

# **NORTEL**

## **Startalk/Flashtalk Voicemail**

### **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.

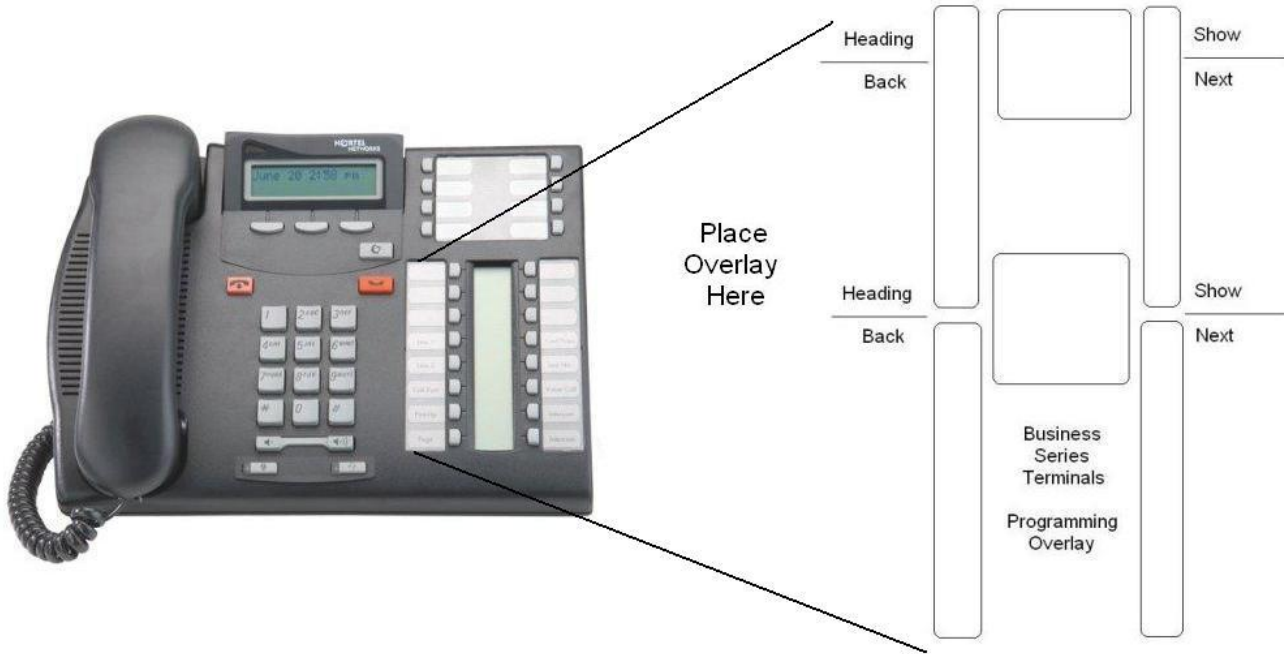


# Phone System Programming

## Programming Overlay

**Note:** When entering System Programming (\*\*266344), refer to the Programming Overlay

### T-Series



### M-Series



## Change the Name of a Set

1. Press **Feature \*\* 266344**
2. Password: **266344**
3. See **Terminals and Sets**: press **Show** (top right arrow (by where your lines are))
4. Enter **Extension Number**
5. Press **Show** (top right arrow)
6. Press **Next** (bottom right arrow) until you see the current name
7. Press **Chng** (on display), then **Spell Name** press **#** after each letter
8. Press **Next** (bottom right arrow)
9. Press **Rls** when finished to exit programming

## Change the Time and Date

1. Press **Feature \*\* 266344**
2. Password: **266344**
3. Press **Next** until you see **time and date** on display
4. Press **Show**, then Follow prompts on display
5. Press **Rls** when finished to exit programming

## Program System Speed Dials

1. Press **Feature \*\* 266344**
2. Password: **266344**
3. Press **Next** until you see **SYS Speed Dial**
4. Press **Show**
5. Enter a speed dial code: **001-255** or press **Next** to scroll through, then press **Show**
6. Press **Chng** on display and **enter the phone number**, then press **OK**
7. Press **Next**, then **Chng** until you see **Pool**, and then enter **9**
8. Press **Next** then press **Chng**, spell out name ( press **#** after each letter), then press **Next**
9. Then **Heading** to enter another speed dial or press **Rls** to exit programming

## Common Feature Codes:

FEATURE CODE:	DESCRIPTION:	FEATURE CODE:	DESCRIPTION:
Feature *0	Button Inquiry	Feature *80	Ring Volume
Feature 4	Call Forward	Feature 0	Speed Dial
Feature 74	Call Park	<b>Voicemail Required</b>	
Feature 82	Camp On	Feature 989	Record Call
Feature 3	Conference Call	Feature 871	Ringing Service
Feature 5	Last Number Redial	Feature 983	System Administration
Feature 71	Link	Feature 70	Transfer
Feature 630	Page – External & Internal	Feature 986	Transfer to Mailbox
Feature 620	Page – External	Feature 981	Voicemail
Feature 610	Page – Internal	Feature 980	Leave Message
Feature 76	Pick up	Feature 85	Do Not Disturb
Feature *6	Ring Type		



## Voicemail Programming

### Log Code:

- If you are **2 Digit Extension** your log code will be one of the following: **121234 OR 121111 OR 120000**  
 If you are **3 Digit Extension** your log code will be one of the following: **1021234 OR 1021111 OR 1020000**  
 If you are **4 Digit Extension** your log code will be one of the following: **10021234 OR 10021111 OR 10020000**

### Record Introduction Greeting

**Important Note:** This is only the Initial introduction part of the Greeting.

1. Press **Feature 983**
2. Enter **LOG Code:** ....., press **OK**
3. Press **AA**
4. Press **Grtg**, press **Grtg** again
5. Enter the **Greeting Number** you'd like to change:
  - **1** for **Day** Greeting
  - **2** for **Night** Greeting
  - **4** for **Holiday** Greeting
6. Press **OK**
7. Press **Rec...** record greeting, press **OK** when done
8. Press **OK** to accept recording: press **RLs** when done

### Example Greeting:

#### Greeting 1: (Day)

- Thank you for calling ..... We apologize all of our representatives are currently assisting another customer.

#### Greeting 2: (Night)

- Thank you for calling ..... We are currently closed.
- Our regular business hours are from .....

### Record Instructions:

**Important Note:** This is the menu part of the Greeting if you are **NOT** using a CCR Tree (press 1 for "Sales", press 2 for "accounting" etc.). It plays immediately after the above introduction greeting.

1. Press **Feature 983**
2. Enter **LOG Code:** ....., press **OK**
3. Press **AA**
4. Press **Table**, enter **1**, then **OK**
5. Press **Rec**, then **Rec** again
6. Make your recording, press **OK** when done
7. Press **OK** to accept recording, press **RLs** when done

### Example Greeting:

- If you know the extension of the person you are calling please enter it now.
- For ....., please press 221. For ....., press 222.
- To reach reception or to leave a general message, press 0.



## CCR Tree Setup and Changes

### Making changes to a CCR Tree involves 4 steps:

1. **Disabling** the Tree
2. **Making Changes** to the Tree
3. **Saving** the Changes **Important NOTE:** You **MUST** save tree before exiting the system
4. **Re-Enabling** the Tree

#### 1. Disable the Tree:

1. Press **Feature 983**
2. Enter **LOG Code:** ....., press **OK**
3. Press **AA**
4. Press **Table**, enter **1**, press **OK** twice
5. Press **Next** 5 or 6 times until you see:
6. **Morn CCR Tree:** 1... press **Chng**, then **Disable**, press **Next**
7. **Aft CCR Tree:** 1... press **Chng**, then **Disable**, press **Next**
8. **Eve CCR Tree:** 1... press **Chng**, then **Disable**, press **Next**
9. **Nbus CCR Tree:** 1 ... press **Chng**, then **Disable**, press **Next**
10. Press **\*\*** (will skip you to step 3 of next instructions) or Press **RI**s to exit programming

#### 2. Make Changes to the Tree:

1. Press **Feature 983**
2. Enter **LOG Code:** ....., press **OK**
3. Press **Othr**, press **CCR**, press **Admin**
4. Enter **Tree Number Number** (usually 1 if only using one tree), press **OK**
5. Press **Chng**
6. Enter the **Path Number** you want to change, then press **OK** (see below)

**Note:** **Path 0** is where you record the menu options (which plays immediately after the introduction greeting (recorded on page 5))

#### Example:

→ **Path 0:** Press **Rec** and then **Rec** again

- For “store and service hours”, press 1. *(goes to Path 1)*
- For “our company directory”, press 2 *(goes to Path 2)*
- For “Sales”, press 3 *(goes to Path 3)*
- For ....., press 4 *(goes to Path 4)*
- For ....., press 5 *(goes to Path 5)*
- For all other inquiries, press 0

→ **Path 1:** Press **Info**, press **Rec** ←

- Our regular business hours are.....
- We are located at.....
- Our fax number is.....
- Please visit us online at www.....
- To repeat this message, press \*



- **Path 2:** Press **Menu**, press **Rec**
  - For ....., please dial “221”
  - For ....., please dial .....
  - For ....., please dial .....
  - For ....., please dial .....

- **Path 3:** Press **Othr**, Press **Xfer**, Press **Int**
  - Enter the ext number you’d like “press 3” to transfer to *(goes to x\_..)*

**Etc...**

- **Save Tree**

**3. Save Tree**

1. Press **End**
2. Press **Save**
3. See save as **Tree 1**(if using tree 1).. press **YES**
4. Press \* (will skip you to step 3 of next instructions) or Press **Rls** to exit programming

**4. Re-Enable the Tree**

1. Press **Feature 983**
2. Enter **LOG Code:** ....., press **OK**
3. Press **AA**
4. Press **Table**, enter **1**, press **OK** twice
5. Press **Next** until you see: **Morn CCR: NO...** press **Chng** then enter **1**, then press **OK**, then press **Next**
6. See **Aft CCR tree: NO...** press **Chng** then enter **1**, press **OK** then **Next**
7. See **Eve CCR tree: NO...** press **Chng** then enter **1**, press **OK** then **Next**
8. See **Nbus CCR tree: NO...** press **Chng** then enter **1**, press **OK** then **Next**
9. Press **Rls**

**Path Choices:**

- Menu** – A recording of options (Example: “For Admin press 1, sales press 2”)
- Info** – Information Recording (Example: “We are located at.... Our fax number is...”)
- Other** – Brings you to the options of pressing Xfer or Lv Msg
- Xfer** – Transfers directly to a specific extension or phone number
  - INT** – Internal Transfer or **EXT** - External Transfer
- Lv Msg** – Transfers a caller directly to a specific mailbox number.

**Holiday Greeting Activation/Deactivation**

1. **Record greeting 4.** (see Page 6 for instructions)
2. To Activate: press **Feature 982**
3. Password: **1111**, press **OK**
4. See **ATDT Avail: Y** press **Chng:** see **N**, press **Next**
5. See **Bus Open: Y** press **Chng:** see **N** press **Next**
6. Press **Rls**

**To Deactivate:**

1. Follow above steps **2 & 3**
2. See **ATDT Avail: N**, press **CHNG** to **Y**, press **Next**



3. See **Bus Open: N**, press **CHNG** to **Y**, press **Next**
4. Press **RLS**

**Delete a Mailbox:**

1. Press **Feature 983**
2. Enter **LOG Code:** ....., press **OK**
3. Press **MBOX**, then **DEL**
4. Enter **Mailbox Number**
5. Press **DEL**
6. Press **\*** (will skip you to step 3 of next instructions) or Press **Rls** to exit programming

**Add a Mailbox:**

1. Press **Feature 983**
2. Enter **LOG Code:** ....., press **OK**
3. Press **Mbox**, then **Add** ←
4. Enter **Extension Number**, press **OK** to **Subscriber**
5. Enter **Extension Number** again,
6. See **Class of Service:** enter **1**, press **OK**
7. **Spell name** of Employee (last name first, press # after each letter (# # to enter first name)),
8. Press **OK**
9. See **Directory: Y** press **Yes**
10. See **Message waiting: Y** press **Yes**
11. See **Outdial:** press **Chng** unit you see **Pool**,
12. Press **Next**, enter **1**, press **OK** then **OK** again
13. Press **Rls**

**Reset the Password of a Mailbox:**

1. Press **Feature 983**
2. Enter **LOG Code:** ....., press **OK**
3. Press **Mbox**, press **Chng**, enter **mailbox number**
4. See **Password:** press **Reset** to reset password to the system default: **0000**
5. Press **Rls**

**Change the Name on a Mailbox**

1. Press **Feature 983**
2. Enter **LOG Code:** ....., press **OK**
3. Press **Mbox**, press **Chng**, enter **mailbox number**
4. Press **Next** until you see **Name**
5. Press **Chng**
6. **Spell New Name** (last name first), press # after each letter (# # to enter the first name)
7. Press **OK** when finished
8. Press **Rls**

