Norstar Voicemail Cheat Sheet

Initialize a Mailbox

- Lift Handset
- Press MAILBOX key or Feature 981
  (Guest mailbox users press * mailbox number)
- Enter default password (0000)
- Press OK or #
- Must change password then press OK or # to accept
- Record your name at the tone
- Press OK or #
- Press OK or # to accept entry
- To exit, Press Rls key

*** Initializing is only done the first time you open a mailbox. A mailbox must be initialized before messages can be received.

Personal Greeting

- Lift Handset
- Press MAILBOX key or Feature 981
  (Guest mailbox users press * mailbox number)
- Enter password, then press OK or #
- Press ADMIN or 8
- Select greeting options, press GREET or 2
- To record a greeting, press RECORD or 1
- Select greeting PRIME or ALT (1 or 2)
- To record a greeting, press YES or 1
- Start recording at the tone
- To end your recording, press OK or #
- To accept this greeting, press OK or #
- To exit, press Rls key

Choosing Primary or Alternative Greeting

- Lift Handset
- Press MAILBOX key or Feature 981
  (Guest mailbox users press * mailbox number)
- Enter password, then press OK or #
- Press ADMIN or 8

- Select greeting options, press GREET or 2
- Press CHOOSE or 2
- Select which greeting your mailbox will play
- To exit, press Rls key

Transfer a Call to a Voicemail Box

- Press TRF VM key or Feature 986
- Enter the voicemail box number
Sending a Message

- Lift Handset
- Press Express Msg key or Feature 980
- Enter the mailbox number to send the message to
- To leave your message, press OK or 2
- Record your message at the tone
- To end recording, press OK or #
- To send your message, press SEND or #

Checking Voicemail from an Outside Line

- Call the office main number
- When you hear the automated greeting, press **
- Enter your mailbox number and password
- Press #
- Listen to new messages, press 2
- Listen to saved messages, press 6
- To record and send a message, press 3

* Note: When finished in your mailbox you may press # to get back to the main greeting to leave another message.

Listening to Messages

- Lift Handset
- Press MAILBOX key or Feature 981
- Enter your password, then press OK or #
- Listen to new messages, press PLAY or 2
- Listen to saved messages, press 6

While listening to a message, or after a message has played, you can……

Replay message from start <<< <<< or 11
Backup 9 seconds <<< or 1
Pause and continue STOP PLAY or 22
Forward 9 seconds >>> or 3
Skip to end of message >>> >>> or 33
Play previous message 4
Forward a copy of message COPY or 5
Skip to next message NEXT or 6
Play time and date stamp 7
Save a message 77
Erase a message ERASE or 8
Reply to the msg REPLY or 9
Volume Control 8*
**Personalizing your phone:**

**Adjusting the display –**

1) Press Feature * 7
2) Use the dial pad to enter 1-9 (1 being the lightest and 9 being the darkest) or use the Up and Down button under the LCD display
3) After selecting the contrast level of the display you prefer, press the Rls button to release and store your selection

**Select the ring and volume –**

1) Press Feature * 6
2) Press 123 or 4 to hear the four different rings
   (Use the NEXT button on 10 & 16 button phones)
3) While the phone is ringing, adjust the volume bar under the dial pad buttons
4) Press the Rls button to release and store the ring

**Programming your 24 Personal Speed Dial Buttons –**

1) Press Feature * 4
2) Enter a two digit code (71-94)
3) Dial the telephone number you wish to program exactly as you would dial it on the phone
4) To store the number, press the HOLD button
5) Record the code and the number you have stored

**Programming Memory Buttons –**

The top portion of the M7310 or T7316 phone has programmable buttons. The M7310 phone has 12 buttons, but 24 can be programmed. To use the bottom portion of the button, just press the memory button. To use the top portion of the button, press the shift key (small gray triangle on the right side) and press the memory button. The T7316 phone has 8 programmable memory buttons.

**To Program an External Number –**

1) Press Feature * 1
2) Press the memory button you wish to program
3) Dial the external number the way you would dial it on the phone
4) Press HOLD to store
5) Label new button

**To Program a Feature Button –**

1) Press Feature * 3
2) Press the memory button you wish to program
3) Press Feature and code
4) Label new button

**To Program an Internal Number –**

1) Press Feature * 2
2) Press the memory button you wish to program
3) Enter ICM number
To Erase a Memory Button –

1) Press Feature * 1
2) Press the memory button you wish to program
3) Press the HOLD button to erase

Button Inquiry –

- Press Feature * 0
- Press memory button you wish to check
- Press RIs to exit

Call Types –

Outbound Calls

- Lift Handset
- Dial access number (9) and telephone number

Intercom Calls

- Lift Handset
- Dial intercom number (ext number)
  (this will make the phone ring)

Voice Call

- Lift Handset
- Press VOICE CALL key or Feature 66
- Dial intercom number (announces over phone speakers)

Transfer

- With a call in progress
- Press TRANSFER key or Feature 70
- Dial intercom number
- Announce call or hang up to complete transfer

Park

To Park a call –

- Press PARK or Feature 74
- Display tells where call is parked (101-125)

To answer a parked call –

- Lift Handset
- Dial the (3) digit park number

Hold

- Press the HOLD key
- Press the flashing line/intercom key to return to call
Conference

- Make your first call
- Put the first call on hold
- Make a second call
- Press CONF/TRANS key or Feature 3
- Press key to pickup held line to complete conference

Page

- Lift Handset
- Press PAGE key of Feature 610
- Speak clearly into handset
- Press RIs key when finished