

# NORSTAR VOICEMAIL

Welcome to your new Norstar voice mail system. The mail box assigned to your extension will assist you by holding messages for you from outside callers and co-workers when you are unavailable to take their calls.

Remember that your mail box's primary greeting will be the callers first introduction to your company's new system. Please record your greeting with warmth and accuracy and respond promptly to all messages.

The receptionist in your company will transfer calls to your extension in the regular manner. Should you not answer your telephone after several rings or you're already using the telephone, the caller will be routed automatically to your voice mail box and the view screen on your telephone will indicate "message for you".

## Initializing Your Mail Box

This "**one time**" procedure activates your new mail box.

### **Before you start:**

1. Decide on a password between 4-6 digits. Ensure it does not start with a '0' and will not be easily guessed ( for example: avoid, double (22) and triple (33) digits as well as sequential (1234) combinations).
2. Be ready to record your first and last name.
3. Be prepared to record the "primary" greeting that callers will hear upon reaching your mail box.

### **To initialize your mailbox:**

- Press **Feature 981** or Open Voicemail key
- Enter default password of **0000** press #
- Key in new password and press #
- Key in password again and press # to confirm
- Record your first and last name at the beep

### **Now your mailbox is initialized and contains a default greeting. To record a personal greeting:**

- Open your mailbox (Feature 981)
- Enter password
- Select **Admin** or 8
- Press **Greet** or 2
- Press **Record** or 1
- Press **Prime** or 1
- Press **Yes** or 1
- Record Greeting and press **Ok** or # to end recording
- Press **Ok** or # to accept recording

### **Greeting Options:**

*Hello, you have reached ( your name). I'm in the office today but away from my desk , please leave your name, number, and detailed message and I will get back to you as soon as possible.*

*Thank you for calling.*

**OR**

*Hello, this is,(your name) of (company name). Today is (today's date) and I'm in the office but away from my desk right now. Please leave your name, number and detailed message and I will return your call as soon as possible. Thank you for calling.*

**\*\* IT IS PREFERABLE TO INSERT TODAY'S DATE IN YOUR GREETING, HOWEVER IF YOU CHOOSE THIS OPTION IT IS ESSENTIAL THAT YOU REMEMBER TO CHANGE YOUR GREETING DAILY TO KEEP IT CURRENT.**



# Feature Codes

1. Leave Message  
**Feature 980** - allows you to leave a message directly in someone's mail box without actually calling their extension.
  
2. Open Mail Box:  
**Feature 981** - when the "message for you" prompt appears this access code will open your mail box and allow you to listen to-copy-forward-erase-reply to messages.
  
3. Call Forward  
**Feature 984** - normally your calls will forward automatically to voice mail after several rings  
Should you prefer the calls to go directly to your mail box without ringing at all  
To Cancel  
**Feature #984** (e.g. out of the office/in a meeting) activate this feature
  
4. Transfer Call Directly To a Voicemail box  
**Feature 986** - should a caller ask you to transfer him/her into someone's mail box without  
**Dial mailbox #** first ringing that extension.  
**Hang up (RLS key)**
  
5. Retrieve Your Message From An Office Telephone **Other** Than Your Own  
**Feature 981**  
**Press \***  
**Enter your own extension number**  
**Enter your own password**
  
6. Accessing Your Mailbox From **Outside** The Office  
Business Hours: **Have your receptionist transfer you to your mailbox and press \*\*, enter your password.**  
After Business Hours: Once the Automated Attendant has answered  
**Enter your mailbox number, Press \* \*, Enter your password**

## Voice Mail Tips

- # Press # when you end a recording of any type. This stops any background noise from being included.
- # When you reach someone's mail box and start to hear their greeting - pressing # will bypass the greeting and give you the record tone so you can leave a message.
- 1 Backs up the message you're listening to(9 seconds).
- 2 Plays new messages.
- 6 Plays saved messages.
- 7 Gives time & date a message was left in your mail box.
- 77 Saves a message
- 9 Allows you to reply to messages left by co-workers.

\*Remember to erase old messages as they take up valuable storage space in the system.