

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 Next until the display shows System programing.
- 5. Press Show.
- 6. Press Next until the display shows Dialing Plan.
- 7. Press Show . The display shows: Private Network: None.
- 8. Press <u>CHANGE</u> until CDP displays.
- 9. Press <u>CHANGE</u> 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 💌 🛪 😩 2 6 6 3 4 4 (CONFIG). The display shows Password:.
- 3. Enter the installer password. The display shows Terminals&Sets.
- 4. Press Next until the display shows Lines.
- 5. Press Show . 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 Show
- 8. Press Next until the display shows Rec'd #.
- 9. Press Show
- 10. Press <u>CHANGE</u> 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 (*) * [2] [6] [6] [3] [4] [4] (CONFIG). The display shows Password:
- 3. Enter the installer password. The display shows Terminals&Sets.
- 4. Press Next until the display shows Telco features.
- 5. Press Show . The display shows: Umsg ctr tel#.
- 6. Press Show The display shows: UMSG center 1.

 If you are not using Voice Message Center 1 for Centralized Voice Mail, press Next until the Voice Message Center you want to use appears.
- 7. Press Show . The display shows: Use:Line.

8. Press CHANGE to select Routing tbl. 9. Press Next . 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.
- . 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 Next until the display shows Telco features....
- 7. Press Show . The display shows: Caller ID set.
- 8. Press Next . The display shows: Extl 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 Next until the display shows Lines.
- 5. Press Show . 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 Next until the display shows Telco features.
- 8. Press Show . 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 <u>OK</u>.
- 6. Press <u>CHNG</u> 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 <u>OK</u>.
- 3. Press <u>AA</u>.
- 4. Press LINES.
- 5. Enter the line number of a line assigned to Centralized Voice Mail and press <u>OK</u>.
- 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 <u>CHNG</u>.
- 9. Press 1 and then press <u>OK</u>.
- 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 $\underline{\text{CHNG}}$ 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 <u>OK</u>.
- 3. Press 8. The display shows Redirect DN:N
- 4. Press <u>CHNG</u> to select **Y**.
- 5. Press OK.
- 6. Press .

Centralized Voice Mail configuration notes

- Creating several mailboxes using the Create Mailbox Utility (option 66 under 🔊 🖲 🔞 🔞 oan 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 Cost.
- 5. Enter the Class of Service number to be edited (1 to 16) and press OK.

Note: Press <u>RETRY</u> to enter a different COS number.

The display shows Language: Prim or Language: Alt
 If you want to change the language prompt setting, press <u>CHNG</u>
 or
 press <u>NEXT</u>.

7. The display shows Max Mbx Time: XXX

If you want to change the maximum mailbox message time, press <u>CHNG</u> and enter a value from 1-180 minutes

or press <u>NEXT</u>.

8. The display shows Max Ms9 Len: XX

If you want to change the maximum message length, press <u>CHNG</u> and enter a value from 1-60 minutes

or

press <u>NEXT</u>.

9. The display shows Msg Retent: XXX

If you want to change the message retention period, press <u>CHNG</u> 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 <u>CHNG</u> 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 <u>NEXT</u>.

12. The display shows Retry time: XXX

If you want to change the amount of time between retry intervals for message delivery, press <u>CHNG</u> and enter a value from 1to 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 <u>CHNG</u> and enter a value from 1 to 20

or

press <u>NEXT</u>.

14. The display shows Attd Allowed:Y or Attd Allowed:N

If you want to change the personal attendant setting, press CHNG

or

press <u>NEXT</u>.

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 **<u>NEXT</u>**.

17. The display shows Xfer Allowed: Y or Xfer Allowed: N

If you want to change the Outbound Transfer setting, press CHNG

or

press <u>NEXT</u>.

18. The display shows Max Logins: XX

If you want to change the maximum number of incorrect password attempts, press $\underline{\text{CHNG}}$ 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 <u>CHNG</u> 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.