this manual assume the length is three digits. For more information about the Norstar Voice Mail default values, refer to "Appendix C: Default Configuration Values" on page 221.

Overview of Programing using Feature 981: Open Mailbox



The first time a mailbox is opened, the mailbox owner is asked to initialize the mailbox by entering a password and recording a name in the Company Directory.

The Special Mailboxes are protected by a password that you establish. The password for each mailbox is determined when you initialize the mailbox with Norstar Voice Mail. For more information about mailbox passwords, refer to "About the passwords" on page 92.

System Coordinator's Mailbox

The System Coordinator's Mailbox is reserved for the System Coordinator. It has the ability to send Broadcast Messages to all User Mailboxes. The System Coordinator's Mailbox number and password sequence are used to access Feature 983 which allows, among other administrative activities, Mailbox registration.

Only the System Coordinator is able to access this mailbox. As System Coordinator, remember to check for messages sent to this mailbox.

The System Coordinator Mailbox must be initialized before it can be used. Refer to "Initializing the Mailboxes" on page 63.

The mailbox numbers used in this guide for the Special Mailboxes are the Norstar Voice Mail default mailbox numbers based on a two digit DN length. The mailbox number length is determined in the initial system set up. Mailbox numbers can range from two to seven digits. For more information about the Norstar Voice Mail defaults, refer to "Appendix C: Default Configuration Values" on page 221.

General Delivery Mailbox

The General Delivery Mailbox is your company mailbox. Messages can be left here for:

- employees who do not have their own mailbox
- no specific person

To ensure confidentiality, only the System Coordinator, Receptionist, or a designated Operator should have the password for this mailbox.

The General Delivery Mailbox is used to store messages from callers when the Operator is not available 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 the Mailbox greeting" on page 65 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.

We recommend assigning the General Delivery Mailbox number to the designated Operator. For more information, refer to "Setting up the Operator's Mailbox" on page 96.

The General Delivery Mailbox can be disabled if your company does not require the service of this mailbox. For more information, refer to "Enabling and disabling the General Delivery Mailbox" on page 96.

Class of Service for Special Mailboxes

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 "Changing mailbox options" on page 85.

Setting up the System Coordinator and General Delivery Mailboxes

Opening the Mailboxes

To open a Special Mailbox, you need to enter the mailbox number and 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.

Initializing the Mailboxes

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

- changing the default password
- recording the mailbox name in the Company Directory

It is recommended that a mailbox greeting is recorded as soon as possible after initialization.

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 the passwords down and keep them in a safe place. The General Delivery Mailbox password should be given to your Receptionist or designated Operator.

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 Company Directory is determined by the Company Directory override established by the System Coordinator.

To initialize the mailboxes:

1. Press [Feature] [9] [8] [1] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

   If the set you are using has a mailbox, the Pswd: prompt appears. Press OTHR to display the Log: prompt.

```
Must change pswd
```

```
Pswd:
RETRY          OK
```

3. Enter the new password and press OK .

```
Again:
RETRY          OK
```

4. Enter the new password again and press OK .

```
Must record name
```

```
Record name:
RETRY          OK
```

5. At the tone, record your name and press OK .

   When recording a mailbox name in the Company Directory, you should also include the intercom number.

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

6. To accept the recording, press OK .

   If the recording is not acceptable, press RETRY.

   Press [Rls] to end this programing session.

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 Mailbox.

Recording the Mailbox greeting

You must record a greeting for each 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 Warrington'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.

To record a Special Mailbox Greeting:

1. Press [Feature] [9] [8] [1] .

```
Log:
QUIT   RETRY   OK
```

2. Enter your password, then press OK .

   If the set you are using has a mailbox, the Pswd: prompt appears. Press OTHR to display the Log: prompt.

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

3. Press ADMIN .

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press GREET .

```
Greeting options
REC  CHOOSE  CFWD
```

5. Press REC .

```
Greeting:
PRIME  ALT  PERS
```

6. Press PRIME .

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

```
Record new?
YES    NO    QUIT
```

7. Press YES .

```
Record greeting:
RETRY          OK
```

8. At the tone, record your greeting and press OK.

```
Accept greeting?
RETRY  PLAY   OK
```

9. Press OK to accept the greeting.

   If you are not satisfied with this greeting, press RETRY and rerecord the greeting. Pressing [*] returns the display to the previous prompt.

10. For each Special Mailbox Greeting, follow steps 1 through 9
    or
    press [Rls] to end this programing session.

After the Primary and Alternate Greetings are recorded, you must select a greeting to play. If you do not select a greeting to play, the Primary Greeting plays automatically.

Selecting a 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 plays automatically. If you choose the Alternate Greeting, remember to change back to the Primary Greeting at the appropriate time.

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

To choose a Primary or Alternate Greeting:

1. Press [Feature] [9] [8] [1] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

   If the set you are using has a mailbox, the Pswd: prompt appears. Press OTHR to display the Log: prompt.

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

3. Press ADMIN .

```
Mailbox admin
GREET    PSWD
```

4. Press GREET .

```
Greeting options
REC  CHOOSE CFWD
```

5. Press CHOOSE .

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

6. Select the greeting you want played.

   Press [Rls] to end this programing session.

Listening to and dealing with 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 storage space.

Controing volume

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

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

Delivery Options

When leaving a message in a mailbox, Norstar Voice Mail provides you with Delivery Options: Certified, Urgent, Private, and Normal.

- Certified (CERT)
  This notifies you that your message has been received and read. The Certified Delivery Option can be applied only from an internal telephone if the caller has a mailbox recognized by the system.
- Urgent (URGENT)
  This marks the message urgent and is preceded by the voice announcement *"This message is urgent"*. Messages marked Urgent play before other messages left in the mailbox.
- Private (PRIV)
  This prevents a message from being forwarded to another mailbox.
- Timed (TIME)
  This allows a mailbox owner to delay delivery of a message until after a specified date and time. The Timed Message option is not available to outside callers.
- Normal
  If a delivery option is not chosen, the message will be sent normally.

If only PRIV or TIME apply, that option replaces OTHR on the first display.

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

1. Press [Feature] [9] [8] [1] .

2. Press OTHR .

   If the extension you are using has a mailbox, the Pswd: prompt appears. Press OTHR to display the Log: prompt.

```
Log:
QUIT   RETRY   OK
```

3. Enter the System Coordinator Mailbox number and password, then press OK .

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

4. Press PLAY .
   The first message in the mailbox is played.

   To listen to the date and time the message was sent, press 7 while the message is playing or after it has played.

```
End of message
COPY  ERASE  NEXT
```

5. If the message is left by someone in your company who does not have an DN or mailbox, the option display line shows: COPY ERASE NEXT .

After a message has played you can:

- Press 6 or # or NEXT to listen to the next message.
- Press 9 or REPLY to reply to the message sender.
- Press 8 or ERASE to erase the message.
- Press 1 to replay the message.
- Press 4 to listen to the previous message.
- Press 5 to forward a copy of the message.
- Press 7 to listen to the message date and time.
- Press 7 7 to save the message.

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

Copying a message to another 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. The exceptions to this occur when the original message was:

- designated as Private by the sender
- a Broadcast Message, which deletes automatically after being played

When the display shows the REPLY feature, press 5 to continue to the next display. When a message is left by an internal caller who has a mailbox initialized with Norstar Voice Mail, the display shows the REPLY feature. The display also shows REPLY if a message is left by an external caller and your company subscribes to Call services. Otherwise, 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.

1. Press [Feature] [9] [8] [1] .

```
Pswd:
OTHR   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

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

3. Press PLAY .

```
End of message
COPY  ERASE NEXT
```

4. Press COPY .

   If the display does not show the COPY option, press [5] to continue to the next display.

```
Record intro?
YES    NO
```

5. Press YES .

   Press NO to copy the message without an introduction. The display changes to show: Mbox: .

```
Record intro:
RETRY        OK
```

6. At the tone, record the message introduction. The introduction to a message must be more than three seconds long.
   Press OK to end the recording.

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

7. To accept the recording, press SEND .

   To listen to your introduction before you send the message, press PLAY .

   To record the introduction again, press RETRY.

```
Mbox:
DIR          QUIT
```

8. Enter the mailbox number that is to receive the message
   or
   press DIR to select the mailbox number using the Company Directory.

```
Name:
OPTS   CC   SEND
```

9. To deliver your introduction and message normally, press SEND
   or
   to select sending options, press OPTS .

```
Delivery options
CERT URGENT OTHR
```

10. To mark a message Certified, press CERT , then press SEND . To mark a message Urgent, press URGENT , then press SEND .

```
Delivery options
PRIV   TIME
```

To mark a message Private, press OTHR , then press PRIV , then SEND .

To send a Timed Message, press OTHR , then TIME , then follow the time and date prompts.

If only one of PRIV or TIME apply, that button replaces the OTHR button at the Delivery options prompt.

To cancel Delivery Options, or return to the options menu, press [*] .

```
Msg delivered
```

11. This display appears briefly to acknowledge the message has been sent.

```
Another copy?
YES          QUIT
```

12. Press QUIT to end this session
or
press YES to forward a copy of this message to another mailbox.

Press [Rls] to end this programing session.

Replying to a message

When a message is left in a Special Mailbox or any Personal Mailbox by an internal mailbox owner, you can use the Reply feature to respond to the message. You can reply by calling the message sender, or by sending a message to them.

If your company subscribes to CLID, the Reply feature can also be used for external calls, provided a Dialing Translation Table is created. For information on Dialing Translation, refer to ..

Replying to an internal message sender

To reply to an internal message by calling the sender, you must first open the mailbox and listen to the message:

1. Press [Feature] [9] [8] [1] .

```
Pswd:
OTHR   RETRY   OK
```

2. Enter your password, then press OK .

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

3. Press PLAY .

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

4. Press REPLY .

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

5. Press CALL . You are transfered to the message sender's DN.
   Press MSG to reply with a recorded message.

Calling an external message sender

Before you can reply to an external caller, your mailbox must have an Outdial route assigned and your system must be equipped with Call Display. To reply to an external message, you must first open the mailbox and listen to the message.

1. Press [Feature] [9] [8] [1] .

```
Pswd:
OTHR   RETRY   OK
```

2. Enter your password, then press OK .

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

3. Press PLAY .

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

4. Press REPLY .

```
1234567    403
DIAL  TRIM  QUIT
```

5. Press DIAL .
   When this display appears, you have the option of adding or removing digits from the number to be outdialed. This display will not appear if a dialing translation table is established and enabled, or if the Caller ID number does not require translation. In these cases you will see Please hold while the number is dialed directly.

Note: Press TRIM to remove digits from the beginning of the phone number. This automatically removes the area code from an incoming long distance call.
To return the call, add more digits to the beginning of the phone number by entering the required digits. For example, if you want to put 403 in front of the number, enter 403 and the number becomes 403-123-4567.

Creating Mailboxes 7

Overview

This chapter contains information for the System Coordinator on how to create the different types of mailboxes.

Tools and materials

Before you begin adding mailboxes, ensure you have completed the Mailboxes section of the *Norstar Voice Mail Programing Record*.

Precautions

Pausing for too long during your programing causes the session to quit and sends you back to the point where you must log in again to program mailboxes.

Boxes that were being added when the system timed out will show as existing if you try to add them again. To continue the interrupted programing of the mailbox features, select the button marked change.

User Mailboxes

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

- mailbox number
- Directory Number
- Class of Service
- mailbox owner’s name (last name and first initial)
- mailbox type
- Company Directory, Message Waiting, and Outdial Overrides
- Alternate DNs (for User Mailboxes only)
- Fax Line number (required only for User Mailboxes on systems with FAX enabled)

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 of either 7 or 8. These Class of Service values offer a greeting length of 10 minutes.

Adding a User Mailbox

For information on entering names using the telephone dialpad, refer to "Using the Norstar dialpad" on page 12.

To add a single mailbox:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press MBOX .

```
Mailbox Admin
ADD   DEL   CHNG
```

4. Press ADD .

```
Mbox:
RETRY        QUIT
```

5. Enter the mailbox number.

```
Type:subscriber
NEXT          OK
```

6. Press OK .

```
Ext:
RETRY        QUIT
```

7. Enter the DN.
   Press [3] for none, to add a guest mailbox.

```
Service class:
RETRY         OK
```

8. Enter a Class of Service from 1 to 16 and press OK .

```
Name:
RETRY  BKSP   OK
```

9. Enter the mailbox owner's last name, comma ([#] [#]) and first name initial and press OK .

   Note: This field has a maximum of 14 characters.

```
Directory?
YES    NO
```

10. Press YES or NO .

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

```
Msg waiting?
YES    NO
```

11. Press YES or NO .

    Note: This establishes whether a message notification appears on the Norstar telephone display.

```
Outdial: none
LINE   POOL NONE
```

12. Press LINE to select a specific outgoing line.
    Press POOL for Norstar Voice Mail to select a line within a line pool.
    Press NONE if you do not want to assign an outdial route. Display changes to Alt1 ext:(none) three steps below. If Outdial is set to NONE, a mailbox user may program only outbound transfer and Off-premise Message Notification to a DN.

    CAUTION: Assignment of a line or pool to allow a caller to perform outdialing from Norstar Voice Mail increases the likelihood of unauthorized use of the Norstar Voice Mail system, especially when the line or pool allows long distance dialing. This feature should be enabled only to individuals who require it.

```
Line:
RETRY          OK
```

13. Enter the Line or Pool number and press OK .

    Line numbers must be between 1 and 500.

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

14. Press OK to accept the line number.

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

```
Alt1 ext:(none)
CHNG         NEXT
```

15. Press CHNG to assign the first Alternate DN
    or
    press NEXT if you do not want to add an Alternate DN.

```
Alt1 ext:
RETRY          OK
```

16. Enter the Alternate DN and press OK .

```
Alt1 ext: xxxx
CHNG         NEXT
```

17. Press NEXT .

```
Alt2 ext:(NONE)
CHNG         NEXT
```

18. Press CHNG to enter the second Alternate DN
    or
    press NEXT if you do not want to add a second Alternate DN. This display does not appear unless you entered a DN for Alt 1.

```
Alt2 ext:
RETRY          OK
```

19. Enter the second Alternate DN and press OK .

```
Alt2 ext:xxxx
CHNG         NEXT
```

20. Press NEXT .

Note: If a fax card is not installed, the next three steps will not appear during programing.

```
Fax line:(none)
CHNG         NEXT
```

21. Press CHNG to assign a Fax Line
or
press NEXT if you do not want to add a fax DN.

```
Fax line:
RETRY          OK
```

22. Enter the Fax Line number (1-500) and press OK .

```
Fax line: xx
CHNG         NEXT
```

23. Press NEXT .

```
Xfers:blind
CHNG         NEXT
```

24. Press CHNG to set transfer to screened
or
press NEXT if you do not want to change the transfer type.

```
Mailbox Admin
ADD   DEL   CHNG
```

25. Repeat steps 4 through 24 to add another mailbox
or
press Rls to end this programing session.

Adding several User Mailboxes using the Create Mailbox Utility

You can save time by creating mailboxes within a range of DNs by using the Create Mailbox Utility. When enabled, the Create Mailbox Utility seeks out all user DNs in a predefined range that have not been assigned a mailbox. Norstar Voice Mail then creates a mailbox for each DN. The DN range must be entered by the System Coordinator. The created mailboxes have the following characteristics:

- the Mailbox number is the same as the DN
- Class of Service is input by the System Coordinator and will be the same for all mailboxes created using the Create Mailbox Utility
- Call screening default is blind (off)
- the mailbox name is taken from the Norstar DN programing, if it has been completed

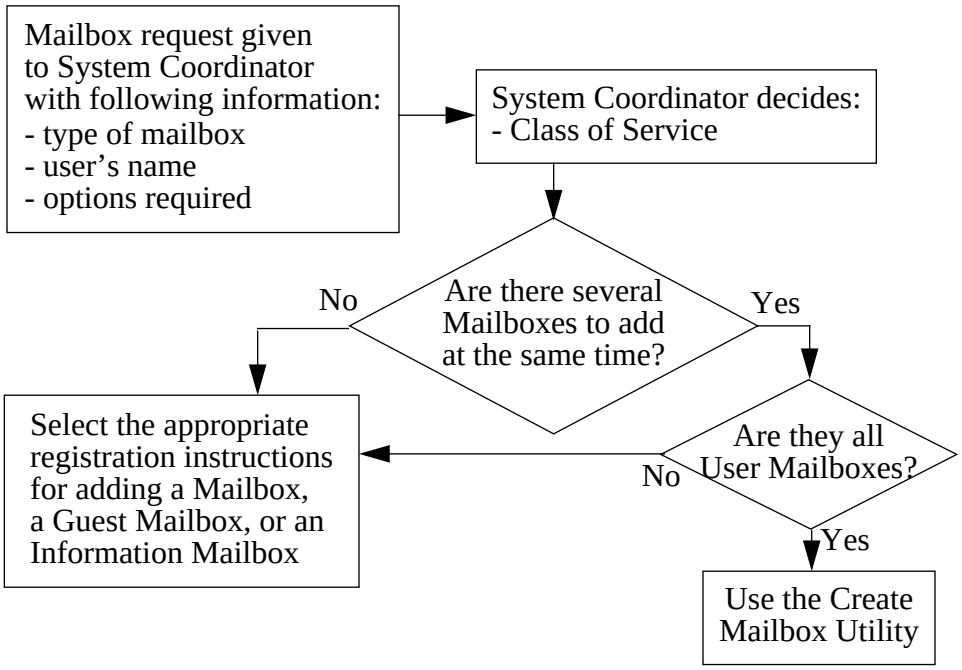
  We recommend programing the DN names before using the Create Mailbox Utility. For more information, refer to the *Norstar Installation Guide*. If the Norstar Integrated Communication System (ICS) is not programed, the Mailbox number is used.
- Message Waiting notification is enabled
- the Outdial route is entered by the System Coordinator and is the same for all mailboxes created using the Create Mailbox Utility

The mailboxes created will be uninitialized and ready for initialization by the individual mailbox owners.

A mailbox will not be created if:

- a mailbox of the same number already exists
- the DN is being used by another mailbox
- the DN is identified as a Norstar Voice Mail voice port

When to use the Creating Mailbox Utility



To add several User Mailboxes using the Create Mailbox Utility:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press [6] [6] .

```
Create mboxes
```

4. This display appears briefly.

```
From ext:
RETRY        QUIT
```

5. Enter the DN you wish to start creating mailboxes from.

```
To ext:
RETRY        QUIT
```

6. Enter the DN you wish to stop creating mailboxes at.

```
Service class:
RETRY         OK
```

7. Enter a Class of Service from 1 to 16 and press OK .

```
Outdial: none
LINE   POOL NONE
```

8. Press LINE .
   Press POOL for Norstar Voice Mail to select a line within a line pool.
   Press NONE if you do not want to assign an outdial route to the created mailboxes.

```
Line:
RETRY          OK
```

9. Enter the Line or Pool number and press OK .

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

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

10. Press OK .

```
Xfers:blind
CHNG        NEXT
```

11. Press NEXT
    or
    press CHNG to enable Call Screening for these DNs. For more information about the Call Screening feature, refer to "Activating the Call Screening feature" on page 58 and "Mailbox Feature Codes" on page 109.

```
Proceed?
YES          QUIT
```

12. Press YES .

```
Checking (xx)
```

13. The (xx) in the display changes to show all the mailbox numbers created in the range specified in steps 5 and 7.

```
Created X Mbox
               OK
```

14. Press OK to acknowledge the number of mailboxes created and end this programing session.

Guest Mailboxes

Guest Mailboxes are assigned to users who do not have an operating Norstar DN, 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 that begin with the same digit. This identifies the mailbox type. The Guest Mailbox numbers should also begin with a digit that is different than the User Mailbox numbers. For example, if the User Mailbox numbers start with two, all Guest Mailboxes could start with the number four.

When to use Guest Mailboxes

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

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

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

The following example 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 mailbox number. The Guest mailbox number you assign does not have a working Norstar DN. 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 phone number after the tone. One of our instructors will contact you with more information."

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.

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 [4] [6] *. To register for our fall classes, press* [2] [8] *. To reach our receptionist, press* [0] *."*

Note: The number 46 in this example is an operating Norstar DN while the number 28 is the Guest Mailbox.

The leading digit of Guest Mailbox numbers should be different from the leading digit of the DNs. If you must use the same leading digit, ensure the Guest Mailbox numbers are "out-of-range" DNs. To test if the DN is out-of-range, attempt to dial it from another extension. If the number is out-of-range, the display will show `Invalid number`. If the number is not out-of-range, the display will show `Not in service`.

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. Refer to "Class of Service" on page 53.

Adding Guest Mailboxes

For information on entering names using the telephone dialpad, refer to "Using the Norstar dialpad" on page 12. The name field has a maximum of 14 characters. A comma must be entered after the last name and before the first name, with no space between.

To add a Guest Mailbox:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT    RETRY    OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX    AA    OTHR
```

3. Press MBOX .

```
Mailbox Admin
ADD    DEL    CHNG
```

4. Press ADD .

```
Mbox:
RETRY          QUIT
```

5. Enter the Guest Mailbox number.

```
Type:subscriber
NEXT           OK
```

6. Press OK .

```
Ext:
RETRY          QUIT
```

7. Press [#] .

```
Service class:
RETRY          OK
```

8. Enter a Class of Service from 1 to 16 and press OK .

```
Name:
RETRY  BKSP    OK
```

9. Enter the mailbox last name, comma (# #), first name and press OK .

```
Directory?
YES   NO
```

10. Press YES if you want the mailbox owner's name to play in the Company Directory
or
press NO if you do not want the owner's name to play in the Company Directory.

```
Msg waiting?
YES   NO
```

11. Press NO .

```
Outdial:none
LINE  POOL NONE
```

12. Press * .

```
Mailbox Admin
ADD   DEL   CHNG
```

13. To add another Guest Mailbox, repeat steps 4 through 12
or
press RIs to end this programing session.

Information Mailboxes

Information Mailboxes are used to play an informative message to callers. Information Mailboxes do not take messages and do not have operating DNs.

Information Mailboxes are certified by the System Coordinator, and are either maintained by the System Coordinator or a Norstar Voice Mail mailbox owner. Information Mailboxes can be established as needed.

When to use Information Mailboxes

Information Mailboxes can be used to:

- announce sales
- provide product lists
- announce special events

A caller is disconnected automatically after listening to an Information Mailbox. Information Mailbox Greetings can be recorded by you or by the user assigned the Information Mailbox. For more information about recording Information Greetings, refer to the *Norstar Voice Mail Reference Guide*.

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, such as three or four. Use Custom Call Routing (CCR) if you have a large number.
- 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 [4] [6] *. 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.

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. Refer to "Class of Service" on page 53.

When you establish Information Mailboxes, you should assign mailbox numbers beginning with the same digit. This helps you identify the mailbox type.

For information on entering names using the telephone dialpad, refer to "Using the Norstar dialpad" on page 12.

To add an Information Mailbox:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT    RETRY    OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX    AA    OTHR
```

3. Press MBOX .

```
Mailbox Admin
ADD    DEL    CHNG
```

4. Press ADD .

```
Mailbox:
RETRY          QUIT
```

5. Enter the Information Mailbox number and press OK .

```
Type:subscriber
NEXT          OK
```

6. Press NEXT .

```
Type:information
NEXT          OK
```

7. Press OK .

```
Service class:
RETRY         OK
```

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

```
Name:
NEXT          OK
```

9. Enter the mailbox name and press OK .

```
Directory?
YES   NO
```

10. Press YES if you want the mailbox owner's name to play in the Company Directory
    or
    press NO if you do not want the owner's name to play in the Company Directory.

```
Mailbox Admin
ADD   DEL   CHNG
```

11. Repeat steps 4 through 10 to add another Information Mailbox
    or
    press [RIs] to end this programing session.

Changing and Deleting Mailboxes 8

Overview

This chapter discusses how to make changes to the values that were programed for a Mailbox.

Once a mailbox has been created, even if the system timed out and not all the values were entered, changes to the programing must be made by pressing the CHNG button.

Changing mailbox options

After a mailbox is certified with Norstar Voice Mail, you can change several options and overrides. The following series of steps will take you through:

- resetting a mailbox password
- changing a mailbox DN
- changing a mailbox Class of Service
- changing a mailbox owner's name
- changing the Company Directory Override
- changing Message Waiting Notification status
- changing the Mailbox Outdial route
- changing the Alternate DNs
- changing the Fax line
- changing the Call Screening feature status

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 or when the mailbox owner is "locked-out". After a mailbox password is reset, you must tell the mailbox owner to change the default password. A mailbox cannot be opened until the default password is changed.

To reset a mailbox password:

1. Press Feature 9 8 3 .

```
Admin
MBOX   AA   OTHR
```

2. Press MBOX .

```
Mailbox Admin
ADD   DEL   CHNG
```

3. Press CHNG .

```
Mbox:
DIR          QUIT
```

4. Enter the mailbox number.

```
Password
RESET        NEXT
```

5. Press RESET .

```
Password reset
```

6. The password has been reset.

Changing a mailbox DN

To change a mailbox DN:

```
Password
RESET        NEXT
```

7. Press NEXT .

```
Ext:
CHNG         NEXT
```

8. Press CHNG .

```
Ext:333
RETRY
```

9. Enter the new DN (333 in our example).

   The DN has been changed.

Changing a mailbox Class of Service

To change the Class of Service for a mailbox:

```
Ext:333
CHNG         NEXT
```

10. Press NEXT .

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

11. Press CHNG .

```
Service class:3
RETRY          OK
```

12. Enter Class of Service from 1 to 16 (3 in our example) and press OK .

    The Class of Service has been changed.

Changing a mailbox owner's name

To change a mailbox owner's name:

```
Service class:3
CHNG        NEXT
```

13. Press NEXT .

```
<mbox owner name>
CHNG        NEXT
```

14. Press CHNG .

```
FRY,R
RETRY  BKSP   OK
```

15. Enter the mailbox owner's last name, comma, and first initial, (FRY,R in this example) and press OK .

    The mailbox owner's name has been changed.

Changing the Company Directory setting for a mailbox

To change the Company Directory status of a mailbox:

```
FRY,R
CHNG        NEXT
```

16. Press NEXT .

```
Directory:Y
CHNG        NEXT
```

17. To override the Company Directory Class of Service setting, press CHNG .
    Y indicates the mailbox owner's name is included in the Company Directory and N means it is not included.

    The Company Directory status for the Mailbox has been changed.

Changing the Mailbox Message Waiting Notification status

To change the Message Waiting Notification status of a mailbox:

```
Directory:N
CHNG        NEXT
```

18. Press NEXT .

```
Msg waiting:Y
CHNG        NEXT
```

19. Press CHNG .
    Y indicates that *Message for you* appears on the mailbox owner's telephone display when a message is left.
    N indicates that *Message for you* does not appear.

    The Mailbox Message Waiting Notification status has been changed.

Changing the Mailbox Outdial route

To change the mailbox Outdial route:

```
Msg waiting:N
CHNG        NEXT
```

20. Press NEXT .

```
Outdial:Line
LINE  POOL NONE
```

21. Press LINE to change the outgoing line.

    Press POOL to select a line within a line pool.

    Press NONE to delete the outdial route. This invalidates programing done for using a line or pool to connect to an external phone number, including Outbound transfer and Off-premise Message Notification.

```
Line:4
CHNG          OK
```

22. Press CHNG .

```
Line:3
RETRY         OK
```

23. Enter the Line or Pool number (3 in this example) and press OK .
    Although line pools are labeled by a letter such as A, B or C, Norstar Voice Mail accepts only numbers. When you enter a line pool use 1 for A, 2 for B, 3 for C, and so on.

```
Accept:3
RETRY         OK
```

24. Press OK .

    The Outdial route has been changed.

Changing the Alternate DNs

To change the Alternate DNs:

```
Outdial:Line
CHNG        NEXT
```

25. Press NEXT .

```
Alt1 ext:655
CHNG        NEXT
```

26. Press CHNG to change the first Alternate DN (655 in our example)
    or
    press NEXT if you want to change the second Alternate DN.

```
Alt1 ext:656
RETRY         OK
```

27. If you want to remove the first Alternate DN, press # and the display will show:
    Alt1 ext: (none).
    or
    enter the Alternate DN (656 in our example) and press OK .

```
Alt1 ext:656
CHNG        NEXT
```

28. Press NEXT to assign the second Alternate DN.

```
Alt2 ext:755
CHNG        NEXT
```

29. Press CHNG to change the second Alternate DN (755 in our example)
    or
    press NEXT if you do not want to change the second Alternate DN.
    A display with Alt2 ext appears only if Alternate DN 1 is assigned.

```
Alt2 ext:756
RETRY        OK
```

30. If you want to remove the second Alternate DN, press # and the display will show:
    Alt2 ext: (none)
    or
    enter the second Alternate DN
    (756 in our example) and press OK .
    The Alternate DNs have been changed.

Changing the Fax Line

To change the Fax Line number:

```
Alt2 ext:756
CHNG        NEXT
```

31. Press NEXT .

```
Fax line:20
CHNG        NEXT
```

32. Press CHNG to change the Fax Line (20 in our example)
    or
    press NEXT if you do not want to change the Fax Line.

```
Fax line:27
RETRY        OK
```

33. Enter the Fax Line number (27 in our example) and press OK .

    Note: If you want to remove the Fax Line, press # and the display will return to: Fax line: (none).
    The Fax Line has been changed.

Changing the Call Screening feature status

To change the status of the Call Screening feature:

```
Fax line:27
CHNG        NEXT
```

34. Press NEXT .

```
Xfers:blind
CHNG        NEXT
```

35. Press CHNG .

```
Xfers:screened
CHNG        NEXT
```

36. Press NEXT .

```
Mailbox Admin
ADD   DEL   CHNG
```

Note: You have completed the changing the Call Screening status.

37. Press [Rls] to end this programing session.

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 deleted automatically from the Company Directory and all Group Lists.

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

To delete a mailbox:

1. Press [Feature] [9] [8] [3] .

```
Admin
MBOX   AA   CHNG
```

2. Press MBOX .

```
Mailbox Admin
ADD   DEL   CHNG
```

3. Press DEL .

```
Mbox:
DIR         QUIT
```

4. Enter the mailbox number to be deleted.

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

5. Press DEL .

```
<Mailbox admin
ADD   DEL   CHNG
```

6. Press DEL to delete additional mailboxes
   or
   Press [Rls] to end this programing session.

Mailbox Administration Tasks 9

Overview

This chapter describes the steps for administering the Norstar Voice Mail mailboxes, including:

- Special Mailboxes (System Coordinator Mailbox and General Delivery Mailbox)
- Personal Mailboxes (User and Guest)
- Information Mailboxes

Administering Special Mailboxes

Special Mailbox administration involves listening to messages, attending to each message, and then deleting the message. Messages left in the Special Mailboxes should be attended to daily.

There are two Special Mailboxes: System Coordinator and General Delivery. You can use the following features for both types.

When a message is left in the System Coordinator Mailbox, you can respond to the message in your role as System Coordinator.

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, if they have one.

Administering Personal Mailboxes

A Personal Mailbox is administered for the most part by the mailbox owner and requires very little administration by the System Coordinator.

Personal Mailbox administration tasks to be performed by the System Coordinator include changing mailbox options such as:

- resetting a password to 0000 if a mailbox owner forgets their password
- mailbox DN
- Class of Service
- mailbox owner's name
- mailbox overrides, including Alternate DNs (User Mailboxes only), Fax line number (Only User Mailboxes on systems with FAX enabled), and status of the Call Screening feature

System Coordinator tasks also include adding or deleting Personal Mailboxes. For information about adding mailboxes, refer to "User Mailboxes" on page 73, and "Adding several User Mailboxes using the Create Mailbox Utility" on page 77.

For more information on Personal Mailbox Options and administration, refer to the *Norstar Voice Mail Reference Guide*.

About the passwords

Each mailbox certified with Norstar Voice Mail is protected by a password established by the mailbox owner. When you add a mailbox to Norstar Voice Mail, the password 0000 is assigned automatically. 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 and cannot start with the digit zero.

If a mailbox owner cannot remember the password, you can reset the password to the default password 0000. Refer to "Changing mailbox options" on page 85.

> **Caution**: Change your System Coordinator's password frequently to minimize the risk of unauthorized activity.

Incorrect password lock-out

Each mailbox is assigned a maximum number of incorrect password attempts as a Class of Service. Norstar Voice Mail records the number of incorrect attempts from the last time the mailbox was accessed successfully. Once the number has been passed, the mailbox owner is "locked-out". The mailbox cannot be opened again until the password is reset. Refer to "Changing mailbox options" on page 85.

Password expiry

Each mailbox is assigned a maximum number of days a password remains active as a Class of Service. Once the maximum number of days has been passed, the mailbox password will expire. The mailbox owner can open the mailbox, but cannot access messages or perform other mailbox functions until the password is changed. Unless the telephone has a two-line display, the following voice announcement is played when the mailbox is opened after the password has expired:

"Your current password has expired."

Followed by the voice prompt:

"You must change your password. Please enter your new password, then press [#] *."*

Once the new password has been entered, the mailbox returns to normal operation.

> **Caution**: Set the Class of Service value for password expiry to a low value so that mailbox owners must changed their password often. Mailboxes with a Class of Service value that has a high or indefinite password expiry interval setting have an increased likelihood of unauthorized use of the Norstar Voice Mail system.

Enabling external initialization

The System Coordinator can assign Mailbox initialization to be performed only from an internal Norstar telephone. This added security feature makes it more difficult to tamper with or gain access to the mailboxes fraudulently.

If a user attempts to access an uninitialized mailbox from an external number, they will be denied access. Once the mailbox has been initialized, the user is able to access the mailbox from any touch tone phone. The default setting for the External Initialization feature is off.

To enable External Initialization:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Enter [7] [7] .

```
External init:N
CHNG          OK
```

4. Press CHNG .

```
External init:Y
CHNG          OK
```

5. Press OK .

```
Admin
MBOX   AA   OTHR
```

6. Press [Rls] to end this programing session.

Configuring the Company Directory

The System Coordinator can determine whether callers can search the Company Directory by first name, last name or both first and last name. Also, the Company Directory can be disabled if necessary. For more information about the Company Directory, refer to "Company Directory" on page 56.

To configure the Company Directory:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX    AA   OTHR
```

3. Press [4] .

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

4. Press NEXT .

```
Dir avail:Y
CHNG        NEXT
```

5. Press NEXT to choose a search mode. Press CHNG to change to disable the Company Directory feature.

```
Match:Firstname
CHNG        NEXT
```

6. Press NEXT if you want select first name as the search mode for the Company Directory. Press CHNG to select Lastname or Both as the search mode.

   Press [Rls] to end this programing session.

Setting up Outbound Transfer

Designating the number of channels for Off-premise Message Notification and Outbound Transfer

For Off-premise Message Notification and Outbound Transfer to work, voice channels must be available to Norstar Voice Mail. You must assign channels to Norstar Voice Mail to place outgoing calls.

To determine the number of channels enabled, call your Norstar Technical Support Group.

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

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

Note: Enable Outbound Transfer only for users who require this feature. Outbound Transfer increases the likelihood of unauthorized use of the Norstar Voice Mail system, especially when the line or pool assigned allows long distance dialing.

To designate the number of channels for Outdialing:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Enter [5] .

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

4. Press CHNG .

```
Num of chans:
RETRY         OK
```

5. Enter the number of channels (between 1 and 16) designated for Outdialing and press OK .

   Press [Rls] to end this programing session.

Enabling and disabling the General Delivery Mailbox

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

To assign the General Delivery Mailbox:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Enter [6] .

```
Gen Delivery:Y
CHNG           OK
```

4. Press CHNG to toggle the settings between Y for Yes, or N for No.

   Press OK .

```
Admin
MBOX   AA   OTHR
```

5. Press [Rls] to end this programing session.

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 [0] to reach the Operator.

Setting up the Operator's Mailbox

When the Operator is not available, all calls that request the Operator are transfered to the General Delivery Mailbox. Your company's designated Operator should be assigned the General Delivery Mailbox number. The DN can be any operating DN on your Norstar Voice Mail System that is not already assigned to a mailbox.

To change the mailbox number:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press MBOX .

```
Mbox Admin
ADD   DEL   CHNG
```

4. Press CHNG .

```
Mbox:
DIR          QUIT
```

5. Enter the General Delivery Mailbox number (100 in our example).

```
Password
RESET        NEXT
```

6. Press NEXT .

```
Ext: 100
CHNG         NEXT
```

7. Press CHNG .

```
Ext: 2210
RETRY        NEXT
```

8. Enter the Operator's DN (2210 in this example).

```
Ext: 2210
CHNG         NEXT
```

9. Press [Rls] to end this programing session.

Broadcast and Group messages

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

Sending Broadcast Messages

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.

Broadcast Messages can be sent only by the System Coordinator from the System Coordinator's Mailbox by entering [Feature] [9] [8] [1], logging on and pressing [9]. For a high level view, refer to the figure "Overview of Programing using Feature 981: Open Mailbox" on page 61.

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

A Broadcast Message is played only once for each mailbox owner.

Broadcast Messages are not sent to Information or Special Mailboxes.

Sending a Broadcast Message

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

1. Press [Feature] [9] [8] [1] .

```
Pswd:
OTHR   RETRY   OK
```

2. Press OTHR .

   Note: If the set you are using does not have a mailbox, the Log: prompt will appear.

```
Log:
OTHR   RETRY   OK
```

3. Enter the System Coordinator Mailbox number and password, then press OK .

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

4. Press [9] .

```
Record message:
RETRY  PAUSE  OK
```

5. At the tone, record your message and press OK to end your recording.

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

6. To listen to your message before sending it, press PLAY .

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

   To record your message again, press RETRY .

   Press [Rls] to end this programing session.

Your message is delivered to all initialized mailboxes certified with Norstar Voice Mail.

Sending Group Messages

Group Messages can be sent by any user, but the Group List to which the messages are sent must be defined or changed by the System Coordinator.

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.

A Group List can include only mailbox numbers. A Group List cannot include the number of another Group List.

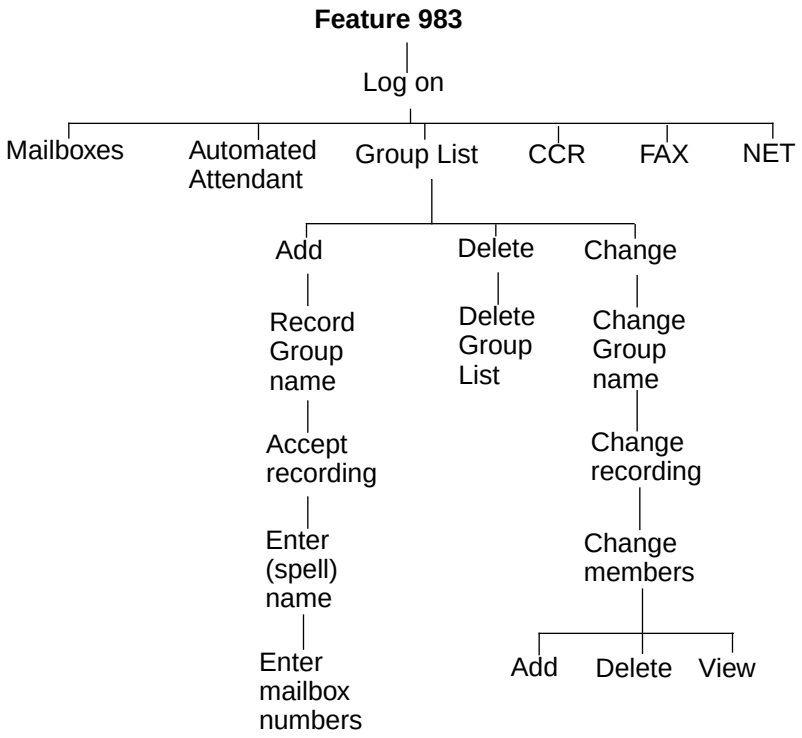
The Group List feature is enabled during installation.

Preparing a Group List

Preparing a Group List is just like setting up a new mailbox. A Group List is assigned a number and name. The leading digit for Group Lists was assigned during installation and can be changed at a later date if necessary. The next two digits are assigned automatically by Norstar Voice Mail when you add the Group List. The Group List numbers are assigned in sequential order. You must assign the Group List name.

A Group List is set up using Feature Code 983. The following diagram provides a high level view of the programing steps necessary to create a Group List.

Feature 983: Group List



Norstar Voice Mail allows 99 Group Lists. Each Group List can contain a maximum of 1,000 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 (see "Group List Numbers" on page 100)
- Group List name – maximum 16 characters long
- mailbox numbers – to be included in the group

A mailbox must be initialized before it can be added to a Group List.

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.

Group List Numbers

During system installation, a number from 0 to 9 (default 9) was assigned as the Group List leading digit. For example, the default Group List numbers are 901 to 999. If the leading digit is 5, the Group List numbers are 501 to 599. The Group List numbers are always three digits long.

The Group List leading can be changed if neccesary. For more information on changing the Group List leading digit, refer to "Changing the Group List leading digit" on page 104.

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

Sample Group List

Group List no.	Name	Mailbox no.
901	Sales	224
		223
		233
902	Shipping	227
		221

Adding a Group List

To add a Group List:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press GLIST .

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

5. Press ADD .

```
GList: 901
              OK
```

6. Press OK .
   If fax is available, press either VOICE or FAX .

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

```
Record name:
RETRY          OK
```

7. At the tone, record the Group List name and press OK to end the recording.

   Note: This Group List name is played to any caller who leaves a message for the mailboxes in the group.

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

8. To listen to your recording, press PLAY .
   To accept the recording, press OK .
   To record the name again, press RETRY .

```
Name:
RETRY  BSKP    OK
```

9. Enter the Group List name (maximum 16 characters) and press OK . The display briefly shows: Add first member .

```
Mbox:
DIR            QUIT
```

10. Enter the first 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. After entering a mailbox number, the display shows the name of the mailbox owner.

```
WAYNE,J
RETRY  ADD
```

11. Press ADD. The display briefly shows Member added .

    Note: In this display WAYNE,J is used as an example.

```
Mbox:
DIR            QUIT
```

12. To add additional mailboxes to the Group List, repeat steps 10 through 12
    or
    press Rls to end this programing session.

When you have finished adding mailbox numbers to the Group List, press QUIT from the Mbox: display. To create another Group List, repeat steps 5 through 12.

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. For more information, refer to "Adding a Group List" on page 100.

To change a Group List name and Company Directory recording:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press GLIST .

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

5. Press CHNG .

```
GList:
RETRY        QUIT
```

6. Enter the Group List number you want to change.

```
Shipping
CHNG        NEXT
```

7. To change the Group List name, press CHNG .

   Note: The display shows shipping as an example name.

```
Name:
RETRY  BKSP   OK
```

8. Enter the new Group List name and press OK .

```
<xxxxxx>
CHNG        NEXT
```

9. Press NEXT .

```
Recorded name:
REC   PLAY NEXT
```

10. To make a new recording of the Group List name, press REC .

```
Record name:
RETRY         OK
```

11. At the tone, record the new Group List name and press OK .

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

12. To listen to your recording, press PLAY .
    To accept the recording, press OK .
    To record the name again, press RETRY .

    Press [Rls] to end this programing session.

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" on page 100.

To change the members of a Group List:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press GLIST .

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

5. Press CHNG .

```
GList:
RETRY        QUIT
```

6. Enter the Group List number you want to change.

```
Shipping
CHNG         NEXT
```

7. Press NEXT .

```
Recorded name
REC   PLAY  NEXT
```

8. Press NEXT .

```
GList members:
ADD   DEL   VIEW
```

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

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

```
Name:
RETRY BKSP    OK
```

10. Type the name and press OK . Press OK again to verify.

```
JOE
CHNG         NEXT
```

11. Press NEXT .

```
Ext:
RETRY         OK
```

12. Enter the DN to be included in the Group List and press OK .

```
Accept:
RETRY         OK
```

13. Press OK . A display appears briefly to notify you that the new member of the Group List has been added.

```
GList members
ADD   DEL   VIEW
```

14. Press VIEW , then DEL to delete a mailbox number from the Group List.

    Press [Rls] to end this programing session.

Changing the Group List leading digit

During the system installation, a number from 0 to 9 (default 9) was assigned as the Group List leading digit. You may find it necessary to change the Group List leading digit. For example, if 9 was assigned as the Group List leading digits, 901 to 999 would be your range of Group Lists. If you change the leading digit to 5, the Group List numbers would change to 501 to 599. The Group List numbers are always three digits long.

Note: You cannot change the Group List leading digit to a number that will conflict with mailbox numbers. For example, if your company has mailboxes ranging from 500 to 720, you could not choose 5, 6 or 7 as the Group List leading digit.

To change the Group List leading digit:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press [2] .

```
Bilingual:Y
CHNG        NEXT
```

4. Press NEXT .

```
Prim lang:eng
CHNG        NEXT
```

5. Press NEXT .

```
Group lists:Y
CHNG        NEXT
```

6. Press NEXT .

```
Leading digit:9
CHNG        NEXT
```

7. Press CHNG .

```
Leading digit:
RETRY        OK
```

8. Enter the new leading digit and press OK .

```
System config
RETRY          OK
```

9. Press OK to configure the changes.

```
Log:
QUIT   RETRY   OK
```

10. Press [Rls] to end this programing session.

Deleting a Group List

You can delete a Group List at any time. When you do, the Group List number is re-assigned automatically by Norstar Voice Mail the next time you add a Group List. Deleting a Group List does not delete any mailboxes from the Norstar Voice Mail system.

To delete a Group List:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press GLIST .

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

5. Press DEL .

```
GList:
RETRY        QUIT
```

6. Enter the Group List number you want deleted.

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

7. Press DEL . A display appears briefly to notify you that the Group List has been deleted.

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

8. Press [Rls] to end this programing session.

Sending a Group Message

A Group Message can be sent whenever you want to notify a specific group of mailboxes of a pending event or company notice that pertains only to that group. A Group List message must be selected to play, just as a regular message is selected before a mailbox owner can listen to it. Unlike a Broadcast Message, a Group List message does not play automatically. When a mailbox owner sends a message to the Group List, the mailbox owner's own mailbox does not receive the message.

To send a Group Message from your Norstar telephone:

1. Press [Feature] [9] [8] [0] .

```
Mbox:
DIR          QUIT
```

2. Enter the Mailbox number.

```
Grp List:
RETRY        OK
```

3. Enter the Group List number and press OK .

```
Record message:
RETRY  PAUSE  OK
```

4. At the sound of the tone, record your message and press OK to end your recording.

```
Message options:
RETRY  PLAY  SEND
```

5. Press RETRY to record your message again
   or
   press PLAY to replay your message
   or
   press SEND to accept and send your message.

```
Leave message:
NEW   MBOX
```

Press [Rls] to end this programing session.

Canceling Off-premise Message Notification from a called number

A person receiving notification of a message may cancel future instances of notification. This feature is useful when an incorrect destination phone number was inadvertently programed into Off-premise Notification, and the person answering the called number does not want future notifications. Once the receiving number has been canceled, the number is removed from the originator's destination list, and the originator is notified.

If Off-premise Message Notification is to an outside phone number, voice prompts only are presented to the receiver of the message notification. Follow the voice prompts to cancel notification.

If Off-premise Message Notification is to a Norstar DN, text prompts and voice prompts are presented. To cancel Off-premise Message Notification from an internally called DN:

```
Message for
<User name>
```

```
Choose:
LOGIN     CANCEL
```

1. Beginning from the system-generated display notifying you of a message, press CANCEL . Press LOGIN to access the message information.

```
Canceled
```

2. Message notification to the number you are calling from is now canceled.

Caller ID (CLID)

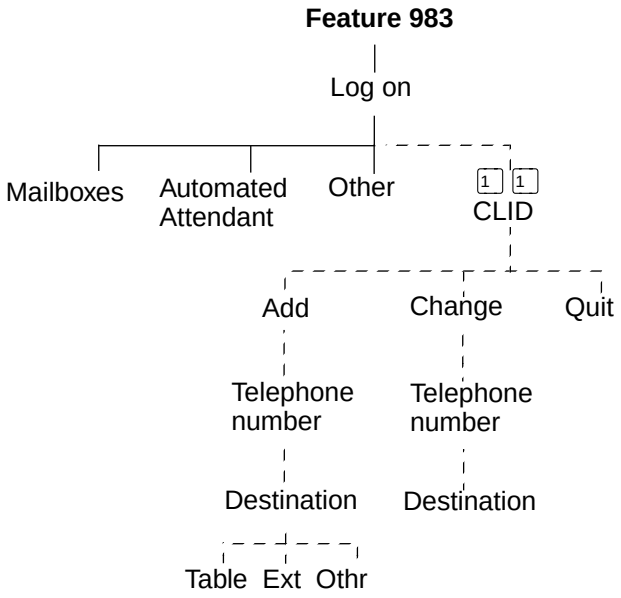
If your company subscribes to Caller ID, also known as Calling Line Identification or CLID, the caller's number or name and number appears on the telephone's display provided the telephone has a one or two-line display. The following information is useful to maximize the benefits of Caller ID.

Caller ID is one of the options needed in order to use the Reply feature for external calls.

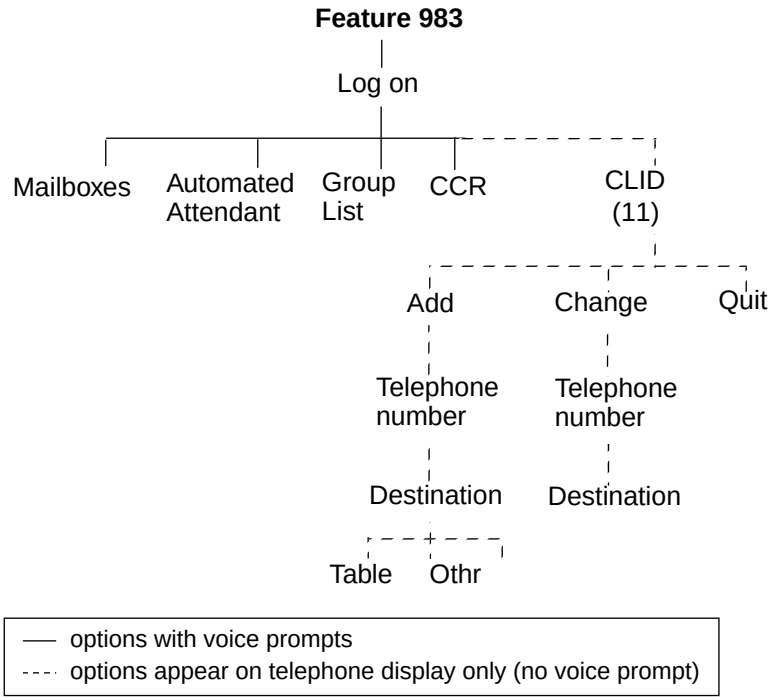
You must assign the number of rings to two or more for lines equipped with Caller ID for pre-recorded Personalized Greetings to play. Caller ID information is not provided until just prior to the second ring.

If your company subscribes to Caller ID, you can access it using Feature 983 and program it as shown in the following diagram.

Programing Caller ID (CLID) using Feature 983



Feature 983: (CLID) Administration



Mailbox Feature Codes

10

Overview

Feature Codes are used by System Coordinators to access the different set up and operation functions of Norstar Voice Mail.

Programing the feature codes

To carry out a Norstar Voice Mail function, a Feature Code must first be entered. There are seven Feature Codes that work with Norstar Voice Mail. The default Feature Codes are shown in table"Feature Codes" below.

Feature Codes

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

Programing a memory button

To simplify the set up and administration tasks, we recommend programing a memory button for the Feature Codes you will use most often. The most frequently used Norstar Voice Mail Feature Codes are:

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

To program a memory button:

1. Press [Feature] [*] [3] .

```
Press a button
QUIT
```

2. Select a programmable button.

3. Press [Feature] and enter the Feature Code number.

```
Programed
```

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

Repeat steps 1 through 4 for each Norstar Voice Mail Feature Code you want to program.

Note: We recommend you program a memory button with the Norstar Voice Mail DN. To verify this DN, refer to "Verifying the Feature Codes" on page 112.

Determining the Feature Codes

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

To determine the Norstar Voice Mail Feature Code availability:

1. From a Norstar two-line display telephone, press [Feature] [9] [*] [1] .

   Note: 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.

Leave msg: F9xx NEXT	Feature 9 8 0 **Note:** Feature 9 ___ ___
Open mbox: F9xx NEXT	Feature 9 8 1 **Note:** Feature 9 ___ ___
Operator: F9xx NEXT	Feature 9 8 2 **Note:** Feature 9 ___ ___
Sys admin: F9xx NEXT	Feature 9 8 3 **Note:** Feature 9 ___ ___
N*VM : F9xx NEXT	Feature 9 8 5 **Note:** Feature 9 ___ ___
Transfer: F9xx NEXT	Feature 9 8 6 **Note:** Feature 9 ___ ___
Interrupt: F9xx QUIT	Feature 9 8 7 **Note:** Feature 9 ___ ___

Verifying the Feature Codes

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

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

Mbox: DIR QUIT	Feature 9 8 0
Pswd: OTHR RETRY OK	Feature 9 8 1 or Log: (see two displays below)
Pswd: RETRY OK	Feature 9 8 2
Log: QUIT RETRY OK	Feature 9 8 3
Set xx OK	Feature 9 8 5
No party connect	Feature 9 8 6
Not allowed	Feature 9 8 7

Leave a Message

The Leave Message Feature Code is used by mailbox owners to leave a message in a mailbox initialized with Norstar Voice Mail.

To use the Leave Message Feature, press Feature 9 8 0 .

Open Mailbox

The 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 Feature 9 8 1 .

Operator Status

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

To use the Operator Status Feature, press [Feature] [9] [8] [2] .

For more information on the Operator Status, refer to "Setting the Operator Status" on page 37.

System Administration

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

To use the System Administration Feature, press [Feature] [9] [8] [3] .

Norstar Voice Mail Directory Number

The Norstar Voice Mail Directory Number Feature Code is used to determine the Norstar Voice Mail Directory Number (DN). This number is then used to forward a Norstar telephone to Norstar Voice Mail, and to use Norstar Voice Mail from a single-line display telephone attached to an Analog TerminalAdapter (ATA).

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

Transfer to Mailbox

The Transfer Feature Code is used to transfer calls to a mailbox. When using this feature do not put the call on hold.

To use the Transfer Feature, press [Feature] [9] [8] [6] .

Interrupt a Message

The Interrupt Feature Code is used to interrupt Norstar Voice Mail and allows you to speak with a caller who has reached your mailbox.

To use the Interrupt Feature, press [Feature] [9] [8] [7] .

When a caller leaving a message in a mailbox is interrupted, the first part of the message remains in the mailbox. This message can be deleted at your convenience. If Off-premise Message Notification is on, the message will cause Norstar Voice Mail to call the Off-premise Notification number immediately.

Section IV - Custom Call Routing (CCR)

- Overview of Custom Call Routing
- Building, Saving, and Enabling a CCR Tree
- Changing or Deleting a CCR Tree

Overview of Custom Call Routing

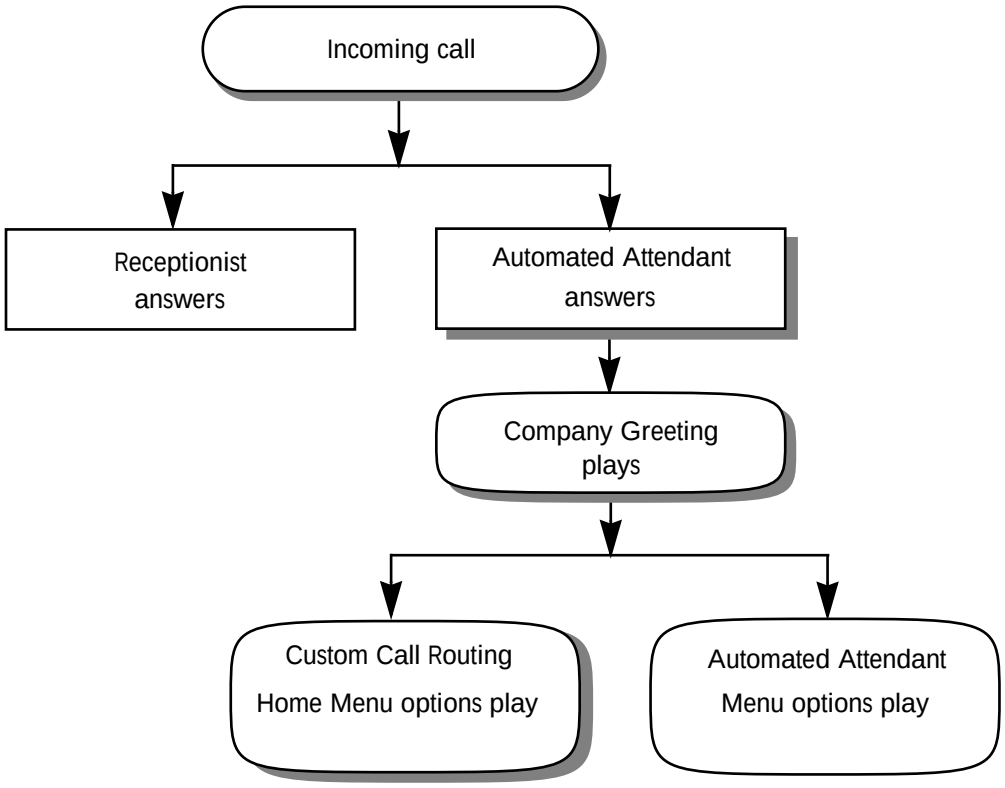
11

Custom Call Routing (CCR) allows you to replace the Automated Attendant menus with a more sophisticated menu that can include several sub-menus to offer callers a wider range of options. When a CCR Tree is enabled, callers hear the CCR Home Menu immediately after the Company Greeting.

Each CCR Tree is made up of paths that a caller navigates using their telephone dialpad. By selecting an option from the prompts created by the System Coordinator, callers can:

- play an information message
- leave a message in a mailbox
- transfer to a DN or an external number
- access a sub-menu

Custom Call Routing overview



When building a CCR Tree, the System Coordinator starts by programing the options to be presented in the Home Menu. Up to eight options can be included in the Home Menu.

The System Coordinator records a voice prompt that will inform callers of the Home Menu options.

When a selection is made from the Home Menu (by pressing a single button) the caller follows a Path, which may access a sub-menu on a level below the Home Menu.

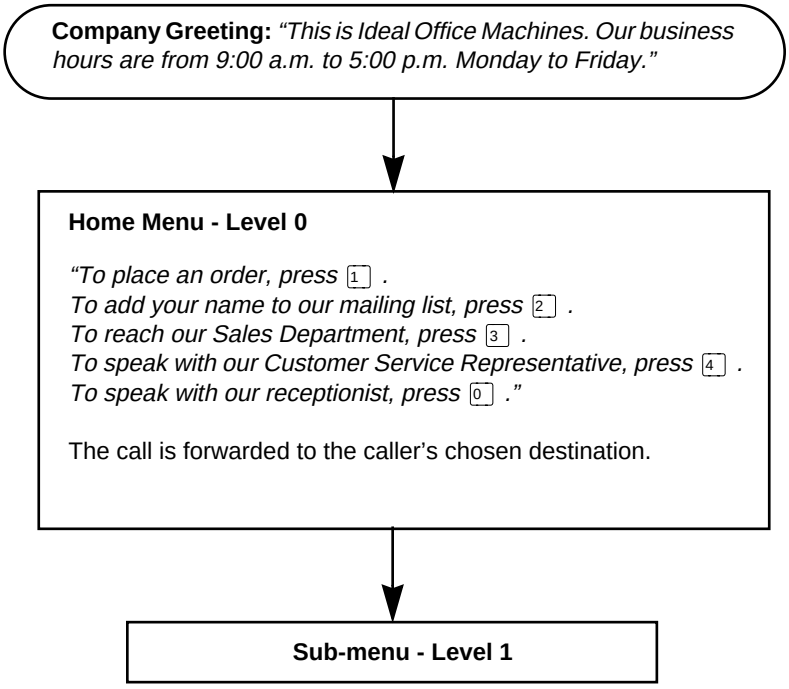
You can program up to four CCR Trees. After a CCR Tree has been programed it must be assigned to a Greeting Table. For more information, refer to "Greeting Tables" on page 21.

Terms and definitions

The following terms are introduced in this section.

Term	Definition
Destination	The Destination determines where the caller is directed after listening to an Information Message or leaving a message in a mailbox. The three Destination Types are: - PREV which returns the caller to the Previous menu - HOME which returns the caller to the Home Menu - DISC which disconnects the call Destinations are assigned to Information Messages and Leave Messages only.
Home Menu	The Home Menu is the first CCR menu the caller encounters after hearing the company greeting. A home menu can be programed to offer eight options. By default, "0" is reserved for reaching the Operator, and "9" offers the menu in the alternate language.
Information Message	An Information Message is a message you record to provide a caller with information about goods or services available from your company. Information Mailboxes must be created before the Information Message option can be added to the CCR Tree.
Leave Message	Leave Message provides a caller with access to a mailbox so they can leave a message. By selecting this option, the caller is automatically transfered to a mailbox to leave a message.
Level	The Home Menu is on Level 0. As sub-menus are added to one another, the caller progresses through the levels of the CCR Tree. A total of 10 levels can be created (from 0 to 9).
Menu	A menu is a voice prompt that you record which provides a caller with a list of up to eight options.
Path	A Path is the course taken to or through one or more menus on a CCR Tree to reach a desired destination.
Sub-menu	A sub-menu is any menu presented to the caller after the Home Menu. Sub-menus can lead to other sub-menus. A total of nine sub-menus can be added to a CCR Tree.
Transfer	A Transfer prompt provides access to a DN or an external number. A Transfer prompt is assigned a one-digit number that appears in a menu. When this number is pressed, the caller is automatically transfered to a DN or external number to speak with an individual.
Workspace	The Workspace is a temporary space on the system that allows the System Coordinator to assemble or make changes to a CCR Tree.

CCR Home Menu example



Planning and Designing a CCR Tree

Planning and designing a CCR Tree involves:

- determining frequently requested departments
- determining frequently called directory numbers
- making a list of goods and services to be promoted in Information Messages
- selecting mailboxes to be assigned to the Leave Message option
- determining Destination Types
- recording the prompts and messages
- designing the CCR Tree template in the *Norstar Voice Mail Programing Record* (Photocopy this record and use the photocopy as an outline as you proceed through this section.)

By default, a caller can press 9 to be prompted in an alternate language, or 0 to reach an Operator. These options are not verbally prompted unless you include them as part of the Home Menu voice prompt.

About the CCR Tree structure

After the Company Greeting, a caller hears the Home Menu at the top of the CCR Tree (Level zero). When a caller selects an option from the Home Menu, they can access a sub-menu, leave a message, transfer to a DN or an external number, or play an information message. The route that a caller takes through the CCR Tree is called a Path.

For an example of Paths through a CCR Tree, refer to "Sample CCR Tree Paths" on page 122.

When the Home Menu is an Information Message

The Home Menu can also be programed to play an Information Message. 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."

When the Home Menu is an Information Message, the caller is disconnected automatically at the end of the message. The other Destination Types do not apply.

Recording an Alternate Language Home Menu voice prompt

If you record an Alternate Language Home Menu voice prompt, you must inform callers of the Alternate Language option. When you are recording the Primary Language Home Menu prompt, tell the caller to press [9] if they wish to hear the message in the Alternate Language. For example:

"To hear this message in (the Alternate Language), press [9] . 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] ."

Sub-menu

A sub-menu is a voice prompt that you record which provides a caller with another list of options. An sub-menu is assigned a single-digit number that appears in a menu. For example, from the Home Menu, the caller presses [3] to reach the Sales department and hears the sub-menu options:

"To place an order, press [1] . To add your name to our mailing list, press [2] . To speak with our Customer Service Representative, press [3] . To speak with our receptionist, press [0] ."

Information Message

An Information Message is a message you record to provide a caller with information about goods or services available from your company. 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. An Information Message is assigned a single-digit number that appears in a menu. When this number is pressed, the Information Message plays automatically. For example:

"We are pleased to announce the arrival of the new FaxEasy line of FAX machines. FaxEasy produces top quality FAX images at an affordable price, and is easy to operate."

Leave Message

The Leave Message option provides a caller with access to a mailbox to leave a message. The Leave Message option is assigned a single-digit number that appears in a menu. When this number is pressed, the caller is transfered automatically 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, phone number, and the item name and number you want to order. Thank you."

Transfer

A Transfer option provides a caller with access to a DN or an external number. A Transfer option is assigned a single-digit number that appears in a menu. When this number is pressed, the caller is transfered automatically to a DN or external number to speak with an individual.

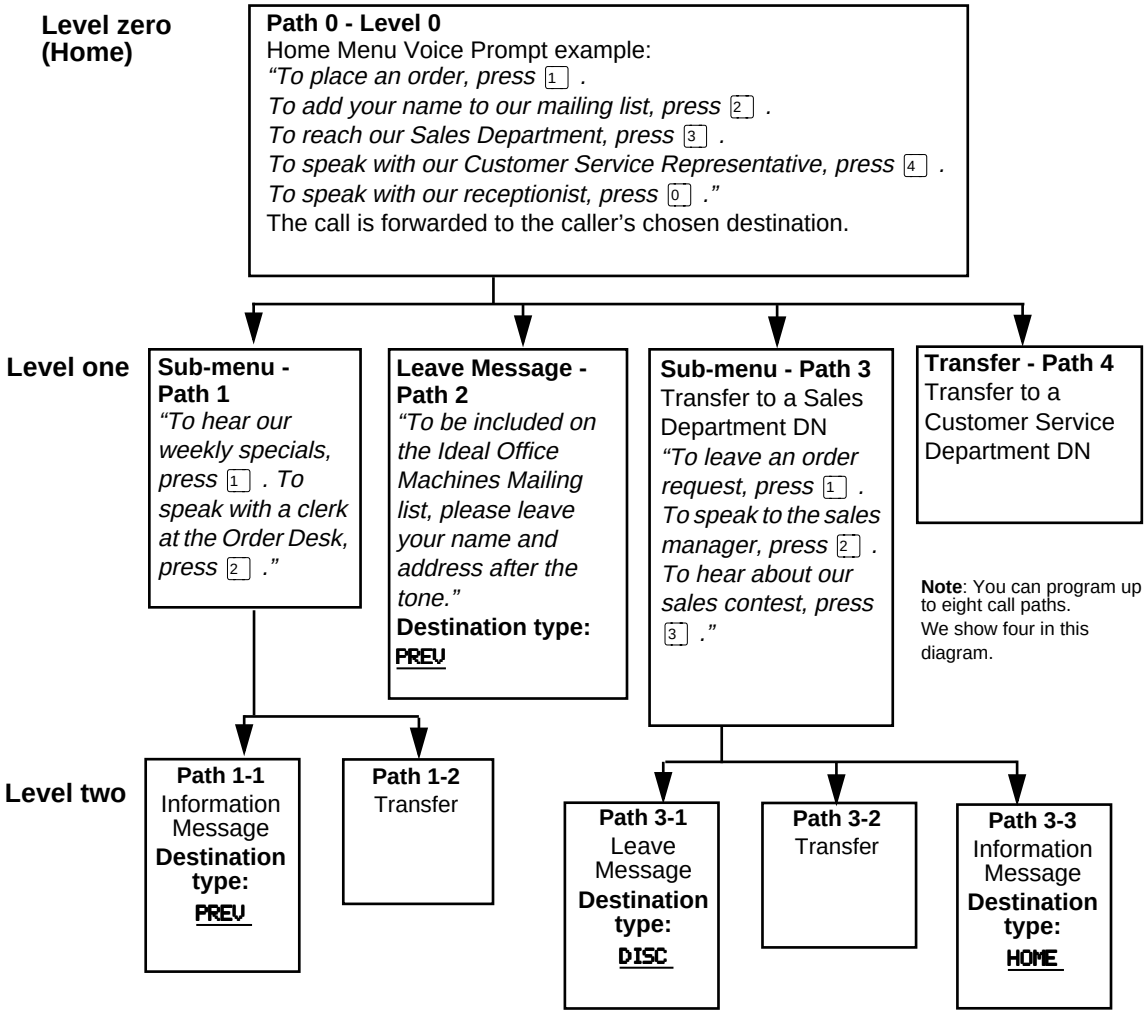
Destination Types

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 must be assigned a Destination Type. The three Destination Types are:

- PREV which returns the caller to the Previous menu
- HOME which returns the caller to the Home Menu
- DISC which disconnects the call

Destination types are assigned to Information Messages and Leave Messages only. For examples of the destination types, refer to the figure "Sample CCR Tree Paths".

Sample CCR Tree Paths



Paths

A Path can consist of a series of Menus, Information Messages, Leave Messages or Transfers. Each option is identified by a Path number. A Path number is the digit that callers enter to route themselves to the next level along the Path of a CCR Tree.

The Home Menu is always Path 0 at Level 0. First level Path numbers are single-digit numbers (1, 2, etc.). Second level Path numbers are two-digit numbers (2-1, 2-2, etc.).

In the sample Tree shown in the figure "Sample CCR Tree Paths", Home - Path 0, the Home Menu example, provides four options. Option 1 branches to Path 1, which is a sub-menu. Option 2 branches to Path 2, which is a place for callers to leave a message, and so on.

The sub-menu on Path 1 progresses to the second level and provides two more options, options 1-1 (an information message) and 1-2 (a transfer). Path 2 transfers the call to a mailbox and then returns the call to the previous level menu. Path 3 progresses to the second level and provides three more options, options 3-1, 3-2, and 3-3. Path 4 transfers the call to a DN.

Building, Saving, and Enabling a CCR Tree 12

Overview

This chapter contains the detailed instructions needed to create and save a CCR Tree and enable it so that callers will be able to use it.

The specific topics in this chapter include:

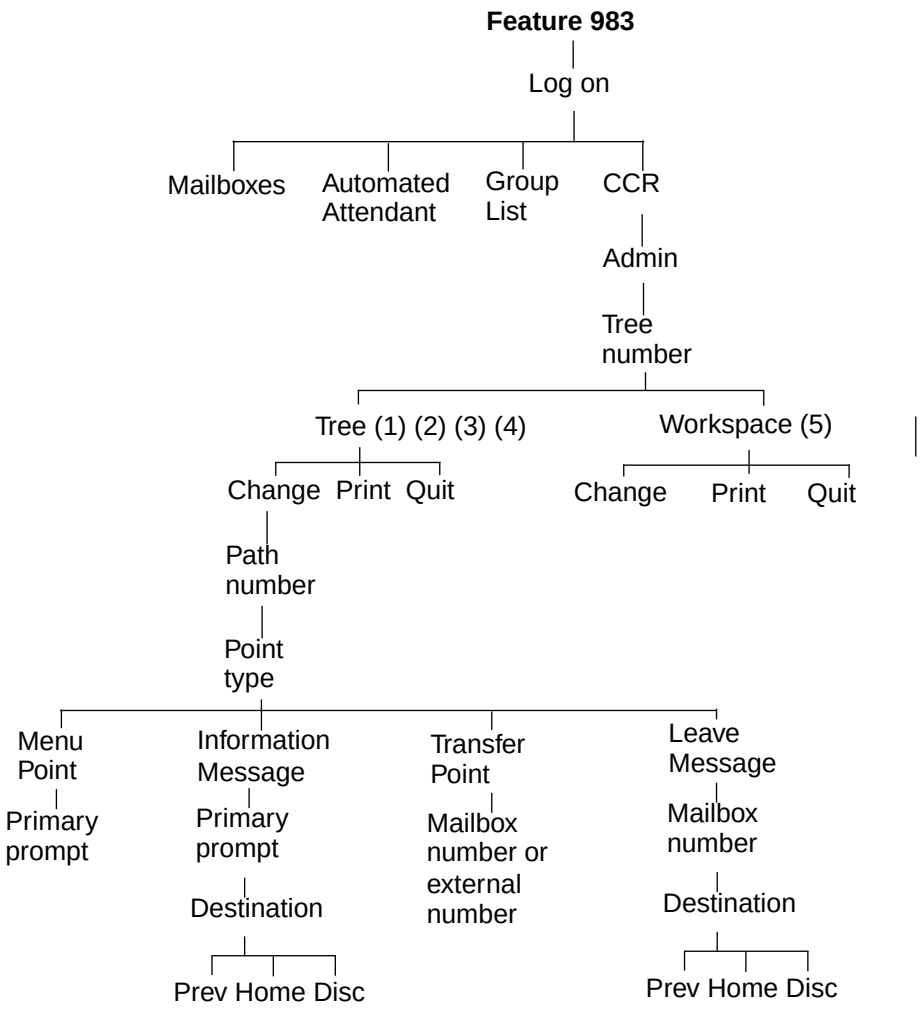
- Beginning to build a new tree
- Recording the Home Menu voice prompt
- Adding a Menu
- Adding an Information Message
- Adding a Leave Message
- Assigning a Destination Type
- Adding an internal Transfer
- Adding an external Transfer
- Saving a CCR tree
- Enabling a CCR tree
- Testing a CCR tree

Tools and materials

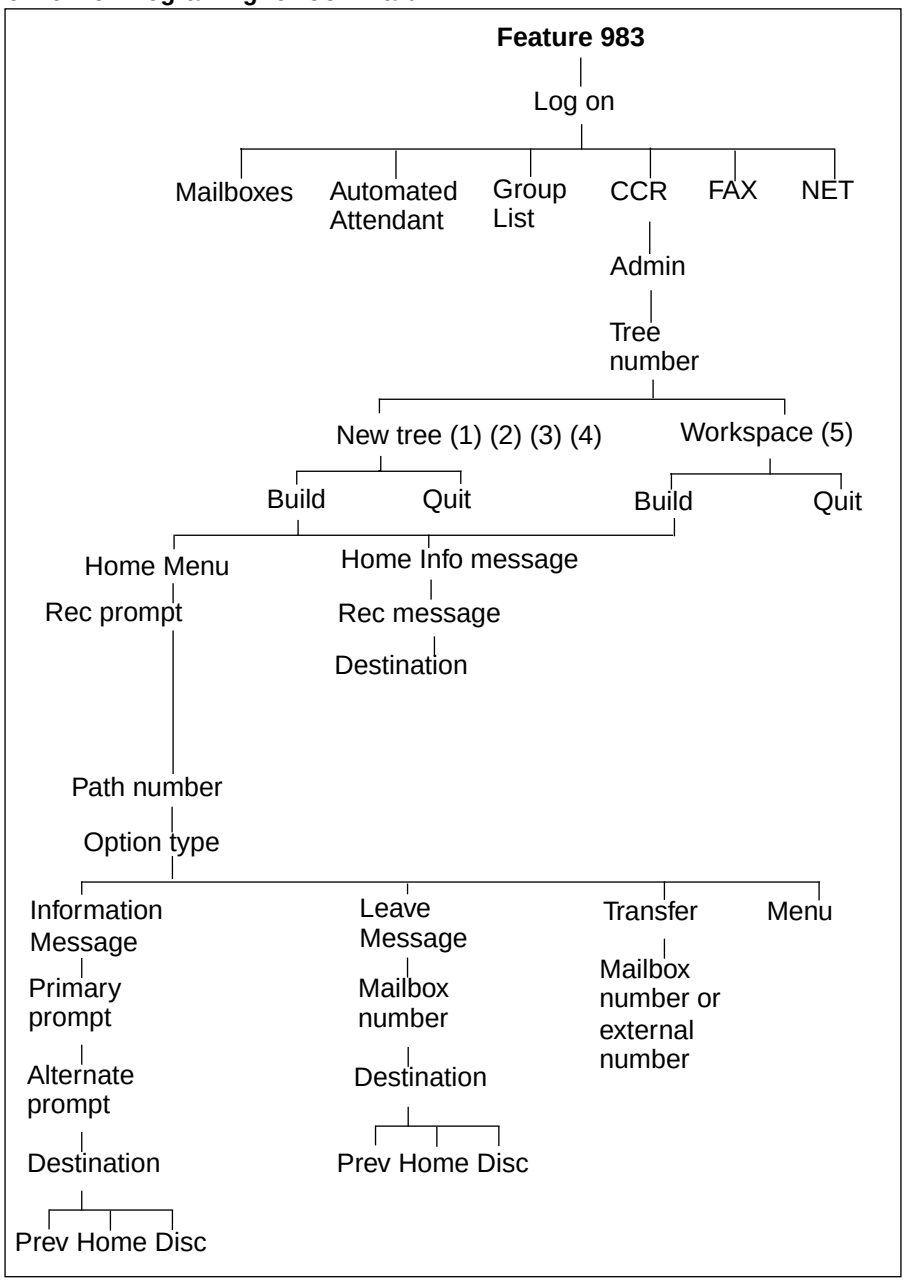
To have a clear record of the paths and options you intend to create, we recommend that you first complete the appropriate section of the *Norstar Voice Mail Programing Record* and have it handy during the programing.

Feature 983: Custom Call Routing (CCR)

Changing the parameters of existing CCR trees



Overview of Programing for CCR: Part 1



Beginning a new CCR tree and recording the Home Menu voice prompt

After your CCR Tree is designed, the first step is to begin a new tree and record the Home Menu Voice Prompt. Remember that if you record an Information Message as the Home Menu prompt, you cannot add any other sub-menus. Once the Home Menu Voice Prompt is recorded, you can:

- add a sub-menu option
- add an Information Message option
- assign the Destination Type
- add a Leave Message option
- add a Transfer option

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

When you start building a CCR Tree, you can save the Tree at any time and continue working on it later. 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" on page 135 and "Accessing the Workspace to change a CCR Tree" on page 142.

CAUTION
After you have recorded voice prompts and messages, do not replace the receiver.

Beginning to build a new tree

Beginning a new tree is as simple as accessing the CCR menu, entering a tree number and selecting BUILD. From this point you can begin to build your new CCR tree.

How to Record the Home Menu Voice Prompt

The first step in building a CCR Tree involves assigning options to the Home Menu. Remember that if the Home Menu is an Information Message, the call is disconnected automatically after the message is finished playing.

Once you have determined how many options you want to offer in a menu, you must determine where the option will direct the caller.

If you assign a menu, then you must assign another set of options on the next level. Options for each menu can be: another Menu, an Information Message, a Transfer or a Leave Message option. You can assign a maximum of eight options to each menu.

For an example of a CCR Tree, refer to the figure "Sample CCR Tree Paths" on page 122.

To begin to build a new tree and record the Home Menu Voice Prompt:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press CCR .

```
CCR Admin
ADMIN
```

5. Press ADMIN .

```
CCR tree:
RETRY         OK
```

6. Enter a Tree number from 1 to 4 and press OK .

```
New tree: <X>
BUILD       QUIT
```

7. Press BUILD . You have now begun a new tree.

```
0        Home/Menu
REC   OTHR   OK
```

8. Pick up the receiver and press REC .

```
Rec pri prompt:
RETRY         OK
```

9. At the tone, record your Home Menu Voice Prompt and press OK to end the recording. Do not replace the receiver.

```
Accept prompt?
RETRY  PLAY   OK
```

10. If you wish to replay your recording, press PLAY .
    To accept your recording, press OK .

```
Rec alt prompt?
YES           NO
```

11. Press NO .
    If you want to record an Alternate Language Home Menu Voice Prompt, press YES and follow the instructions that appear on the display.

```
Path:
RETRY   END   OK
```

12. You are now ready to add a sub-menu, an Information Message, a Transfer, or a Leave Message option.
    If you want to finish building this Tree and save it, or save it and add to it later, press END .

    Press [Rls] to end this programing session.

For more information about saving a Tree, refer to "Saving a CCR Tree" on page 135 and "Accessing the Workspace to change a CCR Tree" on page 142.

Adding a Sub-menu

The sub-menu 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 sub-menu on the first level to inform the caller of further options. For example, if your Home Menu says:

"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 receptionist, press* [0] *."*

The caller may choose to press [1] and is given more options, such as:

"To hear our weekly specials, press [1] *. To speak with a clerk at the Order Desk, press* [2] *."*

Note: If you record the Alternate Language Menu option, you must inform callers of the Alternate Language option. When you are recording the Primary Language Menu, tell the caller to press [9] if they wish to hear the message in the Alternate Language. For example:

"To hear this message in (the Alternate Language), press [9] *. To hear our weekly specials, press* [1] *. To speak with a clerk at the Order Desk, press* [2] *."*

The Alternate Language will be either French or Spanish, depending on the language your system is equipped with.

To add a sub-menu, begin from this display:

```
Path:
RETRY   END   OK
```

To arrive at this display, go to "Beginning to build a new tree" on page 126, and repeat steps 1 to 6.

```
Path:
RETRY   END   OK
```

1. Enter the Path number (from 1 to 8) and press OK .

```
<x>
MENU  INFO  OTHR
```

2. Press MENU .
   (x represents the Path number.)

```
Primary prompt
REC
```

3. Press REC .

```
Rec pri prompt:
RETRY         OK
```

4. At the tone, record your voice prompt and press OK to end the recording.
   To record your message again, press RETRY .

```
Accept prompt?
RETRY  PLAY   OK
```

5. Press OK to accept the recording.

```
Rec alt prompt?
YES   NO
```

6. Press NO
   If you want to record a prompt in the Alternate Language, press YES and follow the instructions that appear on the display.
   Do not replace the receiver.

You can now continue to build this Tree and add more options, finish building and save it, or save it and add to it later. For more information about saving a Tree, refer to "Saving a CCR Tree" on page 135 and "Accessing the Workspace to change a CCR Tree" on page 142.

Adding an Information Message

The Information Message can be used to provide callers with information about sales, specials, company events, business hours, price lists or even the weather.

To add an Information Message, begin from this display:

```
Path:
RETRY   END   OK
```

To arrive at this display, go to "Beginning to build a new tree" on page 126, and repeat steps 1 to 6.

```
Path:
RETRY   END   OK
```

1. Enter the Path number (from 1 to 8) and press OK .
   An example of a Path number in the figure "Sample CCR Tree Paths" on page 122 is 1-1 (entered as 11), when the Information Message is on the second level of Path 1.

```
<x>
MENU  INFO  OTHR
```

2. Press INFO .
   (x represents the Path number.)

```
Primary message
REC
```

3. Pick up the receiver and press REC .

```
Rec pri message:
RETRY  PLAY   OK
```

4. At the tone, record your Primary Language Information Message. Press OK to end your recording. Do not replace the receiver.
   To rerecord your message, press RETRY .

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

5. Press OK to accept the recording.

```
Rec alt message:
YES    NO
```

6. Press NO .
   If you want to record an Alternate Language Information Message, press YES and follow the instructions that appear on the display.

Assigning the Destination Type

Both the Information Message and Leave Message options must be assigned a Destination Type.

There are three kinds of call Destination Types:

- return to the Previous menu
- return the call to the Home Menu Voice Prompt
- disconnect the call

An exception to this rule occurs when an Information Message is played at the Home Menu. It can disconnect only after playing.

To assign the Destination Type, continue from the previous steps:

```
Destination?
PREV  HOME  DISC
```

7. Press PREV if the caller is to be returned to the Previous menu. Press HOME to return the caller to the Home Menu Voice Prompt. Press DISC to disconnect the call.

You can now continue to build this Tree and add more options, finish building and save it, or save it and add to it later. For more information about saving a Tree, refer to "Saving a CCR Tree" on page 135 and "Accessing the Workspace to change a CCR Tree" on page 142.

Adding a place to Leave a Message

The Leave Message option provides a caller with a mailbox where they can leave a message. You create one by giving it a Path number and assigning a mailbox number.

Before you assign a mailbox to receive callers' messages, the mailbox must be initialized.

To add the mailbox in which callers can leave messages, begin from this display:

```
Path:
RETRY   END   OK
```

To arrive at this display, go to "Beginning to build a new tree" on page 126, and repeat steps 1 to 6.

```
Path:
RETRY   END   OK
```

1. Enter the Path number and press OK .

```
<x>
MENU  INFO  OTHR
```

2. Press OTHR .

```
<x>
XFER  LVMSG OTHR
```

3. Press LVMSG .

```
Mbox:
DIR          QUIT
```

4. Enter the mailbox number.

   Note: To access the Company Directory, press DIR .

```
Destination?
PREV  HOME  DISC
```

5. Press HOME to return the caller to the Home Menu Voice Prompt.
   Pressing DISC disconnects the call. Pressing PREV returns the caller to the Previous menu.

You can now continue to build this Tree and add more options, or you can finish building this Tree and save it. For more information about saving a Tree, refer to "Saving a CCR Tree" on page 135.

Adding a Transfer

A Transfer directs a caller to an internal DN or an external number. You add a Transfer by giving it a Path number and assigning a DN.

Adding a Transfer to an internal DN

To add a Transfer to an internal DN, begin from this display:

```
Path:
RETRY   END   OK
```

To arrive at this display, go to "Beginning to build a new tree" on page 126, and repeat steps 1 to 6.

```
Path:
RETRY   END   OK
```

1. Enter the Path number and press OK .

```
<x>
MENU  INFO  OTHR
```

2. Press OTHR .
   (x represents the Path number.)

```
<x>
XFER  LVMSG OTHR
```

3. Press XFER .

```
Transfer
EXT   INT
```

4. Press INT .

```
Ext:
RETRY          OK
```

5. Enter the directory number.

This completes adding a Transfer to an internal DN. You are now ready to save the Custom Call Routing Tree. For information about saving a Tree, refer to "Saving a CCR Tree" on page 135.

Adding a Transfer to an external number

When Norstar Voice Mail 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 Norstar Voice Mail 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 Norstar Voice Mail lines are equipped with Link transfer capability. If a Link transfer is programmed for an external transfer and your Norstar Voice Mail 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:

[#] [5] [5] [5] [1] [2] [3] [4]

where:

[#] instructs Norstar Voice Mail to use the incoming line to perform the transfer7
[5] [5] [5] [1] [2] [3] [4] is the telephone number dialed

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

For important information on preventing unauthorized calls using outdial, refer to "Outdial route" on page 58.

To add a Transfer to an external number, begin from this display:

```
Path:
RETRY   END   OK
```

To arrive at this display, go to "Beginning to build a new tree" on page 126, and repeat steps 1 to 6.

```
Path:
RETRY   END   OK
```

1. Enter the Path number and press OK .

```
<x>
MENU  INFO  OTHR
```

2. Press OTHR .
   (x represents the Path number.)

```
<x>
XFER  LVMSG OTHR
```

3. Press XFER .

```
Transfer
EXT   INT
```

4. Press EXT .

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

5. Press LINE to select a specific outgoing line. Pressing POOL selects a line within a line pool.

```
Line:
RETRY          OK
```

6. Enter the Line or Pool number and press OK . Although line pools are labeled by a letter such as A, B, or C, the system accepts only 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.

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

7. Press OK to accept the Line or Pool number.

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

8. Press PHONE to select the external destination phone number.

```
Dest ph:
RETRY          OK
```

9. Enter the destination phone number (up to 30 digits) and press OK .

At any point, while you are entering the destination phone number, you can press [#], which results in the display in step 10, from which you can use options and insert special characters.

To use options and insert special characters:

- press [2] to enter more digits
- press [3] to enter a timed pause (4 seconds)
- press [4] to recognize dial tone (1.5 seconds)
- press [5] to insert an number sign (#)
- press [6] to insert an asterisk (*)
- press [*] to cancel and retry

The Timed Pause special character appears as a P on the display. The Recognize Dial Tone special character appears as a D.

For example, when Norstar Voice Mail is installed on a Norstar System behind PBX or Centrex+ and you want to access an outside line and recognize dial tone, enter
[9] [#] [4] [2] [5] [5] [5] [1] [2] [3] [4] .

where: [9] accesses an outside line
[#] specifies the next digits are special characters
[4] recognizes dial tone
[2] specifies the next digits are numbers to be dialed
[5] [5] [5] [1] [2] [3] [4] is the phone number dialed

```
xxxxxxxx
ADD          OK
```

10. Press OK to accept the destination phone number.

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

This completes adding a Transfer to an external number. You are now ready to save the Custom Call Routing Tree. For information about saving a Tree, refer to "Saving a CCR Tree" on page 135.

Saving a CCR Tree

When a CCR Tree is built and you have recorded all the menus and messages, you must save the Tree as Tree 1, 2, 3 or 4. You must save the Tree before it can be enabled.

To save a CCR Tree, begin from this display:

```
Path:
RETRY   END   OK
```

To arrive at this display, go to "Beginning to build a new tree" on page 126, find To record the Home Menu Voice Prompt, and perform steps 1 to 6.

```
Path:
RETRY   END   OK
```

1. Press END .

```
Tree: <X>
SAVE  PRINT QUIT
```

2. Press SAVE .

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

To save the Tree, press YES .
To change the Tree number, press OTHR .

Press Rls to end this programing session.

The CCR Tree is now assembled and saved, and you are now ready to enable it. Before you assign a Tree to a Greeting Table for caller use, you should test it to make sure it is working correctly. For more information about testing, refer to "Testing a CCR Tree" on page 137.

Enabling a CCR Tree

Before incoming callers can access a CCR Tree, you must first assign lines to Greeting Table 1, 2, 3 or 4. For information about assigning lines to Greeting Tables, refer to "Assigning a greeting to a Greeting Table" on page 27.

Once lines are assigned, you can assign the Tree to a Greeting Table.

You can enable a Tree by:

- assigning it to Greeting Table 1, 2, 3 or 4
- making the Tree number a destination within the Caller ID Table. Your company must subscribe to Caller ID services before you can use this feature. For information about Caller ID Tables, refer to "Setting up an Automated Attendant" on page 19.

Assigning a CCR Tree to a Greeting Table

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

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press AA .

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

4. Press TABLE .

```
Grtg table:
RETRY         OK
```

5. Enter the Greeting Table number and press OK .

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

6. Press OK .

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

7. Press NEXT until the display shows:

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

8. Press CHNG .

```
CCR tree:
DISABLE
```

9. Enter the CCR Tree number (from 1 to 4).

```
Tree enabled
```

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

10. Press OK .
    If the display shows Incomplete tree, you must build and save the Tree before attempting to enable it.

    Press [Rls] to end this programing session.

The CCR Tree is now assigned to the Greeting Table and enabled. After you test the tree and make any necessary adjustments, it will be ready to be used by callers.

Making a CCR Tree a destination within the Caller ID Table

As mentioned previously, your company must subscribe to CallerID services before you can use this aspect of the feature and the following steps:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press [1] [1] .

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

4. Press ADD .

```
Ph:
RETRY         OK
```

5. Enter the phone number (up to 13 digits) and press OK .
   Each phone number assigned to a table must be unique.

```
Destination
TABLE  EXT  OTHR
```

6. Press OTHR .

```
Destination
MBOX   CCR  QUIT
```

7. Press CCR .

```
CCR tree:
RETRY         OK
```

8. Enter the Tree number and press OK .

```
Path:
RETRY         OK
```

9. Enter the Path number and press OK .

   Press [Rls] to end this programing session.

Repeat steps 5 through 9 for each phone number you want to assign to the CCR Tree.

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 DN or mailbox
- each message provides the correct information
- messages are courteous and easy to understand

Changing or Deleting a CCR Tree

13

Overview

Once your CCR Tree has been created and enabled, you may want to alter it to reflect changes in your company.

This chapter describes how to:

- disable a CCR tree
- remove Caller ID (CLID) numbers from a CCR tree
- access the Workspace
- add options to an existing CCR tree
- change a Menu or Sub-menu
- change an Information Message
- change a Leave Message
- change a Destination Type
- change a Transfer
- erase a path on a CCR tree
- delete a CCR tree

Tools and materials

To have a clear record of the paths and options you intend to change, we recommend that you first alter the appropriate section of the *Norstar Voice Mail Programing Record* and have it handy during the programing changes.

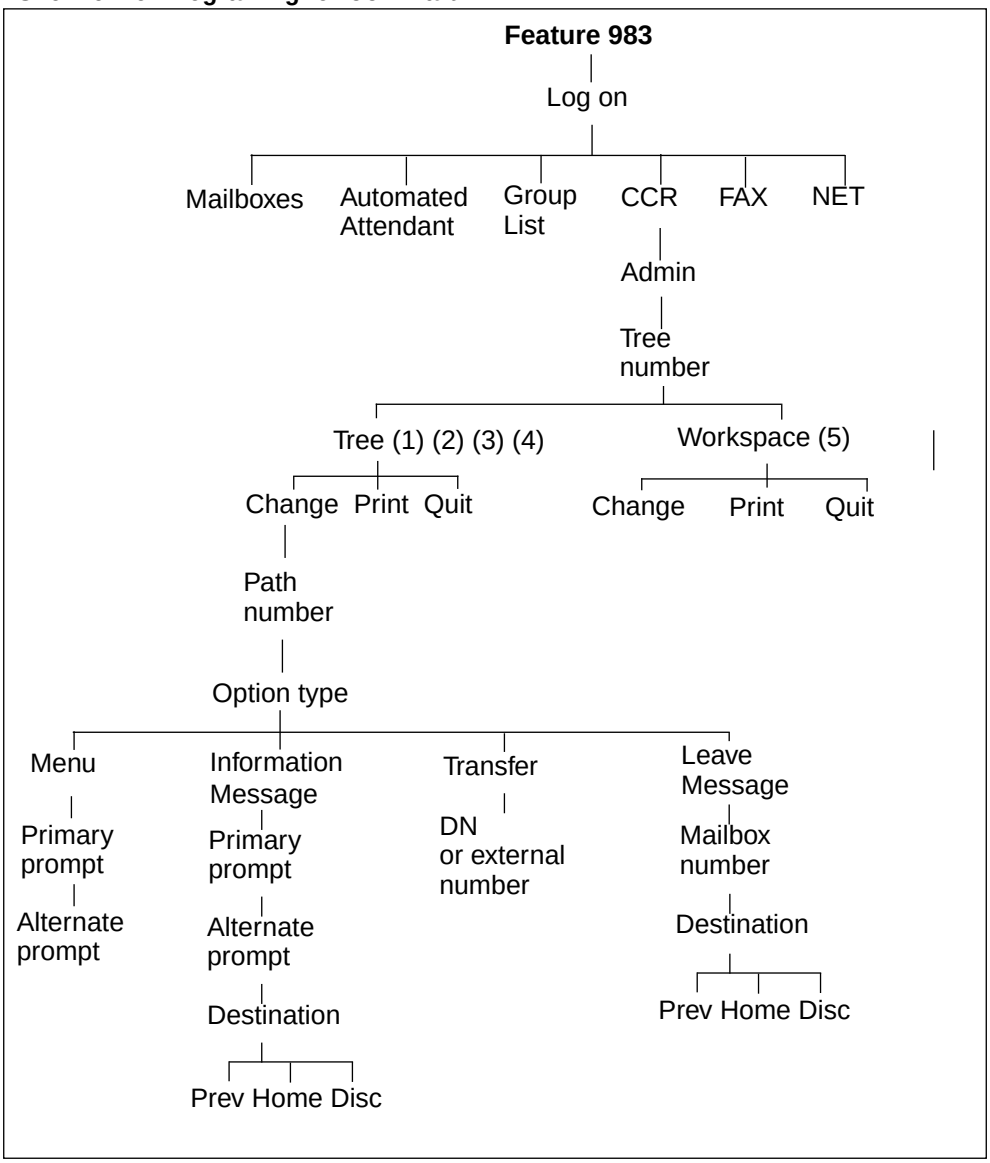
Precautions

Before making changes to a CCR Tree, the tree must be disabled.

Programing diagram for changes to a CCR Tree

The following diagram presents a high level view of the steps needed to change a CCR Tree.

Overview of Programing for CCR: Part 2



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 Caller ID Tables.

To disable a Tree:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press AA .

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

4. Press TABLE .

```
Grtg table:
RETRY         OK
```

```
Grtg table:
RETRY         OK
```

5. Enter the Greeting Table number and press OK twice.

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

6. Press NEXT until the display shows:

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

7. Press CHNG .

```
CCR tree:
DISABLE
```

8. Press DISABLE .

```
Tree disabl ed
```

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

9. Press OK .

   Press [Rls] to end this programing session.

Removing Caller ID (CLID) numbers from a CCR tree

To remove CLID numbers from the CCR Tree:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press [1] [1] .

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

4. Press CHNG .

```
Ph:
RETRY         OK
```

5. Enter the phone number (up to 13 digits) you want to delete from the CCR tree and press OK.

```
Ph:xxxxxxxxxx
CHNG  NEXT  OTHR
```

6. Press OTHR .

```
Ph:xxxxxxxxxx
DEL    PH   QUIT
```

7. Press DEL .

```
Deleted
```

8. Press [Rls] to end this programing session.

Repeat steps 5 through 7 for each phone number you want to remove from the CCR Tree.

Accessing the Workspace to change a CCR Tree

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.

When you build a Tree, the Workspace is accessed automatically. 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 again it is placed in the Workspace automatically.

When you make changes to a Tree but do not save it, the Tree with changes is stored automatically in the Workspace as Tree 5. You can access the Workspace, continue to make changes, and save the Tree as number 1, 2, 3, or 4.

To access the Workspace:

1. Press Feature 9 8 3 .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press CCR .

```
CCR Admin
ADMIN
```

5. Press ADMIN .

```
CCR tree:
RETRY         OK
```

6. Enter the number of the Tree you wish to change and press OK .

```
CCR tree: x
CHNG PRINT QUIT
```

7. Press CHNG .

```
Path:
RETRY   END   OK
```

8. Enter the Path number (from 1 to 8) you want to change and press OK .

You are now ready to make changes to this Tree. Refer to the procedure below for changing the Tree.

Changing Options on an existing 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 options.

Adding an Option

To add an option:

1. Press Feature 9 8 3 .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press CCR .

```
CCR Admin
ADMIN
```

5. Press ADMIN .

```
CCR tree:
RETRY          OK
```

6. Enter the Tree number (from 1 to 4) and press OK .

```
Tree: x
CHNG  PRINT QUIT
```

7. Press CHNG .

```
Path:
RETRY  END   OK
```

8. Enter the Path number you want to add and press OK .

```
<x>
MENU  INFO  OTHR
```

9. To add a Menu, press MENU . To add an Information Message, press INFO . To add a Leave Message or Transfer, press OTHR and then press LVMSG or XFER . Follow the prompts on the display.

   Press Rls to end this programing session.

For more information about the different options, refer to "Planning and Designing a CCR Tree" on page 119.

Changing the Home Menu or a Sub-menu

To change the Home Menu or a sub-menu, begin from this display. To arrive at this display, repeat steps 1 to 7 in "Adding an Option" on page 143:

```
Path:
RETRY   END   OK
```

```
Path:
RETRY   END   OK
```

1. Enter the Path number you want to change and press OK .

```
<x>          <Menu>
CHNG  ERASE   OK
```

2. The x represents the Path number you entered. Press CHNG .

```
Primary rec?
REC   PLAY  NEXT
```

3. Press REC .

```
Rec pri prompt:
RETRY          OK
```

4. At the tone, record your Primary Language Menu Prompt and press OK to end your recording.

```
Accept prompt?
RETRY  PLAY   OK
```

5. Press OK to accept your recording.

```
Alternate rec?
REC    PLAY    OK
```

6. Press OK .
   To record an Alternate Language Menu, press REC and follow the instructions that appear on the display.

```
Path:
RETRY    END    OK
```

7. Press END .

```
Tree: <x>
SAVE  PRINT QUIT
```

8. Press SAVE .

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

9. Press YES .
   To change the Tree number, press OTHR and follow the instructions that appear on the display.

   Press Rls to end this programing session.

Changing an Information Message

To change an Information Message begin from this display.

```
Path:
RETRY    END    OK
```

To arrive at this display, repeat steps 1 to 8 in "Adding an Option" on page 143.

```
Path:
RETRY    END    OK
```

1. Enter the Path number you want to change and press OK .

```
<x>          <Info>
CHNG  ERASE    OK
```

2. x represents the Path number you entered.
   Press CHNG .

```
Primary rec?
REC    PLAY    NEXT
```

3. Press REC .

```
Rec pri message:
RETRY          OK
```

4. At the tone, record your Primary Language Information Message and press OK to end your recording.

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

5. Press OK to accept your recording.
   To record an Alternate Language Information Message, press REC and follow the instructions that appear on the display.

```
Alternate rec?
REC    PLAY  NEXT
```

6. Press NEXT .

```
Dest: <home>
CHNG           OK
```

7. Press OK .

```
Path:
RETRY   END   OK
```

8. Press END .

```
Tree: <x>
SAVE PRINT  QUIT
```

9. Press SAVE .

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

10. Press YES .

Press [Rls] to end this programing session.

Changing a Leave Message option

Ensure the mailbox is initialized before assigning the mailbox number to a CCR Tree.

To change the Leave Message option, begin from this display. To arrive at this display, repeat steps 1 to 8 in "Adding an Option" on page 143.

```
Path:
RETRY   END   OK
```

```
Path:
RETRY   END   OK
```

1. Enter the Path number you want to change and press OK .

```
<x>          LvMsg
CHNG  ERASE  OK
```

2. Press CHNG .

```
Mbox <x>
CHNG         NEXT
```

3. Press CHNG .
(x represents the current mailbox number.)

```
Mbox:
DIR          QUIT
```

4. Enter the new mailbox number.

```
Dest: <home>
CHNG         OK
```

5. Press OK .

```
Path:
RETRY   END   OK
```

6. Press END .

```
Tree: <x>
SAVE  PRINT QUIT
```

7. Press SAVE .

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

8. Press YES .

Press [Rls] to end this programing session.

Changing the Destination Type

Changing the Destination Type applies only to Information Message and Leave Message options. To change a destination, begin from this display. To arrive at this display, repeat steps 1 to 8 in "Adding an Option" on page 143.

For more information on Destination Types, refer to "Assigning the Destination Type" on page 130.

```
Path:
RETRY   END   OK
```

```
Path:
RETRY   END   OK
```

1. Enter the Path number you want to change and press OK .

```
<x>          <Lvmsg>
CHNG  ERASE  OK
```

2. Press CHNG .
   The display shows Info if you are changing an Information Message.

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

3. Press NEXT .
   (x represents the current mailbox number.)

```
Dest: <home>
CHNG         OK
```

4. Press CHNG .

```
Destination?
PREV  HOME  DISC
```

5. Press PREV return the caller to the previous selection,
   HOME to return the caller to the Home Menu, or
   DISC to disconnect the call.

```
Dest: Prev
CHNG         OK
```

6. Press OK .

```
Path:
RETRY   END   OK
```

7. Press END .

```
Tree: <x>
SAVE  PRINT QUIT
```

8. Press SAVE .

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

9. Press YES .

Press [Rls] to end this programing session.

Changing a Transfer

To change a Transfer begin from this display. To arrive at this display, repeat steps 1 to 8 in "Adding an Option" on page 143.

```
Path:
RETRY   END   OK
```

```
Path:
RETRY   END   OK
```

1. Enter the Path number you want to change and press OK .

```
<x>                Xfer
CHNG  ERASE   OK
```

2. Press CHNG .

```
Ext: <x>
CHNG          NEXT
```

3. Press CHNG .
   (x represents the current DN.)

```
Ext:
CHNG          NEXT
```

4. Enter the new directory and press NEXT .

```
Path:
RETRY   END   OK
```

5. Press END .

```
Tree: <x>
SAVE  PRINT QUIT
```

6. Press SAVE .

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

7. Press YES .

   Press [Rls] to end this programing session.

Erasing a Path

When you erase a Path, all messages, prompts, and options on the Path are also erased. Once erased, a Path cannot be recovered.

To erase a Path:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press CCR .

```
CCR Admin
ADMIN
```

5. Press ADMIN .

```
CCR tree:
RETRY          OK
```

6. Enter the Tree number and press OK .

```
Tree: <x>
CHNG  PRINT QUIT
```

7. Press CHNG .

```
Path:
RETRY   END   OK
```

8. Enter the Path number you want to delete and press OK .

```
<x>          <Xfer>
CHNG  ERASE   OK
```

9. Press ERASE .
   (x represents the Path number you entered.)
   Xfer is an example.

```
Erase path?
YES   NO
```

10. Press YES .

```
Path:
RETRY   END   OK
```

11. Press END .

```
Tree: <x>
SAVE  PRINT QUIT
```

12. Press SAVE .

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

13. Press YES .
    Press [Rls] to end this programing session.

Deleting a Tree

Before you delete a CCR Tree, make sure the Tree has been disabled. For information about disabling a Tree, refer to "Disabling a CCR Tree" on page 141.

To delete a Tree:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press CCR .

```
CCR Admin
ADMIN
```

5. Press ADMIN .

```
CCR tree:
RETRY          OK
```

6. Enter the Tree number you want to delete and press OK .

```
Tree:<x>
CHNG  PRINT QUIT
```

7. Press 8 .

```
Delete tree <x>?
YES   NO
```

8. Press YES .

   Press Rls to end this programing session.

Section V - Norstar Voice Mail Manager

Using Norstar Voice Mail (NVM) Manager 14

Overview

You can use a graphic user interface (GUI) to perform most of the programing functions available through the dialpad. Refer to Table 1, “Norstar Voice Mail programing administration comparison,” on page 4 for a list of programing functions and methods.

Norstar Voice Mail Manager is a Windows™ based application that allows the System Coordinator to administer Norstar Voice Mail features and functions that are available through [Feature] [9] [8] [3] and [Feature] [9] [8] [2]. Norstar Voice Mail Manager does not support Custom Call Routing (CCR).

Note: In order to record voice prompts or greetings using Norstar Voice Mail Manager, the PC must have voice recording capabilities. If the PC running Norstar Voice Mail Manager does not have voice recording capabilities, you can record customized voice prompts and greetings from a Norstar two-line telephone set.

Norstar Voice Mail Manager is accessed from a personal computer (PC), providing convenience and ease of use.

Before you can begin using the Norstar Voice Mail Manager software, the Norstar system must be configured and Norstar Voice Mail must be initialized. For information about configuring Norstar Voice Mail, refer to the *Norstar Voice Mail Installation and Maintenance Manual*.

Norstar Voice Mail Manager is the client portion of a client/server application. The server portion of the software is factory installed and resides on the NAM. The procedure for installing the client portion of Norstar Voice Mail Manager is described in this document.

The PC with Norstar Voice Mail Manager client installed can be connected to the NAM in several ways:

- over a Transmission Control Protocol/Internet Protocol (TCP/IP) based local area network
- by using a dial-up modem also using PPP

Installation overview

To use this guide, you should be familiar with Norstar and Norstar Voice Mail terminology as well as Windows™.

The installer is responsible for:

- reading this guide
- installing the Norstar Voice Mail Manager client software on a PC
- connecting the PC with Norstar Voice Mail Manager client installed to the NAM (if applicable)

NAM network prerequisites

The following requirements must be met when you are connecting your PC to the NAM over a network:

- a Network Interface Card (NIC) must be installed and configured in the NAM
- the Norstar Voice Mail system must be assigned a local IP (Internet Protocol) address
- the Network Administrator must configure the TCP/IP parameters of the NAM

PC prerequisites

Your PC must meet the following requirements before you install the Norstar Voice Mail Manager client software:

- Your PC must be running Windows™ 95, Windows™ 98 or Windows™ NT.
- If Norstar Voice Mail Manager is to be connected over a local area network, your PC must be equipped with the required hardware and configured to access the same local area network the NAM is on.
- Your PC will require at least 2 MB of free disk space to install the Norstar Voice Mail Manager client software.

Installing the Norstar Voice Mail Manager client software

To install the Norstar Voice Mail Manager client software, you will need the **Norstar Voice Mail 4.0 Documentation and Client Software CD-ROM**.

You can install the Norstar Voice Mail Manager software directly from the CD-ROM or create an installation floppy disk from the CD-ROM and use the floppy disk to install the client software. Instructions for installing the Norstar Voice Mail Manager software directly from the CD-ROM and creating an installation floppy disk are included on the **Norstar Voice Mail 4.0 Documentation and Client Software CD-ROM**.

If you create a floppy disk to install the Norstar Voice Mail Manager client software, ensure you label the diskette **Norstar Voice Mail 4.0 Manager 1 of 1**.

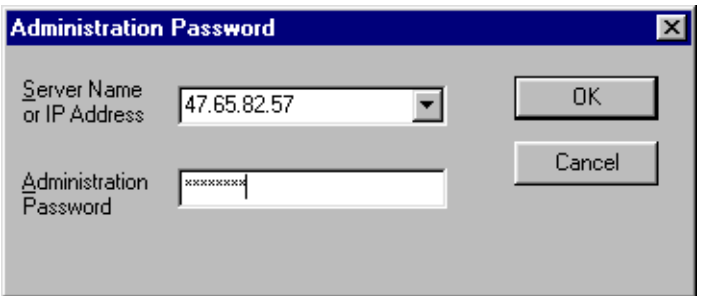
To install the Norstar Voice Mail Manager client software from a diskette:

1. Close and exit all other applications that are running.
2. Insert the installation floppy disk you labeled **Norstar Voice Mail 4.0 Manager 1 of 1** into the floppy disk drive of the PC.
3. Click **Start** and select **Run**.
4. Type **a:setup.exe** and click **OK**.
5. Follow the instructions that appear on the screen
6. After the software has been loaded, remove the floppy disk labeled **Norstar Voice Mail 4.0 Manager 1 of 1** from the floppy disk drive of the PC.
   Norstar Voice Mail Manager software is now ready to use.

Starting the Norstar Voice Mail Manager client software

To start the Norstar Voice Mail Manager client software:

1. Click **Start** and select **Programs**.
2. Point to the **Norstar Voice Mail Manager** program icon and in the submenu click on **Norstar Voice Mail Manager**.
3. The **Administration Password** screen appears.
   The information that appears in the screen below is an example.



4. Enter your Norstar Voice Mail Server Name or IP Address.
5. Enter your System Coordinator Mailbox number and password combination and click **OK**.
6. The **NVM Manager** screen appears.

Removing the Norstar Voice Mail Manager client software

To remove the Norstar Voice Mail Manager client software from your PC:

1. Click **Start** and select **Settings**.
2. Click on the **Control Panel** menu item.
3. Double-click on the **Add/Remove Programs** icon to open it.
4. Select **Norstar Voice Mail Manager** and click on **Add/Remove**. Confirm the deletion. The Uninstall program starts removing the items associated with Norstar Voice Mail Manager. This procedure takes several seconds.

The Norstar Voice Mail Manager client software is now removed from your PC.

Section VI - Maintenance and Troubleshooting

- Resetting and Initializing programing
- Norstar Voice Mail Reports
- Norstar Voice Mail Troubleshooting

Backing up and Restoring programing 15

Overview

Frequent backups ensure that configuration information can be restored if Norstar Voice Mail programing information is lost or the NAM (NAM) is replaced.

When you back up Norstar Voice Mail programing, you will copy the following:

- System configuration parameters
- Company Greetings
- Mailbox programing
- Directory Name recordings
- Group Lists
- CCR information including CCR Trees, paths, and prompts
- personal greetings
- personalized greeting setup

Voice messages are not copied when you back up your Norstar Voice Mail programing.

When to perform a backup or restore

During a backup or restore Norstar Voice Mail cannot be accessed by mailbox owners and it cannot answer incoming calls. For this reason we recommend you perform backups and restores during non-business hours. However, if the NAM is not operating because of lost information, you should perform a restore immediately.

The procedure must be restarted if any of the following interruptions occur at the set that initiated the backup or restore:

- [Rls] is pressed
- [Hold] is pressed
- a call is answered
- a call is placed

An incoming priority call, whether you answer it or not, also interrupts backup and restore procedures.

When you perform a backup, all Norstar Voice Mail programing information is written to floppy disks that you insert into the NAM. Once the backup is complete, you should store the floppy disks in a safe place.

In all backup and restore operations, floppy disk drive A is assumed. You cannot specify a different drive or an external tape drive.

Backing up Norstar Voice Mail programing

Before you begin, make sure you have sufficient formatted floppy disks to complete the backup. We suggest you have at least seven high density disks on hand. It is also a good idea to label the disks from one to seven. Labeling the disks allows you to insert the disks in the correct order when you are performing a restore procedure.

All backed up data is stored in special backup files on the floppy disks. These files are named STBCKUP.001, STBCKUP.002, and so on. The last disk in a backup has a LASTDISK file written on it. This file is used to notify Norstar Voice Mail that the restore process is complete.

To back up a Norstar Voice Mail system:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX   AA   OTHR
```

3. Enter [2] [2] .

```
Backup
QUIT        CONT
```

4. Press CONT .

```
Calls completing
              *
```

Note: This display appears when calls are still active.
Before the backup procedure can begin, all Norstar Voice Mail channels must be idle. Norstar Voice Mail automatically disables each channel as it becomes idle.

5. Open the front door of the NAM and insert the appropriate disk into the floppy disk drive.

```
Insert disk 1
QUIT          OK
```

6. Press OK .

```
Backing up 1
QUIT
```

Note: The display will continue to prompt for more disks until the backup is complete. When the backup is complete, the system will prompt for the first disk again to run a self test. This test ensures that all the files have been backed up.

```
Backup Complete
              OK
```

7. Press OK to end the backup session.

A backup can take several minutes, depending on the number of mailboxes, greetings, and the amount of other stored information.

If `Backup aborted` appears on the display, the backup failed because the write protect switch on the floppy disk was on or there was an error. Make sure the write protect switch is off and attempt to run the backup again.

If there is a power failure during the backup, you must start the backup again.

Restoring a Norstar Voice Mail system

In the event you have to replace the NAM, you can restore your old Norstar Voice Mail programing using the Norstar Voice Mail restore feature.

When you restore backed up data to a Norstar Voice Mail system, make sure you are restoring information from the most recent backup floppy disks.

To restore a Norstar Voice Mail system:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX    AA   OTHR
```

3. Enter [3] [3] .

```
Restore
QUIT        CONT
```

4. Press CONT .

   Note: All Norstar Voice Mail programing data is erased before the restore begins. If you are unsure about performing a restore, press QUIT .

```
Confirm restore?
QUIT          OK
```

5. Press OK .

```
Call completing
```

6. This appears on the display when calls are still active.

   Note: Before the restore procedure can begin, all Norstar Voice Mail channels must be idle. Norstar Voice Mail disables each channel automatically as it becomes idle.

```
Insert disk 1
QUIT          OK
```

7. Open the front door of the Norstar Applications Module and insert the appropriate disk into the floppy disk drive.

   Press OK .

```
Restoring 1
QUIT
```

8. The display will continue to prompt for more disks until the restore is complete. When the restore is complete, the display shows:

```
Restore Complete
             OK
```

9. Press OK to end the restore session.

If a restore fails, Norstar Voice Mail is initialized and left without any programing information. Attempt to perform another restore immediately.

Resetting and Initializing programing 16

Overview

Resetting the Norstar Voice Mail system is performed by the System Coordinator when the following occasions arise:

- the Norstar Voice Mail system is being moved from one Integrated Communication System (ICS) to another
- DN length changes
- the original programing set up has changed

Resetting Norstar Voice Mail

Resetting Norstar Voice Mail erases all the Company Greetings, Greeting Table and mailbox information.

Before you reset Norstar Voice Mail, ensure that you have a copy of the current Norstar Voice Mail set up. Refer to your completed *Norstar Voice Mail Programing Record*.

After resetting the system, you must:

- initialize Norstar Voice Mail
- configure the incoming telephone lines
- record Company Greetings
- enter Greeting Table information
- add mailboxes
- initialize the Special Mailboxes

You will find instructions for initializing Norstar Voice Mail immediately after the steps for resetting Norstar Voice Mail.

CAUTION
When Norstar Voice Mail is reset, all previous programing and any messages in the mailboxes will be lost.

To reset Norstar Voice Mail:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT    RETRY    OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

   Note: If you are resetting Norstar Voice Mail before you have performed the initial set up, you must enter the default password 0000.

```
Admin
MBOX     AA    OTHR
```

3. Enter [1] .

```
Pswd:
RETRY          OK
```

4. Enter [7] [3] [4] [6] [7] [8] [2] [5] [5] (R E I N S T A L L) and press OK .

   Note: This password must not be made available to any users.

```
Reset database?
YES    NO
```

5. Press YES .

```
Resetting...
```

6. After you press YES Norstar Voice Mail begins to reset. The display shows: Resetting … then changes to show the date and time until resetting is complete.

```
System ready
```

```
Exit
```

7. When resetting is complete, the display shows: System ready and then Exit. After the programing is completed, the display returns to the time and date automatically.

You are now ready to initialize Norstar Voice Mail. Refer to "Initializing Norstar Voice Mail" on page 165.

Initializing Norstar Voice Mail

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

To initialize Norstar Voice Mail:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter [2] [6] [6] [3] [4] [4] (C O N F I G) and press OK .

```
Bilingual?
YES   NO
```

3. Press YES .

```
Primary lang?
ENG   SPA
```

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

Note: To select French (if available) as the Primary Language, press FRE . To select Spanish (if available), press SPA.

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

4. Press OK to enable Group List capability.

Note: To change Y to N, press CHNG .

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

5. To change the Group List leading digit, press CHNG and enter a leading digit from 0 to 9.

Press OK .

```
System config
RETRY         OK
```

6. Press OK .

```
Configuring...
```

7. This message appears on the display.

```
System ready
```

```
Exit
```

8. Initialization takes about three seconds. When complete, the display shows: `System ready` and `Exit` .

   After the initialization programing is completed, the display automatically returns to the time and date.

You are now ready to enter your Greeting Table and mailbox information. Refer to your *Norstar Voice Mail Programing Record* and "Setting up an Automated Attendant" on page 19.

Norstar Voice Mail Reports 17

Overview

This chapter describes the Norstar Voice Mail Reports and explains how to connect a printer to the parallel port on the Norstar Applications Module and how to generate and print reports.

The following reports are used to view Norstar Voice Mail programing, status and the available message time:

Report	Contains
Directory Report	A list of the mailbox owners in the Company Directory.
Numeric Mailbox Report	A list of mailbox owners in order of mailbox numbers.
System Group List Report	A list of Group Lists by number and name, including the names of the users in the list and their mailbox numbers.
Message Usage Report	A list of the current storage available in minutes on the NAM.
Mailbox Activity Report	A list of daily and average mailbox statistics. This report can be generated for either an individual mailbox or all mailboxes.
Caller ID (CLID) Report	A list of the daily CLID activity for the Norstar Voice Mail System.
Dialing Translation Report	A list of the current settings of the Dialing Translation parameters and a list of all the entries in the Dialing Translation Table.
Alarm Report	A list of all the alarm messages that have been collected in the Alarm log.
Custom Call Routing (CCR) Report	A list of the menus on the CCR Tree, assignments to the menus, and any areas that need administering. The Tree report must be accessed through the CCR Administration menu.
NVM Call Handling and Port Usage Report	A two-part report that summarizes both inbound and outbound call activity, as well as port usage, for the previous seven days.
NVM System Configuration Report	A four-part report that indicates how the system is configured. The information presented includes: System options, lines, Greeting Tables, installed Voice Mail Options, Fax parameter, General Networking parameters, Digital Networking parameters, AMIS networking parameters and site table.
Fax-on-Demand Usage Report	A list of all Fax-on-Demand requests for the previous seven days. Includes the date, time, item requested, delivery fax number, and Caller ID of the caller.

Directory Report (1)

This report shows the mailbox owners listed in the Company Directory, including the mailbox owner's name, mailbox number, the type of mailbox, DN, whether or not mailbox owners recorded their name in the Company Directory and if they have a greeting recorded for their mailbox. See the the table "Sample Directory Report", below.

Sample Directory Report

DIRECTORY REPORT DATE: 1998/10/11

Subscriber	MB	Type	Ext	Name Recorded	Greeting Recorded
AMISNET**	53	NET		N	Y
CHATTERTON,P	24	SUB	24	Y	Y
COLLINS,J	23	SUB	23	Y	Y
FAX,ON,DEMAND*	27	FOD	31	Y	Y
GENERAL_DELIVERY,MB	10	GEN	10	N	N
GUEST, ONE	20	SUB		N	Y
PRICES	35	INF	Mbox		
STEELE,L	21	SUB	21	Y	Y
SYSTEM_MANAGER,MB	12	ADM	12	Y	Y
WARRINGTON,J	22	SUB	22	Y	Y

*If FAX is installed. ** If AMIS is installed.

Note: The Subscriber list appears in alphabetical order.

Numeric Mailbox Report (2)

This report shows all mailboxes in numeric order, including mailbox type and a "snapshot" of the mailbox at the time the report is run. The following information is reported:

- the mailbox number
- mailbox type
- mailbox name
- primary DN assigned (or Guest)
- Class of Service number
- total number messages in the mailbox
- total volume of messages rounded to nearest minute
- number of new messages (User mailboxes only)
- volume of new messages rounded to the nearest minute (User mailboxes only)
- Outdial parameter assigned (User and Fax-on-Demand mailboxes only)
- space for Information Messages to display additional information about the mailbox

- whether the owner has had their mailbox locked for surpassing the number of incorrect password attempts

The table below shows a sample Numeric Mailbox Report.

Example of a Numeric Mailbox Information Report

NUMERIC MAILBOX INFORMATION REPORT Date: 1998/10/11

					-Total-		-New-		
MB	Type	Directory Name	Ext	COS	Msg	Min	Msg	Min	Out dial
10	GEN	GENERAL_DELIVERY,MB	021	1	2	10	1	3	
12	ADM	SYSTEM_MANAGER,MB	001	1	3	20	1	4	
21	INFO	SMITH,L ALT ON 1 <Description>	003	1	6	40	2	5	
22	INFO	WARREN,J LOCKED	015	2	2	10	2	4	
24	FOV	CHARLTON,P	018	1	5	30	2	5	
25	SUB	MAXWELL,R	005	2	3	20	1	4	Pnnn
27	FOD	FAX,ON,DEMAND*	N	2	3	20	1	1	Lnnn
28	NET	AMISNET**	N						

*If FAX is installed. ** If AMIS is installed.

System Group List Report (3)

This report shows the Group List number, the type of Group List, the Group List name, the mailbox numbers included in the Group List, the mailbox owner name and the type of mailbox. If FAX is installed, Fax Group Lists will also be shown in this report.

Example of a System Group List Report

SYSTEM GROUP LIST REPORT Date:1998/10/11

No	Type	Name	MB	MB Name	MB Type
901	Voice	SALES	21	STEELE,L	SUB
			44	WAEYEN,J	SUB
			33	DAVIES,R	SUB
902	Voice	MARKETING	27	RICHARDS,P	SUB
			22	WARRINGTON,J	SUB

Message Usage Report (4)

This report shows the total minutes of message storage time available.

Example of a Message Usage Report

```
MESSAGE USAGE REPORT                    Date: 1998/10/11
                                        Minutes


Current storage available               212
```

When this report shows less than 20 minutes of message storage time available, you should send a Broadcast Message telling mailbox owners to delete any unnecessary messages in their mailboxes. For instructions on sending a Broadcast Message, refer to "Sending Broadcast Messages" on page 97.

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 is in two parts and covers mailbox usage over a period of seven days.

Example of a Mailbox Activity Report, part one

```
MAILBOX ACTIVITY REPORT                        Date:1998/10/11
Mailbox 10
Name GENERAL_DELIVERY,MB
Last access date 1995/08/07
                              Tues  Mon   Sun   Sat   Fri  Thur Wedn
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          0     0     0     0     0     0    0
message length reached
(recorded by sender)
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           0     0     0     0     0     0    0
messages heard
Average time before           0     0     0     0     0     0    0
messages deleted
No. of times 3 bad            0     0     0     0     0     0    0
passwords entered
```

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.

In part two of the Mailbox Activity Report, each line total indicates a cumulative average of the mailbox activity.

Example of a Mailbox Activity Report, part two

```
MAILBOX ACTIVITY REPORT
CUMULATIVE AVERAGE            Date Last Cleared:1998/09/06

No. of messages recorded         0

Total length of messages         0.0

Average length of message        0.0

No. of times maximum message     0
length reached (recorded by
sender):

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    0
minutes

Average minutes/access           0

Average time before messages     0
heard

Average time before messages     0
deleted

No. of times 3 bad passwords     0
entered

Primary Greeting Recorded - No

Alternate Greeting Recorded - No

Any CLID Greeting Recorded - No
```

You can print this report for individual mailboxes or all mailboxes certified with Norstar Voice Mail. When you are printing the Mailbox Activity Report for all the mailboxes, ensure the printer has enough paper. Because of the size of this report, we recommend that you print at night or during a slow time. To get the full benefit of this report, we recommend you print it on the same day each week and reset the statistics after each printing. To print the Mailbox Activity Report, you must enter a mailbox number or press ALL. For more information, refer to "Connecting a printer to the NAM" on page 180.

Caller ID (CLID) Report (6)

This report shows the external caller's number, the length of the phone number, and where the call was directed to.

Example of a Caller ID (CLID) Report

```
        CLID REPORT             Date: 1998/11/14
Calling ID      CLIDCall Info LengthDest. TypeDest. Number
4031920439      10            Greet Tbl      1
4032910440      10            CCR Node       Tree 1 Path 2
4032910441      10            Mbox           26
4032910442      10            Ext            22
```

Dialing Translation Report (7)

This report lists the current settings of the Dialing Translation Parameters and a list of all the Input and Output entries in the Dialing Translation Table.

Example of a Dialing Translation Report

```
DIALING REPORT                          Date:1998/01/09


 Long  distance code:         xxx
 National Dialing Code:       xxx
 Access code:                 9
 Translate reply?             Y


 Number to Match              Numbers to Substitute
```

Note: The "* " character shown after a value signifies any digits in the phone remaining to be dialed. Norstar Voice Mail automatically adds the "*" character after every Input and Output value.

Alarm Report (8)

This report shows the alarm messages in the Alarm log. Alarms are created when a diagnostic test fails.

Example of an Alarm Report

```
ALARM REPORT                                        DATE: 1998/03/05

Date       Time       Error Message
1997/03/05 09:39:23   Msg too short (discarded)-mailbox 26 RetCode=6553

1997/03/05 09:45:21   Msg too short (discarded)-mailbox 22 RetCode=6553

1997/03/05 10:31:34   Portman: Port_Group_Busy received RetCode=65535

1997/03/05 02:54:48   Shell 1: Idle: Unexpected event RetCode=25(19)
```

Custom Call Routing Report (9)

This report shows the Tree number, the Greeting Table(s) the CCR Tree is currently assigned to, the date the Tree was last modified, and the Tree status. The report also shows the Path, type, description, destination, a seven day rolling count of the number of calls received by the Tree and the number of times each path is visited. Print the Custom Call Routing Report on the same day each week to get a true representation of CCR activity.

The System Coordinator should generate this report before modifying a CCR Tree.

Example of a Custom Call Routing Report

```
CUSTOM CALL ROUTING REPORT       Date: 1998/03/14

Tree Number:1  Last Modified:1997/03/13 Status: Enabled
Greeting Table(s) 01,02,03,04
Path   Type     Description   Dest   Tues Wed Thu Fri Sat
                                     Sun Mon
0      Menu
1      Blind
       Xfer
2      Leave                 Home
       Msg
3      Blind
       Xfer
4      Blind
       Xfer

                Total Calls          4   5   4   6  0   0   7

Tree Number:2  Last Modified:1997/03/13 Status: Enabled
Greeting Table(s) 01,02,03,04
Path   Type     Description   Dest   Tues Wed Thu Fri Sat
                                     Sun Mon
0      Menu
1      Blind
       Xfer
2      Leave                 Home
       Msg
3      Blind
       Xfer
4      Blind
       Xfer

                Total Calls          4   5   4   6  0   0   7

Tree Number:3  Last Modified:1997/03/13 Status: Enabled
Greeting Table(s) 01,02,03,04
...
```

NVM Call Handling and Port Usage Report (10)

This two-part report summarizes inbound and outbound call activity and port usage on a seven day rolling basis. You can use this report to identify volume and sources of call traffic, and to determine if additional system ports are needed.

NVM Call Handling and Port Usage Report Part 1

The NVM Call Handling and Port Usage Report Part 1 includes the following information: **Allocation**: Minimum and maximum number of ports allocated to Norstar Voice Mail, **Port Status**: Number of ports the customer has paid to use, and **Percentage of Time All NVM Ports Busy**: * indicates periods in which at least one port is disabled.

Example of an NVM Call Handling and Port Usage Report, Part 1

```
NVM CALL HANDLING AND PORT USAGE REPORT        Date:1998/10/11
Allocation: Min:1   Max: 10
Port Status:01 02 03 04  05   06   07   08*  09*  10   11
  % Time All NVM Ports Busy     (*) Denotes ports disabled

Period Start            Tues  Wed  Thu  Fri  Sat  Sun  Mon
12:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
12:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
12:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
12:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
12:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
12:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
12:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
12:30 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
 1:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
 1:30 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
 2:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
...
10:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
10:30 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
11:00 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
11:30 am                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
12:00 pm                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
12:30 pm                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
 1:00 pm                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
...
11:00 pm                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
11:30 pm                 .2%  .2%  .2%  .2%  .2%  .2%  .2%
```

NVM Call Handling and Port Usage Report Part 2

This report provides the number of calls, total duration and average duration expressed in minutes and includes the following categories:

- Incoming Calls: Internal, External and Total Incoming
- Outgoing Calls: Message Notification, AMIS Delivery, Fax Printing/ Forwarding, Fax Overflow, Fax-on-Demand Delivery, and Total Outgoing. All outgoing calls are attributed to a single category; for example, the entire call is considered as Message Notification even if the call party logs in.
- All Calls: Number of calls, Total duration, and Average duration.

Example of an NVM Call Handling and Port Usage Report Part 2

NVM CALL HANDLING AND PORT USAGE REPORT Date:1998/10/11

Call Handling	Tues	Wed	Thu	Fri	Sat	Sun	Mon
Incoming calls							
Internal							
No. of calls	2	2	2	2	2	2	2
Total duration	2	2	2	2	2	2	2
Average duration	2	2	2	2	2	2	2
External							
No. of calls	2	2	2	2	2	2	2
Total duration	2	2	2	2	2	2	2
Average duration	2	2	2	2	2	2	2
Total Incoming							
No. of calls	2	2	2	2	2	2	2
Total duration	2	2	2	2	2	2	2
Average duration	2	2	2	2	2	2	2
Outgoing calls							
Message Notification							
No. of calls	2	2	2	2	2	2	2
Total duration	2	2	2	2	2	2	2
Average duration	2	2	2	2	2	2	2
AMIS Delivery							
No. of calls	2	2	2	2	2	2	2
Total duration	2	2	2	2	2	2	2
Average duration	2	2	2	2	2	2	2
Fax Printing/Forwarding							
No. of calls	2	2	2	2	2	2	2
Total duration	2	2	2	2	2	2	2
Average duration	2	2	2	2	2	2	2
Fax Overflow							
No. of calls	2	2	2	2	2	2	2
Total duration	2	2	2	2	2	2	2
Average duration	2	2	2	2	2	2	2

```
NVM CALL HANDLING AND PORT USAGE REPORT          Date:1998/10/11

Call Handling                 Tues    Wed    Thu    Fri    Sat   Sun    Mon
  Fax-On-Demand Delivery
   No. of calls               2       2      2      2      2     2      2
   Total duration             2       2      2      2      2     2      2
   Average duration           2       2      2      2      2     2      2
  Total Outgoing
    No. of calls              2       2      2      2      2     2      2
    Total duration            2       2      2      2      2     2      2
   Average duration           2       2      2      2      2     2      2
All Calls
   No. of calls               2       2      2      2      2     2      2
   Total duration             2       2      2      2      2     2      2
   Average duration           2       2      2      2      2     2      2
```

This multi-section report indicates how the system is currently configured. There is a section for each of the following aspects of the system:

- System options
- lines
- Greeting Tables
- installed Voice Mail Options
- Fax parameters
- General Networking Parameters
- Digital Networking parameters
- AMIS networking parameters
- site table

Example of a NVM System Configuration Report, Part 1

```
NVM SYSTEM CONFIGURATION REPORT           Date:1998/10/11


System Options
  Version x.xx


  Bilingual:             Y
  Primary Lang:          Fr
  Alternate Lang:        Sp
  Group Lists:           Y
    Leading Digit: n
  Return to AA:          Y
Touchtone Gate:          Custom
  Greeting:              nn
```

```
NVM SYSTEM CONFIGURATION REPORT           Date:1998/10/11
  Voicemail Enabled:     Y
  Directory Enabled:
    Match: First name
  Gen Delivery Mbox:     Y
  External Init:         Y

  Outdial Channels:      8
  Minimum Ports:         2
  Maximum Ports:         10
Installed Voicemail
Options
  Option names
```

NVM System Configuration Report, Part 2

In the Greetings column, the list does not show greetings that are neither recorded nor used in any Greeting Table. The Line Answering column of Part 2 contains entries only for the lines for which the ANSWER parameter is Yes.

Example of a NVM System Configuration Report, Part 2

```
Greetings
Grtg  Status   Used in Greeting Table
 1     OK       none
 2     OK       none
 3     OK       none
 3     OK       none
 20    OK       none
 40    7OK       TTG
 1 Not recorded none


 Greeting Table: 01


 Custom AA Prompts: Y      Lang Pref:  Pri
   Pri Recorded:    Y      Atdt DN:
   Alt Recorded:    Y      CCR Tree:
                 Grtg   Mon   Tues  Wed  Thu   Fri   Sat  Sun
 Morning:                hh:   mm    pm
 Afternoon:
 Evening:
 Non-Bus:

Greeting Table: 02...


 Line Answering
   Line    Rings    Table
   x       x        x
```

NVM System Configuration Report, Part 3

The following categories in Part 3 appear only if the applicable options are installed: Fax Parameters, General Networking Parameters, AMIS Networking Parameters, and Digital Networking Parameters.

Example of a NVM System Configuration Report, Part 3

```
Fax Parameters
    System Fax DN:
    System Fax Name:
    Delivery Retries
   Retry Interval
General Networking Parameters
    Receive Enabled: Y
    Deliver Enabled: Y
   Reply Enabled: Y
    Include Sender Name:Y
   Broadcast Enabled:   Y
   Group List Allowed:  Y
Digital Networking
Parameters
    SMTP Proxy Name:
AMIS Networking
Parameters
    Int'l Access Code:
    Country Code:
   Area Code:
   Phone:
   Include Site Name:   Y
    Name recorded:      Y

    Delivery Retries:
    Retry Interval:

  Loopback Enabled:       Y

    Outdial:   LINE x

  AMIS Call Blocking Periods
          Period       Mon   Tues   Wed   Thu    Fri   Sat   Sun
              Block From:  hh:    mm    pm
                Until:     hh:    mm    pm
                 ...
Site Table
    Prefix     Name      Rec   Protcl  Parm   Value
    6775                 Y     SMTP
   ...
```

NVM System Configuration Report, Part 4

The Site Table appears only if at least one networking option is installed. Local site information is available within the Site Table data structure, and does not appear in this report.

Example of a NVM System Configuration Report, Part 4

```
Site Table
    Prefix     Name      Rec   Protcl  Parm   Value
    6775                 Y     SMTP
   ...
```

Fax-on-Demand Usage Report (12)

This report lists all Fax-on-Demand requests on a seven complete day rolling basis, indicating date, time, item requested, delivery fax number and Caller ID of the caller.

Example of a Fax-on-Demand Usage Report (12)

```
  FAX ON DEMAND USAGE REPORT                    Date: 1998/12/05
 Date: Thursday 1997/12/05
    Time      Mbox      Selection   CLID      Fax Destination
   hh:mm pm           ...  |
 Date: Thursday 1996/12/05
    Time      Mbox      Selection   CLID      Fax Destination
   hh:mm pm           ...  |
```

Connecting a printer to the NAM

About the printer

Connecting and using a printer to print Norstar Voice Mail reports is optional. The NAM supports any EPSON compatible printer. This type of printer is attached to the NAM's parallel port. The NAM is equipped with one parallel port that features a female DB-25 connector.

To connect the printer:

1. Open the cable trough door.
2. Locate the Parallel port.
3. Plug the male end of the Parallel cable into the Parallel port on the NAM.
4. Plug the other end of the Parallel cable into the printer.

The printer is now ready to print Norstar Voice Mail reports.

Printing Reports

Before you begin to print your reports, ensure the printer is turned on and there is enough paper in the printer.

For information about printing the CCR Tree Report, refer to "Printing the Tree Reports" on page 181.

To print Report 1 of the 12 reports:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT    RETRY    OK
```

2. Enter the System Coordinator Mailbox number and password, then press OK .

```
Admin
MBOX     AA    OTHR
```

3. Enter [7] . The first report (1) appears on the display.
   Only the report number is shown.

```
1: Directory
PRINT        NEXT
```

4. To print report 1, press PRINT .

   To find another report, press NEXT . The report numbers appear in sequence from 1 to 12.

```
Printing...
```

```
2:  Mbox Info
PRINT        NEXT
```

5. To print another report, press NEXT until the correct report number appears on the display. Then press PRINT .

   Press [Rls] to end this programing session.

Report 5 (Mailbox Activity) can provide a report on a specific mailbox or all mailboxes. When printing this report, the display changes to show:

```
Mbox:
ALL          QUIT
```

1. Enter the mailbox number or press ALL. Report 5 begins to print automatically. To stop the printer, press [*] . When the report is finished printing, the display changes.

```
5: Mbox Usage
PRINT RESET NEXT
```

2. Press RESET to reset the Mailbox Activity Report.

```
Reset stats?
YES          QUIT
```

3. Press YES .

4. Press [Rls] to end this programing session.

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 [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX   AA   OTHR
```

3. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

4. Press CCR .

```
CCR Admin
ADMIN
```

5. Press ADMIN .

```
CCR Tree:
RETRY        OK
```

6. Enter the Tree number (from 1 to 5) and press OK .

```
Tree: <x>
CHNG  PRINT QUIT
```

7. Press PRINT .

```
Printing...
```

Note: When the report is finished printing, the display changes to show:

```
Tree <x>
CHNG  PRINT QUIT
```

8. Press either QUIT or [Rls] to end the session.

Norstar Voice Mail Troubleshooting 18

Overview

This chapter on Norstar Voice Mail troubleshooting is divided into the following sections:

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

System trouble

System trouble consists of problems occurring to more than one mailbox owner and to both internal and external callers.

Automated Attendant does not answer any calls

1. Verify that you have assigned the lines to the Greeting Table, and the line is designated as YES. This means that Norstar Voice Mail is set to answer the line.

2. All the Norstar Voice Mail channels may be busy. Try calling back. Your call will be answered when a channel is available.

3. Verify that greetings 1 to 4 have been recorded. These greetings default to the Greeting Tables and must be recorded for the Automated Attendant to operate. Refer to "Setting up an Automated Attendant" on page 19.

4. If the Norstar Voice Mail channels are frequently busy, it indicates there is too much activity. Contact your advice line or sales representative.

Call display information is lost

The Automated Attendant must be set to answer after two or more rings for Norstar Voice Mail to record call log information related to an incoming call. For information about setting the number of rings, refer to "Assigning the number of rings before Norstar Voice Mail answers" on page 32.

The Automated Attendant transfers some callers to the General Delivery Mailbox

Norstar Voice Mail requires a touch tone phone signal and a minimum voice level. Norstar Voice Mail waits for a caller to respond. If a response is not received, the caller is transfered to the Receptionist or designated Operator. If they are not available, the caller is automatically transfered to the General Delivery Mailbox. The caller is also transfered to the General Delivery Mailbox if a DN does not have a mailbox.

For Norstar Voice Mail to transfer calls correctly, each mailbox must have a unique DN. To verify that all mailboxes have a unique DN, print the Directory Report (Report 1).

For instructions on printing Reports, refer to "Connecting a printer to the NAM" on page 180.

Greetings are played at the wrong time of day

There are four possible causes for this problem:

1. The Business Open Status is set to NO. Change the Business Open Status to YES. Refer to "Setting the Operator Status" on page 37.

2. The wrong greeting numbers are assigned to the Greeting Table.

3. The business hours are set incorrectly.

4. The Integrated Communication System (ICS) system time and date are incorrect.

Greetings are played on the wrong line

To verify the line information is correct, refer to the *Norstar Voice Mail Programing Record*. If you find the information is incorrect, you must reassign lines to the Greeting Table. Refer to "Programing which lines will be answered by Norstar Voice Mail" on page 31.

A telephone cannot be forwarded to Norstar Voice Mail

If you are attempting to forward your incoming calls to Norstar Voice Mail and the display shows: `Forward denied` you may be forwarding to the wrong DN. Use Feature Code 985 to display the correct DN for Norstar Voice Mail and compare this number to the DN to which your telephone is actually forwarded.

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 DN does not have an assigned mailbox, Norstar Voice Mail will request both a mailbox number and a password.

Mailbox owner is unable to reply to an external caller, use Off-premise Message Notification or Outbound Transfer

An Outdial route must be assigned before a Mailbox Owner can reply to an external caller using the Reply feature or use Off-premise Message Notification or Outbound Transfer. Before a Mailbox Owner can reply to a message from an external caller, an Outdial route must be assigned plus a Dialing Translation Table must be created.

The default for Outdial route is None. Until you assign a line or line pool as the Outdial route for a mailbox, the mailbox owner can use the Reply Feature to reply to calls from internal DNs only, Off-premise Message Notification for internal DNs only and Outbound Transfer for internal DNs only.

Dialing restrictions can be applied to the Norstar Telephone and the DNs connected to Norstar Voice Mail. If you wish to restrict outdialing of certain phone numbers, you must do one of the following:

1. Through Norstar programing, assign the dialing restrictions to the Norstar DNs to which Norstar Voice Mail is connected. This restricts all outdialing calls including external transfers from CCR trees, Off-premise Message Notification and Outbound Transfers. When assigning an Outdial route, all dialing is done by the DN to which Norstar Voice Mail is connected, not by the Norstar telephone. For additional information, refer to your Norstar System documentation.

2. Through Norstar programing, assign the dialing restrictions to the DN of the user. For additional information, refer to your Norstar system documentation.

3. Through Norstar programing, assign the dialing restrictions to the Norstar line(s) being used for outdialing. For additional information, refer to your Norstar System documentation.

4. Through Mailbox Admin, ensure Outdial is set to NONE. This restricts outdialing calls from the mailbox. For more information about defining the Outdial route, refer to "Mailbox Overrides" on page 55.

Norstar DNs and mailbox numbers are different lengths

For Norstar Voice Mail to work properly, the mailbox number length must match the ICS DN length. When the ICS DN length is changed, you must re-initialize and reprogram the Norstar Voice Mail system. Contact your advice line or sales representative.

The date and time are wrong

If the date and time are wrong, they must be reset through the ICS. The Norstar Voice Mail date and time is taken from the ICS programing. Refer to the *System Administration Guide* that came with your ICS.

Operating trouble

The following conditions list some problems that might be encountered with the operation of Norstar Voice Mail.

You cannot access a line or a line pool

Your Norstar ICS may not support the feature you are trying to use. If the calls are not being completed when attempting to reply to a Caller ID message or reach an Off-premise Message Notification number, ensure the Outdial feature that has been assigned is available and is correctly configured.

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

Personalized Greetings do not play

Personalized Greetings do not play when a telephone is on Call Forward Busy or Call Forward All Calls to the Norstar Voice Mail DN. In these cases, Personalized Greetings depend on Caller ID information which is received just prior to the second ring.

Personalized Greetings also do not play if the Auto Attendant is set to answer at 0 or 1 ring. The Primary or Alternate Personal Mailbox Greeting plays instead. Assign the number of rings to 2 or greater.

Mailboxes are not accepting messages

A mailbox will not accept messages when:

1. The mailbox is not initialized.

   Note: A mailbox cannot receive messages until it is initialized by the mailbox owner. Instruct owners to initialize their mailboxes. Refer mailbox owners to the *Norstar Voice Mail User Guide*.

2. Norstar Voice Mail message storage capacity is full.

   Note: Norstar Voice Mail notifies you when its message storage capacity is reaching its limit. To determine if the message storage capacity is full, print the Message Usage Report. This Report shows you the available minutes of storage remaining on the system.

Messages are being lost in a mailbox

1. If messages are being removed, check the message retention period in the mailbox Class of Service. To check the Class of Service, refer to "Changing mailbox options" on page 85.

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 "Changing and Deleting Mailboxes" on page 85.

A mailbox owner cannot access their mailbox

Each mailbox is assigned a maximum number of incorrect password attempts as a Class of Service. Norstar Voice Mail records the number of incorrect attempts from the last time the mailbox was successfully accessed. Once the number has been passed, the mailbox owner is "locked-out" and will hear ***"This mailbox has been locked to prevent unauthorized access. Please contact your administrator for assistance."*** The mailbox cannot be opened again until the System Coordinator resets the password. To reset a password, refer to "Changing and Deleting Mailboxes" on page 85.

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. Check to ensure the Company Directory Override for the mailbox is set to Yes. Refer to "Changing and Deleting Mailboxes" on page 85.

Calls are being answered by the wrong mailbox

Check to ensure that the correct DN has been assigned to the mailbox in Feature 983 programing.

A mailbox cannot be added to Norstar Voice Mail

Ensure the mailbox is not already certified with Norstar Voice Mail. Mailbox numbers must be unique. Norstar Voice Mail can store up to 1000 mailboxes. This number includes the Special Mailboxes. Refer to the *Norstar Voice Mail Programing 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 "Changing and Deleting Mailboxes" on page 85.

Incomplete messages are received in a mailbox or “Message delivered” plays while recording a message, or a Norstar Voice Mail session ends unexpectedly

When any of these three situations occurs, it could be due to a problem called Talk Off. Talk Off occurs when Norstar Voice Mail interprets certain voice patterns as Dual Tone Multi Frequency (DTMF) tones. DTMF tones are produced when buttons are pressed on a touch tone phone. When you press a button on the dialpad, Norstar Voice Mail receives a DTMF tone and performs the correct operation. For example, after entering your mailbox password, you can press the # button. The DTMF tone sent to Norstar Voice Mail indicates you are finished entering your password.

Some voice patterns are the same as DTMF tones. This can cause Norstar Voice Mail to function incorrectly. For example, if in the middle of a message you said something that sounded the same as the DTMF tone created by pressing the # button, the recording session would end. Correcting Talk Off requires adjustments to your Norstar Voice Mail system. Call your advice line for more information.

You cannot create a Group List

The maximum number of Group Lists that can be created is 99. The Norstar Voice Mail Group List must be enabled during installation. If the Group List feature is not enabled, you cannot create a Group List. To enable this feature, you must reset Norstar Voice Mail. For instructions on resetting Norstar Voice Mail, refer to "Resetting and Initializing programing" on page 163.

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 "Norstar Voice Mail Reports" on page 167.

Norstar Voice Mail does not accept a Path number

If you enter an incorrect digit while assigning a Path number, an Error Message appears. There are three 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. You have attempted to exceed the maximum number of Paths.

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 [Rls] 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 cannot save the Tree after changing a recording, a mailbox number, an DN, or the Destination Type. For more information about saving a Tree, refer to "Enabling a CCR Tree" on page 135.

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 "Deleting a Tree" on page 149.

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.

The Leave Message Point mailbox is full

The mailbox is equipped with a Never Full Mailbox feature, which allows a caller to leave a message in the mailbox, even if the mailbox is “full”. The message will be stored, but cannot be accessed until the mailbox owner deletes some of the messages in the mailbox.

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 C: Default Configuration Values" on page 221.

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 go to the General Delivery Mailbox automatically.

For more information about the General Delivery Mailbox, refer to "General Delivery Mailbox" on page 62.

Norstar Voice Mail Error Messages

This describes the Error Messages shown when an incorrect action is performed. The Error Messages shown here are presented in alphabetical order.

Message	Appears
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 DN is assigned twice to the same mailbox, or when an DN is assigned to more than one mailbox.
Extension needed	Appears when a DN has not been assigned from a transfer point.
Incomplete tree	Appears when trying to enable a Tree before all paths are added, or before all the mailboxes used in the Tree are initialized.
Info mailbox	Appears when trying to change an Information Mailbox from the Mailbox Admin Menu using Feature 983.
Intro too short	Appears when the introduction to a message being forwarded is less than three seconds long.
Invalid class	Appears when an incorrect Class of Service is entered while adding or changing a mailbox Class of Service using Feature Code 983.
Invalid ext	Appears when an incorrect DN is entered. Check the DN length or use the Company Directory.
Invalid glist	Appears when an incorrect Group List number was entered while changing or deleting a Group List number using Feature Code 983.
Invalid greeting	Appears when an incorrect Greeting Number is entered. Greeting Numbers must be a number from 1 to 40.
Invalid key	Appears when the selected option is not valid for the command display shown.
Invalid line	Norstar Voice Mail supports line numbers from 1 to 500.
Invalid mailbox	Appears when an incorrect mailbox number is entered. Also appears when a mailbox has not been assigned to the requested DN. These calls are transfered 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 phone number (maximum is 30 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 is a series of numbers where each number must be from 0 to 8. This message also appears when all Paths on a Tree are assigned. The maximum number of Paths for a Tree is eight on each level.
Invalid time	Appears when an incorrect time is entered in a mailbox owner's Off-premise Message Notification set up. This message also appears if you specify an invalid time for your business hours.
Invalid tree	Appears when an incorrect number is assigned to represent a Tree. The Tree number must be 1, 2, 3, 4 or 5.
Invalid value	Appears when entering, or changing an incorrect amount of time for the DTMF delay setting. The valid DTMF delay ranges from 20 to 80 milliseconds.

Message	Appears
Mailbox full	Appears when the maximum mailbox message storage time is reached. The mailbox message time is assigned as a Class of Service. A new message cannot be listened to until the old messages are deleted. This message appears when a mailbox owner first logs onto the mailbox.
Mailbox locked	Appears when the mailbox user surpasses the maximum number of incorrect password attempts. The mailbox cannot be opened until the password is reset.
Mbox exists	Appears when an existing mailbox number is entered while adding a mailbox.
Mbox in CCR	Appears when trying to delete a mailbox assigned to a CCR Tree.
Mbox nearly full	Appears when the maximum message storage time is almost reached in a mailbox. This is determined by the Class of Service. The mailbox owner should delete any unnecessarily stored messages in the mailbox. This message appears when a mailbox owner first logs on to the mailbox. Messages cannot be stored in this mailbox until some are deleted.
Mbox not init	Appears when any attempt is made to access a mailbox that is not initialized.
Must change pswd	Appears when entering a mailbox that is not initialized. Initializing a mailbox includes changing the default password.
Must record name	Appears when a mailbox owner's name is not included in the Company Directory.
Name too long	Appears when adding or changing a mailbox owner's name and the characters exceed the allowable limit of 16. The maximum field length includes the comma.
No dir available	Appears when the Company Directory is empty. Either Norstar Voice Mail mailboxes have not been initialized by the mailbox owners, or there are no mailboxes certified with Norstar Voice Mail.
No glist avail	Appears when the maximum number of Group Lists is assigned. The maximum number of Group Lists is 99.
No match	Appears when a mailbox owner is not found that is similar to the characters entered when using the Company Directory. Check the correct spelling of the mailbox owner's name.
No mbox avail	Appears when the maximum number of mailboxes is certified with Norstar Voice Mail. The total number of mailboxes is 1000. This number includes the System Coordinator and General Delivery Mailboxes.
No msg notify	Appears when Off-premise Message Notification is not enabled. Off-premise Message Notification is assigned in the Class of Service.
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.
N* VM busy	Appears when the maximum number of users are accessing Norstar Voice Mail.

Message	Appears
Not allowed	Appears when a mailbox owner is not allowed access to a feature or Feature Code, or when a second user attempts to access the Configuration or Operator Status feature codes. This message also appears when the message being recorded has too many Forward(s) and Reply(s) inserted. This message also appears when a recorded message reaches its maximum number of segments. This is caused by repeatedly using "pause" and "continue" while recording a message. Another case when this message appears is when a Group List number is entered as a mailbox member of another Group List. A Group List number cannot be added to a Group List.
Not recorded	Appears when a Primary or Alternate Greeting is selected before it is recorded.
Options cancel	Appears when Delivery Options are canceled while sending a message.
Out of space	Appears when the Norstar Voice Mail Message Storage capacity is full. You must delete old messages from the General Delivery Mailbox and have mailbox owners delete any unnecessarily stored messages from their mailboxes.
Party not avail	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 up	Appears when recording a greeting or message and the minimum volume level of Norstar Voice Mail is not met. Do not use Handsfree. When recording a greeting or message, speak directly into the receiver of your Norstar telephone.

Section VII - Appendices

- Appendix A: Dialing Translation
- Appendix B: Norstar Configuration Tips and Norstar Feature Compatibility
- Appendix C: Default Configuration Values

Appendix A: Dialing Translation

Overview

Dialing translation is a process by which the number of an incoming call from a public network is translated through a translation table into a number that can be recognized and dialed on the local network, using the Reply feature.

For Dialing Translation to occur, the System Coordinator needs to create a Dialing Translation Table that recognizes the digits of an external number and translates them into a number that can be dialed by the Norstar system. The Norstar system also consults the restrictions and schedules tables prior to dialing the number.

The Dialing Translation Tables are necessary only for the Reply feature. Norstar Voice Mail does not require the tables in order to function normally.

How the Dialing Translation Table works

A phone number is derived from information attached to an incoming Caller ID message. The number is then searched for by Norstar Voice Mail in the Dialing Translation Table. If the leading digit or digits of the phone number match a Dialing Translation Table Input value (the number Norstar Voice Mail searches for in the Dialing Translation Table), then the Output value will be substituted for the Input value. This change results in a phone number that can be dialed on the local network. The changing of the number usually consists of the dropping of an area code or the insertion of an access code, based on the dialing rules of the local network. For example, if a local number is prefixed with the long distance code “1”, it is removed by the Dialing Translation Table.

The Dialing Translation process is immediate so calls will not take any longer to dial. Some phone numbers do not need to be changed before dialing. Norstar Voice Mail will function without a Dialing Translation Table except that the Reply feature will not be able to be used.

Phone number Translation

The Dialing Translation Table needs to define each possible case where a change is needed to allow the number to be dialed on the local network.

The Dialing Translation Table changes Network DNs into numbers that can be dialed on the local network. The Network DN form of a phone number is the usual form in which the number appears. For example, the phone number on a business card may read 403-555-5050 which, in its Network DN form, must be translated into a number that can be dialed on the local telephone network. The Dialing Translation Table follows the rules required to make the call.

The following three tables are examples of Dialing Translation Tables and how they function. Every Dialing Translation Table entry consists of an Input value column and an Output value column. The values in the Input column represent the leading digits of the Network DNs which, if matched, are replaced by the corresponding value in the Output column. The "*" character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the "*" character after every Input and Output value.

A phone number will either match a specific Input value or will not match at all.

A sample Dialing Translation Table taken from a site located in metropolitan Toronto is shown below.

Sample Dialing Translation Table

INPUT	OUTPUT	Explanation
011*	011*	The Table will not attempt to translate international phone numbers.
416*	*	The Table removes the 416 area code and dials all calls as 7 digits.
905206* 90527* etc. (135 more entries)	905206* 90527* etc. (135 more entries)	These telephone exchanges can be dialed as local (no long distance charges) 10 digit calls from the 416 area.
905*	1905*	All other 905 numbers not listed in the Input column above are long distance numbers and must be dialed as 11 digit long distance numbers.
*	1*	All numbers starting with digits other than 011, 416 and 905 are long distance, and will have a "1" added as a prefix.

A sample Dialing Translation Table taken from a site in Mountainview, California.

Sample Dialing Translation Table

INPUT	OUTPUT	Explanation
		The Dialing Translation Table is empty. The local network in Mountainview supports 10 digit national dialing with recognized long distance charging. In situations like the Mountainview example, there is no need to build a Dialing Translation Table.

A sample Dialing Translation Table taken from a site with area code 206 near the border with area code 360.

Sample Dialing Translation Table

INPUT	OUTPUT	Explanation
011*	011*	The Table will not attempt to translate international phone numbers.
20644* 206626* etc. (40 more entries)	44* 626* etc. (40 more entries)	Due to the site location, some calls can be dialed as local 7 digit numbers.
206*	1206*	All other 206 numbers require 11 digit long distance dialing.
360224* 360227* 360472*	360224* 360227* 360472*	These 360 numbers can be dialed as 10 digit local numbers...
360*	1360*	... but all other 360 numbers are 11 digits long distance numbers.
*	1*	All numbers starting with other than 011, 206 and 360 are long distance and will have a 1 added as a prefix.

Network Access

The Dialing Table Translation results in a number that can be dialed at the local network. The final step is to prefix any digits required to reach the local network from your Norstar System. For systems that are behind a PBX or PABX, typically in North America a [9] must be prefixed to the phone number. For systems attached to Central Office (CO) lines no digits need to be prefixed.

Dialing Translation Parameters

The Dialing Translation process is controled by four parameters. These parameters are:

- Long distance access code (Lg dst ac)

  This prefix, if specified, will be removed from any numbers entered by the subscriber if it is not needed to make the call. This in turn will make the creation of the Dialing Translation Table much simpler. For North America, the long distance access code should be set to 1. The default for this parameter is none. The field for this parameter is a maximum of 1 digit.

- Area code (Area cd)

  If the phone number entered appears to be missing an area code, an area code will be prefixed to the number. The area code will be considered missing if the number is less than 10 digits. The default for this parameter is none. The field for this parameter is a maximum of 6 digits. If this parameter is set to none, then no area code will be prefixed to the telephone number.

- Access code (Access cd)

  The access code is required if Norstar Voice Mail is installed behind a PBX or PABX. In North America, the access code is usually ”. This number is prefixed to all numbers after Translation to access the local telephone network. If Norstar Voice Mail is attached directly to CO lines, the Access Code should be set to none. The default for this parameter is none. The field for this parameter is a maximum of 2 digits.

- Reply translation (Reply trans)

  If set to "N" (no), the user must manually trim the CLID message information for the number to be dialed on the local network. For more information, refer to "Replying to a message" on page 70. If the reply translation is set to "Y" (yes), then the Reply feature will use the Dialing Translation Table to dial the call. The default for this parameter is N.

To make it easier for subscribers, the System Coordinator should set the Reply Translation to "Y" if a Dialing Translation Table is created. If a Dialing Translation Table has not been created, the Reply Translation must be set to "N".

Setting the Dialing Translation Parameters

Setting the Dialing Translation Parameters makes the task of building a Dialing Translation Table less complex. It is not a prerequisite to set the Dialing Translation Parameters to operate Norstar Voice Mail.

To set the Dialing Translation Parameters:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX    AA   OTHR
```

3. Press [8] [8] .

```
Dialing
PARM  TABLE QUIT
```

4. Press PARM .

```
Lg dst ac: none
CHNG        NEXT
```

5. Press CHNG .

   Note: Press NEXT if you do not want to set this parameter.

```
Log dst ac:
RETRY        OK
```

6. Enter the long distance access code and press OK .

```
Lg dst ac: x
CHNG        NEXT
```

7. Press NEXT .

   Note: The x represents the long distance access code.

```
Area code: none
CHNG        NEXT
```

8. Press CHNG .

   Note: Press NEXT if you do not want to set this parameter.

```
Area code:
RETRY        OK
```

9. Enter the area code and press OK .

```
Area code: xxx
CHNG        NEXT
```

10. Press NEXT .

    Note: xxx represents the area code.

```
Access cd: none
CHNG        NEXT
```

11. Press CHNG .

    Note: Press NEXT if you do not want to set this parameter.

```
Access cd:
RETRY        OK
```

12. Enter the access code and press OK .

```
Access cd: XX
CHNG        NEXT
```

13. Press NEXT to continue.
    xx represents the access code.

```
Reply trans: N
CHNG         OK
```

14. Press CHNG to set the reply translation to Y (yes).

    Note: Press OK if you do not want to set this parameter.

    Note: Do not change the reply translation parameter to Y (yes) unless there is a Dialing Translation Table already built.

    Press Rls to end this programing session.

Building a Dialing Translation Table

To create a Dialing Translation Table, you must enter an Input value and an Output value for each entry. The Input value is the number that Norstar Voice Mail will look up in the Dialing Translation Table. After the corresponding entry has been matched, the Output value is substituted for the Input value. The resulting number is ready to dial on the local network. Refer to the "Sample Dialing Translation Table" on page 195.

To build a Dialing Translation Table:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX    AA    OTHR
```

3. Press [8] [8] .

```
Dialing
PARM  TABLE QUIT
```

4. Press TABLE .

```
Dial table
ADD   CHNG  QUIT
```

5. Press ADD .

```
In:
RETRY         OK
```

6. Enter the Input value and press OK .

   Note: The Input value can a be maximum of 14 digits.

```
Out:
RETRY         OK
```

7. Enter the Output value and press OK .

   Note: The Output value can a be maximum of 15 digits.

   Press [Rls] to end this programing session.

You must repeat steps 5 through 7 to add each entry to the Translation Table.

Reviewing entries in the Dialing Translation Table

You can review or check the entries in your Dialing Translation Table at any time.

To review your Dialing Translation Table entries:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX    AA   OTHR
```

3. Press [8] [8] .

```
Dialing
PARM  TABLE QUIT
```

4. Press TABLE .

```
Dial table
ADD   CHNG  QUIT
```

5. Press CHNG .

```
Inval*  outval*
     NEXT   OTHR
```

6. Press NEXT . The display shows 16 characters. If the total number of Input and Output values equals more than 16 digits a VIEW display button appears on the left side of the display. After you have pressed VIEW to view the digits furthest to the right, the display changes to VIEW . Press the VIEW display button to view the digits on the left again.

   Note: Inval* outval* is an example of a Table entry.
   The * character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the * character after every Input and Output value.

7. Continue pressing NEXT to view all the entries in the Dialing Translation Table.

   Press [Rls] to end this programing session.

Finding an entry in the Dialing Translation Table

For convenience, the System Coordinator can locate a specific entry in the Dialing Translation Table. The Input value must be entered in order to find the entry.

To find a specific entry in the Dialing Translation Table:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX    AA   OTHR
```

3. Press [8] [8] .

```
Dialing
PARM  TABLE QUIT
```

4. Press TABLE .

```
Dial table
ADD   CHNG  QUIT
```

5. Press CHNG .

```
Inval*  outval*
     NEXT   OTHR
```

6. Press OTHR .

```
Inval* outval*
CHNG   DEL  FIND
```

7. Press FIND .

```
In:
RETRY         OK
```

8. Enter the Input value of the entry you wish to find and press OK .

```
Inval* outval*
      NEXT   OTHR
```

Note: `Inval* outval*` is an example of a Table entry.
The * character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the * character after every Input and Output value.

Press [Rls] to end this programing session.

Repeat steps 1 through 8 to find other entries in the Dialing Translation Table.

Changing an entry in the Dialing Translation Table

After a Dialing Translation Table has been built, you can change the Output value of an entry at any time. To locate the entry that you wish to change, refer to "Reviewing entries in the Dialing Translation Table" on page 200 or "Finding an entry in the Dialing Translation Table" on page 201.

Note: You **cannot** change the Input value of an entry. The entry must be deleted and new entry must be created with new Input and Output values. Refer to "Deleting a Dialing Translation Table entry" on page 203.

To change an entry in the Dialing Translation Table:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX    AA   OTHR
```

3. Press [8] [8] .

```
Dialing
PARM  TABLE QUIT
```

4. Press TABLE .

```
Dial table
ADD   CHNG  QUIT
```

5. Press CHNG .

```
Inval* outval*
     NEXT   OTHR
```

6. Press OTHR .

   Note: `inval* outval*` is an example of a Table entry.
   The * character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the * character after every Input and Output value.

```
Inval* outval*
CHNG   DEL  FIND
```

7. Press CHNG .

```
Out:
RETRY         OK
```

8. Enter the new output value and press OK .

```
Inval*outval*
      NEXT   OTHR
```

9. Press [Rls] to end this programing session.

Repeat steps 1 through 8 to change any other entries in the Dialing Translation Table.

Deleting a Dialing Translation Table entry

You can delete an entry in the Dialing Translation Table at any time. To locate the entry that you wish to delete, refer to "Reviewing entries in the Dialing Translation Table" on page 200 or "Finding an entry in the Dialing Translation Table" on page 201, earlier in this section.

To delete an entry in the Dialing Translation Table:

1. Press [Feature] [9] [8] [3] .

```
Log:
QUIT   RETRY   OK
```

2. Enter the System Coordinator Mailbox number and password and press OK .

```
Admin
MBOX    AA   OTHR
```

3. Press [8] [8] .

```
Dialing
PARM  TABLE QUIT
```

4. Press TABLE .

```
Dial table
ADD   CHNG  QUIT
```

5. Press CHNG .

```
Inval* outval*
     NEXT   OTHR
```

6. Press OTHR .

   Note: `inval* outval*` is an example of a Table entry.
   The * character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the * character after every Input and Output value.

```
Inval* outval*
CHNG   DEL  FIND
```

7. Press DEL .

```
Deleted
```

8. Press [Rls] to end this programing session.

Repeat steps 1 through 7 for every entry you wish to delete.

Using a PC to Create a Dialing Translation Table

In some instances the Dialing Translation Table can be very large and essentially the same for all Norstar Voice Mail systems in the same calling area. A Dialing Translation Table can be easily created using a basic text editor program on your PC. After the ASCII file has been created and saved to a floppy disk, the technician can load it onto the Norstar Voice Mail system. The disk can be kept and used to install the Dialing Translation Table on other Norstar Voice Mail systems in the same calling area.

Creating the Dialing Translation Table file

The Technician-created Dialing Translation Table must conform to the following rules:

1. Only one Dialing Translation Table entry per line. A Dialing Translation Table entry consists of one Input value and one Output value.

2. No blank lines in the Dialing Translation Table.

3. The Input value is entered first, followed by the Output value. The Input value must be separated from the Output value by one or more spaces. A tab can be used in place of a space.

4. A null Input value must be represented by a single hyphen “-”.

5. A null Output value must be represented by a single hyphen “-” .

6. An Output value of a restricted DN will be represented by “#”.

7. No extra characters are to be added to either the Input or Output value. In particular, no “*” should be added after the Input or Output value. After the Dialing Translation Table has been loaded on the system, the “*” is added automatically after each Input and Output value.

8. Each Input entry must be in ascending numerical order, but longer strings must appear before shorter more generic sub-strings. All null Input values (“-”) must appear at the end of the Dialing Translation Table. Refer to "An example of a Dialing Translation Table created using a basic text editor" on page 205 for examples of how to set up the Dialing Translation Table.

9. The Dialing Translation Table **must** be saved as: **dial.30** .

Note: The above rules must be followed to ensure the Dialing Translation Table will function properly.

An example of a Dialing Translation Table created using a basic text editor

INPUT	OUTPUT	Explanation
011	011	First entry in the Dialing Translation Table.
416	-	The Input value is 416 and the Output value is null.
905206	905206	These specific 905 telephone exchanges appear before the more generic 905 entry.
90527	90527	
905	1905	The generic 905 sub-string must appear after the longer more specific 905 strings.
9011	#	9011 is a restricted DN.
-	1	The Input value is null and the Output value is 1.

Installing a PC generated Dialing Translation Table

There are four distinct steps to installing the Dialing Translation Table file onto the Norstar Voice Mail system.

- Create a DOS system disk.
- Create an Autoexec.bat file.
- Load the Dialing Translation Table file (**dial.30**) and the Autoexec.bat file onto the DOS system disk.
- Load the Dialing Translation Table file onto the Norstar Voice Mail system.

Creating a DOS system disk

A DOS system disk is a floppy disk that has system files copied onto it. This type of disk is required to automatically load the dialing translation table file onto the Norstar Voice Mail system.

To create a DOS system disk:

1. Insert a blank 3.5" disk into the floppy disk drive of a DOS compatible computer.

2. Ensure the DOS prompt is on the computer screen.

3. Type **`Format a: /s`** and follow the instructions shown on the screen.

Note: The default name for the floppy disk drive is **a:**. However, on computers with two disk drives, the 3.5" drive may be named **b:**. If the drive is named **b:**, replace **a:** with **b:** in the above command. If you are unsure of the name of the 3.5" floppy disk drive, check the user manuals for your computer.

Creating an Autoexec.bat file

The Autoexec.bat file is a file that contains commands a computer automatically executes when it starts up. In the following steps you are creating an Autoexec.bat file that automatically loads the Dialing Translation Table file into the proper location on the Norstar Voice Mail system.

To create the Autoexec.bat file:

1. Open the text editor program you used to create the Dialing Translation Table file.

2. Create a new document.

   Note: Type **`copy a:\dial.30 c:\st\dial.30`** .
   Note: This is the only text that should appear in the file.

3. Save the file as **autoexec.bat** .

   Note: The file must be named exactly as shown above. **Do not** save this file into the root directory (C:\) of your computer or you will destroy the existing Autoexec.bat file.

Loading the files onto the DOS system disk

To load the files onto the DOS system disk:

1. Insert the DOS system disk that you created earlier into the floppy disk drive of your computer.

2. Use the Change Directory command (CD) to move to the directory where the Dialing Translation Table file is stored.

3. Type **`copy dial.30 a:\dial.30`** to load the Dialing Translation Table file onto the DOS system disk.

4. Use the Change Directory command (CD) to move to the directory where the Autoexec.bat file you created is stored.

5. Type **`copy autoexec.bat a:\autoexec.bat`** to load the autoexec.bat file onto the DOS system disk.

Loading the Dialing Translation Table file onto the Norstar Voice Mail system

To load the Dialing Translation Table file onto the Norstar Voice Mail system you must shut down Norstar Voice Mail and then reboot the system using the DOS system disk you created.

A Norstar two-line display telephone is required to perform the following steps.

To load the Dialing Translation Table file:

1. Press [Feature] [9] [1] [5] .

```
Password
          RETRY
```

2. Enter the default password [2] [2] [2] [3] [7] [7] [2] (ACCESS2) and press OK .

```
ACCESS Server
BACK  NEXT ADMIN
```

3. Press NEXT .

```
System shutdown
BACK  NEXT  SHOW
```

4. Press SHOW .

```
Shutdown type
QUIT  NEXT GRACE
```

5. Press GRACE .

```
Shutdwn Graceful
YES            NO
```

6. Press YES .

   Note: The Norstar Voice Mail system issues a series of tones in descending pitch when the shutdown is complete. Wait for the tones before you unplug the Norstar Applications Module.

7. Unplug the AC power to the Norstar Applications module.

8. Open the front cover of the Norstar Applications Module to access the floppy disk drive.

9. Insert the DOS system disk you copied the Dialing Translation Table file onto.

10. Plug in the Norstar Applications Module.

11. Wait until the light on the floppy disk drive goes out and then unplug the Norstar Applications Module and remove the DOS system disk.

12. Close the front cover of the Norstar Applications Module.

13. Plug in the Norstar Applications Module and wait until the self-diagnostics are completed. This will take approximately 12 minutes.

14. After Norstar Voice Mail has been rebooted, verify the Dialing Translation Table has been loaded by printing the Dialing Translation Report.

For information about printing reports, refer to "Printing the Tree Reports" on page 181.

Appendix B: Norstar Configuration Tips and Norstar Feature Compatibility

Overview

This appendix describes some Norstar configuration enhancements that can maximize the efficiency of Norstar Voice Mail.

Note: The features and capabilities of Norstar vary, depending on the type of Norstar Integrated Communication System (ICS) you are using, as well as the number and type of lines provided by your telephone company. Problems will arise when you configure to use features which are not supported or available. For example, you cannot use incoming telephone lines for Off-premise Message Notification or Outbound Transfer. Features that are incorrectly configured or not available will likely fail or respond unexpectedly.

Refer to the documentation that came with your ICS for more information

Delayed answering by the Norstar Voice Mail Automated Attendant

The Norstar Voice Mail Automated Attendant can answer any call on specified Central Office (CO) telephone lines after a specified number of rings. Norstar Voice Mail answers incoming calls when:

1. The installer programs Norstar Voice Mail to be the prime telephone for one or more designated CO lines. The Norstar Delay Ring Transfer (DRT) feature transfers unanswered calls on these lines to the Norstar Voice Mail Automated Attendant after the specified number of rings.

Note: The Norstar DRT feature applies only to incoming calls on the assigned line. It does not affect any DN calls between telephones.

Ringing lines and answer buttons

If two or more telephones have a ringing line appearance of the same incoming telephone line, and one of these telephones is programed with the 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 programed telephone.

For example, if a marketing receptionist's telephone has a ringing line appearance of the marketing director's telephone, and the receptionist's telephone is call forwarded to Norstar Voice Mail, then all incoming calls are immediately transfered into the receptionist's Personal Mailbox. This is also true if the receptionist's telephone is CFNA to Norstar Voice Mail and if the number of specified rings on the receptionist'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 receptionist's telephone has a non-ringing appearance of another telephone's CO line, and the receptionist's telephone is CFAC or CFNA to Norstar Voice Mail, incoming calls on this line are not affected.

Ringing Answer Button

When one or more telephones have a Ringing Answer Button for another telephone, and one of these is CFAC or CFNA to Norstar Voice Mail, all incoming calls will be directed into the Personal Mailbox of the call forwarded telephone.

If two or more of these telephones are CFAC to Norstar Voice Mail, all calls will be directed to the Personal Mailbox of the telephone that is connected to the lowest numbered station port on the Norstar system.

Note: The Norstar CFAC and CFNA features do not affect calls on a telephone's non-ringing answer button. The Answer Button feature applies only to Modular ICSs and Compact ICSs.

Using Call Forward All Calls (CFAC) and Call Forward No Answer (CFNA)

When a mailbox owner does not want to take any calls for a period of time, their telephone can be forwarded to their Personal Mailbox using the Norstar CFAC feature. When forwarded, all calls to the mailbox owner's DN are transfered directly into their Personal Mailbox.

To call forward to a mailbox:

1. Press [Feature] [9] [8] [5] .
2. This is the Feature Code for determining the Norstar Voice Mail DN. The DN appears on the telephone display.
3. Press [Feature] [4]

   or

   press [Call Fwd.] .
4. Enter the Norstar Voice Mail DN.

To cancel call forward:

Press [Feature] [#] [4]

or

press CANCEL

or

press [Call Fwd.] .

No other telephone on the Norstar system can have a ringing line appearance of the mailbox owner's lines or a ringing answer button of the forwarded telephone.

Sample Norstar Voice Mail set ups

There are several ways to set up Norstar Voice Mail in your company. How you choose to set up Norstar Voice Mail depends on the type of Norstar Business Communication System you have, if Norstar Voice Mail is behind a PBX, and how many CO lines you use.

This sample Norstar Voice Mail set up describes four different sample configurations an d concludes with some useful application tips.

Setting Up for a small company

The On Your Toes Dance Studio has a Compact Business Communication system. The installer programed both Norstar and Norstar Voice Mail. The installer programed Norstar Voice Mail to be the Norstar Call Forward No Answer (CFNA) telephone for each DN. This means that any call not answered by a mailbox owner is then transfered to their mailbox.

Each mailbox owner has buttons programed for the Norstar Voice Mail Leave Message and Open Mailbox Feature Codes. This allows easy access to these frequently used features.

All of the employees have been assigned a mailbox number that is the same as their Norstar Directory Number (DN). All of the mailbox owners have initialized their mailbox, and recorded and selected a Personal Greeting.

For the purpose of this example, Norstar and Norstar Voice Mail will work together in call handling.

The central receptionist

The On Your Toes Dance Studio's receptionist handles all calls from the studio's published phone number. When the receptionist cannot answer the telephone within four rings, the Norstar Voice Mail Automated Attendant answers the call. The receptionist has also been appointed as the Norstar designated Operator. Whenever a caller presses [0] to speak with the operator, the call is transfered back to the receptionist.

Here is how On Your Toes Dance Studio's communication system works.

The On Your Toes Dance Studio's public phone 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 six lines. All six lines appear on the receptionist telephone.

Norstar Voice Mail is the Prime Set for each of the six 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 programed DRT to Prime are forwarded after four rings. In the Norstar Configuration, this is done by setting the Prime Set of the line to the Norstar Voice Mail DN.

Norstar Voice Mail uses the Greeting Table 1 to answer all calls after four rings. Depending on the time of day, different recorded greetings play for the Morning, Afternoon, and Evening. When the Business Status is NO, the Non-business Hours Greeting plays.

Note: 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	*"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."* (The Norstar Voice Mail voice prompts play after the greeting. You can make Company Greetings up to five minutes long.)
Greeting No. 2	*"Good afternoon. You have reached On Your Toes Dance Studio."*
Greeting No. 3	*"Good evening. You have reached On Your Toes Dance Studio."*
Greeting No. 4	*"You have reached On Your Toes Dance Studio. The studio is closed at this time. Please stay on the line to leave a message."*

Greeting Table 1 automatically answers calls using greetings 1 through 4. Greetings 1 through 4 play until the System Coordinator assigns different numbered greetings.

When Greeting Table 1 was configured, the Primary Language was set as English.

The Costume Room

The Costume Room has one telephone with a Norstar Voice Mail mailbox. Calls are directed to the Costume Room Attendant by the receptionist 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.*"

Setting Up for a medium sized company

The Bridge Stone Company is an engineering firm that has a Compact Norstar Business Communication system. The installer programed both Norstar and Norstar Voice Mail. The installer programed Norstar Voice Mail to be the CFNA telephone for each DN. This means that any call not answered by a mailbox owner is transfered to their mailbox.

Each mailbox owner has buttons programed for the Norstar Voice Mail Leave Message and Open Mailbox Feature Codes. This allows easy access to these frequently used features.

All employees have been assigned a mailbox number that is the same as their Norstar DN. 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, Norstar, CCR and Norstar Voice Mail will work together in call handling.

The central receptionist

Bridge Stone's receptionist handles all calls from the published phone number. When the receptionist is unable to answer the telephone within four rings, the Norstar Voice Mail Automated Attendant answers the call. The receptionist has also been appointed as the designated Operator. Whenever a caller presses [0] to speak with the operator, the caller is transfered to the receptionist.

Here is how Bridge Stone's communication system works.

Bridge Stone's public phone number is 123-1234. All lines appear on the receptionist's telephone. Norstar Voice Mail is the Prime Set for each of the six lines. The Norstar Delayed Ring Transfer (DRT) feature is used to forward unanswered lines to the Automated Attendant.

Delayed Ring Transfer is a Norstar system-wide call handling feature. All lines on the Norstar programed with DRT to Prime are forwarded after four rings. In the Norstar Configuration, this is done by setting the Prime Set of the line to the Norstar Voice Mail DN. The DRT to Prime is set to YES, and the DRT Delay is set to four.

Norstar Voice Mail uses Greeting Table 1 to answer all calls after four rings. Depending on the time of day, different recorded greetings play for the Morning, Afternoon, and Evening. When the Business Status is NO, the Non-business Hours Greeting plays.

Greetings have been recorded by the System Coordinator and say:

Greeting No. 1	*"Good morning. You have reached Bridge Stone Engineering."* (The CCR Home Menu plays after the greeting. You can make Company Greetings up to five minutes long.)
Greeting No. 2	*"Good afternoon. You have reached Bridge Stone Engineering."*
Greeting No. 3	*"Good evening. You have reached Bridge Stone Engineering."*
Greeting No. 4	*"You have reached Bridge Stone Engineering. Our office is closed at this time. Please stay on the line to leave a message."*

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.

Note: Lines used must be assigned to the Greeting Table before the Greeting Table greetings are used.

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 touch tone phone. For example:

"To speak to our customer service representative, press [1] *. To reach our sales department, press* [2] *. To reach our shipping and receiving department, press* [3] *. To speak with our receptionist, press* [0] *."*

The Customer Service and Sales department

This department has two secretaries, two customer service representatives, two sales agents, a sales manager, and a customer service manager. Norstar Voice Mail is set up to answer all calls with callers selecting either customer service or sales from the CCR Home Menu voice prompt.

Incoming calls for customer service are transfered directly to the customer service receptionist. Incoming calls for sales are transfered directly to the sales receptionist.

The managers

Bridge Stone managers have a personal CO line that appears on their private telephone and their receptionist's telephone. The managers have their receptionist 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 receptionist's set. The receptionist handles the call by suggesting that the caller leaves a voice message in the manager's Personal Mailbox. When the caller wants to leave a message, the receptionist transfers the caller using the Norstar Voice Mail Transfer Feature (Feature 986).

When Norstar Voice Mail is set up in this manner, the Norstar CFNA for the manager's set is not used. The receptionist answers the manager's calls and uses Norstar Voice Mail's Transfer Feature to transfer the caller to the manager's telephone. Norstar Voice Mail's Transfer Callback Feature returns the call to the receptionist's telephone when a manager is not available to take a call.

Note: The receptionist'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 CCR Home Menu.

The shipping and receiving department mailbox greeting informs callers they can leave a message or press [0] to speak with the receptionist.

Feature Compatibility

This part of the appendix describes how Norstar features interact with Norstar Voice Mail. The section is organized in alphabetical order, according to the Norstar feature.

Analog Terminal Adapter (ATA)

An analog single-line set can be connected to Norstar Voice Mail using an Analog Terminal Adapter. This type of set, working with DTMF tones, allows access to Norstar Voice Mail options through the dialpad only. There is no Message Waiting Notification availability.

Rotary dials cannot be used internally with Norstar Voice Mail.

Answer buttons

For information about Answer Buttons, refer to "Ringing Answer Button" on page 210.

Autodial (internal)

All mailbox owners on the Norstar Voice Mail system can program the Norstar Voice Mail Directory Number. The Norstar Voice Mail 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 Norstar Voice Mail channels to be monitored during busy periods.

Automatic Set Relocation

Must be set to NO when changing the Norstar Voice Mail DN and connections between the ICS and Norstar Applications Module.

Call Forward All Calls (CFAC)

Any ringing line or answer button appearance on a set is forwarded to the DN specified by the call forwarded DN.

When CFAC is in use, a caller receives the mailbox of the CFAC DN immediately.

Call Forward No Answer (CFNA)

Any ringing line appearance on a set is CFNA to the DN specified after the programed number of rings.

CFNA is not applicable in an Automated Attendant application. If Delayed Ring Transfer (DRT) is being used for Norstar Voice Mail answering, ensure that the number of rings for CFNA on any of the sets is equal to or higher than the number of rings for DRT.

CFNA takes precedence over DRT and Transfer Callback if it has a lower number of rings.

Call Logging

If your Norstar Voice Mail system is being used with Norstar DR5 software or an ICSCCU and the system has been configured to automatically log all calls, the Norstar Voice Mail message notification display will differ from the standard Norstar display.

For example, if Norstar Voice Mail has messages for you, the display will typically appear as:

```
Messages & Calls
MSG         CALLS
```

To retrieve your Norstar Voice Mail messages, press MSG . For more information about retrieving messages, refer to the *Norstar Voice Mail User Guide*.

To view the call log, press CALLS . For more information about Call Logging, refer to the *Norstar System Coordinator Guide* that came with your system.

Camp On

The Camp On Feature cannot be used to access Norstar Voice Mail. If a user calls the 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 Norstar Voice Mail DN again.

The Camp On Feature is available only on Norstar Modular ICSs.

Changing Directory Numbers

Using Norstar configuration programing to change the Norstar Voice Mail DN is not automatically supported by Norstar Voice Mail. If you change the Norstar Voice Mail DN, you should reboot Norstar Voice Mail.

Delayed Ring Transfer (DRT)

To use Norstar Voice Mail as a secondary line answering position, set DRT by:

1. Assigning the Norstar Voice Mail DN as the prime DN for the specified lines that are to be DRT to Norstar Voice Mail.

2. Setting the Norstar DRT to YES.

3. Setting DRT Delay from one to six rings.

4. Assigning a Greeting Table to each line that is to be DRT to Norstar Voice Mail.

5. Setting the Norstar Voice Mail Answer option to NO for the lines that are to be DRT to Norstar Voice Mail.

When DRT is being used for Norstar Voice Mail Answering, and Norstar telephones with a ringing line appearance are forwarded to Norstar Voice Mail, a caller receives the mailbox of the CFAC set immediately.

Disconnect Supervision

When a ICS has Line Disconnect Supervision and a caller hangs up after reaching the Automated Attendant, Norstar Voice Mail immediately senses this and breaks the connection. This results in fewer ‘phantom’ messages in the General Delivery Mailbox and prevents Norstar Voice Mail ports from being occupied.

The Line Disconnect Supervision feature is not available on all Norstar ICSs. Refer to the *System Coordinator Guide* that came with your Norstar ICS.

Do Not Disturb (DND)

Stops all tones and ringing to a set . When a call is transfered to a set with DND activated, the call appears as a flashing indicator on an available line. The Automated Attendant transfers the caller to the mailbox associated with that telephone.

Feature timeout

Norstar Voice Mail has a timeout of up to two minutes. This feature is independent of the Norstar timeout.

Hold

A mailbox owner cannot put a session on hold. If the hold button is pressed during a Norstar Voice Mail programing session, Norstar Voice Mail is disconnected, except when Automatic Hold is used to transfer a caller to a mailbox or a DN. Norstar Voice Mail ignores Held Line Reminder tones.

Intercom Numbers

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

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

Language choice

The Norstar Voice Mail language capability is independent of Norstar's language selection for a set. Norstar Voice Mail language availability is determined by the Class of Service assigned to a mailbox.

Note: The Norstar Voice Mail language option is enabled after a mailbox owner starts a session.

Lines

Lines can be assigned to the Norstar Voice Mail Automated Attendant using Feature Code 983. When a line programed for the Automated Attendant appears on a set, it will ring when Norstar Voice Mail transfers the call. When a line programed to be answered by the Automated Attendant does not appear on a set, a call is transfered to an intercom line appearing on the intercom button.

Message Send/Reply/Waiting

Any message notification left by an internal caller can be replied to using the Norstar Voice Mail message reply options. After listening to a message, a user can forward a copy of the message to another mailbox or call the message sender.

Note: Replying to a message from a Norstar single-line display phone requires the user to press [9] after listening to the message.

Night Service

When Night Service is activated and the Norstar Voice Mail prime DN is specified as the Night Ring DN for an incoming line, a caller immediately hears the Norstar Voice Mail Automated Attendant.

Prime Set (multiple)

When configuring lines, Norstar Voice Mail can be designated as the prime DN. Norstar Voice Mail will answer with the Automated Attendant.

Private line

When private lines are assigned to a set programed to ring, CFNA to Norstar Voice Mail is answered by the set's Personal Mailbox. If a private line is the only appearance on that set, Norstar transfers calls through the intercom button.

Note: If the private line is not programed to ring, CFNA is not activated.

Release button

Ends a Norstar Voice Mail session or telephone call.

Ringing line preference

Ringing lines programed to Norstar DNs are recognized by Norstar Voice Mail. Features such as CFNA and CFAC to Norstar Voice Mail are not recognized by non-ringing lines programed to Norstar DN. Refer to the "Call Forward No Answer (CFNA)" on page 216, "Call Forward All Calls (CFAC)" on page 216 and "Answer buttons" on page 216.

Selective Call Forward

Refer to "Do Not Disturb (DND)" on page 218.

Service Modes

The Service Modes feature allows the Norstar System to be programed to forward all incoming calls to Norstar Voice Mail during specific time periods, such as lunch time or nonbusiness hours. Norstar Voice Mail will answer with the Automated Attendant.

The Service Modes feature is available only on Norstar Modular and Compact ICSs.

Template

Norstar Voice Mail is compatible with all templates.

Transfer Callback

Calls through the Automated Attendant that are transfered to DN without CFNA are routed by Transfer Callback to Norstar Voice Mail after the designated number of rings. The CFNA/Transfer Callback feature programed to the fewest rings takes precedence.

Appendix C: Default Configuration Values

This appendix is a summary of the values the user can enter at the various prompts that occur throughout this manual. The tables include the range or values that can be entered and, where applicable, the factory setting.

Data field	Values / Range	Default
System Coordinator's password	four to eight digits in length	0000 (four zeros)
Special Mailbox types:	Two-digit to Seven-digit	Two-digit *
General Delivery Mailbox	10 1000000	10
System Coordinator Mailbox	12 1000002	12
Automated Attendant Directory Number (DN)	any valid Norstar Voice Mail Directory Number(DN)	none
CO Line Greeting assignment:		
Line number	1 - 500	none
Greeting Table:		
Greeting Table number	1 - 4	1
Number of rings	0 - 12	0
Greeting used:		
Morning	1 - 40	1
Afternoon	1 - 40	2
Evening	1 - 40	3
	1 - 40	4
Language	P = primary A = alternate ENG-CND = Canadian English ENG-US = American English FRE = French SPA = Spanish	P

*When the Group List leading digit is 1, the Special Mailboxes default to 20 and 22. The DN length defaults to the Norstar KSU DN length. For more information, refer to the *Installation Guide* that came with the system.

Data field	Values/Range	Default
DN/mailbox:		
DN leading digit	0 - 9	none
Digits in DN	two to seven digits	none
Mailbox leading digit	0 - 9	none
Digits in mailbox	two to seven digits	none

System Coordinator Mailbox and password combinations		
Norstar DN Number length	**Norstar Voice Mail mailbox number length**	**Default**
2	2	120000
3	3	1020000
4	4	10020000
5	5	100020000
6	6	1000020000
7	7	10000020000

Data element	Values/Range	Default
Number of mailboxes	1000*	
Classes of Service:		
Class of Service number	1-16	none
Prompt language	1 = Pri	prime for COS
	2 = Alt	
Mailbox message time	5-120 min	none
Message length	2-10 min	none
Greeting length	1-10 min	none
Message retention time	0 days - indefinite	none
Group Lists:		
Group List number **	001 - 099 - 901-999	901 - 999
Number of members	1-1000	none

*Including Special Mailboxes

**Group List numbers are three digits in length regardless of the DN length

Hardware Specifications	
Number of ports	1 to 8
Number of voice channels	2, 4, 6, 8, 10, 12, 14 or 16
Message storage	100 hours

Data element	Value
Response time at the Home Menu	2.5 seconds
Number of Trees	4
Number of levels	10
Number of Paths per level	8

Group List leading digit	Group List range
0	001 - 099
1	101 - 199
2	201 - 299
3	301 - 399
4	401 - 499
5	501 - 599
6	601 - 699
7	701 - 799
8	801 - 899
9	901 - 999

Default Feature Codes for Norstar Voice Mail	
Leave Message	Feature 980
Open Mailbox	Feature 981
Operator Status	Feature 982
Configuration	Feature 983
Norstar Voice Mail DN	Feature 985
Transfer	Feature 986
Interrupt	Feature 987

Class of Service values	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	15	15	15	15	5	5	20	20
Message length (in minutes)	3	3	7	7	3	3	2	2
Message retention period (in days)	30	30	0	0	7	7	15	15
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	n/a	n/a	30	30
Number of attempts	3	3	5	5	n/a	n/a	9	9
Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Networking*	Y	Y	Y	Y	N	N	Y	Y
Target Attendant	Y	Y	Y	Y	N	N	Y	Y

* If AMIS or Digital Networking option is installed.

0 = indefinite retention P = Primary Language, A = Alternate Language

Class of Service values	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	10	10	30	30	120	120	120	120
Message length (in minutes)	3	3	7	7	10	10	2	2
Message retention period (in days)	365	365	60	60	90	90	45	45
Greeting length (in minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (in minutes)	5	5	n/a	n/a	15	15	30	30
Number of attempts	3	3	n/a	n/a	7	7	9	9
Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
AMIS Networking*	Y	Y	N	N	Y	Y	Y	Y
Target Attendant	Y	Y	N	N	Y	Y	Y	Y

0 = indefinite retention, P = Primary Language, A = Alternate Language

Configuration default menus

The Main Menu appearing on the two-line telephone display remains the same even if the optional software applications are not enabled with Norstar Voice Mail. The following are examples of different menus that appear:

Norstar Voice Mail Main Menu:

```
Admin
MBOX   AA   OTHR
```

1. Press OTHR .

```
Admin
GLIST  CCR  OTHR
```

2. Press OTHR .

```
Admin
FAX    NET
```

This display appears only if Fax and Net are available.

Glossary

AA

See Automated Attendant.

Administration

The tasks involved in maintaining the Norstar Voice Mail Mailboxes, Greetings and set up configuration. Administration also involves setting up and maintaining the CCR Trees.

Alternate directory numbers (DNs)

When a caller dials a directory number that has been programed to have one or more alternate directory numbers, Norstar Voice Mail rings at all of the sets simultaneously. The first set to answer accepts the call, the other sets cannot access the line or use the Interrupt Feature (Feature 987) to access the answered line.

Alternate DNs are available only on User mailboxes.

Alternate Greeting

A greeting that is recorded for a Personal Mailbox and played only on exceptional occasions, such as absence.

Alternate Language

Norstar Voice Mail software is available in either English and French or English and Spanish. When the Primary Language is English, the Alternate Language is either French or Spanish.

Analog Terminal Adapter (ATA)

A Norstar product that allows the connection of an analog device, such as a single-line telephone or a facsimile machine, to a Norstar system.

Attendant sign ON/OFF

A task performed by a company Receptionist or designated Operator that indicates to Norstar Voice Mail when an “Operator” is available to answer calls.

Automated Attendant

The Norstar Voice Mail answering service that answers incoming calls with a Company Greeting, plays a menu of options to a caller, and performs call routing functions in response to a caller’s selections.

Blind Call

An incoming call where the caller is transfered directly to the DN requested.

Broadcast Message

A message that can 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 deleted automatically after the mailbox owner listens to the message.

Business Status

A setting that overrides the schedule of the Greeting Table and plays the Non-business greeting until turned off.

CCR

See Custom Call Routing.

Channel configuration

The number of channels on the Norstar Voice Mail unit that are designated for outdialing.

Class of Service

A Class of Service defines the values for the special features of a Mailbox. When registering a mailbox, the System Coordinator programs several special features at once by choosing the number from the Class of Service table that will provide the level of service most appropriate for the user.

A mailbox cannot be added without a Class of Service.

Company Directory

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

Configuration

The tasks involved in setting up the different parameters of Norstar Voice Mail. For example, configuring the Central Office (CO) lines answered by Norstar Voice Mail.

Configuring Norstar Voice Mail lines

The tasks involved in determining which external lines are answered by Norstar Voice Mail and which Greeting Table is assigned.

Custom Call Routing Tree

Call Paths that allow users to select options to direct their own calls along the paths you have created.

Default

The parameters that are preset when Norstar Voice Mail is shipped from the manufacturer.

Destination

On a CCR Tree, the Destination determines where the caller is directed after listening to information or leaving a message in a mailbox. The three Destination Types are:

- PREV which returns the caller to the Previous menu
- HOME which returns the caller to the Home Menu
- DISC which disconnects the call

Destinations can be assigned only to the Information Message and Leave Message options.

Directory numbers

A two to seven-digit number that is used to reach a designated telephone.

Directory Number length

The number of digits in a Norstar DN and a Norstar Voice Mail mailbox number. The DN length ranges from two to seven digits.

Display

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

Display buttons

The three buttons that appear below a Norstar two-line display. When pressed, these buttons select the specified Norstar Voice Mail option.

Display Options

The choices available to a mailbox owner that appear on the Norstar two-line display. Options appearing on the display can be selected using the display or dialpad buttons.

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.

Feature Code

A unique three-digit code that is used to access Norstar Voice Mail Features and options.

General Delivery Mailbox

One of the two Special Mailboxes used to collect messages for individuals who have not been assigned Personal Mailboxes.

Greetings

There are three types of Norstar Voice Mail Greetings: Company Greetings, Personal Mailbox Greetings and Information Mailbox Greetings. Company Greetings are played by the Automated Attendant to incoming callers. Personal Mailbox Greetings are played to callers who want to leave a message in the selected mailbox. Information Mailbox Greetings are played to describe goods or services available to callers.

Greeting Tables

A table for storing recorded Company Greetings, start times assigned to the greetings, and the lines that are to be answered by Norstar Voice Mail. There are four Greeting Tables.

Group Lists

A collection of mailbox numbers that are assigned a special “Group” number by Norstar Voice Mail. When a message is sent to a Group List, all mailboxes contained in the list receive the same message.

Guest Mailbox

A Guest Mailbox is a type of Personal Mailbox assigned to people who do not have a permanent directory number, but require a mailbox. These mailboxes receive and store messages in the same way that User Mailboxes do.

Home Menu

The Home Menu is the first CCR menu the caller encounters after hearing the Company Greeting. 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 tonephone.

A Home Menu can be programed to offer eight options. By default, "0" is reserved for reaching the Operator, and "9" offers the menu in the alternate language.

The Home Menu can also be a recorded Information Message that announces information to a caller and then disconnects that call when the announcement is finished.

Home Menu Voice Prompt

A voice prompt that provides a list of number options. When pressed, these options route a caller to: a sub-menu, an Information Message, a Leave Message option, or a transfer to a directory number.

ICS

Integrated Communication System, a Norstar business telephone system.

Information Mailbox

A mailbox that provides a caller with a message describing goods or services available from your company. The Information Mailbox does not take messages and does not have a directory number associated with it.

Information Message

On a CCR Tree, an Information Message is a message you record to provide a caller with information about goods or services available from your company. Information mailboxes must be created before the Information Message option can be added to the CCR Tree.

Initialize

Preparing a mailbox to receive messages, which includes changing a mailbox default password, recording a Company Directory name, and recording Personal Mailbox Greetings.

Initializing Norstar Voice Mail

Preparing the Norstar Voice Mail settings that are used in mailbox number length and Language preference.

Leave Message

The Feature Code used to leave messages in Norstar Voice Mail mailboxes.

Leave Message option

The Leave Message option on a CCR Tree provides a caller with access to a mailbox so they can leave a message. By selecting this option, the caller is automatically transfered to a mailbox to leave a message.

Level

The Home Menu is on Level 0. As sub-menus are added, the caller progresses through the levels of the CCR Tree. A total of 10 levels can be created (from 0 to 9).

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 Norstar Voice Mail system.

Mailboxes

Part of the *Norstar Voice Mail Programing Record* that contains mailbox information which includes mailbox number, assigned directory number, mailbox owner's 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

Mailbox Overrides are optional parameters in addition to the Class of Service values. The Mailbox Overrides are: Include in Company Directory, Alternate Extensions, Fax Line (virtual), Call Screening, Message Waiting Notification, and Outdial route.

Menu

A menu is a voice prompt that you record which provides a caller with a list of up to eight options. There is one default pre-recorded menu, the Automated Attendant Menu, that plays after the Company Greeting. You can replace this default menu with a custom one, or you can assign the CCR Home Menu to play instead of an Automated Attendant menu.

Message Delivery Options

Message sending options that are stamped onto a message. There are five Message Delivery Options: Normal, Certified, Urgent, Private and Timed. 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

Message Waiting Notification provides a mailbox owner with a message notification `Message for you` on the display of their telephone. This Norstar Voice Mail Feature is a Mailbox Override.

Never Full Mailboxes

Your Norstar Voice Mail mailbox is equipped with the Never Full Mailbox Feature, which allows a caller to leave a message in your mailbox, even if the mailbox is “full”. The message will be stored, but cannot be accessed until you delete at least one saved message.

Norstar Voice Mail Programing Record

A booklet where Norstar Voice Mail configuration and CCR Tree programing information is written down.

Off-premise Message Notification

Allows you to direct your messages to any phone number, directory number or to a pager. This Norstar Voice Mail Feature is part of the Class of Service.

Operator

The Operator is the person whose directory number rings when the caller is prompted by the Automated Attendant to “Press 0 for an operator”. When the Operator is not available, all calls requesting the Operator are transfered to the General Delivery Mailbox.

In Class of Service, the Operator is also known as a Targeted Attendant.

Operator default directory number

The Receptionist or Norstar Voice Mail designated Operator’s default extension. This default is preset to none, and must be changed to any valid directory number on the system.

Operator Status

The Norstar Voice Mail setting that tells the system whether or not a Receptionist or designated Operator is available.

Option

A Norstar Voice Mail choice that is given to a user through voice or display prompts.

Outdial route

Outdial route determines which line or line pool the system uses when a mailbox owner replies to a message left by an external caller.

Password

A four- to eight-digit number that is entered using the dialpad. A password is used to open mailboxes or perform configuration tasks.

Path

A Path is the course an incoming call takes to or through one or more menus on a CCR Tree to reach a desired destination.

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 Path.

Personal Mailboxes

Personal Mailboxes (appears on the telephone display as Subscriber when programing)

- are assigned to users by the System Coordinator
- include both User Mailboxes and Guest Mailboxes
- are maintained by the mailbox owner
- can be listed in the Company Directory under the mailbox owner's name
- are protected by a password that can be changed by the mailbox owner, or reset to 0000 by the System Coordinator if the password is forgotten

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-line and two-line display telephones that can store Feature Codes and numbers.

Registering Mailboxes

Registering a mailbox adds a mailbox number onto the Norstar Voice Mail system using the Configuration Feature Code.

Reports

The Reports used to view Norstar Voice Mail programing, the amount of available message storage time, and CCR programing and administration.

Resetting passwords

A System Coordinator task that changes a mailbox password from its current setting back to the Norstar Voice Mail default setting 0000.

Resetting Norstar Voice Mail

Returning Norstar Voice Mail 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.

Sub-menu

A sub-menu is any menu presented to the caller after the Home Menu. Sub-menus can lead to other sub-menus. A total of nine sub-menus can be added to a CCR Tree.

Subscriber

When creating new mailboxes, the choices are Subscriber (which is a Guest or User mailbox) or Information.

System Coordinator

The person responsible for configuring, updating, and maintaining the Norstar Voice Mail system.

System Coordinator Mailbox

One of the two Special Mailboxes. Used by the System Coordinator for sending Broadcast Messages. This is the System Coordinator's Personal Mailbox.

Target Attendant

The Target Attendant is assigned to answer a telephone when a caller opens a mailbox to leave a message and presses [0] to reach the Operator.

Touch Tone Phone

A push button telephone that emits DTMF tones.

Transfer

On a CCR Tree, a Transfer prompt provides a caller with access to an extension or an extenal number. A Transfer prompt is assigned a one-digit number that appears in a menu. When this number is pressed, the caller is automatically transfered to speak with an individual.

User Mailboxes

User Mailboxes store the messages for mailbox owners who are unable to answer their telephone. These can be assigned to anyone in the system, providing they have a Norstar telephone.

Voice Prompts

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

Workspace

The Workspace is a temporary space on the system that allows the System Coordinator to assemble or make changes to a CCR Tree.

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