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# Norstar Voice Mail FAX User Guide

This guide explains how to use the Norstar Voice Mail FAX option with your personal mailbox. It explains how to receive, print and send fax documents (Fax messages).

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 the additional options.

To use Norstar Voice Mail FAX features, press 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 methods.

**Note:** This document explains the Norstar Voice Mail features related to the FAX option. If you need instructions about how to use other Norstar Voice Mail Features, refer to your *Norstar Voice Mail User Guide* or your *Norstar Voice Mail Reference Guide*.

## Learning about the Norstar Voice Mail FAX option

The Norstar Voice Mail FAX option allows you to use Fax features with your personal mailbox.

A fax document in a mailbox is called a Fax message. Fax messages can be either voice introduced or non-voice introduced. This means the caller can leave a Fax message in a mailbox with or without an introductory voice message. The Norstar Voice Mail FAX option allows a caller to leave a Fax message in a personal mailbox for a mailbox owner. The mailbox owner can:

- retrieve and print the Fax message on a fax machine
- forward the Fax message to another mailbox.

## About the virtual Fax line

A line can be assigned to a mailbox to act as a virtual fax line. Any Fax messages sent to the virtual fax line bypass the greeting and Automated Attendant. The Fax message is sent immediately to your mailbox. This Fax message is accessed in the same way that you access other Fax messages. For more information about accessing Fax messages, refer to "[Receiving a Fax message](#)" on page 4.

See your System Coordinator for the telephone number of your virtual fax line. Then you can advise people of your new fax line number.

## Your Personal mailbox greeting

In your Personal mailbox greeting, you must inform callers that they can leave Fax messages in your mailbox. Also inform callers that they must be calling from a fax machine telephone to send you a Fax message. The caller must press **8** and START/SEND on the fax machine. Norstar Voice Mail automatically receives and stores the Fax message in your mailbox. For example:

*“Hello. You have reached Brian Purdy with Ideal Office Machines. I am in the office today, but I am currently away from the phone. Please leave your name, telephone number and a brief message after the tone.*

*If you want to send me a fax and you are calling from a fax machine telephone, press **8** and then press the START/SEND button on the fax machine.”*

For more information about Personal mailbox greetings, refer to the *Norstar Voice Mail User Guide* or ask your System Coordinator.

## Recording a Greeting

To record a Greeting:

1. Press    .

```

Pswd:
OTHR  RETRY  OK
  
```

2. Enter your password and press OK or . Your unique password was determined when you first opened your mailbox and performed the initialization steps.

If you are recording a greeting from a telephone that has not been assigned to your personal mailbox, press OTHR. The display shows the Log: prompt. When this prompt appears, enter your mailbox number and password. If you are using a single-line display telephone, press  at the Pswd: prompt to reach the Log: prompt.

```

0 new 0 saved
PLAY REC ADMIN
  
```

3. Press ADMIN or .

```

Mailbox admin
GREET PSWD QUIT
  
```

4. Press GREET or .

```

Greeting options
REC CHOOSE CFWD
  
```

5. Press REC or .

```

Greeting:
PRIME  ALT PERS
  
```

6. Press PRIME or .

**Note:** Press ALT to record your Alternate Greeting. If you are changing your greeting, your current recorded Primary Greeting begins to play.

```

Record new?
YES  NO  QUIT
  
```

7. Press YES or .

Record greeting:  
RETRY OK

8. At the tone, record your greeting and press **OK** or **#** to end your recording. Do not use the Norstar Handsfree Feature to record a greeting. For best results, speak directly into the telephone handset, clearly and at a pace that is easy to understand.

**Note:** Your greeting should tell callers they can leave a Fax message in your mailbox. Refer to "[Your Personal mailbox greeting](#)" on page 2.

Accept greeting?  
RETRY PLAY OK

9. Press **OK** or **#** to accept the greeting. Press **RETRY** or **2** to erase and re-record the greeting. Press **PLAY** or **1** to play the greeting.
10. Press **Rls** to end this session.

## Receiving a Fax message

You can receive two types of Fax messages: non-voice introduced and voice introduced. An introduction is a voice message the caller leaves with the Fax message. In a non-voice introduced Fax message, the caller only leaves the Fax message.

It is not possible for a caller to send a Fax message to your personal mailbox by using the autosend feature on their fax machine. If the caller attempts to use autosend, the call will be answered by a person, such as a receptionist or the mailbox owner. A call sent by autosend may also be answered by the Automated Attendant. If the Automated Attendant detects a fax tone, the call is transferred to the designated Fax Answering extension.

**Note:** If you answer a call and hear a fax tone, transfer the call to your mailbox by pressing **Feature** **9** **8** **6**. Then you receive the Fax message in your mailbox.

When you receive a message in your mailbox, your telephone display shows:

```
Message for you
MSG
```

This display indicates that you have a new voice message or a Fax message in your mailbox. To check messages you must open your mailbox.

To open your mailbox:

1. Press **Feature** **9** **8** **1**.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

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

3. After you open your mailbox, the telephone display shows you the number of new and saved messages. In this example, there is one new message and one saved message. A voice prompt also plays, indicating the number of new and saved Fax messages.

An average Fax message, consisting of text only, uses 10 seconds of mailbox message time per page. A Fax message that contains graphics can use as much as two minutes of mailbox message time per page. After you have printed or forwarded your Fax messages, delete them from your mailbox.

### Retrieving Fax messages

When you retrieve a Fax message, Norstar Voice Mail shows the fax identification number on the display. If the message is a voice introduced Fax message, the Fax identification number plays before the voice message.

To retrieve your Fax messages:

- Press **PLAY** or **2** to retrieve your new Fax messages.
- Press **6** until you find the saved Fax message you want to print.

## Transferring a Fax message to your mailbox

When a caller is attempting to leave a Fax message in your mailbox and you answer the call, transfer the call to your mailbox. Inform the caller that you are transferring them to your mailbox.

To transfer a fax call to your mailbox:

1. Press    . **Do not put the call on hold.**

The caller hears your mailbox greeting.

If you answer your telephone and hear a fax tone, transfer the fax call to your mailbox.

While the call is active:

1. Press    . **Do not put the call on hold.**
2. Enter your mailbox number.

The Fax message is left in your mailbox.

## Setting the Preset fax machine

Each personal mailbox can have a Preset fax machine assigned for printing Fax messages. When the Preset option is selected, the Fax messages are printed at the same fax machine every time.

To set up the Preset fax machine:

1. Press    .

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your password and press OK or .

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

3. Press ADMIN or .

```
Mailbox admin
GREET PSWD QUIT
```

4. Press .

No Preset

5. This display appears if there is no preset fax machine. If the fax machine is preset, the display shows: **Preset fax**. You have the option of changing the preset fax telephone number.

Destination:  
PHONE EXT

6. Press **PHONE** or **1** to enter the fax telephone number. Press **EXT** or **2** to enter the fax extension number.

Dest Ph:  
RETRY **OK**

7. Enter the fax telephone number and press **OK** or **#**.

<x>  
ADD **OK**

8. Press **OK** or **#** to accept the fax telephone number represented here by the <x>. Press **ADD** to add special characters to the fax telephone number. For information on adding special characters, refer to the *Norstar Voice Mail User Guide*.

Mailbox admin  
GREET PSWD QUIT

9. Press **Rls** to end this session.

## Printing Fax messages

Fax messages left in your mailbox can be printed to any fax machine. You can choose to print all of your Fax messages at once or print them individually.

If you print all of the Fax messages at once, you cannot listen to any voice introductions included with the Fax messages. However, the Fax messages remain as “new” in your mailbox giving you the option of listening to any voice content in the message later.

When you print each Fax message individually, you can listen to the introduction before you print the Fax message.

When you print all the Fax messages at once or individually, use one of the three options available:

- Preset prints the Fax messages on the Preset fax machine you assign.
- Other prints the Fax messages at a fax machine destination you enter.
- Manual requires opening your mailbox from a fax telephone. Locate the Fax message you want to print and follow the voice prompts. You are prompted to press **START** on the fax machine to receive the Fax message. All the Fax messages are printed on the fax machine you used to access your mailbox.

### Printing all the new or saved Fax messages in your mailbox

You can print all the new or saved Fax messages in your mailbox at one time. You have three choices of where to print the faxes: Preset, Other or Manual. Fax messages are preceded by a cover sheet when the Preset or Other option is used. A cover sheet is not added when printing from a mailbox using the Manual feature. Refer to ["Fax cover sheet"](#) on page 15.

## Printing all of the new or saved Fax messages on the Preset fax machine

To print all of the new or saved Fax messages on the Preset fax machine:

1. Press    .

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your password and press **OK** or .

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

3. Press .

```
Print all
NEW  SAVED
```

4. Press **NEW** or  to print all the new Fax messages. Press **SAVED** or  to print all the saved Fax messages.

```
Print msg
PRESET OTHR MANU
```

5. Press **PRESET** or .

**Note:** To send the Fax messages to the Preset fax machine, the Preset fax machine telephone number must be entered. Refer to "[Setting the Preset fax machine](#)" on page 6.

```
Printed <x> msg
```

Press  to end this session.

For information about changing the Preset fax machine, refer to "[Setting the Preset fax machine](#)" on page 6. After you end the session, Norstar Voice Mail prints the Fax messages on the Preset fax machine.

## Printing all of the new or saved Fax messages using the Other option

To print all the new or saved Fax messages using the Other option:

1. Press **Feature** **9** **8** **1**.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your password and press **OK** or **#**.

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

3. Press **1** to print the new Fax messages.

```
Print all
NEW  SAVED
```

4. Press **NEW** or **1** to print all the new Fax messages. Press **SAVED** or **2** to print all the saved Fax messages.

```
Print ms9
PRESET OTHR MANU
```

5. Press **OTHR** or **2**.

```
Destination:
PHONE  EXT
```

6. Press **PHONE** or **1** to enter the fax telephone number. Press **EXT** or **2** to enter the fax extension number.

```
Dest Ph:
RETRY  OK
```

7. Enter the fax telephone number and press **OK** or **#**.

```
<x>
ADD  OK
```

8. Press **OK** or **#** to accept the fax telephone number represented here by the **<x>**. Press **ADD** to add special characters to the fax telephone number. For information on adding special characters, refer to the *Norstar Voice Mail User Guide*.

```
Printed <x> ms9s
```

9. Press **Rls** to end this session.

After you end the session, Norstar Voice Mail prints the Fax messages on the assigned fax machine.

### Printing all of the new or saved Fax messages using the Manual option

To use the Manual option, you must first open your personal mailbox from a fax machine telephone.

To retrieve and print all your new or saved Fax messages using the Manual option:

1. From the fax machine telephone, call into a line that is answered by the Automated Attendant.
2. Press   to access your mailbox while the Automated Attendant Greeting plays.
3. Enter your mailbox number and password and press .
4. Press  to print your Fax messages.
5. If you have both new and saved Fax messages, you are given the option to print either all your new or all your saved Fax messages. Press  to print all your new Fax messages. Press  to print all your saved Fax messages.

**Note:** Step 5 is bypassed if you only have new Fax messages or if you only have saved Fax messages.

6. Press  to use the Manual option to print the new Fax messages.
7. Press START/SEND on the fax machine.
8. Replace the fax machine telephone handset.
9. This session will end after all the faxes have been printed on the fax machine you are using.

### Printing a Fax message

You can print an individual Fax message from your mailbox. A cover sheet precedes the Fax message. Refer to "[Fax cover sheet](#)" on page 15.

You have three choices of where the Fax message is printed: Preset, Other and Manual. For more information about Fax message printing options, refer to "[Printing Fax messages](#)" on page 8.

## Printing a Fax message on the Preset fax machine

To print a Fax message on the Preset fax machine:

1. Press    .

Pswd:  
OTHR RETRY

2. Enter your password and press OK or .

2 new 0 saved  
 REC ADMIN

3. Press PLAY or .

<date> Fax:1  
<<< STOP >>>

4. The date that the fax was received and the Fax ID number appears on the display. Press  until you find the Fax message you want to print.

**Note:** If the Fax message is preceded by a voice introduction, wait until the voice introduction is finished playing before printing it.

End of message  
COPY ERASE NEXT

5. Press  to print the Fax message.

Print msg  
 OTHR MANU

6. Press PRESET or . The Fax message is printed on the Preset fax machine.

Printed msg

7. Press  to end this session.

For information about changing the Preset fax machine, refer to ["Setting the Preset fax machine"](#) on page 6.

## Printing a Fax message using the Other option

To print a Fax message using the Other option:

1. Press    .

Pswd:  
OTHR RETRY

2. Enter your password and press  or .

2 new 0 saved  
PLAY REC ADMIN

3. Press  or .

<date> Fax:1  
<<< STOP >>>

4. The date that the fax was received and the Fax ID number appears on the display. Press  until you find the Fax message you want to print.

End of message  
COPY ERASE NEXT

5. Press  to print the Fax message. If the Fax message is preceded by a voice introduction, wait until the voice introduction is finished playing before pressing .

Print msg  
PRESET OTHR MANU

6. Press  or .

Destination:  
PHONE EXT

7. Press  or  to enter the fax telephone number. Press  or  to enter the fax extension number.

Dest Ph:  
RETRY

8. Enter the fax telephone number and press  or .

<x>  
ADD

9. Press  or  to accept the fax telephone number represented here by the <x>. Press  to add special characters to the fax telephone number. For information on adding special characters, refer to the *Norstar Voice Mail User Guide*.

Printed msg

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

Norstar Voice Mail prints the Fax message on the assigned fax machine.

### Printing a Fax message using the Manual option

To print a Fax message using the Manual option, you must first call and open your personal mailbox from a fax machine telephone.

To print a Fax message using the Manual option:

1. Call into a line from the fax machine telephone that is answered by the Automated Attendant.
2. Press **[\*] [\*]** to access your mailbox while the Automated Attendant Greeting plays.
3. Enter your mailbox number and password and press **[#]**.
4. Press **[2]** to listen to your new messages.
5. Press **[6]** to listen to your saved messages. Press **[6]** until you find the Fax message you want to print.
6. Press **[1]** to print the Fax message.
7. Press **[3]** to use the Manual option.
8. Press START/SEND on the fax machine.
9. Replace the fax machine telephone handset.
10. This session will end after the Fax message has been printed on the fax machine you are using.

## Fax cover sheet

A fax cover sheet is printed with each Fax message you print using the Preset and Other feature. The fax cover sheet contains the following information:

- the date and time the fax was printed
- the name and telephone number of the mailbox owner
- the destination fax number
- the Fax ID number (if a single Fax message is printed)
- the number of pages to follow

**Note:** A fax cover sheet is not added when printing a fax from a mailbox using the Manual feature.

## Fax forward cover page

A fax forward cover page is called a Forward Cover Page. The Forward Cover Page contains the same information as a fax cover sheet and also includes:

- the recipient's name
- the Fax ID number if the fax is forwarded to an external number

You may want to send the same Fax message to more than one person, but not to a Group List. For information refer to "[Forwarding a Fax message to another mailbox](#)" on page 17, or "[Forwarding a Fax message to an external number](#)" on page 19.

## Sending Fax messages

A Fax message and a Fax message voice introduction can be sent to any personal mailbox. To send the Fax message you must call the personal mailbox from a fax machine telephone.

To leave a Fax message in a personal mailbox:

1. Place the document that you want to send on the fax machine.
2. From the fax machine telephone dial the Norstar telephone number of the person you want to send a fax to. Wait for the mailbox greeting or have the Norstar Voice Mail operator transfer you to the mailbox to leave a Fax message. If the person you are calling answers their telephone, tell them to transfer you to their mailbox so that you can send a fax.
3. After the mailbox greeting plays, wait for a beep and record an introduction for the Fax message. Do not hang up the telephone.

**Note:** If you do not want to record a voice introduction, you can press  at anytime during the mailbox greeting.

4. Press .
5. Press START/SEND on the fax machine.
6. Replace the fax machine telephone handset. This session ends when the transmission is complete.

## Forwarding a Fax message to another mailbox

You can forward a received Fax message to another mailbox and add an introductory message as a part of the new message. The message appears as a Fax message in the recipient's mailbox. If you cannot forward a Fax message, ask your System Coordinator if your mailbox is set up to allow you to forward Fax messages.

You can also forward a received Fax Message to an external number. For information, refer to "[Forwarding a Fax message to an external number](#)" on page 19.

When a Fax message is forwarded, a new cover sheet is added to the original Fax message, becoming part of the new message. However, if the Fax message already has a Norstar-generated fax forward cover sheet, it is replaced by a new fax forward cover sheet. For more information, refer to "[Fax forward cover page](#)" on page 15.

To forward a Fax message to another mailbox:

1. Press    .

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your password and press OK or .

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

3. Press PLAY or .

```
<date> Fax:1
<<<  STOP  >>>
```

4. The date that the fax was received and the Fax ID number appears on the display. Press  until you find the saved Fax message you want to forward.

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

5. Press COPY or .

```
Copy fax
MBOX  OTHR
```

6. Press MBOX or  to forward the Fax message to another mailbox.

```
Record Intro?
YES   NO
```

7. Press YES or **1** to record an introduction to the Fax message.

**Note:** Press NO or **2** if you do not want to record an introduction to the forwarded Fax message, and go to step 10.

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

8. Record the introduction and press OK or **#** to end the recording.

**Note:** Press RETRY or **1** to re-record the introduction, or press PAUSE or **2** to pause while recording the introduction.

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

9. Press OK or **#** to accept the recording.

```
Mbox:
DIR           QUIT
```

10. Enter the mailbox number where you want to forward the Fax message, or press DIR or **#** to use the Company Directory.

```
Wayne, Paul
OPTS CC SEND
```

11. Press SEND or **#** to forward the message without a delivery option. Paul Wayne is an example of a mailbox owner in this display. Press OPTS or **3** to assign message Delivery options Certified, Urgent, Private or Timed Delivery.

```
Another copy?
YES           QUIT
```

12. To send this message to another mailbox owner, press YES or **1** and repeat steps 6 to 11. Press QUIT or **Rls** to end this session.

## Forwarding a Fax message to an external number

You can also forward a received Fax message to an external number. However, no introductory message can be added to the Fax message.

To forward a Fax message to an external number:

1. Press **Feature**   .

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your password and press **OK** or **#**.

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

3. Press **PLAY** or .

```
<date> Fax:1
<<< STOP >>>
```

4. The date that the fax was received and the Fax ID number appears on the display. Press  until you find the Fax message you want to forward.

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

5. Press **COPY** or .

```
Copy fax
MBOX  OTHR
```

6. Press **OTHR** or .

```
Name:
RETRY BKSP  OK
```

7. You are prompted to enter the recipient's name (maximum eight characters). Using the telephone dialpad, enter the name of the recipient. After each letter, you must press **#** to enter the next letter. If there is an error in the name, press **RETRY** and re-enter the name. Press **OK** to accept the name. For more information about using the Norstar dialpad, refer to the *Norstar Voice Mail Reference Guide*.

```
Destination:
PHONE  EXT
```

8. Press **PHONE** or  to enter the fax telephone number. Press **EXT** or  to enter the fax extension number.

Dest Ph:  
RETRY

<x>  
ADD

Msg sent

Another copy?  
YES

9. Enter the fax telephone number and press OK or  .
10. Press OK or  to accept the fax telephone number represented here by the <x>. Press ADD to add special characters to the fax telephone number. For information on adding special characters, refer to the *Norstar Voice Mail User Guide*.
11. Norstar Voice Mail forwards the Fax message.
12. Press YES or  and repeat steps 6 to 11 to send this message to another external number. Press QUIT or  to end this session.

## Fax System Group message (Fax Broadcast)

A Fax System Group message can be sent whenever you want to notify a special group by way of a fax, of a pending event or company notice that only pertains to that group. All Fax System Group Lists are created by the System Coordinator.

### About the Fax System Group List

A Fax System Group List is a collection of fax machines from other locations. When you send a Fax message to a Fax System Group List, each fax machine in the Fax System Group List receives the same Fax message. Ask your System Coordinator to publish a list of fax machines in each Fax System Group List.

If you would like a Fax System Group List for your specific needs, ask your System Coordinator to create one for you. When you give the System Coordinator the information, include:

- all the names of the recipients
- a list of the fax machine numbers
- the Fax System Group List name

## Sending a Fax System Group message (Fax Broadcast)

Before you send a Fax System Group message, ensure that your System Coordinator has added the Fax System Group List, and the List contains all the fax machines that are to receive the Fax message.

To send a Fax System Group message from your Norstar telephone:

1. Press    .

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your password and press OK or .

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

3. Press PLAY or .

```
<date> Fax:1
<<<  STOP  >>>
```

4. The date that the fax was received and the Fax ID number appears on the display. Press  until you find the Fax message you want to forward.

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

5. Press COPY or .

```
Copy fax
MBOX  OTHR
```

6. Press MBOX or  to forward the Fax message to another mailbox.

```
Record Intro?
YES    NO
```

7. Press NO or .

**Note:** The Fax Group List recipients will not be able to hear the voice introduction.

```
Mbox:
DIR    QUIT
```

8. Enter the Fax System Group List number.

```
<GList name>
OPTS  CC  SEND
```

9. Press SEND or  to send the Fax message. Press OPTS or  to assign message Delivery options Certified, Urgent, Private or Timed Delivery. Press CC to send the message to another recipient.  
Press  to end this session.





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