

Northside Communications

770-642-9369

www.NSCommunications.com

System Coordinator Information

Voice Mail Feature Codes

Operation	Default Feature Code
Leave a Message	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="0"/>
Open Mailbox	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="1"/>
Forward to Voice Mail	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="4"/>
Transfer	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="6"/>
Interrupt	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="7"/>
Voice Activated Dialing	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="8"/>
Call Record	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="9"/>

Features not available on all Voice Mail Systems

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Changing the Voice Mail Greeting

(Administrators Only)

Please note that the voice mail message callers hear is 2 parts, this part the Greeting and the next part the AA. In the Greeting all you record is "Thank you for calling XYZ Company" in the AA you will record the rest of the message.

Enter Voice Mail Programming

1. Dial Feature 983
2. Dial 12, 102, or 1002
3. Enter Password (Call NCI for this)
4. Choose AA
5. Choose GRTG
6. Choose GRTG (again)
7. Enter 1 and OK or #
8. Choose RETRY PLAY or REC

Follow the prompts, be sure to accept before exiting!!

- Use 12 for 2 digit station numbers, use 102 for 3 digit station numbers or 1002 for 4 digit station numbers.

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Changing the Voice Mail Auto Attendant (AA)

*NON CCR Tree Systems
(Administrators Only)

Please note that the voice mail message is 2 parts, this part is the AA. In the AA you will record the main part of the voice mail message..."If you know your parties extension you may enter it now, to use our company directory press the # button...."

Enter Voice Mail Programming

1. Dial Feature 983
2. *Dial 12, 102, or 1002
3. Enter Password (Call NCI for this)
4. Choose AA
5. Choose TABLE
6. enter 1 and OK or #
7. Choose REC
8. Choose PRIMARY

Follow the prompts, be sure to accept before exiting!!

* Use 12 for 2 digit station numbers, use 102 for 3 digit station numbers or 1002 for 4 digit station numbers.

A CCR Tree system is one that has menus in the AA, for example, Press 1 for Accounting, Press 2 for Sales, etc. If you have a CCR Tree system please see instructions on changing a CCR Tree.

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Resetting a Voice Mail Box Password

(Administrators Only)

Enter Voice Mail Programming

Dial Feature 983

* Dial 12, 102, or 1002

Enter Password (Call NCI for this)

Press MBOX

Press CHNG

Enter Mail Box Number

Press RESET

Press NEXT

Press RLS

The password is now changed to 0000, the next time the owner of this mail box accesses the voice mail box use this password (0000) and the voice mail will require that the password be changed.

* Use 12 for 2 digit station numbers, use 102 for 3 digit station numbers or 1002 for 4 digit station numbers.