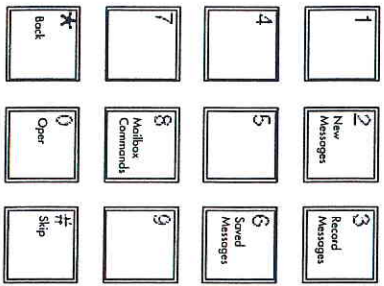


**CallPilot Quick Reference Card**  
Norstar Voice Mail interface

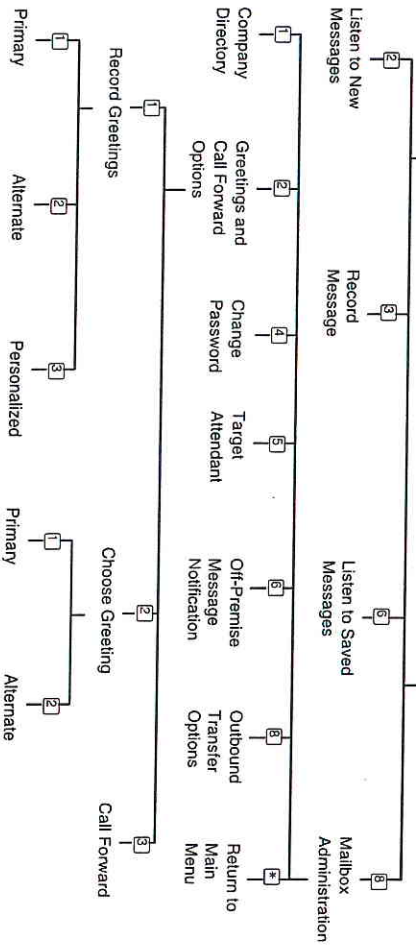


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**Mailbox commands**

From your display telephone enter **[\*] [8] [8] [1]**.

Follow the voice prompts or the button options on your display telephone to open your mailbox.



**Introduction**

This card is for subscribers with display telephones that use the Norstar Voice Mail interface.

**Mailbox initialization**

You must initialize your mailbox to receive and store messages.

**To initialize and open your mailbox for the first time:**

1. Press **[\*] [8] [8] [1]** on your display telephone.
2. Press **[0] [0] [0] [0]** (default password) and press **OK** or **[#]**.
3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press **OK** or **[#]**.
4. Enter your new mailbox password again and press **OK** or **[#]**.
5. At the tone, record your name in the Company Directory.
6. Press **[#]** to end the recording. Press **[#]** to accept the recording.
7. Press **[\*] [8] [8] [1]** to end the session.

Now you are ready to record your personal mailbox greetings and to use the CallPilot features described in this card.

**Note:** If you do not record any personal greetings, your Company Directory name plays to callers who reach your mailbox.

From an outside tone dial telephone, dial your company's telephone number.

When CallPilot answers, press **[\*] [8] [8] [1]** and follow the voice prompts to open your mailbox.

**Mailbox greetings**

There are three types of Personal mailbox greetings: Primary, Alternate and Personalized.

**Primary mailbox greeting**

This is your everyday mailbox greeting. In this greeting include your name, mailbox number and a brief message explaining to callers that you are unable to answer their calls.

**Alternate mailbox greeting**

This is a special greeting for times when you are away from the office or on vacation.

**Personalized mailbox greeting**

Up to three Personalized mailbox greetings are available when your company subscribes to Caller ID (CLID) services from your local telephone company.

A Personalized mailbox greeting plays to callers based on the caller's telephone number. CallPilot recognizes the assigned incoming telephone number and plays the Personalized mailbox greeting.

Use the *Mailbox commands* illustration as a guide when you record your greetings.

**Recording Tips**

- Use your handset, not the Handfree feature.
- Speak clearly and at a pace that is easy to understand.

**Select a mailbox greeting**

After you record Primary and Alternate greetings, you must select a greeting to play. If you do not select a greeting, the Primary greeting plays automatically.

If you choose the Alternate mailbox greeting, you are asked whether the mailbox accepts messages. If you choose **Y** (Yes) your mailbox receives messages in the usual way. If you choose **N** (No):

- Messages cannot be left in your mailbox.
  - The Alternate mailbox greeting takes precedence over all other greetings.
- Personalized greetings will be played for up to three specific external telephone numbers instead of the Primary or Alternate greetings.
- Use the *Mailbox commands* illustration as a guide when you choose a greeting.

**About your mailbox password**

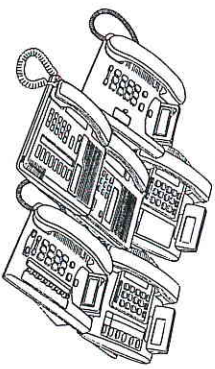
Change your mailbox password every 30 days. Your mailbox password keeps your voice messages private and confidential. Choose an uncommon password (not 1111 or 1234) that is from four to eight digits long and does not start with zero. Use the *Mailbox commands* illustration as a guide when you change your password.

**CallPilot voice prompts**

CallPilot voice prompts tell you which dialed button to press for CallPilot options.

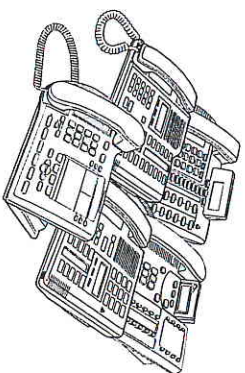
**On one line display telephones:**

- The voice prompt plays immediately.
- Use the dialed only to enter a command.
- If you know the corresponding dialed number for the option you want, you can press it any time during the voice prompt.
- Press **[#]** on the dialed to interrupt a voice prompt.
- Press **[#]** to return to the previous display prompt.
- If you do not choose an option after five seconds, the voice prompt replays the options.
- If you do not choose an option within five seconds, the CallPilot session ends.

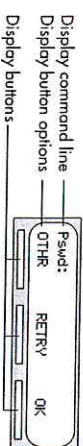


**On two line display telephones:**

- Use the display button or the dialed to enter a command.
- The voice prompt plays after a five second delay.
- When there are more than three options, or you do not know what the options are, wait for the voice prompt to state the options.
- Press **[#]** on the dialed to interrupt a voice prompt.
- If you do not choose an option after five seconds, the voice prompt plays the options. If you do not choose an option, the session ends after another five seconds passes.



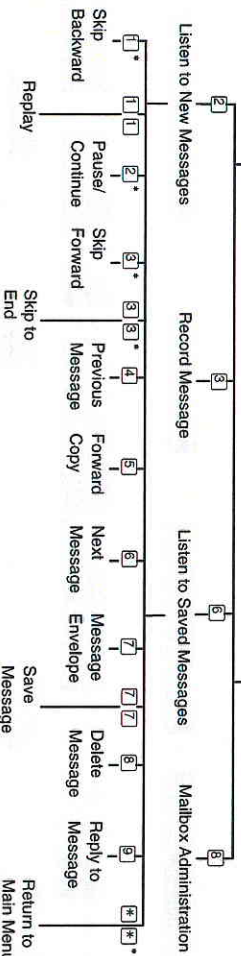
**Example of a two line display**



Make sure you are familiar with how to operate display telephones. Refer to your Telephone User Card.

## Play messages

From your display telephone enter **[\*] [9] [8] [1]**. Follow the voice prompts or the button options on your display telephone to open your mailbox.



From an outside tone dial telephone, dial your company's telephone number. When CallPilot answers, press **[\*] [9]** and follow the voice prompts to open your mailbox.

\* Applies only when message is playing.

### Retrieving a deleted message

You can retrieve a deleted message if you are still in a CallPilot session. A deleted message remains in your mailbox until you end your current CallPilot session.

After you delete a message, the number of new or saved messages shown on the display decreases by one. Press **PLAY** or **[\*]** to listen to your deleted messages.

When you play your deleted message, you have the option to save it. If you end the current session without saving the deleted message, it is permanently deleted from your mailbox.

## Send messages

From your display telephone enter **[\*] [9] [8] [1]**.

Follow the voice prompts or the button options on your display telephone to open your mailbox.



From an outside tone dial telephone, dial your company's telephone number. When CallPilot answers, press **[\*] [9]** and follow the voice prompts to open your mailbox.

## Leave a Message

**Default code** **[\*] [9] [8] [0]** **Custom code\*** **[\*] [9] [9] [9]**  
Press **[\*] [9] [8] [0]** on your display telephone to record and send a message directly to a mailbox without calling the extension number.

## Open Mailbox

**Default code** **[\*] [9] [8] [1]** **Custom code\*** **[\*] [9] [9] [9]**  
Press **[\*] [9] [8] [1]** on your display telephone to access your mailbox menus.  
Refer to the *Mailbox commands* illustration in this card to review your mailbox menus.

## Call Forward

**Default code** **[\*] [9] [8] [4]** **Custom code\*** **[\*] [9] [9] [9]**  
Press **[\*] [9] [8] [4]** on your display telephone to forward calls directly to your mailbox.  
**To set up Call Forward remotely:**

- Use a tone dial telephone to call your company's telephone number. Wait for CallPilot to answer.
- While your greeting plays press **[\*] [9]**.
- Enter your mailbox number and password, then press **[#]**.
- Press **[8] [2]** and then press **[3]**.
- Press **[1]** to enable or disable Call Forward.
- Press **[1]** to enable or disable Call Display.
- Replace the handset to end the session.

## Transfer

**Default code** **[\*] [9] [8] [6]** **Custom code\*** **[\*] [9] [9] [9]**  
Transfer a call from your display telephone directly to a mailbox.  
**To transfer a call to a mailbox from your telephone:**

- Press **[\*] [9] [8] [6]**.
- Enter the mailbox number.
- Wait until the display shows Call Transfer before you use other features.

## Interrupt

**Default code** **[\*] [9] [8] [7]** **Custom code\*** **[\*] [9] [9] [9]**  
Interrupt a caller who is listening to your mailbox greeting or leaving a message.  
You can program a feature code to a memory button with an indicator on your display telephone.

If you program the Interrupt feature to a memory button:

- While a caller is listening to your mailbox greeting or leaving a message, the indicator (**▶** or **▲**) flashes for the Interrupt button.

Press the Interrupt button to retrieve the call.

### To program a memory button for the Interrupt feature:

- Press **[\*] [9] [3]**.
- The display shows Program Features.
- Press a memory button with an LCD indicator.
- Press **[\*]** and then enter the feature code that you want to program.  
Feature 987 is the default code for the interrupt feature.
- The display shows Programmed, then ends the session.

## Call Record

**Default code** **[\*] [9] [8] [9]** **Custom code\*** **[\*] [9] [9] [9]**  
Record a telephone call and store the recorded call in your mailbox. Before you activate the Call Record feature, ask the parties on the call for permission to record it.  
The System Administrator must enable the Call Record feature. In some areas Call Record is not available as it contravenes local laws.

## Other features

For more information about all the CallPilot features, refer to the *CallPilot Reference Guide*. This guide explains in detail:

- Automated Attendant
- Alternate extensions
- Alternate language
- Call Screening
- Company Directory
- Message options
- Off-premise Message Notification
- Outbound Transfer
- Replying to a message
- Target Attendant
- Transferring calls
- Mailbox Park and Page
- Express Line Messaging

\* If custom codes are available for your system

# The Telephony Connection

Parlance Telephony, Inc.  
Compact 6.1 + and Modular ICS

## SETTING PHONE SYSTEM TIME AND DATE

For those of you using a Compact or Modular ICS platform, the system should automatically adjust for daylight savings/standard time (so long as you live in an area that needs to accommodate for these changes).

If you need to adjust the time for any reason, follow these instructions:

1. Press FEATURE \*\*TIME (8463)
2. At the PASSWORD: prompt, enter 23646.
3. At the HOUR:XX prompt, press [CHANGE] to enter the appropriate hour in two-digit format via the dialpad (i.e. if it is 7:00 in the am, type "07" from the dialpad) Select [AM] or [PM]. If the hour is correct, press [NEXT] to move to the next setting.
4. At the MINUTES:XX prompt, press [CHANGE] to enter the appropriate minutes in two-digit format via the dialpad. If the minutes setting is correct, press [NEXT] to move to the next.
5. At the YEAR:XX prompt, press [CHANGE] to enter the appropriate year in two-digit format via the dialpad. If the year is correct, press [NEXT] to move to the next setting.
6. At the MONTH:XX prompt, press [CHANGE] to enter the appropriate month in two-digit format via the dialpad. If the month is correct, press [NEXT] to move to the next setting.
7. At the DAY:XX prompt, press [CHANGE] to enter the appropriate date in two-digit format via the dialpad. If the date is correct, press [NEXT] to go back to the hour.
8. To end a programming session, press the orange RLS button.

# The Telephony Connection

Parlance Telephony, Inc.

Compact & Modular ICS 2.0 +

## SYSTEM ADMINISTRATION

### Entering System Administration

The system coordinator for the phone system should be responsible for updating the system speed dials, changing names on sets and altering time and date (if necessary). We recommend that you use these instructions in conjunction with the Modular ICS System Administrator manual with the cardboard overlay template that resembles the one below.

All programming needs to be done on a programming set. This is a set that has three soft gray keys beneath the digital display. To access System Administration, press FEATURE \*\*266344. At the PASSWORD: prompt, enter 23646. The display should read: TERMINALS&SETS ▶ .

HEADING	<input type="text"/>	SHOW	<input type="text"/>
BACK	<input type="text"/>	NEXT	<input type="text"/>

### To program a system speed dial number, follow these instructions:

1. Follow the steps above to access System Administration. Press the NEXT key three times until display reads: SYS SPEED DIAL ▶ and press the SHOW key.
2. At the SPEED DIAL #: \_ prompt, enter a two-digit code between the range of 01-70 and press SHOW.
3. If there is no number programmed under this code, the display will show XX: NO NUMBER. Press [CHANGE] and use the dial pad to enter the desired telephone number. This field can contain up to 24 digits. When complete, press [OK] and NEXT.
4. The display will show USE PRIME LINE, if you wish to change this setting so that this speed dial uses a specific line, press [CHANGE] or press NEXT to continue.
5. The display will show DISPLAY DIGITS: Y, press [CHANGE] if you wish to change this to display a name or press NEXT to continue.
6. If you have chosen to display a name for the speed dial, you will see NAME: SYS SPEED DIAL XX on your display. If you told the system to display digits for the speed dial you are programming, continue to step 7. Otherwise, press SHOW and [CHANGE] to change the speed dial name to one that you want to give to this number. Press the appropriate numeric key that corresponds to the letter you want and press "#" to move one space to the right (i.e. to type an "s", press the "7" key three times). When complete, press NEXT to continue.
7. The display will read END OF LIST. Press HEADING and SHOW to continue with the next number in sequence.

### To change the name on a set, follow these instructions:

1. Follow the steps in the introduction to access System Administration. At the TERMINALS&SETS ▶ display, press SHOW.
2. At the SHOW SET: \_ prompt, type the extension number via the dialpad. If the set has already been given a name, it will appear after the extension number on the display (i.e. 221:221).
3. Press SHOW and NEXT. The display will read NAME: 221. Press [CHANGE] and press the numeric key that corresponds to the letter you wish to enter. Press "#" to move on space to the right. When complete, press NEXT.

### To adjust the time after a power loss, follow these instructions:

1. Press FEATURE \*\*TIME (8463). At PASSWORD: prompt, enter 23646.
2. The display will read HOUR:XX. Press [CHANGE] to change this via the dialpad or press [NEXT] to continue.
3. The display will read MINUTES:XX. Press [CHANGE] to change this setting via the dialpad or press [NEXT] to continue.
4. The display will show YEAR:XX. Press [CHANGE] to change this setting via the dialpad or press [NEXT] to continue.
5. The display will read MONTH:XX. Press [CHANGE] to change this via the dialpad or press [NEXT] to continue.
6. The display will read DAY:XX. Press [CHANGE] to change this via the dialpad or press [RLS] to end.

# The Telephony Connection

Parlance Telephony, Inc.

CICS and MICS 2.0 + and Flash/NAM systems

## SETTING UP NEW EMPLOYEES

Whenever a new employee begins, there are a few steps that should be taken so that their telephone and voice mailbox are ready for set-up on the new employee's first day. These steps include the following:

- Ensure that you have a telephone for the user
  - If not, order one
  - If so, identify the extension and verify the labels on the phone are the same as your company's standard
- Ensure that you have a jack location in which to connect the telephone
  - If not, call us to run cable
  - If so, plug in the telephone
- Once the telephone is connected, change the name on the set and create a mailbox for the user

### In order to identify the extension number and programming of a telephone, follow these instructions:

1. Go to the telephone that needs to be identified and press FEATURE \*0 while the telephone is IDLE.
2. The display will show 'BUTTON INQUIRY' and then 'PRESS A BUTTON'. Begin pressing each of the keys on the telephone. While doing so, look at the display to ensure that the display matches the label on the button. To identify the extension number of the phone, press one of the intercom or extension keys to ensure that it is the same as labeled.
3. Press RLS to end the programming session.

### In order to change the name on the telephone set, follow these instructions:

1. Press FEATURE \*\*266344. At the PASSWORD: prompt, enter 23646.
2. At the TERMINALS&SETS prompt, press SHOW. At the SHOW SET: prompt, enter the extension of the phone to be programmed. Display will show the set extension and assigned name. Press SHOW again.
3. At the CAPABILITIES prompt, press NEXT. At the NAME: prompt, press [CHANGE] to change the name. Using the dialpad buttons, spell out the name. (For instance, for Jane, press '5' once and "#"; '2' once and "#", '6' twice and "#"; '3' twice and "#"). Press NEXT to save the change.

### In order to add a mailbox, follow these instructions:

1. At a programming telephone set (any set that has three soft gray keys beneath the digital display), press FEATURE 983. At the LOG: prompt, enter the system coordinator mailbox number and password and press [OK]. (The system coordinator mailbox number is 12 if you have two-digit extension numbers, 102 if you have three-digit extension numbers, 1002 if you have four-digit extension numbers. The password is either 1234 or 0000).
2. At the ADMIN prompt, press [MBOX]. At the MAILBOX ADMIN prompt, press [ADD].
3. At the MBOX: prompt, type the mailbox number from the dialpad. At the EXT: prompt, type the extension number from the dialpad.
4. At the CLASS OF SERVICE prompt, enter a class of service number "13" works for most employees. At the NAME: prompt, you will type in the employee's last name followed by a comma and their first name or first initial for a maximum of 16 characters and press [OK].
5. At the DIRECTORY? prompt, press [YES] or [NO]. Selecting [YES] means that the employee's name always resides in the company directory.
6. At the MSG WAITING? prompt, press [YES] or [NO]. Selecting [YES] means that the telephone displays "MESSAGE FOR YOU" when you have a new message waiting in your mailbox. At the OUTDIAL:XXX prompt, press [POOL] and [OK]. At POOL: prompt, enter : 1 and [OK].
7. You are then returned to the MAIL ADMIN prompt. To end a voice mail session, press the [RLS] key.

# The Telephony Connection

Parlance Telephony, Inc.

StarTalk, StarTalk Flash, and Norstar  
Voice Mail

## AUTO ATTENDANT GREETING MAINTENANCE

The Auto Attendant greetings are recorded and maintained in the Voice Mail Administration section. To access this section, you must be at a programming telephone set (any set that has three soft gray keys beneath the digital display).

### To record or change a greeting, follow these instructions:

1. Press FEATURE 983. At the LOG: prompt, enter your system administrator mailbox number and password followed by the pound sign. The system administrator mailbox number is 12 if you have two-digit extension numbers; 102 if you have three-digit extension numbers; 1002 if you have four-digit extension numbers. The password is either 0000 or 1234. You will enter this mailbox number and password in one strand, for example: 1021234 and [OK].
2. Press [AA] then [GRTG]. Press [GRTG] again.
3. At the GREETING: prompt, enter greeting number (usually "1") and press [OK].
4. Press [PLAY] to hear the current greeting.
5. Press [REC] to record your new greeting after the tone and then press [OK].
6. Press [OK] to accept your recording.
7. To end the programming session, press RLS or hang-up the handset.

# The Telephony Connection

Parlance Telephony, Inc.

StarTalk Mini , StarTalk, StarTalk Flash, and  
Norstar Voice Mail

## AUTO ATTENDANT GREETING MAINTENANCE

The Auto Attendant greetings are recorded and maintained in the Voice Mail Administration section. To access this section, you must be at a programming telephone set (any set that has three soft gray keys beneath the digital display). Press FEATURE 983. At the LOG: prompt, enter the system coordinator mailbox number and password and press [OK]. (The system coordinator mailbox number is 12 if you have two-digit extension numbers, 102 if you have three-digit extension numbers, 1002 if you have four-digit extension numbers. The password is either 1234 or 0000).

### To record a holiday greeting, follow these instructions:

1. Press [AA] then [GRTG]. Press [GRTG] again.
2. At the GREETING: prompt, enter greeting number '10' and press [OK].
3. Press [REC] to record your new greeting after the tone and then press [OK].
4. Press the asterisk (\*) key to return to the Administration Menu.

### To assign a holiday greeting to a table, follow these instructions:

1. Press [AA] then [TABLE]. At the TABLE: prompt, enter (via the dialpad) the table number in question.
2. Press [NEXT] until you reach the NON-BUSINESS: X prompt.
3. Press [CHNG] and enter the new greeting number you want to use (i.e. '10'). If you wish, press [PLAY] to verify the greeting.
4. Press the asterisk (\*) key to return to the Administration Menu or [RLS] to end the programming session.

**NOTE:** The following step must be made immediately before leaving the office for the holiday and turned off immediately after returning from the holiday...

### In order to set-up the holiday greeting to answer all of your calls, follow these instructions:

1. Press FEATURE 982
2. At the PASSWORD: prompt, enter "1234" or "67372867" and press [OK].
3. At the ATDT AVAIL: XX prompt you will press [CHANGE] or leave the default setting to meet the appropriate scenario below:
  - Yes - attendant receives "0" calls
  - No - callers are routed to General Delivery when they dial "0"
4. Press [NEXT]
5. At the BUSINESS OPEN: XX prompt you will press [CHANGE] or leave the default setting to meet the appropriate scenario below:
  - Yes - calls are answered by the appropriate greeting
  - No - calls are answered by the Non-Business Greeting (Holiday)**
6. Press [RLS] to end the programming session.