



Norstar Voice Mail Cheat Sheet

INITIALIZE A MAILBOX

- Lift Handset
- Press MAILBOX key or press Feature 981
(Guest mailbox users press * mailbox number)
- Enter default passcode 0000
- Press OK or #
- Must change passcode then press OK or # to accept
- Record your name at the tone
- Press OK or #
- Press OK or # to accept entry
- To exit press RLS key

*Initializing is only done the first time you open a mailbox. A mailbox must be initialized before messages can be received.

PERSONAL GREETING

- Lift Handset
- Press MAILBOX key or press Feature 981
(Guest mailbox users press * mailbox number)
- Enter password then press OK or #
- Press ADMIN or 8
- Select greeting options, press GREET or 2
- To record a greeting, press RECORD or 1
- Select greeting PRIME or ALT (1 or 2)
- To record a greeting press YES or 1
- Start recording at the tone
- To end your recording, press OK or #
- To accept this greeting, press OK or #
- To exit, press RLS key

CHOOSING PRIMARY OR ALTERNATE GREETING

- Lift Handset
- Press MAILBOX key or press Feature 981
(Guest mailbox users press * mailbox number)
- Enter password then press OK or #
- Press ADMIN or 8
- Select greeting options, press GREET or 2

CHECKING VOICE MAIL FROM OUTSIDE

- Call your office
- You hear automated greeting, press * *
- Enter your mailbox number and password
- Press #
- Listen to new messages, press 2
- Listen to saved messages, press 6
- To record and send a message, press 3

*Note: when finished in your mailbox you may press # to get back to main greeting to leave another message.

LISTENING TO MESSAGES

- Lift Handset
- Press MAILBOX key or press Feature 981
- Enter your password, the press OK or #
- Listen to new messages, press PLAY or 2
- Listen to saved messages, press 6

While listening to a message, or after a message has played, you can.....

- Replay msg from start <<< <<< or 11
- Backup 9 seconds <<< or 1
- Pause and continue STOP PLAY or 2 2
- Forward 9 seconds >>> or 3
- Skip to end of msg >>> >>> or 3 3
- Play previous msg 4
- Forward a copy of msg COPY or 5
- Skip to next msg NEXT or 6
- Play time and date stamp 7
- Save a message 7 7
- Erase a message ERASE or 8
- Reply to the msg REPLY or 9
- Volume control *



-Press CHOOSE of 2

-Select which greeting your mailbox will play

TRANSFER A CALL TO A VOICE MAILBOX

-Press TRF VM key or press Feature 986

-Enter the voice mailbox number

SENDING A MESSAGE

-Lift Handset

-Press SEND MSG key or press Feature 980

-Enter the mailbox number to send msg to

-To leave your message, press OK or 2

-Record your message at the tone

-To end recording, press OK or #

-To send your message, press SEND or #

Feature key



Hold key



Release Key

