Call Pilot Voicemail Administration Programming

Adding a Subscriber Mailbox

STEP 1:

1) Feature 983

2) Log: enter 120000

3) Press OK

4) Press MBOX

5) Press ADD

6) Enter the mailbox number

7) Press OK

8) Enter the extension number

9) Select SUBSCRIBER

10) Press OK

11) Enter the Class of Service. For example: 3. See Class of Service in your Call Pilot Administration Guide.

Enter the mailbox owner's last name, press ##, enter the mailbox owner's first name or initial and then Press OK

This is a maximum 16 character field. To enter the name, you must press the number on the dial pad associated with the letter you want. The letters appear on the display in the order that they appear on the dial pad button. To select the next letter on a button, press the button again. To advance one space, press #. To backspace, press BKSP. This is located below the display screen on the telephone set

12) Press Yes or No. Pressing Yes means the subscriber's name will be included in the Company Directory

13) Press Yes or No. Pressing Yes means you want the subscriber to have Message Waiting Notification. Message Waiting Notification appears on the

display of the Norstar set. When a guest mailbox is added, this should be set to No

14)   The display should show Outdial: (NONE). Press NEXT until it shows Outdial: (POOL)

15)   Press OK

16)   Enter "1"

17)   Press OK

18)   Press OK again to accept "1"

19)   Press Release

The 19 points above is step 1 in a 5 step process

STEP 2:   Do Feature 985 to locate the extension number of the voicemail system. Never assume that the voicemail extension number will always be the same. It may have changed if the technician has to move the extension.

STEP 3:   Program the call forward no answer on the extension of the voicemail box that you are setting up. ** This programming step is located in the Set Up and Operation Guide for your telephone system

STEP 4:   Program the call forward on busy on the extension of the voicemail box that you are setting up. ** This programming step is located in the Set Up and Operation Guide for your telephone system

STEP 5:   Have the mailbox owner initialize the mailbox