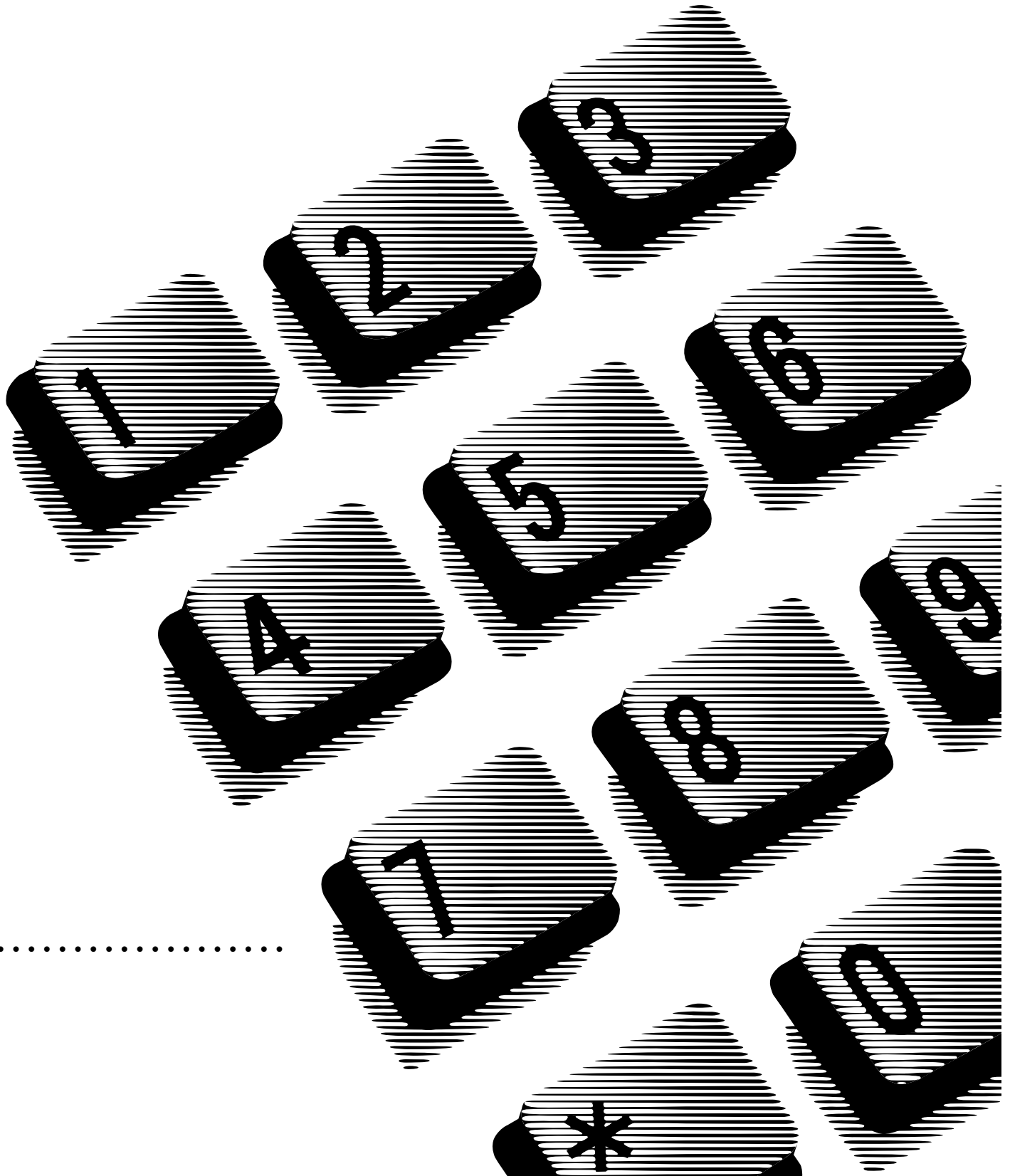


# NORTEL NORSTAR

Norstar Voice Mail 4.0  
Programing Record



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# Programing overview

The following table provides an approach to Norstar Voice Mail programing. To use this overview:

- determine which options apply to your system.
- refer to the page number shown.
- determine if the defaults apply. Defaults are shown in **bold**.
- if the default does not apply, write information or circle an option as required.

Description of programing	Title and page number
Administration password	Administration password on page 1
Initialize Norstar Voice Mail (F983 followed by CONFIG password)	Norstar Voice Mail initialization on page 2
Determine Feature Codes (F9*1)	Feature Code on page 2
Enter System Administration (F983 followed by Administration password) Record greetings for Greeting Tables	Greetings on page 2
For each Greeting Table: <ul style="list-style-type: none"> <li>• record custom Automated Attendant (AA) Menu Prompt or use default</li> <li>• assign Greetings</li> <li>• assign Greeting Table Features</li> <li>• assign hours for each day of the week</li> </ul>	Greeting Tables on page 3
Assign lines answered by Norstar Voice Mail	Line answering on page 4
View Class of Service defaults	Class of Service Defaults on page 5
Enter Editable Class of Service values	Custom Class of Service on page 6
Mailbox values	Mailboxes on page 7
Assign Group Lists	Group Lists on page 8
Assign Calling Line Identification (enter code 11 at F983 Main Menu)	Calling Identification Dialing Tables on page 9
Define each Point on a CCR Tree	Custom Call Routing (CCR) Points on page 9
Design a CCR Tree	Custom Call Routing (CCR) programing template on page 13
Dialing Translation Table entries	Dialing Translation Table on page 12
Assign return to Automated Attendant Option	Automated Attendant on page 13
Assign miscellaneous programing (enter codes at F983 Main Menu)	Miscellaneous programing on page 13
Assign Operator and business options (F982 followed by the OPERATOR password)	Operator and Business Status on page 13
Reprograming lines after Compact ICS is upgraded to 2.0 or greater	Compact ICS line assignment on page 13
Programing defaults	Programing Defaults on page 14

## Customer information

Customer/Company:	Sales representative:
Address:	Telephone:
	Issue date:
	Installer:
	Installation date:
Telephone:	Notes:
Billing number:	
System Coordinator:	

### Before you begin

- Make copies of these pages to use as working copies and save the original.
- If a telephone is used for programing, a Norstar two-line display telephone must be used.  
Note: For more information, refer to the *Norstar Voice Mail Set Up and Operation Guide* and *Norstar Voice Mail Installation Guide*.

## Administration password

A password is required for accessing F983 System Administration. This password consists of two parts, the two- to seven-digit System Coordinator Mailbox number and the four- to-eight digit personal password. Use the following table to determine your default Administration password and record the new password. The new personal password is assigned when accessing the System Coordinator Mailbox for the first time.

Directory Number/mailbox length	Default password	New password
2	120000	
3	1020000	
4	10020000	
5	100020000	
6	1000020000	
7	10000020000	

## Pre-installation

<b>Norstar Integrated Communications System (ICS)</b>
Software version compatibility - Refer to the <i>Norstar Voice Mail Installation Guide</i>

Norstar Voice Mail								
Model/number of voice channels	2	4	6	8	10	12	14	16
Port numbers	_____	_____	_____	_____	_____	_____	_____	_____
	_____	_____	_____	_____	_____	_____	_____	_____
Optional equipment	Printer		Keyboard		Monitor		Mouse	
Number of external lines to be answered	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
Software version								
Other applications								



# Greeting Tables



Complete one page for each Greeting Table.  
Copy page before using if more sheets required.

Greeting Table				
Greeting Table number	1	2	3	4
AA Menu prompt	Y	N		
If <b>Y</b> is selected, the default AA Menu prompt plays: "Using the dialpad, please enter the extension you wish to call. To use the directory, press #. <u>To leave a message, press *</u> . To reach an operator, press 0." The underlined prompt is not played when Voice Mail is disabled. If No is selected, you must record a custom AA Menu prompt.				

Custom AA Menu	
Primary Language prompt	
Alternate Language prompt	

Assigning greetings																				
Morning	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
Afternoon	1	<b>2</b>	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
Evening	1	2	<b>3</b>	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
Non-business	1	2	3	<b>4</b>	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40

Table Features				
Language preference	<b>PRI</b>		ALT	
Target Attendant DN				
CCR Tree	1	2	3	4 <b>none</b>

**Note:** For more information about CCR programing, refer to Custom Call Routing later in this guide.

Business Hours Table				
Day	Morning	Afternoon	Evening	Non-business
Default	12:00 a.m. (midnight)	12:00 p.m. (noon)	06:00 p.m.	06:00 p.m.
Mon	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.
Tue	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.
Wed	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.
Thu	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.
Fri	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.
Sat	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.
Sun	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.	__ __ : __ __ a.m. or p.m.

**Note:** Times shown are defaults. Time must be entered in hh:mm format. Circle a.m. or p.m. if 12-hr clock is used.



## Class of Service Defaults

Class of Service	1	2	3	4	5	6	7	8
Prompt language	P	A	P	A	P	A	P	A
Maximum mailbox message Time (minutes)	15	15	15	15	5	5	20	20
Maximum message length (minutes)	3	3	7	7	3	3	2	2
Message retention period (days)	30	30	0	0	7	7	15	15
Greeting length (minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals(minutes)	5	5	10	10	n/a	n/a	30	30
Number of attempts	3	3	5	5	n/a	n/a	9	9
Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Incorrect password attempts	9	9	9	9	6	6	4	4
Password expiry (days)	90	90	90	90	60	60	30	30
Networking*	Y	Y	Y	Y	N	N	Y	Y
Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Call Record	N	N	N	N	N	N	N	N

Class of Service	9	10	11	12	13	14	15	16
Prompt language	P	A	P	A	P	A	P	A
Maximum mailbox message Time (minutes)	10	10	30	30	120	120	120	120
Maximum message length (minutes)	3	3	7	7	10	10	2	2
Message retention period (days)	365	365	60	60	90	90	45	45
Greeting length (minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (minutes)	5	5	n/a	n/a	15	15	30	30
Number of attempts	3	3	n/a	n/a	7	7	9	9
Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Incorrect password attempts	9	9	9	9	6	6	4	4
Password expiry (days)	90	90	90	90	60	60	30	30
Networking*	Y	Y	N	N	Y	Y	Y	Y
Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Call Record	N	N	N	N	N	N	N	N

\*If AMIS and /or Digital Networking option is installed



# Custom Class of Service



Copy page before using if more sheets required.

Class of Service	1	2	3	4	5	6	7	8
Prompt language								
Maximum mailbox message Time (minutes)								
Maximum message length (minutes)								
Message retention period (days)								
Greeting length (minutes)								
Off-premise Message Notification								
Retry intervals (minutes)								
Number of attempts								
Outbound Transfer								
Incorrect password attempts								
Password expiry (days)								
Networking*								
Target Attendant								
Call Record								

Class of Service	9	10	11	12	13	14	15	16
Prompt language								
Maximum mailbox message Time (minutes)								
Maximum message length (minutes)								
Message retention period (days)								
Greeting length (minutes)								
Off-premise Message Notification								
Retry intervals (minutes)								
Number of attempts								
Outbound Transfer								
Incorrect password attempts								
Password expiry (days)								
Networking*								
Target Attendant								
Call Record								

\*If AMIS and /or Digital Networking option is installed

# Mailboxes

Mailbox #	Ext. #	Class of Service* (1 to 16)	Name (1 -16 letters)	Type (check <input checked="" type="checkbox"/> one)						Alt Ext 1 #†	Alt Ext 2 #†	Fax Line #‡	Included in Company Directory	Message Waiting Notification		Outdial Route L= Line P= Pool Default= None
				Information	Subscriber	Guest	Fax-on-demand**	Fax Overflow**	Network Delivery**							
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None
												Y	N	Y	N	L ___ P ___ None

\* For more information see page 5. \*\* If equipped. †Only available on Subscriber mailboxes. ‡ On systems with Norstar Voice Mail FAX enabled. Subscriber mailboxes only.

# Group Lists



Copy page before using if more sheets required.

Group List number* (901 to 999)			
List name (maximum 16 letters)			
Member's name	Mailbox #	Member's name	Mailbox

\* The Group List leading digit may be changed from the default of 9. This may be done by the installer during initialization or by the System Coordinator in Administration. This digit applies to the first digit of all Group Lists.

# Calling Identification Dialing Tables



Copy page before using if more sheets required.

Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	__ : __ : __ : __ : __ : __ : __ : __ : __ : __

# Custom Call Routing (CCR) Points



Copy page before using if more sheets required.

## Point location

Tree	1 2 3 4	Enabled Y or N
Path	____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____	

## Point Type Choose one.

Menu or Info	Primary message:	
	_____	
	Alternate message:	
	_____	
Fax-on-demand (if equipped)	Primary message:	
	_____	
	Alternate message:	
	Call Method: One <b>Two</b>	Line or Pool number
Leave Message mailbox number	_____	
Transfer	Internal	Extension number
	External	Line or Pool number
		Telephone number

## Destination Choose one. This applies to the Leave Message Point Type.

PREV (go to Previous Point)      HOME (go to Top-level Point)      DISC (exit from Norstar Voice Mail)

## Point location

Tree	1 2 3 4	Enabled Y or N
Path	____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____	

## Point Type Choose one.

Menu or Info	Primary message:	
	_____	
	Alternate message:	
	_____	
Fax-on-demand (if equipped)	Primary message:	
	_____	
	Alternate message:	
	Call Method: One <b>Two</b>	Line or Pool number
Leave Message mailbox number	_____	
Transfer	Internal	Extension number
	External	Line or Pool number
		Telephone number

## Destination Choose one. This applies to the Leave Message Point Type.

PREV (go to Previous Point)      HOME (go to Top-level Point)      DISC (exit from Norstar Voice Mail)

# Custom Call Routing (CCR) programming template



Copy page before using if more sheets required.

Tree number 1 2 3 4

This template helps you design a Custom Call Routing Tree. Each box represents a Point on the Tree. To use this template:

- use the space provided in each box to record the Path number, Point Type and Greeting. Point Types include Menu, Information, Leave Message, Fax-on-demand and Transfer.
- for Menu and Information Points, record a description in the box.
- draw lines between the boxes to form the Paths.
- using the form on the previous page, record in detail your programming for each Point.

Home Menu

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type



This page allows you to record 30 entries.  
Copy page before using if more sheets required.

# Dialing Translation Table

For each Dialing Translation Table entry, enter an Input value and an Output value. The Input value can be a maximum of 14 digits. The Output value can be a maximum of 15 digits.

INPUT VALUE	OUTPUT VALUE

**Note:** Norstar Voice Mail sorts the Table entries in ascending numerical order but longer, more specific entries will appear ahead of shorter, more generic entries.

## Automated Attendant

Return to Automated Attendant (AA)	Y	N
------------------------------------	---	---

## Miscellaneous programming

### Access to Company Directory

Enable	Y	N
--------	---	---

### System languages

Bilingual	Y	N
Primary Language	ENG - Canadian or U.S.	FRE SPA
Alternate Language	ENG - Canadian or U.S.	FRE SPA

### Voice Mail

Enable	Y	N
--------	---	---

### General Delivery Mailbox

Enable	Y	N
--------	---	---

### Off-premise Message Notification channels

Number of channels (1-5)*	
---------------------------	--

\* Dependent on hardware installed

## Operator and Business Status

Password <b>OPERATOR (67372867)</b>	
Receptionist or Operator available**	Y N
Business open**	Y N
Answer trunks	Y N
Receptionist or Operator extension	

\*\* These settings are usually changed by the receptionist or Operator on a daily basis.

## Compact ICS line assignment

Line numbers 5 and greater are changed and require reprogramming when a Compact ICS 1.0 is upgraded to 2.0 or greater. Line numbers 1 to 4 are not affected by the upgrade. The table below indicates the line numbering to be reprogrammed.

Compact ICS 1.0 Lines	Compact ICS 2.0 or greater Upgrade Line Numbering
1	1
2	2
3	3
4	4
5	9
6	10
7	11
8	12



# Programing Defaults

<b>Initialization (F983)</b>	
Installer password	CONFIG (266344)
Bilingual	No default
Primary Language	No default
Group List enabled	Y
Group List leading digit	9
<b>Feature Codes (F*3)</b>	
Leave Message	980
Open Mailbox	981
Operator Status	982
System Administration	983
Norstar Voice Mail DN	985
Transfer	986
Interrupt	987
<b>Greeting Tables (F983)</b>	
System Coordinator password	See table on page 1
Return to AA	N
AA Menu Prompt	Y
Morning Greeting	1
Afternoon Greeting	2
Evening Greeting	3
Non-business Greeting	4
Language Preference	PRI
Attendant DN	No default
CCR Tree	No default
Business Hour Table	Morning 12:00 a.m., Afternoon 12:00 noon, Evening 6:00 p.m. Non-business 6:00 p.m.
<b>Line answering (F983)</b>	
Answered by Norstar Voice Mail	N
Greeting Table number	1
Number of rings	0
<b>Mailboxes (F983)</b>	
Class of Service	None
Type	Subscriber
Company Directory	Y
Message Waiting Notification	Y
Outdial route	None
<b>Automated Attendant</b>	
Return to Automated Attendant (AA)	N
<b>Miscellaneous programing (F983 + option code)</b>	
System language (2)	Bilingual: Y, Primary Language: no default
Voice Mail enable (4)	Y
Transfer to General Delivery Mailbox (6)	Y
Off-premise Message Notification channels (5)	1
Company Directory enable (4)	Y
<b>Operator and Business Status (F982)</b>	
Receptionist or Operator available	N
Business open	Y
Answer lines	Y
Receptionist or Operator extension	No default

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