About Alternate extensions

You can have up to two Alternate extensions for your mailbox. When a caller dials the main extension (extension that has Alternate extensions assigned), the call rings at the main extension only.

If the call is not answered and a message is left, a message indicator appears at the main extension and at the Alternate extension(s). You can access the message from the Alternate extension(s) with [Feature] [9] [8] [1], the same way that you usually access messages from your main extension telephone.

When an Alternate extension is assigned to a telephone that has CLID and Display Caller enabled, CLID information is displayed and an audible tone occurs at all telephones when the call goes to Norstar Voice Mail.The message can be intercepted using the Interrupt Feature, [Feature] [9] [8] [7] , at all telephones as long as the caller is still leaving a message.

Note: For information on enabling Display Caller, refer to **Call Forward using Calling Line Identification (CLID)** later in this guide.

Initializing your mailbox

Before you can use your mailbox, you must initialize it by doing the following:

❑ open your mailbox

❑ change your default password

❑ record your name in the Company Directory

This is called initializing your mailbox.

Changing the default password

To open and initialize your mailbox:

1. Press [Feature] [9] [8] [1]

2. Enter <the default password [0] [0] [0] [0]>

3. Press OK or [#] to end the password.

4. Using the dialpad, enter your new mailbox password. Your password can be from four to eight digits long, but it cannot start with zero.

5. Press OK or [#] to end your password.

6. Press YES or [#] to accept your password.

7. After you have accepted your password, you are asked to record your name in the Company Directory. At the tone, record your name.

You are now ready to record your Personal Mailbox Greetings. After your greetings are recorded, you have the option of selecting either your Primary or Alternate Greeting. If you do not select a greeting, your Primary Greeting plays automatically.

To end this Norstar Voice Mail session, press [Rls]

Note: Initializing a mailbox is only done the first time you open your mailbox. A mailbox must be initialized by its owner before voice messages can be received.

Changing your mailbox password

Your password was created when you first initialized your mailbox and can be changed at any time. A password must be between four and eight digits long and cannot start with zero (0). Keep your password in a safe place and avoid giving it to your co-workers.

A mailbox password is used to keep your voice messages private. If someone else knows your password, they can access your mailbox and listen to or delete your messages. They can also access your Norstar system and use it fraudulently.

Once the new password has been entered, the mailbox returns to normal operation.

We recommend you change your mailbox password on a regular basis. By changing your password often, you decrease the chance that someone will discover your password.

To change your password:

1. Press [Feature] [9] [8] [1]
2. Enter <your old password>
3. Press OK or [#]
4. Press ADMIN or [8]
5. Press PSWD or [4]
6. Enter <your new mailbox password>
7. Press OK or [#] to end your password.
8. Press YES or [#] to accept your new password.

To end this Norstar Voice Mail session, press [Rls]

Incorrect password lock-out

Each mailbox is assigned a maximum number of incorrect password attempts. Norstar Voice Mail records the number of incorrect attempts from the last time the mailbox was successfully accessed. Once the number has been passed, the mailbox owner is "locked-out". The mailbox cannot be opened again until the password is reset. See your System Coordinator to have the password reset.

Password expiry

Each mailbox is assigned a maximum number of days a password remains active. This is assigned as a Class of Service. Once the maximum number of days has passed, the mailbox password will "expire". The mailbox can be opened, but you cannot access your messages or perform any other mailbox functions until you change your password. When you open your mailbox after your password has expired, you will hear the voice announcement:

"Your current password has expired."

Followed by the voice prompt:

"You must change your password. Please enter your new password, then press [#] "

Recording your Personal Mailbox Greetings

Each mailbox has a Primary, Alternate and optional Personalized Greeting recorded by the mailbox owner. After you have recorded your Personal Mailbox Greetings, you can choose which greeting will be played to callers reaching your mailbox.

To record your greetings, you must first open your mailbox using the Open Mailbox Feature Code. After you have opened your mailbox:

1. Press ADMIN or ⑧
2. Press GREET or ② to select Greeting options.
3. Press RECORD or ① to record your greeting.
4. Select which greeting you are going to record.
   Note: You can choose to record either your Primary or Alternate Mailbox Greeting, shown on the display as PRIME and ALT For information about recording a Personalized Greeting, refer to **Recording a Personalized Greeting** later in this guide.
5. Press YES or ① to record your greeting.
6. At the tone, record your greeting. Remember to speak clearly at a pace that is easy to understand.
7. Press OK or ⌗ to end your recording.
8. Press OK or ⌗ to accept your recording.

To end this Norstar Voice Mail session, press Rls

Choosing the Primary or Alternate mailbox greeting

After the mailbox greetings are recorded, you can choose which greeting you are going to use. If you do not choose, Norstar Voice Mail automatically plays your Primary Greeting.

After you have opened your mailbox:

1. Press ADMIN or ⑧
2. Press GREET or ② to select Greeting options.
3. Press CHOOSE or ②
4. Select which mailbox greeting your mailbox is going to play.
   Note: When your telephone is on Call Forward to another Norstar telephone, Personalized Greetings do not play.

To end this Norstar Voice Mail session, press Rls

Recording a Personalized Greeting

Personalized Greetings are only available when you subscribe to a calling line identification service. The Personalized Greetings play to calls from three different telephone numbers that you program Norstar Voice Mail to recognize.

Note: When your telephone is on Call Forward, the Personalized Greeting does not play, the Primary Greeting plays.

After you have opened your mailbox:

1. Press ADMIN or ⑧
2. Press GREET or ②
3. Press RECORD or ①
4. Press PERS or ③
5. Enter <a greeting number 1, 2 or 3>
6. Press CHNG
7. Enter <the telephone number that you want to assign to the Personalized Greeting>

   Note: You must assign a unique telephone number to each Personalized Greeting.

8. Press OK or [#] to accept the number.

9. At the tone, record your greeting. Remember to speak clearly at a pace that is easy to understand.

   Note: Press PLAY or [2] to review the current greeting.

10. Press OK or [#] to accept your recording.

To record another Personalized Greeting, repeat steps 2 to 10.

To end this Norstar Voice Mail session, press [Rls]

Listening to your messages

Each time you open your mailbox, your Norstar Voice Mail display shows you how many messages are in your mailbox. Urgent messages play before other messages left in the mailbox.
To listen to your messages, follow these steps:

1. Press [Feature] [9] [8] [1] to open your mailbox.

2. Enter your password and press OK or [#].

3. To listen to your new messages, press PLAY or [2]. To listen to your saved messages, press [6].

4. Your first message starts to play. While listening to a message, or after a message has played, you can:

Listening to your messages

Description	Press
Replay the message	<<< <<< or [1] [1]
Back up nine seconds*	<<< or [1]
Pause and continue*	STOP to Pause PLAY to Continue or [2] to Pause then [2] to Continue
Forward nine seconds*	>>> or [3]
Skip to the end of message*	>>> >>> or [3] [3] or [#]
Play the previous message	[4]
Forward the message	COPY or [5]
Skip to the next message	NEXT or [6] or [#]
Play time and date stamp	[7]
Save a message	SAVE or [7] [7]
Erase the message	ERASE or [8]
Adjust the volume control*	[*]
Reply to a message**	REPLY or [9]

* Applies only while the message is playing.
** Applies only if the Reply Feature is enabled. Ask your System Coordinator about this feature.

If you erase a message during a current Norstar Voice Mail session, then you can retrieve the erased message as long as you have not ended the current Norstar Voice Mail session. Scroll through your messages to locate the erased message. After you play this erased message, you are given the option to save it.

After listening to the messages left in your mailbox and exiting Norstar Voice Mail, all messages that you do not erase are automatically saved. Since message storage space is limited, we recommend that you erase messages that are no longer needed.

Accessing your mailbox while away from the office

When you are away from the office, you can access Norstar Voice Mail using the dialpad of any tone dial telephone. To access your Personal Mailbox, press [*] [*] while your Personal Greeting plays. Enter your Personal Mailbox number and password combination and follow the voice prompts.

Note: After listening to your messages, the messages you do not delete are automatically saved.