

Northside Communications

770-642-9369

www.NSCommunications.com

USER

Voice Mail 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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Company Directory

Access your voice mail box:

From your Nortel Phone Press , or

1. Enter your voice mail box number and/or password.
2. Press ADMIN or 8
3. Press 1 , At the tone, record your name and extension in the Company Directory. “Mary Smith Extension 222”
4. Follow Voice Prompts

Always accept the Greeting before hanging up.

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Voice Mail Information

Recording your Greeting

Access your voice mail box:

From your Nortel Phone Press , or

From Outside the Office dial into the Voice Mail System and Dial ** to open your mailbox.

1. Enter your voice mail box number and/or password.
2. Press ADMIN or 8
3. Press GREETING or 2
4. Press REC or Follow Voice Prompts
5. Press PRIME or Follow Voice Prompts
6. Press YES or Follow Voice Prompts
7. At the tone, record your greeting and press OK
8. Press OK to accept the greeting.

If you are not satisfied with this greeting, press RETRY and rerecord the greeting.

Always accept the Greeting before hanging up.

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Access Voice Mail from Outside the Office

1. Dial into the office, when the voice mail answers Dial * *
2. Enter your voice mail box number/extension and your password and press #
3. Follow the voice prompts, for available options.

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Off Premise Notification

Access your voice mail box:

From your Nortel Phone Press , or

From Outside the Office dial into Voice Mail System and Dial ** to open your mailbox.

1. Enter your voice mail box number and/or password.
2. Press ADMIN or 8
3. Press 6 to open Off-premise Message Notification.
4. Press PHONE or 1 to choose phone number destination.
5. Enter the destination phone number and press OK or #
6. Press OK or # to accept number.
7. Enter the start time for Off premise Message Notification. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.
8. Press AM or 1 or PM or 2.
9. Press OK or # to accept time.
10. Enter the stop time for Off premise Message Notification. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.
11. Press AM or 1 or PM or 2.
12. Press OK or # to accept time.

Note: Steps 14 and 15 allow you to review the start and stop times.

13. Press NEXT or # to accept the stop time that you entered. Press CHNG or 1 to change the stop time.
14. You can choose to be notified of all new messages or urgent messages only. Press OK or # to accept the default message type new. This means you are notified whenever you receive a new message. Press CHNG or 1 to change the message type to urgent. Changing the message type to urgent means you are notified only when you receive an urgent message.
15. Press RLS to end session.

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Outbound Transfer

Outbound transfer allows callers that hear your voice mail greeting to press 7 to be transferred to a phone outside of the office. Be sure to include verbiage in your greeting if you choose to use this feature. *“This is Sally, sorry I am not in the office you may leave me a message or press 7 to be transferred to my cell phone.”*

Access your voice mail box:

From your Nortel Phone Press , or

From Outside the Office dial into Voice Mail System and Dial ** to open your mailbox.

1. Enter your voice mail box number and/or password.
2. Press ADMIN or 8.
3. Press 8 to open the Outbound Transfer menu.
4. Press ADMIN or 1 to set up Outbound Transfer.
5. Enter the destination phone number and press OK or #.
6. Press OK or # to accept the destination number.

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Voice Mail Information

Initializing Your Mailbox

You can begin to use Norstar Voice Mail as soon as you initialize your mailbox.

Access your voice mail box:

From your Nortel Phone Press , or

From Outside the Office dial into Voice Mail System and Dial ** to open your mailbox.

1. Press (the default password) and press OK .
2. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press OK
3. Enter your new mailbox password again and press OK
4. At the tone, record your name and extension in the Company Directory. “Mary Smith Extension 222”
5. Press to end this session.