



NORSTAR VOICEMAIL INSTRUCTIONS

FEATURE 980

LEAVE A MESSAGE

Allows you to leave a message for another voicemail user in your company without ringing their phone

**** # KEY WILL BYPASS GREETING ****

1. Press Feature 980 or leave message key
2. Enter the mailbox number you wish to leave a message in
3. If the correct name appears, press OK & then leave your message

NOTE: # key will bypass greeting

FEATURE 981

OPEN MAILBOX

From your own phone:

1. Press Feature 981 or open mailbox key
2. Enter your password, press ok
3. You are in your mailbox

From another phone in your company :

1. Press feature 981 or press their open mail key
 - A. **If** it shows *password*, press the * key to display *log*
2. At log display, enter your mailbox number & password as one number
3. Press # key, you are in your own mailbox

From outside the office:

1. Dial the office main phone number (or your DID if applicable)
2. When Auto Attendant(or vm)answers phone press the star key twice **
3. Enter your LOG = (**mailbox number plus password as one number**)
4. Press # key.
5. Follow the voice prompts to access messages, etc.

FEATURE 986

TRANSFER TO VOICEMAIL

Used to transfer a caller directly into any one mailbox.

This does NOT ring their phone

1. While caller is on line press Feature 986 or press trans to vm key
DO NOT PUT THEM ON HOLD
2. Dial the mailbox number you wish them to be sent to
3. Hang up as they are instantly in that mailbox.

FEATURE 987

INTERRUPT

This is used to pull a caller out of your mailbox

1. If you answered a call that already went to voicemail (no one on line)
2. Press Feature 987 or interrupt key
3. Begin your conversation

NOTE: You cannot screen call before interrupting nor can you continue To record conversation.

INITIALIZING YOUR MAILBOX *(This is done only the first time a mailbox is opened)*

7316 Phones

- | | |
|---|--------------------|
| 1. Press open mailbox key or press Feature 981 | OPEN MAIL |
| 2. At PSWD: enter 0000 | O.K. |
| 3. Enter your new password (4-8 digits cannot start w/0) | Enter NEW PASSWORD |
| 4. Press # or (OK) to end your password | O.K. |
| 5. Press # or (OK) to accept this password (repeat pswd) | O.K. |
| 6. At the tone, say your first and last name. | Record Name |
| 7. Press # (OK) to end recording | O.K. |
| 8. Press 1 or (Play) to listen to your name | Play |
| 9. Press # or (OK) to accept your name | O.K. |

RECORDING A PERSONAL GREETING

From 7316 Phone

- | | | |
|--|---|----------|
| 1. Open your mailbox | (press open mbox key, then enter your password) | |
| 2. Press 8 for mailbox administration. | OR | (ADMIN) |
| 3. Press 2 for greeting options | OR | (GREET) |
| 4. Press 1 to record a greeting | OR | (REC) |
| 5. Press 1 to record your primary greeting | OR | (PRIME) |
| 6. Press 1 to begin recording | OR | (YES) |
| 7. Press # to end recording | OR | (OK) |
| 8. Press 1 to listen to your greeting | OR | (PLAY) |
| 9. Press # to accept new greeting or retry to do again | | (OK) |

When you have new unheard messages in your mailbox your display will read

“Message for you” Press soft key under ‘msg’ or Press open mail key or F 981

Press 2 or press ‘play’ to listen to new message.

During message

- | | |
|--------------------|--------------------|
| Replay message | 11 (<<<) |
| Back up | 1 (<<<) |
| Pause | 2 (Stop) |
| Fast Forward | 3 (>>>) |
| Skip to end of msg | 33 (#) |
| To save message | 77 or just hang up |

After message

- | | |
|------------------------|-----------|
| Erase | 8 (ERASE) |
| Forward a Copy | 5 (COPY) |
| Reply (internal only) | 9 (REPLY) |
| Skip to next message # | (NEXT) |
| Time & Date of msg | 7 |

TO CHANGE RECORDED NAME

1. OPEN MAILBOX
2. PRESS 8 OR ADMIN
3. PRESS 1
4. LISTEN TO RECORDING OF YOUR NAME,
5. AFTER THE TONE, SAY YOUR NAME AGAIN.
6. PRESS # OR OK WHEN YOU ARE THROUGH
7. PRESS # OR OK TO ACCEPT NAME