
Resetting a VM Password on a NORSTAR Voice Mail

Press Feature 985

You will see VM: XXX 9 (XXX is the extension of the VM)

Press the digit 9

At Password: Enter 73738767793 (resetsmpswd)

Press Yes or OK to confirm

The password will be returned to its default of 120000, 1020000 or 1002000. The first 4 digits correlates to the Extension number length your system is using.

Example:

If your phone ext is 2 digits like 21 then the password would be 120000

If your phone ext is 3 digits like 221 then the password would be 1020000

If your phone ext is 4 digits like 2221 then the password would be 10020000

It is VERY important that once you have reset the password to login to the System Administrators Mailbox and change the password from the default of 0000. If not, you are leaving your company open to Fraud from external sources.

Notes: The VM system Administrator Password is in reality just logging you into a Voicemail box that is exactly like other Mailboxes but with the capability to make changes to the VM system.

If your extension is 221 and you wanted to enter your mailbox from another phone in your office or from outside the office you would have to enter 221xxxx then OK or #. Where 221 is your mailbox number and xxxx is your password.

The System Administrator Mailbox is essentially the same as any other mailbox with the exception that you dial Feature 983 to login as opposed to Feature 981. Feature 983 lets the system know that you will be logging into the Mailbox 102 to make changes to the programming.