NORTEL

CICS WITH SYSTEM ANSWER ADMINISTRATION GUIDE

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** *Important Note:*

    *The extension and mailbox numbers referenced in this guide are the most commonly used configuration. It does **not** guarantee that your company will use the same extension and mailbox numbers due to each systems **customized** configuration. If you are **unsure** of what numbers were used in your configuration, please call or email the NATG service department.*
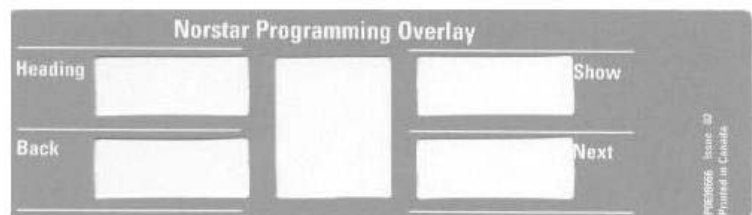
Phone System Programming

Programming Overlay

T-Series
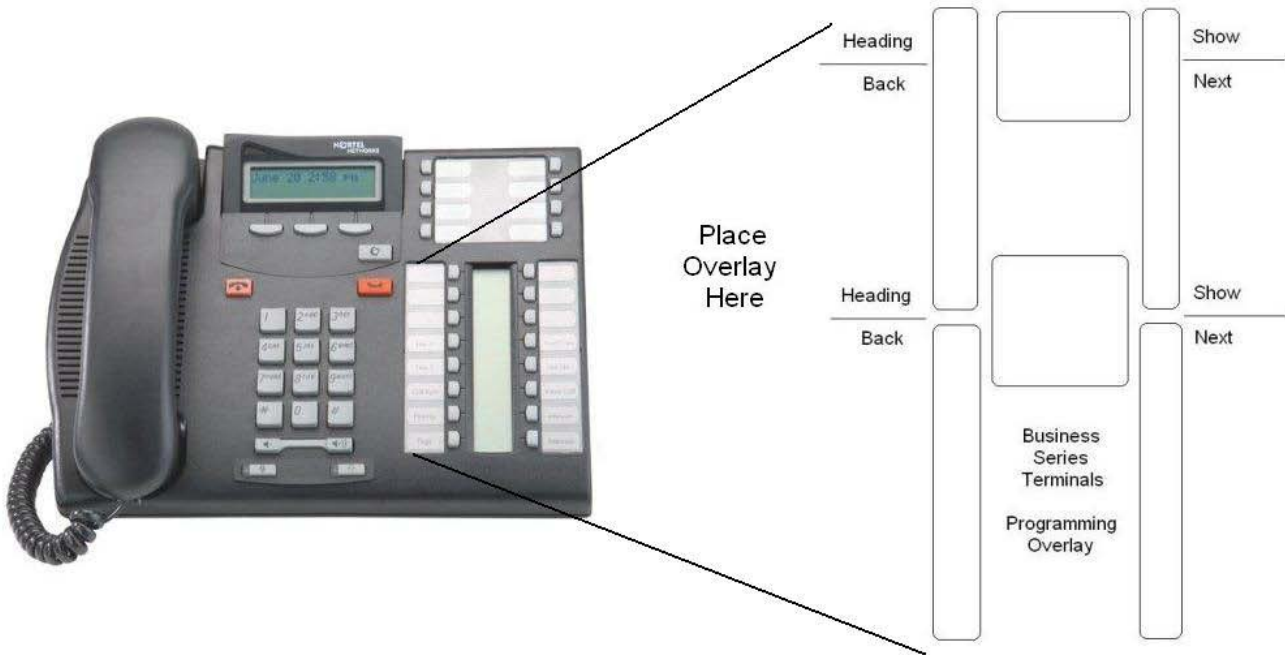
M-Series

Change the Name of a Set

1. Press **FEATURE ** 266344**
2. Password: **23646**, press **OK**
3. See Terminals and Sets: press **SHOW** (top right button)
4. Enter the extension number
5. Press **SHOW**
6. Press **NEXT** until you see the current name (NEXT=second key down on right hand side)
7. Press **CHANGE** (see on display)
8. Spell out the new name, press # after each letter
9. Press **NEXT**
10. Press **RLS** to exit programming

Program/Make Changes to Call Forward No Answer or Busy

1. Press **FEATURE ** 266344**
2. Password: enter **23646** Press **OK**
3. See TERMINALS AND SETS: press **SHOW**
4. Enter the extension number
5. Press **SHOW**, then press **NEXT**, see CAPABILITIES, press **SHOW**
6. See Fwd no answer: press **SHOW**
7. See the extension number where calls are being forwarded (usually the voicemail ext. If unknown press Feature 985 and display will show vmail ext)
8. Press **CHG** to enter a different extension OR
9. Press **NEXT** to see the number of rings and press **CHANGE** if you want to change the number of rings
10. Press **HEADING** (top left button) then **NEXT** to make changes to call forward BUSY
11. Press **SHOW** then CHG and enter in vmail ext.
12. **RLS** to exit programming

Program System Speed Dials

1. Enter **FEATURE ** 266344**
2. Password: enter **23646**, press **OK**
3. Press **NEXT** until you see SYS SPEED DIAL
4. Press **SHOW**
5. Enter a speed dial code : 001-255, press **SHOW**
6. Press **CHNG** on display and enter the phone number, then press **OK**
7. Press **NEXT**, then **CHG** until you see POOL
8. Enter 9
9. Press **NEXT** then press **CHANGE** to enter a NAME for the speed dial OR go to step 9 if no name wanted; if entering a name, press NEXT then CHANGE, spell out name (press # after each letter), then press **NEXT**
10. Then **HEADING** to enter another speed dial

Program Keys on the Phones

A. For <u>Outside</u> numbers
   1. Press **FEATURE *1**
   2. Press a key
   3. Enter the phone number and press OK

B. For <u>Internal</u> extensions:
   1. Press **FEATURE *2**
   2. Press a key
   3. Enter the desired extension number

C. For <u>Features</u>:
   1. Press **FEATURE *3**
   2. Press a key
   3. Press Feature key the desired feature code

Common Feature Codes:

Feature:	Description:
Feature *0	Button Inquiry
Feature 4	Call Forward
Feature 984	Call Forward to Mailbox (Voicemail Required)
Feature 74	Call Park
Feature 82	Camp On
Feature 3	Conference Call
Feature 85	Do Not Disturb
Feature 5	Last Number Redial
Feature 980	Leave Message (Voicemail Required)
Feature 71	Link
Feature 630	Page – External & Internal
Feature 620	Page – External
Feature 610	Page – Internal
Feature 76	Pick up – Direct
Feature 75	Pick up – Group
Feature 989	Record Call (Voicemail Required)
Feature *6	Ring Type
Feature *80	Ring Volume
Feature 871	Ringing Service
Feature 0	Speed Dial
Feature 983	System Administration (Voicemail Required)
Feature 70	Transfer
Feature 986	Transfer to Mailbox (Voicemail Required)

System Answer

Turn System Answer On/Off

1. Press **FEATURE *831**
2. Press **CHANGE**
3. Password: enter **23646**
4. Press **CHANGE** again until it says ON or OFF
5. Press **OK** to confirm change then
6. Press the **RLS** key

Change to Day mode / Night Mode

1. Press **FEATURE *832**
2. Press **CHANGE**
3. Password; **23646**
4. Press **CHANGE** to Choose:
   a. Bus open (day mode)
   b. Bus closed (night mode)
   c. OFF
5. Press **OK** to confirm change
6. Press the **RLS** key

Record Greetings

1. Press **FEATURE *833**
2. Pswd: **23646**
3. Auto attnd greetings: press **SHOW**
4. See ModeA: Press **SHOW**
5. Press **REC**
6. Hang up when done recording

<u>Note</u>:

You ***Must*** turn system answer **OFF** under Feature *831 <u>*And*</u> Feature *832 in order to record the greeting, then turn it back **ON** <u>*after*</u> the greeting has been recorded.

Greeting Options

GREETING A = Company Introduction Greeting
　　Introduces your company; the first thing callers hear when business is set to open or closed
Example: " Thank you for calling ABC company"

GREETING B = Closed Greeting
　　Plays after A when business closed is set to ON.
Example: Our office is now closed. Regular hours are 8-5 Mon-Fri.

GREETING C = Options Menu
　　Plays after A when business open is set to ON.
Example: Press 1 for sales, press 2 for admin, press 3 for accounting etc.

GREETING D = All operators are Busy Greeting
　　Usually you can turn this greeting OFF

GREETING E = Further Options Menu
　　Plays after A & C when business OPEN is set to ON; also plays after A & B when
　　business CLOSED is set to ON
Example: I f you know the extension of the person you are calling enter it now.

GREETING F = Hold the Line Greeting
　　Plays after A, C & E to take care of those callers who do not make any selection
Example: hold the line and your call will be answered as soon as possible.

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