

Installing Norstar Voice Mail as a Centralized Voice Mail system

When you have several Norstar systems connected together using an MCDN network, a single Norstar Voice Mail system can provide voice messaging and Auto Attendant services to up to 10 Norstar systems. This is known as Centralized Voice Mail.

To use Centralized Voice Mail you must configure the Norstar KSUs and the Norstar Voice Mail system.

Requirements for using Centralized Voice Mail

The following is required on all of the Norstar systems that use Centralized Voice Mail:

- All of the Norstar systems must be using MICS with software version 6.0 or higher.
- The Norstar Voice Mail system must be using Norstar Voice Mail software version 4.1 or higher.
- The Norstar Voice Mail system must be using Access 6.0 software or higher.
- All of the Norstar systems must be connected in a private network that has been created using SL-1 (MCDN) lines.

Note: A PRI enabler keycode and an Advanced Private Networking keycode are required for Private Networking.

Configuration required on all of the Norstar systems

- All of the Norstar systems must be using Coordinated Dialing Plan (CDP).
- All of the Norstar systems must have an unique Private Network Identifier (PNI).

Enabling CDP and setting the PNI

1. Place the programming overlay over the appropriate keys on your programming telephone.
2. Press * * 2 6 6 3 4 4 (CONFIG). The display shows **Password:**.
3. Enter the installer password. The display shows **Terminals&Sets**.
4. Press until the display shows **System Prgrming**.
5. Press .
6. Press until the display shows **Dialing Plan**.
7. Press . The display shows: **Private Network:None**.
8. Press **CHANGE** until CDP displays.
9. Press **CHANGE** and enter the PNI for this system.

Note: The PNI is defined by the network coordinator and must be unique to each system.

10. Press .

11. Repeat these steps on each Norstar system.

Configuring the Norstar system connected to the NAM (Norstar Application Module)

On the Norstar system connected to the NAM, you must set the Received Digits for a target line for the Voice Mail DN.

Setting the received digits for the Voice Mail DN target line

1. Place the programming overlay over the appropriate keys on your programming telephone.
2. Press (CONFIG). The display shows **Password:**.
3. Enter the installer password. The display shows **Terminals&Sets**.
4. Press until the display shows **Lines**.
5. Press . The display shows: **Show line:**.
6. Enter the line number of a target line to be assigned to the Voice Mail DN.
The display shows: **Trk/Line data**.
7. Press .
8. Press until the display shows **Rec'd #**.
9. Press .
10. Press **CHANGE** and enter the Voice Mail DN as the Received Number.
11. Press .

Configuring the Norstar systems not connected to the NAM

On the Norstar systems not connected to the NAM, you must do the following.

- Configure a Voice Message Center to access the Centralized Voice Mail.
- Enable the External Voice Message feature on each set that uses the Centralized Voice Mail.
- Assign the Voice Message Center used for Centralized Voice Mail to the target line for each set that used Centralized Voice Mail

This programming must be done on each Norstar system that uses Centralized Voice Mail and is not connected to the NAM.

Configuring the Voice Message Center to access the Centralized Voice Mail

1. Place the programming overlay over the appropriate keys on your programming telephone.
2. Press (CONFIG). The display shows **Password:**.
3. Enter the installer password. The display shows **Terminals&Sets**.
4. Press until the display shows **Telco features**.
5. Press . The display shows: **Vmsg ctr tel#**.
6. Press . The display shows: **VMSG center 1**.
If you are not using Voice Message Center 1 for Centralized Voice Mail, press until the Voice Message Center you want to use appears.
7. Press . The display shows: **Use:Line**.

8. Press **CHANGE** to select **Routing tbl.**
9. Press . The display shows: **Tel#:No number.**
10. Press **CHANGE** and enter the Voice Mail DN.
11. Press .

Enabling the External Voice Message feature

1. Place the programming overlay over the appropriate keys on your programming telephone.
2. Press * * 2 6 6 3 4 4 (CONFIG). The display shows **Password:.**
3. Enter the installer password. The display shows **Terminals&Sets.**
4. Press . The display shows: **Show set:.**
5. Enter the extension number of a set that uses Centralized Voice Mail. The display shows **Line Access.**
6. Press until the display shows **Telco features....**
7. Press . The display shows: **Caller ID set.**
8. Press . The display shows: **Ext1 VMs9 set.**
9. Press **CHANGE** to select **Y.**
10. Press .
11. Repeat these steps for each set that uses Centralized Voice Mail.

Assigning the Voice Message Center to the target line

1. Place the programming overlay over the appropriate keys on your programming telephone.
2. Press * * 2 6 6 3 4 4 (CONFIG). The display shows **Password:.**
3. Enter the installer password. The display shows **Terminals&Sets.**
4. Press until the display shows **Lines.**
5. Press . The display shows: **Show line:.**
6. Enter the line number of the target line assigned to a set that uses Centralized Voice Mail. The display shows: **Trk/Line data.**
7. Press until the display shows **Telco features.**
8. Press . The display shows **VMs9 Center 1.**
9. Press **CHANGE** to select the Voice Message Center used for Centralized Voice Mail.
10. Press .
11. Repeat these steps for the target lines assigned to each set that uses Centralized Voice Mail.

Configuring the Norstar Voice Mail system

On the Norstar Voice Mail system, you must do the following.

- Assign the Automated Attendant to answer the target line assigned to the Voice Mail DN.
- Assign Greeting Table 1 to the lines answered by Norstar Voice Mail.
- Enable the External Initialization option.
- Enable the Redirected DN option.

Assigning the Automated Attendant to answer the target line assigned to the Voice Mail DN

1. Press **[*] 9 8 3**.
2. Enter the System Coordinator Mailbox number and password, then press **OK**.
3. Press **AA**.
4. Press **LINES**.
5. Enter the line number of the target line assigned to the Voice Mail DN and press **OK**.
6. Press **CHNG** to change the Answer status to Y.
7. Press **[*]**.

Assigning Greeting Table 1 to the lines answered by Norstar Voice Mail

1. Press **[*] 9 8 3**.
2. Enter the System Coordinator Mailbox number and password, then press **OK**.
3. Press **AA**.
4. Press **LINES**.
5. Enter the line number of a line assigned to Centralized Voice Mail and press **OK**.
6. Press **NEXT**.
7. Press **TABLE**.
8. If the Table number is 1, go to step 10.
If the Table number is not 1, press **CHNG**.
9. Press **[1]** and then press **OK**.
10. Press **NEXT** and repeat steps 8 and 9 for each line that Central Voice Mail answers.
11. Press **[*]**.

Enabling the External Initialization option

1. Press **[*] 9 8 3**.
2. Enter the System Coordinator Mailbox number and password, then press **OK**.
3. Press **[7] [7]**. The display shows **External init: N**.
4. Press **CHNG** to select **Y**.
5. Press **OK**.
6. Press **[*]**.

Enabling the Redirect DN option

1. Press **[*] 9 8 3**.
2. Enter the System Coordinator Mailbox number and password, then press **OK**.
3. Press **[8]**. The display shows **Redirect DN: N**
4. Press **CHNG** to select **Y**.
5. Press **OK**.
6. Press **[*]**.

Centralized Voice Mail configuration notes

- Creating several mailboxes using the Create Mailbox Utility (option 66 under **[*] 9 8 3**) can only be done for mailboxes that are on the Norstar system that is connected to the NAM.
- When programming Outbound Transfer or Off-premise Message Notification (OMN) to destinations on the Norstar system connected to the NAM, you should configure the destination as an extension.
- When programming Outbound Transfer or Off-premise Message Notification (OMN) to destinations on the Norstar systems not connected to NAM, you should configure the destination as a phone number.

Editing a Class of Service


You can change individual Class of Service (COS) values to meet the needs of your company from a two-line display telephone.

For more information on Class of Service values, refer to the *Norstar Voice Mail 4.0 Set Up and Operation Guide*.

To edit a Class of Service

1. Press **[*] 9 8 3**.
2. Enter the System Coordinator Mailbox number and password, then press **OK**.
3. Press **MBOX**.
4. Press **[1]**. The display shows **Cos:**.
5. Enter the Class of Service number to be edited (1 to 16) and press **OK**.
Note: Press **RETRY** to enter a different COS number.
6. The display shows **Language: Prim** or **Language: Alt**.
 If you want to change the language prompt setting, press **CHNG**
 or
 press **NEXT**.
7. The display shows **Max Mbx Time: XXX**
 If you want to change the maximum mailbox message time, press **CHNG** and enter a value from 1-180 minutes
 or
 press **NEXT**.

8. The display shows **Max Msg Len: XX**
If you want to change the maximum message length, press CHNG and enter a value from 1-60 minutes
or
press NEXT.
9. The display shows **Msg Retent: XXX**
If you want to change the message retention period, press CHNG and enter a value from 1 to 365 days
or
enter 0 to store messages indefinitely
or
press NEXT.
10. The display shows **Greeting Len: XX**
If you want to change the maximum greeting length, press CHNG and enter a value from 1 to 30 minutes
or
press NEXT.
11. The display shows **OPN: Y** or **OPN: N**
If you want to change the Off-premise Message Notification setting, press CHNG
or
press NEXT.
12. The display shows **Retry time: XXX**
If you want to change the amount of time between retry intervals for message delivery, press CHNG and enter a value from 1 to 120 minutes
or
press NEXT.
13. The display shows **No Attempts: XX**
If you want to change the maximum number of attempts for message delivery, press CHNG and enter a value from 1 to 20
or
press NEXT.
14. The display shows **Attd Allowed: Y** or **Attd Allowed: N**
If you want to change the personal attendant setting, press CHNG
or
press NEXT.
15. The display shows **VPIM Allowed: Y** or **VPIM Allowed: N**
If you want to change the digital networking setting, press CHNG
or
press NEXT.
16. The display shows **AMIS Allowed: Y** or **AMIS Allowed: N**
If you want to change the AMIS networking setting, press CHNG
or
press NEXT.
17. The display shows **Xfer Allowed: Y** or **Xfer Allowed: N**
If you want to change the Outbound Transfer setting, press CHNG
or
press NEXT.

18. The display shows **Max Logins: XX**
If you want to change the maximum number of incorrect password attempts, press **CHNG** and enter a value from 1 to 20
or
press **NEXT**.
19. The display shows **Pswd Expiry: XX**
If you want to change the password expiry setting, press **CHNG** and enter a value from 0 to 365 days
or
enter 0 if you do not want the password to expire
or
press **NEXT**.
20. The display shows **Record Call: N** or **Record Call: Y**
If you want to change the record call setting, press **CHNG**
or
press **NEXT**.
21. To edit another Class of Service number, repeat steps 4 through 20
or
press  to end the session.