
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*