Norstar Voice Mail Feature Codes

Feature Codes are used to access the different Norstar Voice Mail operations.

Operation	Default Feature Code			Custom Feature Code		
Leave a Message	Feature	9 8 0		Feature	9	__ __
Open Mailbox	Feature	9 8 1		Feature	9	__ __
Forward to Voice Mail	Feature	9 8 4		Feature	9	__ __
Transfer	Feature	9 8 6		Feature	9	__ __
Interrupt	Feature	9 8 7		Feature	9	__ __
Voice Activated Dialing	Feature	9 8 8		Feature	9	__ __
Call Record	Feature	9 8 9		Feature	9	__ __

Feature Code descriptions

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

- Open Mailbox Feature Code - Use to open your mailbox.

- Forward to Voice Mail - Use to forward your Norstar telephone to Norstar Voice Mail.

- Transfer Feature Code - Use to transfer a call to a mailbox.

- Interrupt Feature Code - Use to interrupt a caller listening to your Personal Mailbox greeting or leaving a message.

- Voice Activated Dialing - Use to direct your own calls by speaking the name of the person you want to reach. Speech Recognition must be installed on the system before this feature can be used.

- Call Record - Use to record a telephone call from your Norstar telephone. The resulting message will be deposited in your mailbox.

Forwarding your calls to Norstar Voice Mail

To forward your calls to Norstar Voice Mail, press `Feature` 9 8 4

Setting 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/password and press #.

3. Press 8, then press 2 and then press 3.

4. Press 1 to enable or disable Call Forward.

5. Press 1 to enable or disable Call Display.

6. Replace the handset to end the session.

Retrieving erased messages

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.

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.

Frequently used dialpad keys

- to replay the Norstar Voice Mail Options, press ✱ ✱

- to back up the display to the previous display prompt from a single-line display, press ✱

- to interrupt most voice prompts or enter an option, press # to speak to the Target Attendant or Operator, press 0

Norstar Voice Mail features

For more information on all the Norstar Voice Mail features, refer to the *Norstar Voice Mail 4.0 Reference Guide*. This guide explains the following features in detail:

- Automated Attendant
- Alternate extensions
- Alternate language
- Call Screening
- Company Directory
- Leaving a mailbox message
- Off-premise Message Notification
- Outbound Transfer
- Personal Mailbox greetings
- Replying to a message
- Sending a message using a Group List
- Target Attendant
- Transferring calls to Norstar Voice Mail

NORTEL NORSTAR

**Norstar Voice Mail 4.0
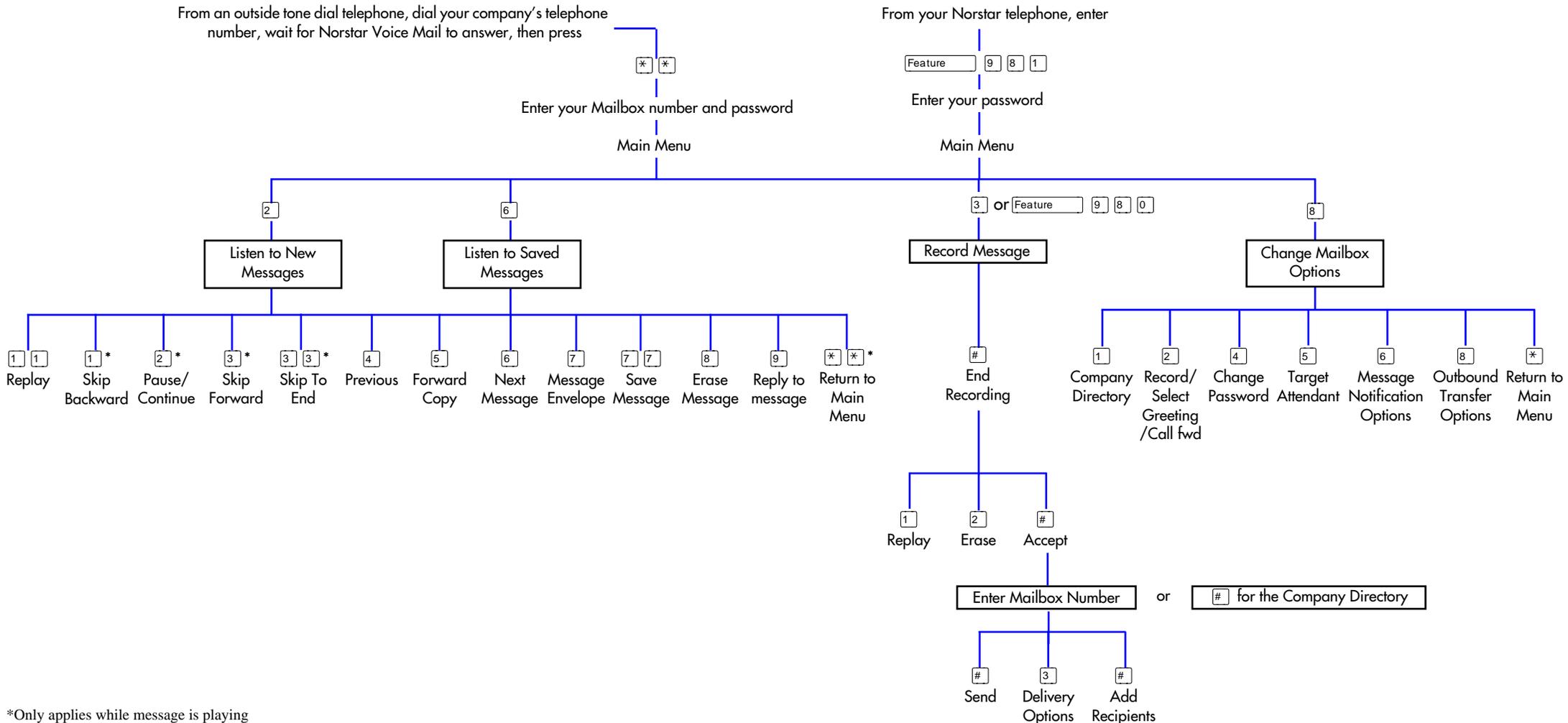Quick Reference Guide**

Initializing your Mailbox

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 `Rls` to end this session.

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.

*Only applies while message is playing

From an outside tone dial telephone, dial your company's telephone number, wait for Norstar Voice Mail to answer, then press

`*` `*`

Enter your Mailbox number and password

Main Menu

From your Norstar telephone, enter

`Feature` `9` `8` `1`

Enter your password

Main Menu

`2`
Listen to New Messages

`6`
Listen to Saved Messages

`3` or `Feature` `9` `8` `0`
Record Message

`8`
Change Mailbox Options

Listen to Messages options:
- `1` `1` Replay
- `1` `*` Skip Backward
- `2` `*` Pause/Continue
- `3` `*` Skip Forward
- `3` `3` `*` Skip To End
- `4` Previous
- `5` Forward Copy
- `6` Next Message
- `7` Message Envelope
- `7` `7` Save Message
- `8` Erase Message
- `9` Reply to message
- `*` `*` `*` Return to Main Menu

Record Message:
- `#` End Recording
  - `1` Replay
  - `2` Erase
  - `#` Accept
    - Enter Mailbox Number   or   `#` for the Company Directory
      - `#` Send
      - `3` Delivery Options
      - `#` Add Recipients

Change Mailbox Options:
- `1` Company Directory
- `2` Record/Select Greeting /Call fwd
- `4` Change Password
- `5` Target Attendant
- `6` Message Notification Options
- `8` Outbound Transfer Options
- `*` Return to Main Menu