

Norstar Voice Mail Quickstart

You can begin to use Norstar Voice Mail as soon as you initialize your mailbox.

To open and initialize your mailbox, follow these steps:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Press **0** **0** **0** **0** (the default password) and press **OK** or **#**.
3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press **OK** or **#**.
4. Enter your new mailbox password again and press **OK** or **#**.
5. At the tone, record your name in the Company Directory.
6. Press **Ris** to end this session.

Callers will now be able to leave voice messages for you. You are ready to record your Personal Mailbox Greetings and use the Norstar Voice Mail features explained in this User Guide.

Contents

About Norstar Voice Mail 1

How to use this guide 1

About the Norstar Voice Mail Feature Codes 2

Personal Mailbox greetings 4

Recording your Primary Mailbox greeting 4

Recording your Alternate Mailbox greeting 5

Choosing the Primary or Alternate Mailbox greeting 6

Recording your Personalized Mailbox greetings 7

Deleting a Personalized Mailbox greeting 8

Listening to your messages 9

About erased messages 10

Call Screening 10

About Alternate extensions 11

Accessing your mailbox while away from the office 12

Mailbox Passwords 12

Changing your mailbox password 12

Password lock-out 12

Password expiry 13

Using the Company Directory 13

Leaving a mailbox message 14

Forwarding your calls to Norstar Voice Mail 18

Call Forward to Norstar Voice Mail using Caller ID 18

Setting up Call Forward Remotely 20

Assigning your personal Target Attendant 21

Transferring calls to Norstar Voice Mail 22

Transferring a mailbox owner's call to their mailbox 23

Transferring a call to Custom Call Routing (CCR) 23

About Norstar Voice Mail

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

How to use this guide

The Norstar Voice Mail Quickstart page will get you started. The remainder of this guide explains the Norstar Voice Mail features and how to use them.

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

You can use Norstar Voice Mail features by pressing either the display buttons, or the dialpad buttons on your Norstar telephone.

When you see a display button like this: PLAY ,

or a dialpad button like this:  ,

press either one to activate the Norstar Voice Mail feature. This guide shows you both buttons.

About the Norstar Voice Mail Feature Codes

When you are using Norstar Voice Mail from a Norstar telephone, you must first enter a Feature Code. Feature Codes are used to access the different Norstar Voice Mail operations.

A Feature Code can be used to leave a message, open your mailbox, determine the Norstar Voice Mail Directory Number (DN), transfer a call to a mailbox or interrupt a call forwarded to your mailbox. The five frequently used Feature Codes are shown in the Default Feature Code column in the table "Norstar Voice Mail Feature Codes" below.

Norstar Voice Mail Feature Codes

Operation	Default Feature Code	Custom Feature Code
Leave a Message	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="0"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>
Open Mailbox	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="1"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>
Norstar Voice Mail Directory Number	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="5"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>
Transfer	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="6"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>
Interrupt	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="7"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/> <input type="text" value="___"/>

Feature Codes are assigned during installation. The Feature Codes that appear in this guide are Norstar Voice Mail default codes. For information on Determining Norstar Voice Mail Feature Codes, refer to the *Norstar Voice Mail 3.0 Reference Guide*. Record the Custom Feature Codes in the appropriate column in the table "Norstar Voice Mail Feature Codes" above.

Feature Codes can be programmed into your Norstar telephone by pressing . For example, you can program and label memory buttons for "Open Mailbox" and "Leave a Message". For more information about how to program a Feature Code memory button, refer to the *Norstar Voice Mail 3.0 Reference Guide*.

Feature Code descriptions

Leave Message Feature Code

Use the Leave Message Feature Code to leave a message in a mailbox initialized with Norstar Voice Mail.

Press to use the Leave Message Feature Code.

Open Mailbox Feature Code

Use the Open Mailbox Feature Code to open your Personal Mailbox, to listen to your messages and to access Norstar Voice Mail options. Your Personal Mailbox is protected by a password that you choose.

Press to open your mailbox.

Norstar Voice Mail Directory Number (DN) Feature Code

Use the Norstar Voice Mail Directory Number (DN) Feature Code to determine the Norstar Voice Mail DN. You need to know the Norstar Voice Mail DN when you forward your Norstar telephone to Norstar Voice Mail, or if you have an Analog Terminal Adapter (ATA). For information on forwarding your calls to Norstar Voice Mail or using an ATA, refer to the *Norstar Voice Mail 3.0 Reference Guide*.

Press to determine the Norstar Voice Mail DN.

Transfer Feature Code

Use the Transfer Feature Code to transfer a call to a mailbox. If you are using the Transfer Feature Code, do not put the call on hold. While the call is active, press and enter the mailbox number where you want to transfer the call. The call is transferred.

If you use the Transfer feature often, program to a memory button on your telephone. Feature Codes can be programmed to memory buttons of your Norstar telephone using . For more information about programming a Feature Code memory button, refer to the *Norstar Voice Mail 3.0 Reference Guide*.

Interrupt Feature Code

Use the Interrupt Feature Code to interrupt Norstar Voice Mail when a caller is listening to your Personal Mailbox greeting or leaving a message. This allows you to speak with a caller who has reached your mailbox.

Press to use the Interrupt feature.

Note: When a caller leaving a message in a mailbox is interrupted, the part of the message that was recorded before the interruption remains in the mailbox. Delete this message. If Off-premise Message Notification is on, the message will cause Norstar Voice Mail to call the Off-premise Message Notification number immediately.

Personal Mailbox greetings

You can record Primary, Alternate or optional Personalized greetings. Your Primary Mailbox greeting is for everyday use. Your Alternate Mailbox greeting is for times when you are away from the office. If your company subscribes to Caller ID, you can record Personalized Mailbox greetings. For Personalized Mailbox greetings, you program Norstar Voice Mail to recognize a specific incoming telephone number. Your Personalized Mailbox greeting plays to callers from that number. Delete your Personalized Mailbox greetings when you no longer need them.

If you record a Primary and Alternate greeting, you have the option of choosing which greeting plays to callers who reach your mailbox. When you record an Alternate Mailbox greeting, you can either accept or decline messages. If you decide to decline messages, then messages cannot be left in your mailbox.

You can also record greetings in an Alternate Language. If you have greetings in an Alternate Language, a caller can press **9** while the greeting is playing to listen to the voice prompts in the Alternate Language. Remember to inform callers in your greeting that they can choose the Alternate Language.

Recording your Primary Mailbox greeting

To record your Primary Mailbox greeting:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your password and press **OK** or **#**.
3. Press **ADMIN** or **8**.
4. Press **GREET** or **2** to select greeting options.
5. Press **REC** or **1** to record your greeting.
6. Press **PRIME** or **1** to record your Primary Mailbox greeting.
7. Press **YES** or **1** to record your greeting.
8. At the tone, record your Primary Mailbox greeting.

9. Press **OK** or **#** to end your greeting.
10. After you record your greeting you can:
 - press **PLAY** or **1** to listen to your greeting
 - press **RETRY** or **2** to erase and re-record your greeting
 - press **OK** or **#** to accept your greeting
11. Press **End** to end this session.

Recording your Alternate Mailbox greeting

To record your Alternate Mailbox greeting:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your password and press **OK** or **#**.
3. Press **ADMIN** or **8**.
4. Press **GREET** or **2** to select greeting options.
5. Press **REC** or **1** to record your greeting.
6. Press **ALT** or **2** to record your Alternate Mailbox greeting.
7. Press **YES** or **1** to record your greeting.
8. At the tone, record your Alternate Mailbox greeting.
9. Press **OK** or **#** to end your greeting.
10. After you record your greeting you can:
 - press **PLAY** or **1** to listen to your greeting
 - press **RETRY** or **2** to erase and re-record your greeting
 - press **OK** or **#** to accept your greeting
11. Press **End** to end this session.

Choosing the Primary or Alternate Mailbox greeting

After you record your mailbox greetings, choose which greeting you are going to use. If a greeting is not chosen, Norstar Voice Mail automatically plays your Primary Mailbox greeting.

If you choose your Alternate Mailbox greeting, you are asked whether the mailbox should accept messages. If you choose **YES**, then messages are received and stored in your mailbox. If you choose **NO**, then the following occurs:

- messages cannot be left in your mailbox
- the Alternate Mailbox greeting takes precedence over all other greetings
- if a caller presses a button to cut the Alternate Mailbox greeting short, they will hear a voice prompt that says, "This is a special greeting. To play it again, press [2]. To record a message now, press [#]."

To choose which greeting you want to play:

1. Press **Feature** [9] [8] [1] to open your mailbox.
2. Enter your password and press **OK** or [#].
3. Press **ADMIN** or [8].
4. Press **GREET** or [2] to select greeting options.
5. Press **CHOOSE** or [2].
6. Press **PRIME** or [1] to choose your Primary Mailbox greeting. Press **ALT** or [2] to choose your Alternate Mailbox greeting.
7. When you choose your Alternate Mailbox greeting, you are asked whether the mailbox should accept messages. Press **CHNG** or [1] to toggle from yes to no. Press **OK** or [#]. If you choose **YES**, then messages are received. If you choose **NO**, then messages cannot be left in the mailbox.
8. Press **Fls** to end this session.

Recording your Personalized Mailbox greetings

Personalized Mailbox greetings are only available if your company subscribes to a Caller ID service from your local telephone company. The Personalized Mailbox greeting plays to callers from a telephone number that you program Norstar Voice Mail to recognize. You can have a maximum of three different Personalized Mailbox greetings.

Note: When your telephone is on Call Forward to another Norstar telephone, Personalized greetings do not play.

To record a Personalized Mailbox greeting:

1. Press **Feature** [9] [8] [1] to open your mailbox.
2. Enter your password and press **OK** or [#].
3. Press **ADMIN** or [8].
4. Press **GREET** or [2].
5. Press **REC** or [1].
6. Press **PERS** or [3].
7. Enter a greeting number [1], [2] or [3].
8. Press **CHNG** or [1] and enter the telephone number that you want to assign to the Personalized Mailbox greeting number. You must assign a unique telephone number to each Personalized Mailbox greeting number.
9. Press **OK** or [#] to accept the telephone number.
10. At the tone, record your Personalized Mailbox greeting.
11. Press **OK** or [#] to end your greeting.
12. After you record your greeting you can:
 - press **PLAY** or [1] to listen to your greeting
 - press **RETRY** or [2] to erase and re-record your greeting
 - press **OK** or [#] to accept your greeting
13. Press **Fls** to end this session.

Deleting a Personalized Mailbox greeting

You can delete a Personalized Mailbox greeting when you no longer need it.

To delete a Personalized Mailbox greeting:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your password and press **OK** or **#**.
3. Press **ADMIN** or **8**.
4. Press **GREET** or **2**.
5. Press **REC** or **1**.
6. Press **PERS** or **3**.
7. Enter the greeting number that you want to delete **1**, **2** or **3**.
8. Press **DEL** or **2** to delete the greeting.
9. Press **Fls** to end this session.

Listening to your messages

Each time you open your mailbox, your Norstar Voice Mail display shows you how many messages are in your mailbox. Urgent messages play before other messages left in the mailbox.

To listen to your messages:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your password and press **OK** or **#**.
3. To listen to your new messages, press **PLAY** or **2**. To listen to your saved messages, press **6**.
4. Your first message starts to play. While listening to a message, or after a message has played, you can:

Listening to your messages

Description	Press
Replay the message	<<< <<< or 1 1
Back up nine seconds*	<<< or 1
Pause and continue*	STOP to Pause PLAY to Continue or 2 to Pause then 2 to Continue
Forward nine seconds*	>>> or 3
Skip to the end of the message*	>>> >>> or 3 3 or #
Play the previous message	4
Forward the message	COPY or 5
Skip to the next message	NEXT or 6 or #
Play time and date stamp	7
Save a message	SAVE or 7 7
Erase the message	ERASE or 8
Adjust the volume control*	*
Reply to a message**	REPLY or 9
Reply to sender**	SNDR or 1
Reply to sender and all other recipients of message**	ALL or 2

* Applies only while the message is playing.

** Applies only if the Reply Feature is enabled. Ask your System Coordinator about this feature.

About erased messages

After listening to your messages and exiting Norstar Voice Mail, all messages that you do not erase are automatically saved. Since message storage space is limited, we recommend that you erase messages that are no longer needed.

You can retrieve an erased message provided you are still in the Norstar Voice Mail session. An erased message remains in your mailbox until you end the current Norstar Voice Mail session.

When you erase a new or saved message, the number of new or saved messages shown on the display will be decreased by one. Even though the display may show 0 new 0 saved, you can still play and retrieve your erased messages. Press **PLAY** or **2** to listen to your erased message. Refer to step 4 of "Listening to your messages" on page 9.

After you play your erased message, you are given the option to save it. If you end the current session without saving the erased message, it is permanently deleted from Norstar Voice Mail.

Call Screening

The Call Screening feature allows you to determine who is calling before you accept the call. The System Coordinator can enable the Call Screening Feature.

Call Screening is useful when:

- Caller ID service is not available
- Caller ID is not a reliable indication of the caller's identity
- your Norstar telephone does not have a display

Call Screening applies only to external calls that are transferred from the Automated Attendant or from Custom Call Routing (CCR). See your System Coordinator for information on CCR.

Call Screening is unavailable and the call is transferred immediately for the following types of calls:

- internal calls
- external calls placed directly to your telephone number
- external calls for which you have established a Personalized greeting

To use the Call Screening feature:

1. You receive an external call that is transferred from the Automated Attendant or from Custom Call Routing (CCR).
2. Norstar Voice Mail announces the caller's identity to you.
3. You have the option of accepting the call or having the caller leave a message in your Norstar Voice Mail mailbox.
 - press **ANS** or **1** to accept the call.
 - press **QUIT** or ***** to transfer the call to your Norstar Voice Mail mailbox.

When Call Screening is enabled, Norstar Voice Mail asks the caller to record their name after the tone. (If the caller presses ***** when they are asked to record their name, the call goes back to the Automated Attendant.) The caller hears a hold tone while they wait. If you do not answer, the caller is informed that you are not available, and the call is transferred to your mailbox.

Since some callers may not like recording their name and waiting for service, this feature should be used with discretion.

About Alternate extensions

You can have up to two Alternate extensions for your mailbox. When a caller dials the main extension (extension that has Alternate extensions assigned), the call rings at the main extension only.

If the call is not answered and a message is left, a message indicator appears at the main extension and at the Alternate extension(s). You can access the message from the Alternate extension(s) with **Feature** **9** **8** **1**, the same way that you usually access messages from your main extension telephone.

When an Alternate extension is assigned to a telephone that has Caller ID and Display Caller enabled, Caller ID information is displayed and an audible tone occurs at all telephones when the call goes to Norstar Voice Mail. (For information on enabling Display Caller refer to "Call Forward to Norstar Voice Mail using Caller ID" on page 18.) The message can be intercepted using the Interrupt Feature, **Feature** **9** **8** **7**, at all telephones as long as the caller is still leaving a message.

Accessing your mailbox while away from the office

When you are away from the office, you can access Norstar Voice Mail using the dialpad of any tone dial telephone. To access your Personal Mailbox, press *** * *** while your Personal greeting plays. Enter your Personal Mailbox number and password combination and follow the voice prompts. After listening to your messages, the messages you do not erase are automatically saved.

Mailbox Passwords

Changing your mailbox password

You can change your mailbox password at any time. A password must be between four and eight digits long and cannot start with zero. After you enter and verify the new password, you can access your mailbox. We recommend that you change your mailbox password on a regular basis.

To change your password:

1. Press **Feature** **9 8 1**.
2. Enter your current mailbox password and press **OK** or **#**.
3. Press **ADMIN** or **8**.
4. Press **PSWD** or **4**.
5. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press **OK** or **#**.
6. Enter your new mailbox password again and press **OK** or **#**.
7. Press **Fls** to end this session.

Password lock-out

For security reasons, the System Coordinator assigns each mailbox a maximum number of incorrect password attempts. When the number has been reached, the mailbox owner is locked out. The mailbox cannot be accessed until the password is reset. Ask your System Coordinator to reset the password.

Password expiry

Your mailbox may be assigned a maximum number of days a password remains active. If your mailbox password expires, your mailbox can be opened, but you cannot access your messages or perform any other mailbox functions until you change your password.

Using the Company Directory

The Company Directory is a list of mailbox owners on the Norstar Voice Mail system. You can find any initialized mailbox by searching the Company Directory. If you do not want your name to appear in the Company Directory, you should see your System Coordinator. If the Company Directory feature is disabled by the System Coordinator, you cannot use it.

If you do not know the mailbox number, use the Company Directory to locate and select the person's mailbox by entering their last name, first name or both names. The System Coordinator determines whether mailboxes are selected by last name, first name, or both names.

You can use the Company Directory whenever the display shows: **DIR** or when the Norstar Voice Mail voice prompt announces, "Press **#** to use the Directory." Any time that Norstar Voice Mail asks you to select a mailbox you can use the Company Directory.

The buttons on the Norstar dialpad act as both numbers and letters. Each button represents a number and also represents letters of the alphabet. When you enter a name using the Company Directory option, you need to press the buttons associated with the letters of the name. If you are trying to find a mailbox owner with fewer than four letters in their last name, for example "Fry", press the buttons **3 7 9** on the dialpad to spell the entire last name. Then press **OK** or **#**. The mailbox owner's name "Fry" is announced. If you are using the Directory from your Norstar telephone, the name of the mailbox owner appears on the display. To accept the mailbox owner, press **OK** or **#**. If you do not want the person who is announced, press **NEXT** or **1** to hear the next matching name.

For more information on the Company Directory or the Norstar dialpad, refer to the *Norstar Voice Mail 3.0 Reference Guide*.

Leaving a mailbox message

You can leave a message directly in any initialized Norstar Voice Mail mailbox. To leave a message, use the Leave Message Feature or the Open Mailbox Feature.

Message Delivery Options

Norstar Voice Mail provides you with five message Delivery Options: Normal, Certified, Urgent, Private, and Timed Delivery. After you record your mailbox message, press **[3]** to access the message Delivery Options.

To use one of the message Delivery Options:

Press **SEND** or **[#]** or replace the handset to send a message with a Normal Delivery Option. Normal messages are played in the order in which they are received, and can be forwarded to other mailboxes.

Press **CERT** or **[1]** to send a message with a Certified Delivery Option. A Certified message sends you notification that your message has been received and listened to. The Certified Delivery Option is only available if you are calling from a telephone that has a mailbox associated with it.

Press **URGENT** or **[2]** to send a message with an Urgent Delivery Option. Messages marked Urgent play before other messages left in the mailbox. Urgent messages are introduced by the voice prompt: *"This message is urgent."*

Press **OTHR** to access the Private and Timed Delivery Options if you have a two-line display telephone. (The **OTHR** display button is not available or required for single-line display telephones. You can access the Private and Timed Delivery Options by pressing the dialpad buttons on either a two-line or a single-line display telephone.) If **PRIU** appears instead of **OTHR**, the Timed Delivery option is not available.

Press **PRIU** or **[3]** to send a message with a Private Delivery Option. The recipient of a Private message cannot forward the Private message to another mailbox.

Press **TIME** or **[4]** to set the delivery time of a message using the Timed Delivery Option. Enter the time, including a.m. or p.m., and the date you want your message to be sent. When the specified time and date occurs, the message is sent. You cannot cancel the message prior to delivery. The Timed Delivery Option is only available if you are using a telephone which has a mailbox associated with it.

Before you end the session, press **[*]** to cancel all Delivery Options and press **[#]** to send the message.

To leave a mailbox message using the Leave Message Feature Code:

1. Press **Feature** **[9]** **[8]** **[0]**.
2. Enter the mailbox number or Group List number of the person or Group you want to leave a message for. If you do not know the mailbox number, press **DIR** or **[#]** to use the Company Directory. For details about Group List numbers, ask your System Coordinator.
3. After you enter the mailbox number, the display shows the mailbox owner's name or the Group List name.
4. Press **OK** or **[2]** to accept the mailbox owner's name or Group List name and leave your message. At the sound of the tone, record your message.
5. Press **OK** or **[#]** to end your message.
6. After you record your message you can:
 - press **PLAY** or **[1]** to listen to your message
 - press **RETRY** or **[2]** to erase and re-record your message
 - press **SEND** or **[#]** or replace the handset to send the message using the Normal Delivery Option. Proceed to step 10 if you send the message now.
 - press **[3]** for Delivery Options (refer to steps 7 and 8 for Delivery Options)

7. Press **CERT** or **[1]**, **URGENT** or **[2]**, or **OTHR**. (The **OTHR** display button is not available or required for single-line display telephones. You can access the Private and Timed Delivery Options by pressing the dialpad buttons on a single-line display telephone.) If **PRIU** appears instead of **OTHR**, the Timed Delivery option is not available. By pressing **OTHR**, you access the next set of Delivery Options: **PRIU** or **TIME**. To send a message using the Timed Delivery Option, enter the time and date you want the message to be received.
8. Press **OPTS** or **[3]** to select another Delivery Option. You can mark a message with one or all of the Delivery Options. For example, you can send a Certified and Urgent message.
9. Press **SEND** or **[#]** or replace the handset to send your message.
10. Press **[Rls]** to end this session.

To leave a message using the Open Mailbox Feature Code:

1. Press **Feature** **[9]** **[8]** **[1]**.
2. Enter your password and press **OK** or **[#]**.
3. Press **REC** or **[3]**. At the sound of the tone, record your message.
4. Press **OK** or **[#]** to end your message.
5. After you record your message you can:
 - press **PLAY** or **[1]** to listen to your message
 - press **RETRY** or **[2]** to erase and re-record your message
 - press **OK** or **[#]** to accept your message
6. Enter the mailbox number or Group List number of the person or Group you want to leave a message for. If you do not know the mailbox number, press **DIR** or **[#]** to use the Company Directory. For details about Group List numbers, see your System Coordinator.

7. After you enter the mailbox number, the display shows the mailbox owner's name or the Group List name. You can:
 - press **OPTS** or **[3]** for Delivery Options (refer to steps 8 and 9 for Delivery Options)
 - press **CC** or **[4]** to send this message to one or more recipients, with one set of delivery options applied to all recipients
 - press **SEND** or **[#]** to send the message now with the Normal Delivery Option. Proceed to step 10 if you send the message now.
8. Press **CERT** or **[1]**, **URGENT** or **[2]**, or **OTHR**. (The **OTHR** display button is not available or required for single-line display telephones. You can access the Private and Timed Delivery Options by pressing the dialpad buttons on either a two-line or a single-line display telephone.) If **PRIU** appears instead of **OTHR**, the Timed Delivery option is not available. By pressing **OTHR** you access the next set of Delivery Options, **PRIU** or **TIME**. To send a message using the Timed Delivery Option, enter the time and date you want the message received.
9. After you have marked this message with a Delivery Option, you can either send this message, mark this message with more Delivery Options or send this message to multiple recipients. For example, you can send a Certified and Urgent message to several mailbox owners.
10. Press **SEND** or **[#]** after you mark your message with Delivery Options to send your message.
11. Press **[Rls]** to end this session.

Forwarding your calls to Norstar Voice Mail

When you are not available to answer your telephone, you can forward incoming calls directly to Norstar Voice Mail. Your incoming calls are answered by Norstar Voice Mail, and transferred directly to your mailbox.

Forwarding calls

Before you forward incoming calls to Norstar Voice Mail, you must know the Norstar Voice Mail Directory Number.

If you do not know the Directory Number:

Press **Feature** **9** **8** **5**.

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

To forward your calls to Norstar Voice Mail:

1. Press **Call Fwd.** or **Feature** **4**.
2. The display shows: **Forward to:**
3. Enter the Norstar Voice Mail Directory Number.

To cancel Call Forward, do one of the following:

- press **Call Fwd.**
- press **Feature** **#** **4**
- press **CANCEL**

Call Forward to Norstar Voice Mail using Caller ID

If your company subscribes to a Caller ID service, you can see the name and/or telephone number of the caller on your Norstar telephone display. You have the option of using Caller ID on the calls that are forwarded from your telephone to your Norstar Voice Mail mailbox. This feature is only available when your company subscribes to a Caller ID service. Ask your System Coordinator about Caller ID.

When the Call Forward using Caller ID feature is enabled, you hear an alert tone and the Caller ID information appears on the telephone display. The Caller ID information appears on the telephone display, even when you are on another call. If you want to talk to the caller who has been forwarded to your mailbox, press **Feature** **9** **8** **7** to interrupt the call.

Note: If your Norstar telephone is assigned Call Forward on Busy, the Caller ID information will not appear on the display. Call Forward on Busy is a feature which forwards all of your calls to another designated telephone or extension if your telephone is busy. Call Forward on Busy is assigned by the Norstar System Coordinator.

Setting up Call Forward to Norstar Voice Mail using Caller ID

To set up Call Forward from your Norstar telephone:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your password and press **OK** or **#**.
3. Press **ADMIN** or **8**.
4. Press **GREET** or **2**.
5. Press **CFWD** or **3**.
6. Press **CHNG** or **1** to enable Call Forward if required.
7. Press **CHNG** or **1** to display caller information if required.
8. Press **RTS** to end this session.

All calls to your telephone are now answered by Norstar Voice Mail. This allows callers to reach your mailbox immediately. Also, if you are in a meeting or away from your office your telephone does not ring when you get calls.

When Call Display is turned on, it remains on whenever Call Forward is used. You can turn Call Display on and off.

Setting up Call Forward Remotely

When you are away from the office, you can forward your calls to your Norstar Voice Mail mailbox by using the dialpad of any tone dial telephone.

To access your Personal Mailbox from another location, and set up Call Forward remotely:

1. Call the Automated Attendant or your Norstar telephone from any tone dial telephone and press *** *** while the greeting plays.
2. Enter your Mailbox number and password and press **#**.
3. Press **8** to change your mailbox options from the Admin Menu.
4. Press **2** to select your personal greetings from the Greeting Admin Menu.
5. Press **3** to set up or cancel call forwarding from the Call Forward Menu.
6. Press **1** to enable or disable Call Forward. When your calls are forwarded to Norstar Voice Mail, the voice prompt plays: *"Calls will be answered immediately."* When your calls are not currently forwarded to Norstar Voice Mail, the voice prompt plays: *"Calls will ring at your set."*
7. Press **1** to enable or disable Call Display. The voice prompt continues and plays: *"Caller information will be displayed at your set."* or *"Caller information will not be displayed."*
8. Replace the handset to end this session.

Assigning your personal Target Attendant

The person that you assign to answer your telephone is your Target Attendant. After you have assigned your Target Attendant, a caller who reaches your mailbox can press **0** to speak with the Target Attendant. Remember to tell callers in your greetings that if they need assistance they can press **0** to speak to someone else. For example, *"Please press 0 to speak to my assistant."* The Target Attendant can be any valid extension number. The default Target Attendant is the person assigned as the Norstar Voice Mail Operator.

To assign the Target Attendant:

1. Press **Feature** **9 8 1** to open your mailbox.
 2. Enter your password and press **OK** or **#**.
 3. Press **ADMIN** or **8**.
 4. Press **5**.
 5. Press **CHNG** or **1**. The display shows: **Ext.**
 6. Enter the telephone number of the desired Target Attendant or press **OPER** or **0** to assign the Norstar Voice Mail Operator as your Target Attendant. If you enter a telephone number, the Target Attendant is changed from the Norstar Operator to your Personal Operator.
- Note:** To change the telephone number of your Personal Operator, repeat steps 1 to 6.
7. Press **Rls** to end this session.

Transferring calls to Norstar Voice Mail

Any time a caller wants to leave a message in a mailbox, you can easily transfer their call from your Norstar telephone to any mailbox registered and initialized with Norstar Voice Mail. Transferring calls to a Norstar Voice Mail mailbox has the following advantages:

- If you transfer a call to another telephone and the call is not answered, the call comes back to you. If you transfer a call to a mailbox instead of another telephone, the call does not come back to you.
- The call is immediately transferred to the mailbox.

Feature is not available on Nortel COMPANION telephones.

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

1. Press **Feature** . Do not press hold. The call is put on hold automatically.
2. Enter the mailbox number or press **DIR** or to use the Company Directory.

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

3. Wait until the display shows **Call transferred** before attempting any other Norstar Voice Mail functions. The call is automatically transferred and this Norstar Voice Mail session ends.

Note: Do not use **Feature** to transfer a call. This feature transfers the call to a telephone and the call comes back to you.

Transferring a mailbox owner's call to their mailbox

You can transfer a mailbox owner's call to their Norstar Voice Mail mailbox so that they can change their greetings or retrieve their messages.

Feature is not available on Nortel COMPANION telephones.

To transfer a mailbox owner's call to their Norstar Voice Mail mailbox from your Norstar telephone:

1. Press **Feature** . Do not press hold.
2. Enter the mailbox owner's number.
3. Wait until the display shows **Call transferred** before attempting any other Norstar Voice Mail functions.

Note: Do not use **Feature** to transfer a mailbox owner's call. This feature transfers the call to their telephone and the call comes back to you.

After a mailbox owner's call has been transferred to their mailbox, the mailbox owner follows the same steps as described in "Accessing your mailbox while away from the office" on page 12.

Transferring a call to Custom Call Routing (CCR)

A call can be transferred to the beginning of a Custom Call Routing (CCR) Tree. For more information about CCR, ask your System Coordinator.

To transfer a call to a CCR Tree:

1. Press **Feature** . Do not press hold.
2. After the prompt, select a CCR Tree by entering a digit from 1 to 4. Enter the Tree number.
3. Press .
4. Wait until the display shows **Call transferred** before attempting any other Norstar Voice Mail functions.
5. Press **Fls** to end this session.