Norstar Voicemail User Guide

Using Norstar VoiceMail

This guide shows you how to start using Norstar Voicemail. It explains some of the features you can use right away.

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

About the Feature Codes

Feature Codes are used only when you access your voicemail from a Norstar telephone. A Feature Code is used to leave a message, open your mailbox, determine the Voicemail Directory Number, and transfer a call to a mailbox. There are five frequently used Feature codes.
- Feature 980 Leave a message in a mailbox. No password is required
- Feature 981 Opens your mailbox to play your messages and to access mailbox options.
- Feature 985 Displays the Voicemail extension number on your phone.
- Feature 986 Transfers calls to a mailbox on the Voicemail system.
- Feature 987 Intercepts a caller who is listening to your mailbox greeting or leaving a message.

While you are away from the office, you can access your voicemail using the dial pad from any phone.

Your Mailbox Features
Before you can use your mailbox, you must:

- Open your mailbox
- Change your default password
- Record your name in the Company Directory.
- Record your Personal Mailbox Greetings
This is called initializing your mailbox.

Initializing a mailbox
- Press VM Open button or Feature 981
- Enter <the default password 0000>
- Press OK or # to end the password
- Using the dial pad, enter your new mailbox password. Your password can be from four to eight digits long, but it cannot start with zero.
- Press OK or # to end your password
- Press YES or # to accept your password.
- After you have accepted your password, you are asked to record your name in the Company Directory. At the tone, record your name.

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

Recording your Personal Mailbox Greetings

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

To record your greetings, you must first open your mailbox by pressing the VM Open button or dialing Feature 981. After you have opened your mailbox:

- Press ADMIN or 8
- Press GREET or 2 to select Greeting options.
- Press RECORD or 1 to record your greeting.
- Select which greeting you are going to record. Note: You can choose to record either your Primary or Alternate Mailbox Greeting, shown on the display as PRIME and ALT.
- Press YES or 1 to record your greeting.
- At the tone, record your greeting. Remember to speak clearly, at a pace that is easy to understand.
- Press OK or # to end your recording.
- Press OK or # to accept your recording.

Press RLS to end the session

Listening to Messages in your Mailbox

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

To listen to messages, you must open your mailbox by pressing VM Open or dialing Feature 981. After you have opened your mailbox;

- To listen to new Messages, press PLAY or 2
- To listen to your saved Messages, press 6
  Your first message starts to play. While listening to a message, or after a message has played, you can:
- Replay the message << <   < << or 11
- Back up nine seconds: << < or 1
- Pause and Continue: STOP PLAY or 2 to Pause then 2 to Continue
- Forward nine seconds: > >> or 3
- Skip to the end of message: > >> > >> or 33 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 77
- Erase the message: ERASE or 8
- Reply to the message: REPLY or 9

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

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

Accessing your mailbox while away from the office

When you are away from the office, you can access your voicemail using the dial pad of any tone dial telephone. To access your Personal Mailbox press ** while the main greeting or your Personal Greeting plays. Enter your Personal Mailbox number and password combination and follow the voice prompts.