

Norstar Voicemail for Call Pilot

To Log In to System Administration:

1. Enter **Feature 983**
2. The display will show "**LOG:**", enter your login password
 - a. If your company extensions are 2 digits long enter "120000"
 - b. If your company extensions are 3 digits long enter "1020000"
 - c. If your company extensions are 4 digits long enter "10020000"
3. Press the softkey under "**OK**"

To Create a New Mailbox:

1. Log into system administration
2. Select the softkey under "**MBOX**"
3. Select the softkey under "**ADD**"
4. Enter the mailbox number (extension. you want to add)
5. Mailbox type: Subscriber and then select "**OK**"
6. Extension: Usually the same as the mailbox number
7. Service Class: Enter **1**
8. Name: Enter the name using the dial pad. Enter last name first, press "# #" to enter a comma, and then enter the first name. When spelling the name, press # to move to the next character.
9. Directory: **Y** (Yes)
10. Message Waiting: **Y** (Yes)
11. Out dial: Pool, enter **1** and then **OK**
12. Accept: **1**, select **OK**

To Delete a Mailbox:

1. Log into the system administration
2. Select the softkey under "**MBOX**"
3. Select the softkey under "**DEL**"
4. Enter the mailbox number (extension. you want to delete)
5. Select the softkey under "**Delete**"

To Reset a Mailbox Password:

1. Log into system administration
 2. Select the softkey under "**MBOX**"
 3. Select the softkey under "**Chng**"
 4. Enter the mailbox number you want to reset the password for
 5. The display shows "**Reset Password**"
 6. Select the softkey under "**RESET**"
 7. Press the release key
- *The temporary password will be "0000".

To Change the Name on a Mailbox:

1. Log into system administration
2. Select the softkey under "**MBOX**"
3. Select the softkey under "**Chng**"
4. Enter the mailbox number (extension. you want to change the name on)
5. The display shows "Reset Password"
6. Select the softkey under "**Next**", keep hitting "**Next**" until the display shows the **name**
7. Select the softkey under "**Chng**" to enter a new name
8. Enter the name using the dial pad. Enter last name first, press "# #" to enter a comma, and then enter the first name. When spelling the name, press "#" to move to the next character.
9. Select the softkey under "**Next**" to save the change

10. Hit the release button

To Change the "Recorded" Name for the Company Directory:

1. Have the Voicemail User log into their mailbox,
After putting in their password, press the button under "**Admin**" (or press the number **8** key)
Then press the number **1** key.
2. You will hear the old name, then the system will "beep", prompting you to record a new name.
3. Press "**Ok**" in the window when you are done recording and then "**Ok**" again to accept the recording

Programming the Remote Notification:

1. Dial **Feature 981**
2. **Pswd:** enter your personal password
3. Press **OK**
4. Press **ADMIN**
5. Press the **6** key
6. Press **ADMIN**
7. Display Outdial none
8. Press **POOL**
9. <Display> **Outdial: Pool**
10. Press the **1** key
11. Press **NEXT**
12. <Display> **Dest Phone:** Enter your mobile phone or pager number here.
Listen to the voice prompts for detailed information regarding this step.
13. Press **OK**
14. Press **CHG** to select between pager or phone.
15. Press **OK**
16. <Display> **Msg type: New**
17. Press **CHG** to select the notification of new, or urgent.

To Record the Company day and night Greetings:

1. Press **AA**
2. Press **GRTG**
3. <display> Greeting:
4. Enter **1** for DAY greeting
5. or Enter **2** for NIGHT greeting
6. Press **ok**
7. Press **REC** to record greeting
8. Wait for the tone and then record greeting
9. Record your basic day greeting: for example... "Thank you for calling <Company Name> If you know your parties extension, you may dial it at any time or press # for the company directory. To reach the Operator, press zero... (Do not record the Directory options at this time)

To record the CCR Directory:

1. Dial **FEATURE 9 8 3**
2. Password: **1020000** (this is the default password, but could be changed)
3. **OTHR**
4. **CCR**
5. **ADMIN**
6. **TREE 1** and press **OK**
7. **CHNG**
8. Path **0**
9. **REC** then press **PLAY** to listen to the greeting, and ensure that is the one that you need to change
10. **REC** the new message
11. Remember to **SAVE!** Otherwise all is for not.