

Voice Mail Cheat Sheet – Editing Existing Mailboxes

Please Note: All voicemail programming may be done from any phone on your Norstar system that has a 2 line display.

Log into your voicemail administration by pressing the Feature Key and 983, followed by your system administrator password (default is 1020000 in most cases).

The system will give you 3 options on the 2nd line of your display, which can be accessed by pressing the corresponding softkey under the option you want.

After entering your password your options are: **MB AA OTHR**

Select MB by pressing the softkey directly under the Option. The system will give you 3 new options which are:

ADD DEL CHNG

Select CHNG to edit an existing mailbox. The system will show you for the following information as it is currently set up. To change any information press the softkey under CHNG at the specific prompt and enter the new information.

Mailbox #	Enter the mailbox number you want to change.
Reset PSWD	If the password for the mailbox has been forgotten or is not known press the softkey under RESET. This will default the mailbox password to 0000. The first time the user logs into his mailbox after the password has been reset he will need to change the password.
Extension #	Enter the extension number that this mailbox is associated with. If the mailbox is not associated with a particular extension press * to move to the next step.
Service Class	Enter the class of service code, from 1-8. The class of service determine the parameters of the mailbox, including storage time, length of greeting, and prompt language. Generally mailboxes are set up using 1 as the class of service. Should you require special parameters see your Set Up & Operations Guide for more details.
Name	Using the dialpad on your phone spell the last name of the mailbox owner, then press # # to enter a comma and enter the first name. It is important that the name is spelled correctly since this information is used by the system when a caller wants to use the company directory. There is a maximum of 16 characters. If you run out of space use the mailbox owners first initial instead of full name.
Directory	Select either YES or NO from the options on the second line of your display. Yes will list this mailbox in the directory. Setting this option to NO will mean that callers will not hear this mailbox name in the directory.
Msg waiting	Select either YES or NO from the options on the second line of your display. When this option is set to YES the system will display MSG FOR YOU on the extension associated with this mailbox when there are new messages. This should always to set to YES if the mailbox is associated with a phone on your Norstar system. If you are creating a guest mailbox which is not associated with a phone this option should be set to NO.
Outdial: none	Outdial capabilities need to be defined if the user is going to need Off Premise Message Notification ¹ or Outbound Transfer ² . If either of these features are

¹ Off Premises Message Notification, when enabled, will call a pager, external phone #, or internal extension whenever a message is deposited. This is programmed by the user in his/her mailbox through the administration menu. For additional details see the Voicemail User Guide provided by your trainer.

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	<p>going to be used you need to tell the system which line to call out on. It is recommended that at this point you select POOL so the system will select an available line. Selecting LINE will force the system to make any outbound calls from the mailbox on a specific line, and the call will not be completed if that line is in use.</p> <p>If you select POOL, enter the pool # (<i>usually 9 or 1 depending on your system</i>)</p> <p>If you select LINE, enter the 3 digit number of the line you want the system to use. (<i>If you aren't sure what the 3 digit number is you can press Feature *0 from a phone that has that line appearing, then hit the line button. The display will show LINE XXX</i>)</p> <p>If the user is not going to use either Off Premise Message Notification or Outbound Transfer it is recommended that you leave this set to NONE.</p>
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² Outbound Transfer, when enabled, will transfer a caller from the mailbox to a pre-programmed external number, like a cellular phone or pager. Please note that call volume and quality may deteriorate during Outbound Transfer. This feature is programmed by the mailbox user from his/her administration menu. Please see your Voicemail User Guide for additional details.