Norstar/Nortel Call Pilot Voicemail Programming

Managing Mailboxes
1. Press Feature 983
   > Log: Enter System Administrator: Mailbox# +Password: (ie; 12 0000, 102 0000 or 1002 0000) (If 0000 fails try:1234, or 1111)
   > Mailbox# depends on the # of digits in your extensions:2-digit:12, 3-digit:102, 4-digit:1002
   > ***If none of these combinations work you will need to RESET System Coordinator Password –See steps below.***
2. Press MBox
3. Press one: ADD or DEL or CHNG

To Add a New Mailbox
1. Press ADD
2. Enter Mailbox Number
3. Enter Extension Number
4. Enter CLASS OF SERVICE (Usually 7)
5. Enter Last Name (use # to advance and press # 2x for comma), First Name, Press OK
6. Directory? YES
7. Message Waiting? YES
8. Outdial – Press POOL – Enter 1

To Delete a Mailbox
1. Press DEL
2. Enter Mailbox Number
3. Press DEL
   If you get an error either mailbox does not exist or you cannot delete it as it is in the CCR Greeting Path (Remove it from the Greeting Tree prior to deleting the MBX)

To Change a Mailbox
1. Press CHNG
2. Enter Mailbox Number
3. Press NEXT until you locate the field you need to change

To Change an Employees Name in the Company Directory
(Used for Dial by Name Company Directory)
1. MBox
2. Chng
3. MBox # (enter ext. # of the set you are changing)
4. Press Next, Next, Next
5. Chng: Change Name: Last name first, use a comma (press ##) to separate first name. Use initial for first name or spell it out -Max of 16 characters allowed. Use the # key to space forward.

General Delivery Mailbox
The General Delivery Mailbox is usually assigned to the Operator/Attendant/Receptionist and the mailbox# is usually 10, 100 or 1000 rather than the actual Phone Extension. Callers are transferred to this mailbox if Operator/Attendant is not available or by default.

To Change the General Delivery Extension

1. Press Feature 983
2. Enter Log (see above for system administrators password combinations)
3. Press MBOX
4. Enter General Delivery Mailbox – 10, 100 or 1000 (Same as above, mailbox extension will change with number of digits in extensions)
5. Press NEXT
6. Press CHNG
7. Enter EXTENSION NUMBER
8. Change message waiting to YES.

To Check the General Delivery Mailbox

1. Open your mailbox and press OTH
2. At Log Prompt, type in Mailbox & Password together

To Reset Mailbox Password

1. Press Feature 983
2. Enter Log: (See above for System Administrator Password combinations)
3. Press MBox & Change
4. Enter Mailbox Number
5. Press Reset
   (Password resets to the default password 0000)
   Next time user goes into their mailbox they will have to reassign a password

To Change Main Auto Attendant Greeting

1. Press Feature 983
2. Log: Enter System Administrator: Mailbox# +Password: (same as above)
3. Press ADMIN
4. Press the AA
5. Press GRTG
6. Press GRTG
7. Enter greeting number, this is typically 1
8. From this prompt you may PLAY or REC a new greeting
9. After you have recorded a new greeting press the OK button.
10. Press the OK soft-key to accept the greeting
11. Press the release key or hang up.

To Reset the System Coordinator Password**

1. Press Feature 985
2. Press 9
3. Enter Resetsmpswd (73738767793)
4. Press OK Press YES (Password Resets to 12 0000, 102 0000 or 1002 0000)

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Nortel System Programming

In programming the SHOW button is the top right ▲ on the Window Display.
The NEXT button is the bottom right ▲ on the Window Display.
HEADING is the top ▲ and BACK is the bottom Left ▲ on the Window Display.

SETTING OR CHANGING TIME/DATE:
Login to Programming:
Feature ** CONFIG (266344)
Password: 266344

Press **NEXT** ▲ to scroll through until you see Time&Date>

Press **SHOW** ▲ and use the CHANGE and NEXT buttons to change the Hour, Minutes, Year, Month, Day.

When finished press the Release/Hangup.

CHANGING THE NAME DISPLAY ON A TELEPHONE SET
(WHAT USERS SEE INTERNALLY)
Enter Program Mode: See Login Steps Above

Terminals&Sets –Press **SHOW** ▲

Show set: Enter Ext.#, Press **SHOW** ▲

Press **NEXT** ▲ until you get to Name:
It should show the ext. that you are changing
Press **CHANGE**: Type in the new name (use the #key to advance a space)
Press **NEXT** ▲ to Save and then Release

SET RELOCATION (Move a phone set and have the extension remain the same)
Complete steps below BEFORE you physically move any phones
Enter Program Mode: See Login Steps Above
Terminals&Sets
Press **NEXT** Key ▲ Until you get to System Programming
Press **SHOW** Key ▲
Press **NEXT** Key ▲to Feature Settings
Press **SHOW** Key ▲
Press **NEXT** (several times) to Set Relocation
Change to Y to turn ON Set Relocation
When you are finished moving phones go back to Main Programming and Change it back to N to Turn OFF.

ADDING OR CHANGING A SYSTEM SPEED DIAL

To program a speed dial so that anyone in the office can dial frequently used numbers using a three digit code (001-255)

Enter Program Mode: See Login Steps Above

Terminals&Sets: Press **NEXT** ▲ 3 times

Sys Speed Dial: Press **SHOW** ▲

Speed dial#: Press 001 (You can select any system speed dial code between 001 and 255)

Speed dial#:001 Press **SHOW** ▲

001:No Number Press Change

001:_ Use the dial pad to program phone number that you want to add. Remember to use 9 if required and 1 for long distance.

> *If you have a long distance code you can use the pause button Feature 78 (use 2 times for longer pause).

001: display shows the phone number you programmed.

Press **NEXT** ▲ to select line to use.

Use Prime Line or use CHANGE to use a line pool, etc.

Press **NEXT** ▲ to use Prime Line

Display digits: Y - Yes means the display shows the telephone number.

Display digits: N – No means the display shows a name for the code

To Program a name for the speed dial number:

Press **NEXT** ▲

Name: Sys Spd dial Press **SHOW** ▲

Press **CHANGE**

Name: Using the dial pad an enter the Name you want assigned (up to 16 characters)

(Use # to add spaces) Press **NEXT** ▲

End Session by hanging up or you can press Heading (Top Left ▲), then **NEXT** ▲ to program another speed dial number.

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