Norstar Voice Mail AMIS
Set Up and Operation Guide

1-800-4 NORTEL
www.nortel.com/norstar

Norstar is a trademark of Northern Telecom.
P0886636 Issue 1.0
Printed in Canada

Contents

How to use this guide 1

Introduction

This guide is designed to assist a System Coordinator in setting up and operating Norstar Voice Mail Audio Messaging Interchange Specification (AMIS). Use this guide as an ongoing reference aid.

This chapter tells you what to expect as you read this guide and how information in this guide is presented.

How this guide is organized

The *Norstar Voice Mail AMIS Set Up and Operation Guide* is organized according to chapters that cover:

How to use this guide – provides a brief overview identifying the organization of this guide and the conventions used for set up and operation tasks.

Learning about AMIS – provides an overview of how AMIS works and explains common voice messaging features used with AMIS.

Setting up Dialing Translation – provides information on setting up the Dialing Translation Table and setting the Dialing Translation Parameters.

Setting up AMIS – provides necessary information to establish your site on an AMIS communication network.

Setting up and maintaining Network Delivery Mailboxes – provides the necessary information for adding Network Delivery Mailboxes on an AMIS network. This chapter also explains how to change and delete Network Delivery Mailboxes.

Network Messaging using AMIS – provides the necessary information about disabling and enabling network messaging. This chapter also describes Broadcast and System Group List network messaging features.

Troubleshooting AMIS– provides diagnostic and recovery procedures for problems that might occur while setting up and operating AMIS. This chapter also provides a list of error messages that might appear when using AMIS.

Appendix A: AMIS Programming Record – provides a programming record to keep track of AMIS set up information.

Appendix B: Default Specifications – summarizes AMIS default feature settings.

Glossary – defines the terms used in this guide.

Index – provides an alphabetical list of information topics contained in this guide and the page number of where the information is located. If you cannot find a term, try looking according to its task.

Knowing the different symbols

As you work with this guide, you will notice that conventions are used to represent the words that appear on the Norstar telephone display.

Display command line text

Any word or prompt that is part of the first line of the display appears in a different text.

Example: Pswd**:**

When you see a word in a different text, it represents the action you must take to proceed.

Display button options text

Words in the second line of the display appear in an underlined text.

Example: Press MBOX.

When you see an underlined word, press the button directly below the option on the display to proceed.

Buttons

This guide uses dialpad button representations. Any button that appears in the text or instruction steps indicates the dialpad button that selects an option.

Example: Press #.

When you see a dialpad button, it represents the button on the dialpad you must press to proceed.

Prerequisites

Before you attempt to set up your site on an AMIS network, ensure you are familiar with how Norstar two-line display telephones operate. We recommend you read your Norstar telephone user cards before proceeding.

You need a good knowledge of Norstar Voice Mail. This guide assumes that you know how to operate the different Norstar Voice Mail Feature Codes and that you are familiar with Norstar Voice Mail programming and terminology.

For information about programming Norstar Voice Mail, refer to the *Norstar Voice Mail Set Up and Operation Guide*.

Other documents

For more information about AMIS or Norstar Voice Mail, refer to the:

- *Norstar Voice Mail AMIS User Guide*
- *Norstar Voice Mail Programming Record*
- *Norstar Voice Mail Set Up and Operation Guide*
- *Norstar Voice Mail Reference Guide*
- *Norstar Voice Mail User Guide*

If your system has Norstar Voice Mail Digital Networking installed, refer to the:

- *Norstar Voice Mail Digital Networking User Guide*
- *Norstar Voice Mail Digital Networking Set Up and Operation Guide*

Learning about AMIS 2

Introduction

The Audio Messaging Interchange Specification (AMIS) is the telecommunication industry solution to networking remote voice mail systems. AMIS provides communication among remote sites established on a network. This chapter also describes the tasks involved in setting up your company on an AMIS network and your role as System Coordinator.

This chapter describes:

- How AMIS works
- About AMIS default feature settings
- Sending Network Messages
- Who can use AMIS
- Setting up AMIS
- Your role as System Coordinator

How AMIS works

AMIS provides voice messaging to different mailboxes located at different sites on a communication network. A network, as it is referred to here, is a collection of offices, locations or sites connected by a telecommunication link. Each site on the network must have AMIS installed and be enabled to send, receive or reply to Network Messages.

Network voice messaging occurs between mailboxes located at different sites. For instance, a message recorded at an office in Cleveland, Ohio can be transferred directly to the appropriate mailbox at an office in Toronto, Ontario.

Each site on an AMIS network is assigned a Network Identification Number. This number distinguishes a site country location, long distance and area codes and telephone number.

Note: For AMIS to function, the Dialing Translation Table must be created and all the Dialing Translation Parameters must be set. Refer to "About Dialing Translation" on page 11.

About AMIS default feature settings

AMIS allows you to provide your site with network voice messaging features. When a feature is enabled by default, it means the feature works automatically when AMIS is enabled. A feature with a default setting of N for No must be enabled before the feature can work. You can change the AMIS default feature settings to suit the needs of your company. The AMIS feature settings include:

- Network Receive
- Network Delivery
- Network Reply
- Sender Name (attached to messages)
- Network Broadcast Messages
- Network Group List
- Network Retries
- Network Retry Delay

When AMIS is enabled all the features are enabled except for:

- Sender Name (attached to messages)
- Network Broadcast Messages
- Network Group List

Network Receive

This feature allows you to specify whether your site can receive network voice messages from other AMIS sites. When this feature is enabled, your site can receive voice messages from other sites on the network. The default setting is enabled.

Network Delivery

This feature allows you to specify whether your site is capable of sending voice messages to other sites that have AMIS enabled. When this feature is enabled, your site can send voice messages to other sites on the network. The default setting is enabled.

Network Reply

This feature allows you to specify whether or not your site can respond to Network Messages. When this feature is enabled, your site can reply to messages from other sites on the network. The default setting is enabled.

Sender Name (attached to messages)

When enabled, this feature attaches the sender’s name to all messages sent from your site. The sender’s name is played as part of the recorded message. The default setting is disabled.

Network Broadcast Messages

When enabled, this feature allows you to send Broadcast Messages to all Network Delivery Mailboxes established at your site. The default setting is disabled.

Network Group List

This feature allows you to add Network Delivery Mailboxes to a Group List. When a voice message is sent to a Group List, all Network Delivery Mailboxes in the Group List receive the message. The default setting is disabled.

Network Retries

This feature sets the maximum number of times the system attempts to send a message before abandoning it and showing a Non-Delivery Notification. The default setting is three attempts.

Network Retry Delay

This feature states the length of time between delivery attempts of the same message. The default setting is 10 minutes.

Sending Network Messages

When the Network Delivery feature is enabled, Network Messages can be sent to any site on an AMIS network with the Network Receive feature enabled. Network Messages can be sent in three ways:

- Direct Addressing
- Site-Based Addressing
- Network Delivery Mailboxes

Note: For information about sending Network Messages, refer to the *Norstar Voice Mail AMIS User Guide*.

Direct Addressing

Direct Addressing allows you to specify where a voice message is being delivered. You can send a voice message to any person inside or outside of your company who has an AMIS address. When you use Direct Addressing, you specify the telephone number of the destination site and the Destination Mailbox Number. The Line or Pool number Norstar Voice Mail uses to make the call is taken from the Loopback Mailbox outdial setup.

Site-Based Addressing

Site-Based Addressing allows you to send voice messages to other locations. You can send a voice message by using a Site-Based address that is similar to the telephone number of the person you are sending a message to.

To use Site-Based Addressing, you need two pieces of network delivery information before the message can be sent. You must obtain the destination site's site prefix and you must have the mailbox number of the message recipient. After the message is recorded and the network delivery information is entered, the network message is automatically delivered to Sue's mailbox.

You have to set up a Network Site Table before mailbox owners can use Site-Based Addressing. For information about setting up a Network Site Table refer to, "Adding a site to the Network Site Table" on page 35.

Network Delivery Mailboxes

Network Delivery Mailboxes allow callers at one site to quickly and easily send messages to a mailbox at a remote location. Each Network Delivery Mailbox is assigned a local mailbox number identifying the destination site telephone number, Line or Pool number, and Destination Mailbox number.

When a Network Delivery Mailbox is selected, Norstar Voice Mail automatically sends the message to the specified network address and mailbox, (if Calling Block periods do not prohibit calls). Norstar Voice Mail automatically accesses the specified line, dials the destination site telephone number and transmits the Network Message to the Target Mailbox. The user only records a voice message and selects the Network Delivery Mailbox number. For example, you might set up mailbox 5674 as a Network Delivery Mailbox. Add the mailbox to your Norstar Voice Mail system and specify Line number 8, Destination telephone number 123-1213 and Destination Mailbox 234. Each time a registered Norstar Voice Mail mailbox owner accesses mailbox 5674 at your site, Norstar Voice Mail knows immediately it is a message intended for mailbox 234 at another location.

You may also set up a Network Delivery Mailbox with a site-based address. See "Adding a Network Delivery Mailbox with a Site-Based AMIS Address" on page 54.

For information about setting up and maintaining Network Delivery Mailboxes refer to "About Network Delivery Mailboxes" on page 47.

Who can use AMIS

AMIS is assigned through the mailbox Class of Service and is used by registered Norstar Voice Mail mailbox owners who have initialized their mailboxes. Mailbox owners can send a Network Message only after they have opened their mailboxes. After recording a message, a mailbox owner can either send the message through Direct Addressing, Site-Based Addressing or use a Network Delivery Mailbox.

Network Delivery Mailboxes can also appear in the Company Directory. Although they appear in the Company Directory, only a registered mailbox owner can select a Network Delivery Mailbox.

Note: If a Network Delivery Mailbox is selected from the Company Directory by a caller without a mailbox, the caller is informed that access to the mailbox is not allowed. Only registered mailbox owners can access Network Delivery Mailboxes.

Setting up AMIS

AMIS is fully operational when it is enabled. The set up tasks that you must perform are establishing your site's unique network identification number and recording your site's network name.

Your role as System Coordinator

As System Coordinator, you perform all the tasks necessary for setting up and operating AMIS. This guide provides all the information you need for completing these tasks.

Set up tasks:

- setting the Dialing Translation Parameters
- setting up the Dialing Translation Table
- setting up the Site Network Identification Number
- setting AMIS Features and recording the site name
- setting up an AMIS Network Site Table
- setting up the Calling Blocks
- setting up outdialing channel configuration
- setting up and maintaining Network Delivery Mailboxes

Operation tasks:

- changing a site in the Network Site Table
- changing Network Delivery Mailbox parameters
- enabling and disabling Network Messaging features

Note: For more information about programming and using Norstar Voice Mail Features, refer to the *Norstar Voice Mail Set Up and Operation Guide.*

Setting up Dialing Translation 3

Introduction

After AMIS is enabled, you **must** set up the Dialing Translation Table. The System Coordinator is responsible for the creation and maintenance of the Dialing Translation Table. This chapter explains the following:

- About Dialing Translation
- Dialing Translation Parameters
- Technician-Created Dialing Translation Table
- Installing the Dialing Translation Table onto the Norstar Voice Mail System

To set up AMIS, you require a Norstar two-line display telephone. You cannot set up AMIS from a Norstar single-line display telephone.

About Dialing Translation

There are several instances when Norstar Voice Mail generates an outbound call. One instance is when a mailbox owner replies to a Calling Line Identification (CLID) message. In this situation, Norstar Voice Mail generates a phone number to be dialed by the central office (CO).

Another instance is when AMIS Network Reply or the AMIS Loopback Mailbox are used. With these features, the phone number is generated from information transmitted with the original message.

In both instances several changes must occur before the number is dialed correctly through the local telephone network. You set up the Dialing Translation Table and Dialing Parameters to determine these changes.

How the Dialing Translation Table works

A phone number is derived from information attached to an incoming Caller ID or AMIS message. The number is then looked up in the Dialing Translation Table. If the leading digit or digits match a Dialing Translation Table Input value, the number is then substituted for the Output value. This change results in a phone number that is dialed on the CO network. The changing of the number usually consists of dropping the area code or the insertion of an access code, based on the dialing rules of the local network. For example, if a local number is prefixed with the long distance code 01, it is removed by the Dialing Translation Table.

The Dialing Translation process is immediate so calls do not take any longer to dial.

Note: Not all phone numbers need to be changed before dialing. The Dialing Translation Table is created by the System Coordinator.

Phone number Translation

The Dialing Translation Table changes Network Directory Numbers (DNs) into numbers that can be dialed on the local network. The Network DN form of a phone number is the normal form in which the number appears. For example, on a business card a phone number would read 403-555-5050. This number, in its Network DN form, must be translated into a number that can be dialed on the local telephone network. The Dialing Translation Table follows the rules required to make the call.

The Dialing Translation Table needs to define each possible case where some degree of change is needed to allow the number to be dialed on the local network.

Every Dialing Translation Table entry consists of an Input value and an Output value. The values in the Input column represent the leading digits of the Network DN which, if matched, are replaced by the corresponding value in the Output column. The * character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the * character after every Input and Output value.

Any given phone number either matches a specific Input value or does not match at all.

The following tables are examples of Dialing Translation Tables and how they function.

Example of a Dialing Translation Table from a site in Toronto, Ontario

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international phone numbers.
416*	*	The Table removes the 416 area code and dials all calls as 7 digits.
905206* 90527* etc. (135 more entries)	905206* 90527* etc. (135 more entries)	These telephone exchanges are dialed as local (no long distance charges) 10 digit calls from the 416 area.
905*	1905*	All other 905 numbers not listed in the Input column above are long distance numbers and must be dialed as 11 digit long distance numbers.
*	1*	All 10 digit numbers that do not start with 011, 416 and 905 are long distance, and have a 1 added as a prefix.

Example of a Dialing Translation Table from a site in Mountainview, California

INPUT	OUTPUT	Explanation
		The Dialing Translation Table is empty. The local network in Mountainview supports 10 digit national dialing with recognized long distance charging. In situations like the Mountainview example, there is no need to build a Dialing Translation Table.

The next table is an example of a Dialing Translation Table taken from a site in area code 206 near a border with area code 360.

Example of a Dialing Translation Table from a site near a border

INPUT	OUTPUT	Explanation
011*	011*	The Table does not attempt to translate international phone numbers.
20644* 206626* etc. (40 more entries)	44* 626* etc. (40 more entries)	Due to the site location, some calls are dialed as local 7 digit numbers.
206*	1206*	All other 206 numbers require 11 digit long distance dialing.
360224* 360227* 360472*	360224* 360227* 360472*	These 360 numbers are dialed as 10 digit local numbers ...
360*	1360*	... but all other 360 numbers are 11 digit long distance numbers.
*	1*	All 10 digit numbers that do not start with 011, 206 and 360 are long distance and have a 1 added as a prefix.

Network Access

The Dialing Table Translation results in a number that can be dialed on the local network. The final step is to add (prefix) digits to the beginning of the number to reach the local network from your Norstar System. Systems behind a PBX must have digits added to the beginning of the phone number. In North America “9” is typically added to the beginning of the phone number. Systems attached to the CO lines do not require digits to be added to the beginning of the phone number.

Dialing Translation Parameters

The Dialing Translation process is controlled by four parameters. For AMIS to function, a value **must** be entered for the long distance access code and the area code parameters. Also, the reply translation parameter **must** be set to Y (yes). The Dialing Translation Parameters are explained below.

Long distance access code (Lg dst ac): This prefix is removed from any numbers that do not require it to make the call. This makes the creation of the Dialing Translation Table much simpler. For North America, the long distance access code should be set to 1. The default for this parameter is none. The field for this parameter is a maximum of 2 digits.

Area code (area cd): If the phone number entered by a caller appears to be missing an area code, this area code is prefixed to the number. If addressing information attached to a message appears to be missing an area code, this area code is prefixed to the number. The area code is considered missing if the number is less than 10 digits. The default for this parameter is none. The field for this parameter is a maximum of 6 digits.

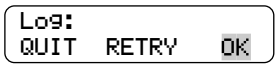
Access code (Access cd): This number is prefixed to all numbers, after Dialing Translation, to access the local telephone network. The access code is required if Norstar Voice Mail is installed behind a PBX. In North America, the access code is usually “9”. If Norstar Voice Mail is attached directly to CO lines, the Access Code should be set to none. The default for this parameter is none. The field for this parameter is a maximum of 2 digits.

Reply translation (Reply trans): When AMIS is installed, the reply translation **must** be set to Y. The default for this parameter is N.

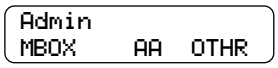
Setting the Dialing Translation Parameters

After AMIS is enabled, you **must** set up the Dialing Translation Table and Dialing Translation Parameters. Also, setting the Dialing Translation Parameters makes the task of building a Dialing Translation Table simpler. To set the Dialing Translation Parameters:

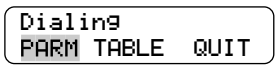
1. Press [Feature] [9] [8] [3].



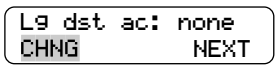
2. Enter the System Coordinator Mailbox number and password and press OK.



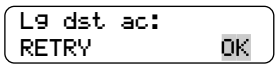
3. Press [8] [8].



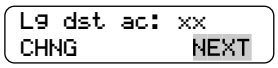
4. Press PARM. If Centrex is installed on your Norstar system, QUIT is replaced by NEXT.



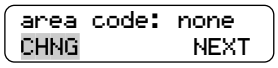
5. Press CHNG.



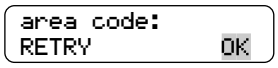
6. Enter the long distance access code and press OK.



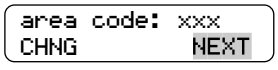
7. Press NEXT to continue. xx represents the long distance access code.



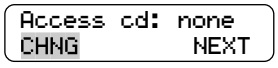
8. Press CHNG.



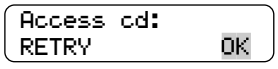
9. Enter the area code and press OK.



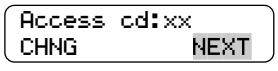
10. Press NEXT to continue. xxx represents the area code.



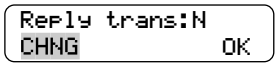
11. Press CHNG.



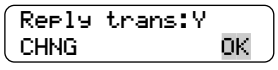
12. Enter the access code and press OK.



13. Press NEXT to continue. xx represents the access code.



14. Press CHNG to set the reply translation to Y (yes).



15. Press OK.
    Press [Rls] to end this programming session.

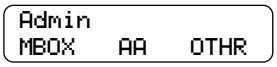
Setting up the Dialing Translation Table

To set up a Dialing Translation Table, you must enter an Input value and an Output value for each entry. The Input value is the number that Norstar Voice Mail looks up in the Dialing Translation Table. After the corresponding entry is matched, the Output value is substituted for the Input value. The resulting number is ready to dial on the local network. Refer to the following tables for examples of how to set up the Dialing Translation Table: the table "Example of a Dialing Translation Table from a site in Toronto, Ontario" on page 12, the table "Example of a Dialing Translation Table from a site in Mountainview, California" on page 13, or the the table "Example of a Dialing Translation Table from a site near a border" on page 13.

To set up a Dialing Translation Table:

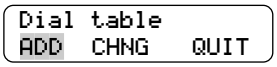
1. Press [Feature] [9] [8] [3].

2. Enter the System Coordinator Mailbox number and password and press OK.



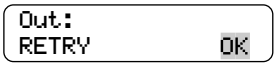
3. Press [8] [8] .

4. Press TABLE. If Centrex is installed on your Norstar system, QUIT is replaced by NEXT.

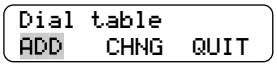


5. Press ADD.

6. Enter the Input value. Press OK to accept the Input value. The Input value is a maximum of 14 digits.



7. Enter the Output value. Press OK to accept the value. The Output value is a maximum of 15 digits.



8. Press ADD and repeat steps 5 to 8 to add another Dialing Translation Table entry.

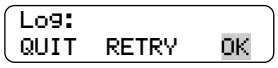
9. Press [Rls] to end this programming session.

Reviewing the entries in the Dialing Translation Table

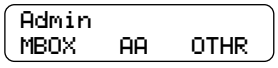
You can review or check the entries in the Dialing Translation Table at anytime.

To review the Dialing Translation Table entries:

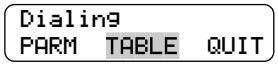
1. Press Feature 9 8 3.



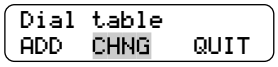
2. Enter the System Coordinator Mailbox number and password and press OK.



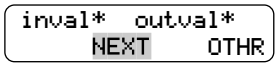
3. Press 8 8.



4. Press TABLE. If Centrex is installed on your Norstar system, QUIT is replaced by NEXT.

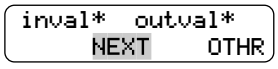


5. Press CHNG.



6. Press NEXT to view the next entry in the Dialing Translation Table.

   Note: The display shows 16 characters. If the total number of Input and Output values equals more than 16 digits a VIEW> display button appears on the left side of the display. After you press VIEW> to view the digits furthest to the right, the display button changes to <VIEW. Press the <VIEW display button to view the digits on the left again. The inval* outval* is an example of a Dialing Translation Table entry. The * character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the * character after every Input and Output value.



7. Continue pressing NEXT to view all the entries in the Dialing Translation Table.

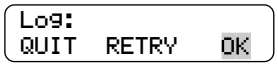
8. Press Rls to end this programming session.

Finding an entry in the Dialing Translation Table

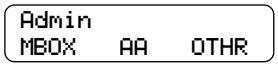
For convenience, you can locate a specific entry in the Dialing Translation Table. The Input value must be entered before you can find the entry.

To find a specific entry in the Dialing Translation Table:

1. Press Feature 9 8 3.

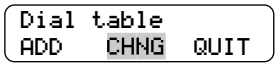


2. Enter the System Coordinator Mailbox number and password and press OK.

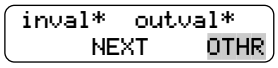


3. Press 8 8.

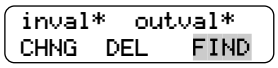
4. Press TABLE. If Centrex is installed on your Norstar system, QUIT is replaced by NEXT.



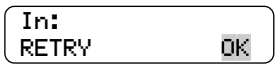
5. Press CHNG.



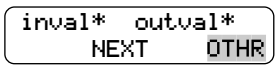
6. Press OTHR. inval* outval* is an example of a Dialing Translation Table entry.



7. Press FIND.



8. Enter the Input value of the entry you want to find and press OK.



9. Press OTHR and repeat steps 7 to 9 to find other entries in the Dialing Translation Table.

   Note: The inval* outval* is an example of a Dialing Translation Table entry. The * character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the * character after every Input and Output value.

10. Press Rls to end this programming session.

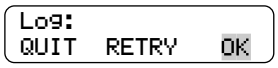
Changing an entry in the Dialing Translation Table

After a Dialing Translation Table is built, you can change the Output value of an entry at any time. To locate the entry that you want to change, refer to "Reviewing the entries in the Dialing Translation Table" on page 17 or "Finding an entry in the Dialing Translation Table" on page 18.

Note: You **cannot** change the Input value of an entry. The entry must be deleted and a new entry must be created with new Input and Output values. To delete an entry, refer to "Deleting a Dialing Translation Table entry" on page 20.

To change an entry in the Dialing Translation Table:

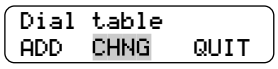
1. Press Feature 9 8 3.



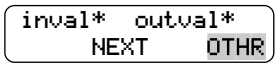
2. Enter the System Coordinator Mailbox number and password and press OK.

3. Press 8 8.

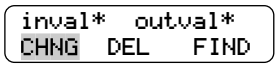
4. Press TABLE. If Centrex is installed on your Norstar system, QUIT is replaced by NEXT.



5. Press CHNG.

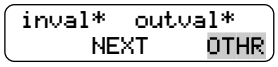


6. Press OTHR. inval* outval* is an example of a Dialing Translation Table entry. The * character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the * character after every Input and Output value.



7. Press CHNG.

8. Enter the new Output value and press OK.



9. Press OTHR and repeat steps 7 to 9 to change other entries in the Dialing Translation Table. (This display shows the changed entry.)

10. Press Rls to end this programming session.

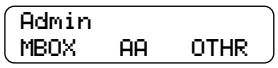
Deleting a Dialing Translation Table entry

You can delete an entry in the Dialing Translation Table at any time. To locate the entry that you want to delete, refer to "Reviewing the entries in the Dialing Translation Table" on page 17 or "Finding an entry in the Dialing Translation Table" on page 18.

To delete an entry in the Dialing Translation Table:

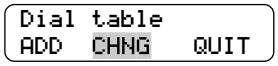
1. Press Feature 9 8 3.

2. Enter the System Coordinator Mailbox number and password and press OK.

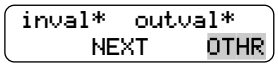


3. Press 8 8.

4. Press TABLE. If Centrex is installed on your Norstar system, QUIT is replaced by NEXT.

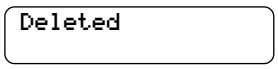


5. Press CHNG.

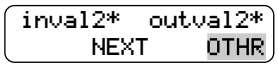


6. Press OTHR. The inval* outval* is an example of a Dialing Translation Table entry. The * character shown after a value signifies any digits in the phone number remaining to be dialed. Norstar Voice Mail automatically adds the * character after every Input and Output value.

7. Press DEL.



8. This transient display shows Deleted and then the display changes to show the next entry in the table.



9. Press OTHR and repeat steps 6 to 9 to delete other entries in the Dialing Translation Table.

   Note: The inval2* outval2* is an example of the next Dialing Translation Table entry.

10. Press Rls to end this programming session.

Technician-Created Dialing Translation Table

Since the Dialing Translation Table can be very large, a Dialing Translation Table can be created using a basic text editor program on your PC. After the ASCII file is created and saved to a floppy disk, the technician can then load it onto the Norstar Voice Mail system. The disk can then be used to install the Dialing Translation Table onto other Norstar Voice Mail systems in the same calling area. This saves time when the Dialing Translation Table is the same for the Norstar Voice Mail systems in the same calling area.

Creating the Dialing Translation Table file

The Technician-Created Dialing Translation Table must conform to the following rules:

1. Only one Dialing Translation Table entry per line. A Dialing Translation Table entry consists of one Input value and one Output value.

2. There can be no blank lines in the Dialing Translation Table.

3. The Input value is entered first, followed by the Output value. The Input value must be separated from the Output value by one or more spaces. A tab can be used in place of a space.

4. A null Input value must be represented by a single hyphen (-) .

5. A null Output value must be represented by a single hyphen (-) .

6. An Output value of a restricted DN must be represented by a (#) .

7. No extra characters can be added to either the Input or the Output value. In particular, no * should be added after the Input or Output value. After the Dialing Translation Table is loaded on the system, the * is added automatically after each Input and Output value.

8. Each Input entry must be in ascending numerical order, but longer strings must appear before shorter more generic sub-strings. All null Input values (-) must appear at the end of the Dialing Translation Table. Refer to the following tables for examples of how to set up the Dialing Translation Table: the table "Example of a Dialing Translation Table from a site in Toronto, Ontario" on page 12, the table "Example of a Dialing Translation Table from a site in Mountainview, California" on page 13, or the the table "Example of a Dialing Translation Table from a site near a border" on page 13.

9. The Dialing Translation Table **must** be saved as: **dial.20**.

   Note: The above rules must be followed to ensure the Dialing Translation Table functions properly.

The following Table shows an example of a Dialing Translation Table created using a basic text editor.

Technician-Created Dialing Translation Table

INPUT	OUTPUT	Explanation
011	011	First entry in the Dialing Translation Table.
416	-	The Input value is 416 and the Output value is null.
905206	905206	These specific 905 telephone exchanges appear before the more generic 905 entry.
90527	90527	
905	1905	The generic 905 sub-string must appear after the longer more specific 905 strings.
9011	#	9011 is a restricted DN.
-	1	The Input value is null and the Output value is 1.

Installing the Dialing Translation Table onto the Norstar Voice Mail System

There are four distinct steps to install the Dialing Translation Table file onto the Norstar Voice Mail system:

1. Creating a DOS system disk
2. Creating an Autoexec.bat file
3. Loading the files onto the DOS system disk
4. Loading the Dialing Translation Table file onto the Norstar Voice Mail system

Creating a DOS system disk

A DOS system disk is a floppy disk that has system files copied onto it. This type of disk is required to automatically load the Dialing Translation table file onto the system.

To create a DOS system disk:

1. Insert a blank 3.5" disk into the floppy disk drive of a DOS compatible computer.

2. Ensure the DOS prompt is on the computer screen.

3. Type **`Format a: /s`** and follow the instructions shown on the screen.

   Note: The default name for the floppy disk drive is **a:**. However, on computers with two disk drives, the 3.5" drive may be named **b:**. If the drive is named **b:**, replace **a:** with **b:** in the above command. If you are unsure of the name of the 3.5" floppy disk drive, check the user manuals for your computer.

Creating an Autoexec.bat file

The Autoexec.bat file contains commands a computer automatically executes when it starts up. In the following steps you are creating an Autoexec.bat file that automatically loads the Dialing Translation Table file into the proper location on the Norstar Voice Mail system.

CAUTION
The file must be named exactly as shown in the following steps "To create the Autoexec.bat file". **Do not** save this file onto the root directory (C:\) of your computer or you will destroy the existing Autoexec.bat file.

To create the Autoexec.bat file:

1. Open the text editor program you used to create the Dialing Translation Table file.

2. Create a new document.

3. Type **`copy a:\dial.20 c:\st\dial.20`**

   Note: This is the only text that should appear in the file.

4. Save the file as **autoexec.bat.**

Loading the files onto the DOS system disk

To load the files onto the DOS system disk:

1. Insert the DOS system disk from "Creating a DOS system disk" on page 23 into the PC's floppy disk drive.

2. Use the Change Directory command (CD) to move to the directory where the Dialing Translation Table file is stored.

3. Type **`copy dial.20 a:\dial.20`** to load the Dialing Translation Table file onto the DOS system disk.

4. Use the Change Directory command (CD) to move to the directory where the Autoexec.bat file is stored.

5. Type **`copy autoexec.bat a:\autoexec.bat`** to load the autoexec.bat file onto the DOS system disk.

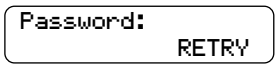
Loading the Dialing Translation Table file onto the Norstar Voice Mail system

To load the Dialing Translation Table file onto the Norstar Voice Mail system you must shut down Norstar Voice Mail and then reboot the system using the DOS system disk you created.

A Norstar two-line telephone is required to perform the following steps.

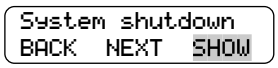
To load the Dialing Translation Table file:

1. Press Feature 9 1 5.

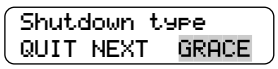


2. Enter the default password 2 2 2 3 7 7 2 (ACCESS2).

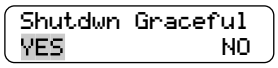
3. Press NEXT.



4. Press SHOW.



5. Press GRACE.



6. Press YES .

Note: The Norstar Voice Mail system issues a series of tones in descending pitch when the shutdown is complete. Wait for the tones before you unplug the NAM.

7. Unplug the AC power to the NAM.

8. Open the front cover of the NAM to access the floppy disk drive.

9. Insert the DOS system disk where you copied the Dialing Translation Table file.

10. Plug in the NAM.

11. Wait until the light on the floppy disk drive goes out and then unplug the NAM.

12. Remove the DOS system disk before proceeding.

    Note: The DOS system disk must be removed before plugging in the NAM.

13. Close the front cover of the NAM.

14. Plug in the NAM and wait until the self-diagnostics are completed. This takes approximately 12 minutes.

15. After Norstar Voice Mail is rebooted, verify the Dialing Translation Table is loaded by printing the Dialing Translation Report.

For information about printing reports, refer to the *Norstar Voice Mail Set Up and Operation Guide.*

Setting up AMIS 4

Introduction

Setting up a voice mail messaging network using AMIS establishes your Norstar Voice Mail site on the network. This chapter explains the following:

- Entering characters using the Norstar Dialpad
- Setting up AMIS
- AMIS default feature settings
- Setting up an AMIS Network Site Table
- Setting up the Call Scheduling
- Setting up outdialing channel configuration
- Testing Network Message capability

This chapter describes how to set up your Norstar Voice Mail system for network messaging. This chapter also shows you how to test AMIS to ensure it is working properly.

Note: To set up AMIS, you require a Norstar two-line display telephone. You cannot set up AMIS from a Norstar single-line display telephone.

Entering characters using the Norstar Dialpad

Use the Norstar telephone dialpad to enter the site name when you add a site to the Network Site Table.

The first time a numeric button is pressed, the Norstar telephone shows the first assigned letter. A second press of the same button changes the letter to the second letter, and so on, cycling around to the first letter. To accept the letter, press [#] or press a different button. If you press a different button, the cursor will advance and the display shows the first character on the new button. A BKSP display button appears and pressing this display button erases the most recently entered character, moving the cursor position to the left.

The following table shows the characters associated with the numbers on the Norstar telephone dialpad.

Entering characters using the Norstar dialpad

[1] 1 - ’	[2] A B C 2 a b c	[3] D E F 3 d e f
[4] G H I 4 g h i	[5] J K L 5 j k l	[6] M N O 6 m n o
[7] P R S 7 p r s	[8] T U V 8 t u v	[9] W X Y 9 w x y
[*] quit	[0] Q zero q z	[#] accepts letter
[#] [#] inserts a comma		

Setting up AMIS

The AMIS parameters include:

- Setting up the Site Network Identification Number
- Recording the System Name (attached to messages)
- Recording the Sender's Name (attached to messages)
- Enabling the Loopback Mailbox
- Entering Line and Pool Parameters

Setting up the Site Network Identification Number

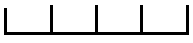
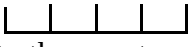
Establishing your site's network identification number allows your site to automatically access long distance dialing and allows other Norstar Voice Mail systems to reply to messages sent from your site. The network identification number has two components. To send a Network Message, both components of the network identification number are required.

The first component establishes an outdialing sequence that indicates to Norstar Voice Mail your site's International Access code. The International Access code is used by Norstar Voice Mail for outdialing access. The International Access code is used to dial international calls from your location. Each country has a unique International Access code.

The second component of the network identification number identifies your site to other networks. This consists of establishing your Country code, Area code and your System Phone number. This number sequence is attached to messages sent from your site. This number allows a message reply to be sent directly back to the message sender. This number is unique for every Norstar Voice Mail site.

Note: Your site's network identification number was established during installation. If you find this is the case, it is not necessary to set up your site's network identification number. When your network identification number is established, your site is ready to send and receive Network Messages.

Before you begin, ensure you write the appropriate codes in the boxes provided.

- International Access code 
  This is the code identifying the country where your site is located. This code allows international calling capability. In Canada and the United States, the International Access code is 011. This number is a maximum of four digits.
- Country code 
  This is the code assigned to the country where your site is located. In Canada and the United States, the Country code is 1. This number is a maximum of four digits.

- Area code
  This is the code assigned to your calling area. For example, the area code for Kansas City is 816, and the area code for Calgary is 403. Each province, state, and sometimes city has a specific area code. This number is a maximum of six digits.
- System Phone number
  The System Phone number at your site is the number assigned to the Norstar Voice Mail Automated Attendant. This number is a maximum of 16 digits.

Recording the System Name (attached to messages)

After you have determined the components of your site identification number, select a name for your system. Have this name prepared before you make your recording. When you include the System Name, this feature adds the recorded system name to all messages sent from your site. The System Name is played as part of the recorded message. The default setting is disabled.

Recording the Sender's Name (attached to messages)

When enabled, this feature attaches the sender's recorded name to each message sent from your site. The sender's name is played as part of the recorded message. The normal default setting is disabled.

Enabling the Loopback Mailbox

Each Norstar Voice Mail site has a special Loopback Mailbox which is used to determine if two sites are communicating properly. Whenever a Loopback mailbox receives a message, the message is immediately sent back to the originating mailbox. The Loopback Mailbox is automatically created when AMIS is installed. When AMIS is enabled, the Loopback Mailbox is disabled. Before another site can test Network Message capability, you must enable the Loopback Mailbox.

When you are testing your site's Network Messaging capability, ensure the destination site Loopback Mailbox is enabled.

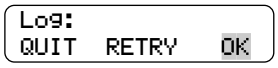
Entering Line and Pool Parameters

When you enable the Loopback Mailbox you must also establish which line Norstar Voice Mail AMIS uses to make an outgoing call. You have to enter an outgoing line or pool to be used for the following:

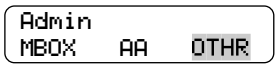
- all outgoing calls generated by the system for AMIS reply or Loopback purposes
- mailbox owners who use Direct Addressing

To set up the AMIS parameters:

1. Press Feature 9 8 3.

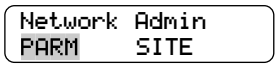


2. Enter the System Coordinator Mailbox number and password and press OK.



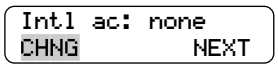
3. Press OTHR until you see the display button NET.

4. Press NET.

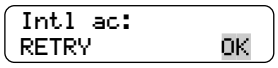


5. Press PARM.

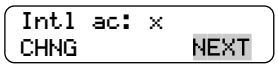
6. Press AMIS.



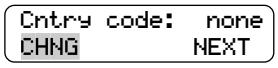
7. Press CHNG.



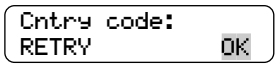
8. Enter the International Access code and press OK. This number is a maximum of four digits. The International Access code for Canada and the United States is 011.



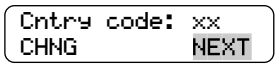
9. Press NEXT.



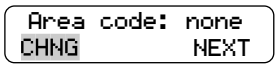
10. Press CHNG.



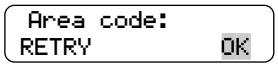
11. Enter the Country code and press OK. This number is a maximum of four digits. The Country code for Canada and the United States is 1.



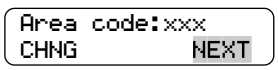
12. Press NEXT.



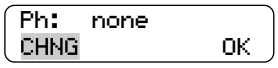
13. Press CHNG .



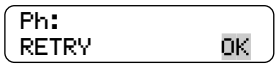
14. Enter the area code for your city, state or province and press OK. The area code is a maximum of six digits.



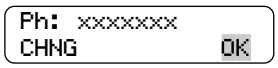
15. Press NEXT.



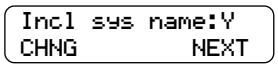
16. Press CHNG.



17. Enter your site's system phone number and press OK. This number is a maximum of sixteen digits.

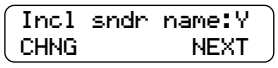


18. Press OK again to accept your site's system phone number.

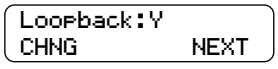


19. Press CHNG to disable the system name or press NEXT . If you disable the System Name Option, go to step 21.

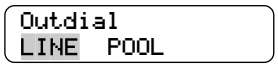
20. Press REC to record the system name and follow the prompts on the display. This display is bypassed if you decide not to include the system name in step 19. Press NEXT to go to the next display.



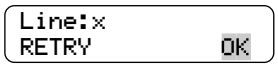
21. Press CHNG to exclude the sender name, or press NEXT .



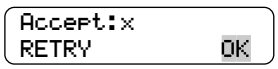
22. Press CHNG to disable the Loopback mailbox or press NEXT.



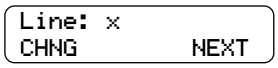
23. Press LINE to select a specific outgoing line. Press POOL for Norstar Voice Mail to select a line within a line pool. In this example, press LINE.



24. Enter the line number and press OK. The x represents the line number that you enter.



25. Press OK to accept the line number, represented by the x shown here.



26. Press * to continue with your Norstar Voice Mail AMIS session.

27. Press RIs to end this programming session.

AMIS default feature settings

Establishing AMIS Feature settings provides your site with network voice messaging features. These features include:

Network Receive

This feature allows your location to receive messages from other locations on the network. The default setting is enabled.

Network Delivery

This feature allows your location to send messages to other locations on the network. The default setting is enabled.

Network Reply

This feature allows your location to reply to messages sent from other locations on the network. The default setting is enabled.

Network Broadcast Messages

When enabled, this feature allows you to send Broadcast Messages to all Network Delivery Mailboxes established at your site. The default setting is disabled.

Network Group List

This feature allows you to add Network Mailboxes to a Group List. The default setting is disabled.

Network Retries

This feature sets the maximum number of times the system attempts to send a message before abandoning it and showing a Non-Delivery Notification. The default setting is 3 attempts.

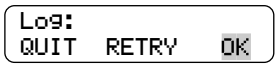
Network Retry Delay

This feature states the length of time between delivery attempts of the same message. The default setting is 10 minutes.

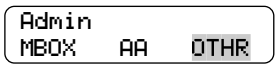
Note: When a feature is enabled by default, it means the feature works automatically when AMIS is enabled. A feature with a default setting of N, must be enabled before the feature can work.

To change the AMIS default feature settings:

1. Press Feature 9 8 3.



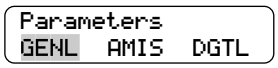
2. Enter the System Coordinator Mailbox number and password and press OK.



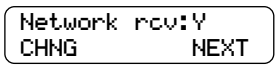
3. Press OTHR until you see the display button NET.

4. Press NET.

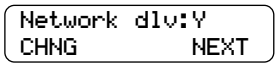
5. Press PARM. At any time during the following steps, press * to return to this display.



6. Press GENL.

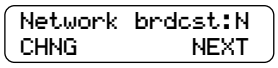


7. Press CHNG to disable the Network Receive Message feature or press NEXT .

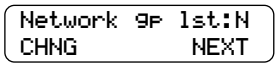


8. Press CHNG to disable the message Network Delivery Feature or press NEXT.

9. Press CHNG to disable the Message Network Reply feature or press NEXT.

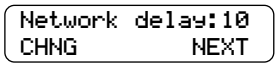


10. Press CHNG to enable Network Broadcast Message capability or press NEXT.



11. Press CHNG to enable the Network Group List or press NEXT.

12. Press CHNG to change the network retry attempts. Enter the number of retry attempts. The number of retry attempts ranges from 1 to 9. Press NEXT to accept the default number of 3 retry attempts.



13. Press CHNG to change the network retry delay value. Enter the network retry delay value. This is a two-digit value. The network retry delay is the length of time between delivery attempts of the same message. This value ranges from 01 to 60 minutes. Press NEXT to accept the default network retry delay time of 10 minutes.

14. Press RIs to end this programming session.

Setting up an AMIS Network Site Table

Before users can send network messages to other sites using Site-Based Addressing, you must create a Network Site Table. This chapter shows you how to add, change and delete sites from the Network Site Table.

After a site is added to the Network Site Table, the site is automatically added to the site-based addressing portion of the Company Directory. For information about site-based addressing, refer to the *Norstar Voice Mail AMIS User Guide*.

Assign the following parameters for each site:

Site Prefix

The Site Prefix is a number from 1 to digits that identifies the site on the network. This number must be unique and not assigned to any other site on the local system. The Site Prefix cannot overlap any other Site Prefix in the Network Site Table. For example, if a prefix of 6335 is used, it would overlap with prefixes 633 and 63350.

The Site Prefix should be a number that is easy to recognize and remember for the user. The Site Prefix could be the same as the site's area code and three-digit exchange prefix. For example, if you normally dial 1-604-250-1111 to reach a site in Vancouver, 604250 would be easy to recognize as the Site Prefix.

Site Name

A text name for the site is a maximum of 16 characters. This name is shown to the local user when addressing the message or reviewing message envelope information. If a value is not specified the display shows **Site** <**Site Prefix**>.

Recorded Site Name

A recording of the Site Name. The name plays to the local user when addressing the message or reviewing message envelope information. If you do not record the Site Name, the voice prompt will play "*Unknown site*".

Message Protocol

The Message Protocol is used for sending a message to the destination site. The protocol depends on whether you want to send an AMIS or SMTP Networking message. A choice is shown **only** if both AMIS and Digital Networking are enabled on your Norstar Voice Mail system. If Digital Networking (SMTP) is not enabled, AMIS is automatically chosen. For sites on an AMIS Network the protocol is AMIS. The default setting is SMTP.

Outdial Parameters (Line or Pool)

You are prompted to enter the Line or Pool that Norstar Voice Mail AMIS uses to make an outgoing call to this specific site.

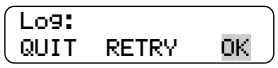
Destination Phone number

This is the phone number of the destination site. The phone number is a maximum of 30 digits.

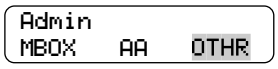
Adding a site to the Network Site Table

To add a site to the Network Site Table:

1. Press Feature 9 8 3.



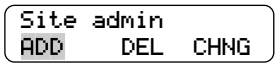
2. Enter the System Coordinator Mailbox number and password and press OK.



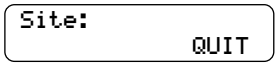
3. Press OTHR until you see the display button NET.

4. Press NET.

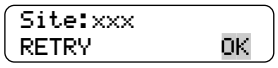
5. Press SITE. At any time during the following steps, press * to return to this display.



6. Press ADD.

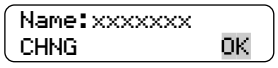


7. Enter the Site Prefix. The Site Prefix is a maximum of 9 digits.



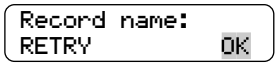
8. Press OK.

9. Enter the Site name and press OK. To enter the Site name, refer to "Entering characters using the Norstar Dialpad" on page 27. The Site name is a maximum of 16 characters.



10. Press OK to accept the name.

11. Press REC to record the site name.



12. At the tone, record the Site name and press OK. Remember, do not use Handsfree. A better recording results if you speak directly into the receiver.

13. Press PLAY to listen to the Site Name before accepting it. Press RETRY to erase and record the Site Name again. Press OK or # to accept the Site Name.

```
Type:AMIS
CHNG        NEXT
```

14. Press CHNG to cycle between AMIS and SMTP for address type.

    Note: This display will only be shown if both AMIS and Digital Networking are enabled on your Norstar Voice Mail system. If Digital Networking is not enabled, this display is bypassed and the display in step 15 appears.

```
Type: AMIS
CHNG        NEXT
```

15. Press NEXT.

```
Outdial:none
LINE  POOL
```

16. Select the outdial parameter. Press LINE to select a specific outgoing line. Press POOL to select a line within a line pool. In this display LINE is used as an example. The following steps assume you have selected a line for outdialing. Press NEXT to accept the outdial parameter and go to the next parameter to enter the destination site phone number.

```
Line:x
RETRY       OK
```

17. Enter the line number and press OK. The x represents the line number that you enter.

```
Accept:x
RETRY       OK
```

18. Press OK to accept the line number.

```
Dest ph:
RETRY       OK
```

19. Enter the phone number of the destination site. Press OK. The phone number is a maximum of 30 digits. The phone number you enter must be answered by the Automated Attendant at the destination site. If your site uses line or pool access codes, the access code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.

```
xxxxxxx
ADD         OK
```

20. Press ADD to add Pauses to the phone number of the destination site. Press OK to accept the phone number of the destination site.

```
Site  admin
ADD   DEL   CHNG
```

21. Press ADD and repeat steps 7 to 20 for each site you want to add to the Network Site Table.

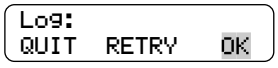
22. Press Rls to end this programming session.

Changing a site in the Network Site Table

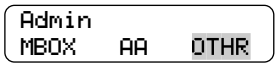
You can change the site parameters of any site in the Network Site Table. You cannot change the Site Prefix of a site. The site must be deleted and a new site created with a new Site Prefix and new parameters for the site.

To change a site in the Network Site Table:

1. Press Feature 9 8 3.



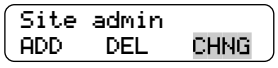
2. Enter the System Coordinator Mailbox number and password and press OK.



3. Press OTHR until you see the display button NET.

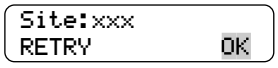
4. Press NET.

5. Press SITE. At any time during the following steps, press * to return to this display.

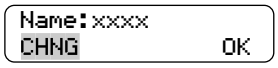


6. Press CHNG.

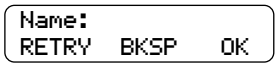
7. Enter the Site Prefix of the site you want to change, or press LIST for a list of sites in the Network Site Table.



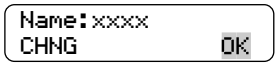
8. Press OK to accept the site.



9. Press CHNG to change the Site Name. Press OK to accept the Site Name, and go to the next parameter to record the site name.

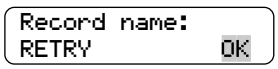


10. Enter the new Site name. To enter a different Site name, refer to "Entering characters using the Norstar Dialpad" on page 27. The Site name is a maximum of 16 characters.



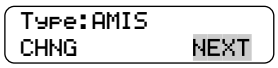
11. Press OK.

12. Press REC to record the site name.



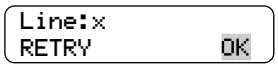
13. At the tone, record the Site name and press OK. Remember, do not use Handsfree. A better recording results if you speak directly into the receiver.

14. Press OK or # to accept the Site Name. Press PLAY to listen to the Site Name. Press RETRY to erase and re-record the Site Name.

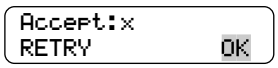


15. Press NEXT .

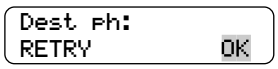
16. Select the outdial parameter. Press LINE to select a specific outgoing line. Press POOL to select a line within a line pool. In this display LINE is used as an example. The following steps assume you have selected a line for outdialing. Press NEXT to accept the outdial parameter and go to the next parameter to enter the destination site phone number.



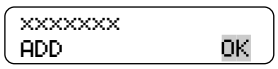
17. Enter the line number and press OK. The x represents the line number that you enter. If you selected POOL as the outdial parameter, you must also enter the pool number. After you have entered the pool number, press OK to continue.



18. Press OK to accept the line number.



19. Enter the phone number of the destination site. Press OK. The phone number is a maximum of 30 digits. The phone number you enter must be answered by the Automated Attendant at the destination site. If your site uses line or pool access codes, the access code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.



20. Press OK to accept the phone number of the destination site. Press ADD to add Pauses to the phone number of the destination site.

21. Press ADD and then repeat steps 6 to 21 for each site you want to change in the Network Site Table. Press Rls to end this programing session.

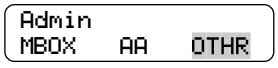
Deleting a site from the Network Site Table

A site can be deleted from the Network Site table at any time.

To delete a site:

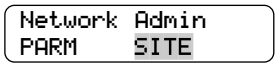
1. Press Feature 9 8 3.

2. Enter the System Coordinator Mailbox number and password and press OK.



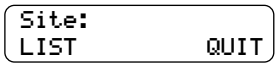
3. Press OTHR until you see the display button NET.

4. Press NET.

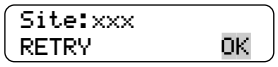


5. Press SITE. At any time during the following steps, press * to return to this display.

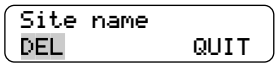
6. Press DEL.



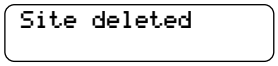
7. Enter the Site Prefix of the site you want to delete or press LIST for a list of sites in the Network Site.



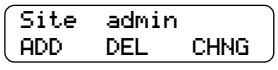
8. Press OK to accept the site.



9. Press DEL.



10. You will see the Site deleted transient display, and then the display in step 11.



11. Press DEL and repeat steps 6 to 11 for each site you want to delete from the Network Site Table.
Press Rls to end this programming session.

Setting up the Call Scheduling

The Call Scheduling parameter establishes times when Network Delivery Messages are prohibited. You can limit non-urgent calls during peak periods or when long distance rates are highest. You can establish Call Scheduling for every day of the week.

There are four Call Schedulings per day. These periods are called bands. For example, you can establish a band on Monday from eight to 11:00 in the morning, and from 12 noon until 4:00 in the afternoon. The available time for network calls to occur is before eight in the morning, between 11 and 12:00 p.m. and any time after 4:00. The following table shows an example of the Call Scheduling for Monday.

Note: If Call Scheduling continues past midnight, you must create two Call Scheduling periods. The first Call Scheduling period ends at midnight and the second Call Scheduling period begins at midnight of the next day.

Example of a Call Scheduling for one day

Day	Band	Call Scheduling Time From	Call Scheduling Time To
Monday	1	08:00	
Monday	2	12:00	4:00
Monday	3	:	:
Monday	4	:	:

Call Scheduling applies to outgoing messages. Incoming messages are still received at any time. Call Scheduling does not apply to urgent messages.

From the table "Example of a Call Scheduling for one day", the available hours for network messaging are those hours before 8:00, between 11:00 and 12:00 p.m. and all hours after 4:00.

the table "Call Scheduling" shows the Call Scheduling for all days including Sunday. Use this table to record the periods when Call Scheduling is established.

Note: Before you write in this table, ensure you photocopy this page.

Call Scheduling

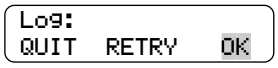
Day	Band	Call Scheduling Time From	Call Scheduling Time To
Monday	1	:	:
Monday	2	:	:
Monday	3	:	:
Monday	4	:	:
Tuesday	1	:	:
Tuesday	2	:	:
Tuesday	3	:	:
Tuesday	4	:	:
Wednesday	1	:	:
Wednesday	2	:	:
Wednesday	3	:	:
Wednesday	4	:	:
Thursday	1	:	:
Thursday	2	:	:
Thursday	3	:	:
Thursday	4	:	:
Friday	1	:	:
Friday	2	:	:
Friday	3	:	:
Friday	4	:	:
Saturday	1	:	:
Saturday	2	:	:
Saturday	3	:	:
Saturday	4	:	:
Sunday	1	:	:
Sunday	2	:	:
Sunday	3	:	:
Sunday	4	:	:

Entering Call Scheduling times

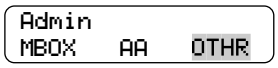
The following steps show you how to enter Call Scheduling times for one day. Use the same steps shown here to enter Call Scheduling times for other days.

To enter Call Scheduling times:

1. Press Feature 9 8 3 .

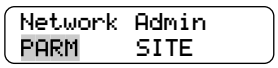


2. Enter the System Coordinator Mailbox number and password and press OK .

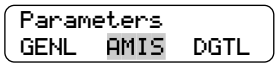


3. Press OTHR until you see the display button NET .

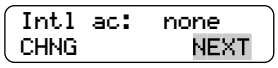
4. Press NET .



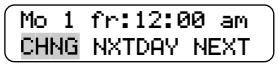
5. Press PARM. At any time during the following steps, press * to return to this display.



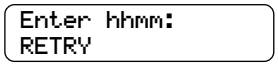
6. Press AMIS.



7. Press NEXT until the display shows:

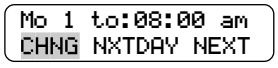


8. Press CHNG to enter the start time of the first Call Schedule. In this example, we start the Call Schedule at 8:00 a.m. This display shows the first time band for Monday. The first time band on all days starts with the from (fr) time. To change the time band start time, press CHNG. To change the day of the week, press NXTDAY .To enter the band end time (to), press NEXT until the appropriate display appears.

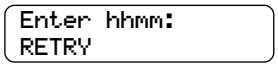


9. Enter the time when the first Call Schedule starts. Any single-digit hour or minute must be preceded by a zero. In this example enter the time of 8:00 a.m.

10. The display changes to show the time with AM and PM . Specify the time as AM or PM . In this example, press AM .

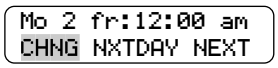


11. Press CHNG to enter the end time of the first Call Schedule. This display establishes when the Call Schedule ends. It is different from the Call Schedule start display in step 8 because of the to: prompt.

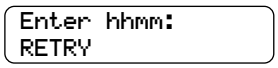


12. Enter the time when the first Call Schedule ends. In this example, enter the time of 11:00. Any single-digit hour or minute must be preceded by a zero.

13. The display changes to show the time with AM and PM. Specify the time as AM or PM. Press AM to enter the time of 11:00 a.m.

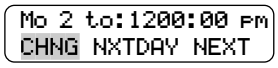


14. Press CHNG to enter the second Call Schedule for Monday. In this example, start the second Call Schedule at 12:00 p.m.

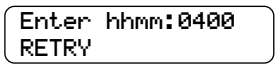


15. Enter the time of 12:00, when the second Call Schedule starts.

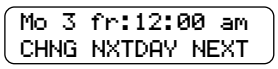
16. Press PM.



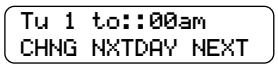
17. Press CHNG to enter the end time of the second Call Schedule. In this example, end the second Call Schedule at 4:00 p.m.



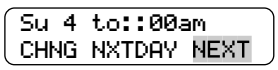
18. Enter the time of 0400 when the second Call Schedule ends.



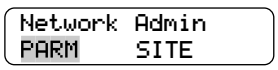
19. Press CHNG to enter times for the third and fourth Call Schedule for Monday. Press NXTDAY to go to the Tuesday Call Scheduling. Press NXTDAY to continue setting Call Scheduling for other days.



20. To enter the Call Schedule times for Tuesday, repeat steps 8 through 16.



21. This is the fourth Call Schedule time for Sunday and the last Call Schedule display of the week. Press NEXT.



22. Press Rls to end this programming session.

Note: If there is an overlap in time bands established for the same day, Norstar Voice Mail AMIS determines the time band from the earliest time and the latest time of the overlapping time bands and treats the times as one Call Schedule.

Setting up outdialing channel configuration

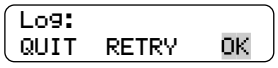
Setting up the outdialing channel configuration establishes the number of channels available to Norstar Voice Mail to make outgoing calls. The number of channels designated for outdialing is determined by the Norstar Voice Mail module that your site uses.

Before setting the outdial channel configuration, you must first determine how many channels your site's Norstar Voice Mail module has available. For more information about outdialing, refer to the *Norstar Voice Mail Programming Record* or "Appendix A: AMIS Programming Record" on page 77.

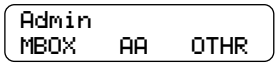
Note: We recommend that you do not set the outdialing channel configuration to more than half of the available channels. For example, if your site has a 4 Channel system, this means you have four available channels for outgoing and incoming Norstar Voice Mail calls. If you are using a 4 Channel system, set the channel configuration to 2.

To set the outdialing channel configuration:

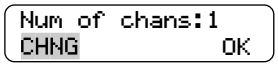
1. Press Feature 9 8 3.



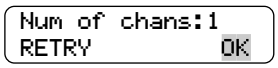
2. Enter the System Coordinator Mailbox number and password and press OK.



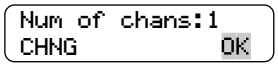
3. Press 5.



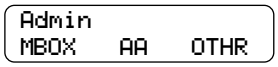
4. Press CHNG.



5. Enter the number of outdialing channels and press OK.



6. Press OK to accept the number of channels.



7. Press Rls to end this programming session.

Testing Network Message capability

Testing your Network Message capability is done through the AMIS Loopback Mailbox. The Loopback Mailbox is a test mailbox which allows you to determine whether or not AMIS messages are being sent over the network. Each site in a network has a Loopback Mailbox.

To test AMIS using the Loopback Mailbox, record a message and send it to the Loopback Mailbox of another site in the network. The Loopback Mailbox sends the message back to the mailbox you used at your location. This allows you to determine whether or not your site's network identification number is properly set up and your site is able to receive messages from other sites in the network.

Note: The Loopback Mailbox is created automatically when AMIS is installed. If the mailbox number length is 2 digits, the Loopback Mailbox is 13. If the mailbox number length is 4 digits, the Loopback Mailbox is 1003. If the Group List leading digit is 1, then the leading digit of the Loopback Mailbox is 2 instead of 1. The following table shows you how to determine your Loopback Mailbox number.

Loopback Mailbox Numbers

If Mailbox Directory Number (DN) length is:	Loopback Mailbox Number is:	If Group List leading digit is 1, then Loopback Mailbox Number is:
2 digits	13	23
3 digits	103	203
4 digits	1003	2003
5 digits	10003	20003
6 digits	100003	200003
7 digits	1000003	2000003

You cannot log onto the Loopback Mailbox or perform any mailbox functions.

Sending a Test Network Message

To test Network Message capability you must send a message from your site to the Loopback Mailbox at a site on the AMIS network. When the Loopback Mailbox at the destination site receives the message, it automatically returns the message to the mailbox used at the originating site. If you use the System Coordinator's Mailbox, the test message you record is left as a message in your System Coordinator Mailbox. When you receive the message, it indicates Network Messaging is operating properly. If you do not receive the message or if a protocol error occurs, refer to "Troubleshooting AMIS" on page 69.

To send a Test Network Message:

1. Press Feature 9 8 1.

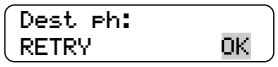
2. Enter your password and press OK or #.

3. Press REC. After the tone, record a test message.

4. Press OK to end the recording.

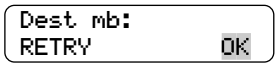
5. Press OK to accept the recording.

6. Press # #.

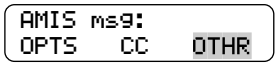


7. Enter the destination site System Phone number and press OK.

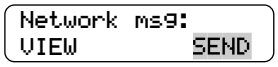
8. Press OK to accept the destination System Phone number.



9. Enter the Loopback Mailbox number and press OK.



10. Press OTHR.



11. Press SEND.
    Press Rls to end this programming session.

To determine whether Network Messaging is working, open your mailbox. The message you recorded should be sent back as a message to your mailbox. If the message does not appear in your mailbox after approximately five minutes:

- ensure that the Network Delivery option is enabled.
- ensure that the Call Scheduling periods at your site and at the receiving site allow network messaging during the time you are attempting to test the system. A Call Scheduling is set up by the System Coordinator to prevent calls from being placed during a specified time frame.
- consider that the test message may be delayed by the length of time established in the Retry interval. The Retry interval is a Class of Service feature. For more information on Class of Service, refer to the *Norstar Voice Mail Set Up and Operation Guide.*
- consider that the test message is subject to line availability at your site or at the receiving site

Setting up and maintaining Network Delivery Mailboxes

5

Introduction

A Network Delivery Mailbox makes it more convenient for local users to send messages to remote users. The System Coordinator adds and maintains the Network Delivery Mailboxes at each site in the network. A Network Delivery Mailbox can be set up with either a Direct Address or a Site-Based AMIS Address.

The Network Delivery Mailbox contains all the information necessary to transfer a message to a mailbox at another location.

This chapter shows you:

- About Network Delivery Mailboxes
- Adding a Network Delivery Mailbox with a Direct Address
- Changing Network Delivery Mailbox parameters for Direct AMIS addressing
- Adding a Network Delivery Mailbox with a Site-Based AMIS Address
- Changing Network Delivery Mailbox parameters for Site-Based AMIS Addressing
- Deleting a Network Delivery Mailbox

About Network Delivery Mailboxes

Network Delivery Mailboxes simplify network messaging by allowing a mailbox owner to remember only the Network Delivery Mailbox number. When selected, a message sent through the Network Delivery Mailbox is delivered automatically. The local mailbox owner can send a voice message to another person across the AMIS Network using what appears to be a local mailbox number. Sending a message across the country is as simple as sending a message down the hall.

For example, a bank has a centralized office with many branches located throughout the city. Sometimes the bank receives messages intended for personnel located at a different branch. Each individual working for a branch office can be assigned a Network Delivery Mailbox at the main office. A message for personnel working at a remote location is sent to the destination through the Network Delivery Mailbox at the main office.

The number of Network Delivery Mailboxes you need is determined by the number of users who are on the AMIS network and the type of network messaging required. You can have a maximum of 1000 mailboxes on your Norstar Voice Mail system. The maximum number of mailboxes includes any combination of Special, Personal, Guest, Information and Network Delivery Mailboxes.

You should assign the same leading digit for all Network Delivery Mailbox numbers. Assigning a leading digit to mailboxes helps you identify the different

Voice Mail mailboxes. For example, all Personal mailboxes start with the number four, Guest mailboxes with number five, and all Network Delivery Mailboxes with the number six. The Network Delivery Mailbox length must be the same length as the mailbox length. For example, if the mailbox length is five digits, the Network Delivery Mailbox number you assign must also be five digits.

The Network Delivery Mailbox is only available to certified mailbox owners. Callers who are not mailbox owners cannot access the Network Delivery Mailbox.

Adding a Network Delivery Mailbox with a Direct Address

A Network Delivery Mailbox with a Direct Address is assigned by you and contains:

- a Network Delivery Mailbox number
- a spelled Network Delivery Mailbox name
- the Company Directory option
- a recorded Network Delivery Mailbox name
- an outdial parameter, either a Line or a Pool
- a line or pool number
- a destination site phone number
- a destination site mailbox number

Before adding Network Delivery Mailboxes with a Direct Address, you should create a mailbox list. The table , “Network Delivery Mailbox parameter summary for Direct Addressing,” on page 49 summarizes the information you need to create a Network Delivery Mailbox. The table , “Network Delivery Mailbox parameter summary for Direct Addressing,” on page 49 can be used as a Network Delivery Mailbox list.

If you use the table, ensure you photocopy the page. Use the photocopy to record your Network Delivery Mailbox numbers and destination parameters. For more information, refer to "Appendix A: AMIS Programming Record" on page 77.

The Network Delivery Mailbox name can be the name of the mailbox at the destination site or another name you select. The Network Delivery Mailbox name is a maximum of 16 characters.

You must determine whether the outdial parameter is a Line or Pool. If you are using a Line or Pool as an outdial parameter, you must know the line or pool number you want to use. The line number is the line used to make the outgoing call.

You must also know the destination site phone number. When sending messages using a Network Delivery Mailbox, the phone number at the destination site must be answered by the Norstar Voice Mail Automated Attendant. You also have to know the destination mailbox number.

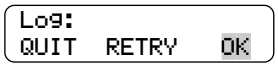
The table , “Network Delivery Mailbox parameter summary for Direct Addressing,” on page 49 shows the information needed for setting up a Network Delivery Mailbox with a Direct Address. For example, the Network Delivery Mailbox is assigned the number 600. When a mailbox owner selects 600, Norstar Voice Mail chooses line number five and dials 555-1234. The receiving site Automated Attendant which is at phone number 555-1234 answers the call. Then the Automated Attendant transfers the call to mailbox 8221.

Network Delivery Mailbox parameter summary for Direct Addressing

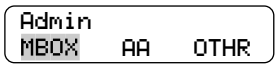
Network Delivery Mailbox Number	Network Delivery Mailbox Name	Company Directory Option	Outdial parameter (circle one)	Line Number or Pool Number	Destination site Phone Number	Destination site Mailbox Number
600	Armstrong,S	Yes	Line Pool	5	555-1234	8221
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			
			Line Pool			

To add a Network Delivery Mailbox with Direct AMIS Addressing:

1. Press Feature 9 8 3.

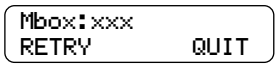


2. Enter the System Coordinator Mailbox number and password and press OK.



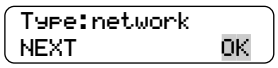
3. Press MBOX.

4. Press ADD.



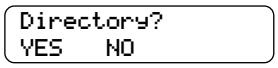
5. Enter the Network Delivery Mailbox number.

6. Press NEXT until you see the display in step 7.



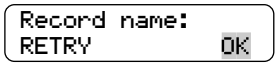
7. Press OK.

8. Enter the Network Delivery Mailbox name and press OK. This name can be the name of the mailbox at the destination site or another name you select. To enter the Network Delivery Mailbox name, refer to "Testing Network Message capability" on page 45. The Network Delivery Mailbox name is a maximum of 16 characters.



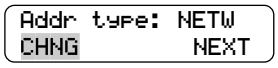
9. Press YES or NO . This is a Directory Override. Press YES for the Network Delivery Mailbox name to play in the Company Directory.

10. Press REC . This name plays in the Company Directory.

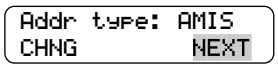


11. At the tone, record the Network Delivery Mailbox name and press OK. Remember, do not use Handsfree. A better recording results if you speak directly into the receiver.

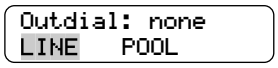
12. To listen to the Network Delivery Mailbox Name before accepting it, press PLAY. To record the Network Delivery Mailbox Name again, press RETRY. Press OK or # to accept the Network Delivery Mailbox Name.



13. Press CHNG to choose AMIS as the address type. Press CHNG to cycle between AMIS and NETW for address type.

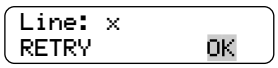


14. Press NEXT.

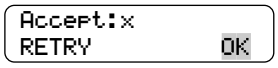


15. Select the outdial parameter. Press LINE to select a specific outgoing line.

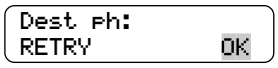
    Note: Press POOL to select a line within a line pool. The following steps assume you have selected a line for outdialing.



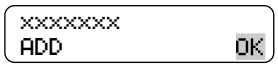
16. Enter the line number and press OK . The x represents the line number you enter. If you selected POOL as the outdial parameter, you must also enter the pool number. After you enter the pool number, press OK to continue.



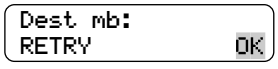
17. Press OK to accept the line number.



18. Enter the phone number of the destination site. Press OK. The phone number is a maximum of 30 digits. The phone number you enter must be answered by the Automated Attendant at the destination site. If your company uses line or pool access codes, the access code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.



19. Press OK to accept the phone number of the destination site. Press ADD to add pauses to the phone number of the destination site.



20. Enter the destination mailbox number and press OK. The destination mailbox number is a maximum of 16 digits.

21. Press ADD and repeat steps 5 to 21 to add more Network Delivery Mailboxes.

22. Press Rls to end this programming session.

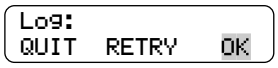
Changing Network Delivery Mailbox parameters for Direct AMIS addressing

You can change any parameter assigned to a Network Delivery Mailbox. This does not include the mailbox number. If you need to change a mailbox number, you must first delete the mailbox and then add the new Network Delivery Mailbox. For information about deleting a mailbox, refer to "Deleting a Network Delivery Mailbox" on page 59.

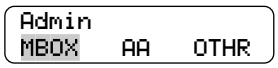
To select a parameter, press NEXT until the display shows the parameter you want to change. To change a parameter, press CHNG and then enter the new parameter value.

To change a Network Delivery Mailbox parameter:

1. Press Feature 9 8 3.

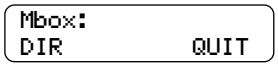


2. Enter the System Coordinator Mailbox number and password and press OK.

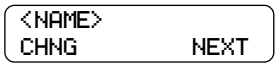


3. Press MBOX.

4. Press CHNG.

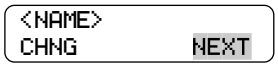


5. Enter the Network Delivery Mailbox number.

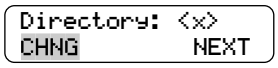


6. Press CHNG to change the Network Delivery Mailbox name or press NEXT to continue.

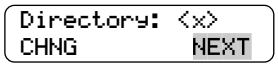
7. Enter the new Network Delivery Mailbox name and press OK. This name can be the name of the mailbox at the destination site or another name you select. To enter the new Network Delivery Mailbox name, refer to "Entering characters using the Norstar Dialpad" on page 27. The Network Delivery Mailbox name is a maximum of 16 characters.



8. Press NEXT.

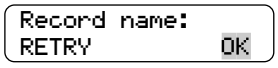


9. Press CHNG to change the Directory Override shown on the display. This is a Directory Override. When Y is showing, the mailbox owner's name plays in the Company Directory.
   Press NEXT to continue without changing the Directory Override.

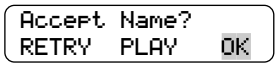


10. Press NEXT.

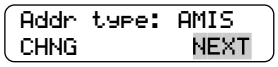
11. Press REC. The name you record plays in the Company Directory.
    Press NEXT to continue without changing the Company Directory name.



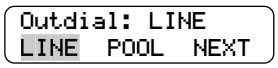
12. At the tone, record the new Network Delivery Mailbox name and press OK. Remember, do not use Handsfree. A better recording results if you speak directly into the receiver.



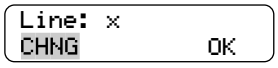
13. Press OK or # to accept the Network Delivery Mailbox Name. To listen to the new Network Delivery Mailbox Name before accepting it, press PLAY. To record the Network Delivery Mailbox Name again, press RETRY.



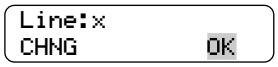
14. Press NEXT.



15. Select the outdial parameter that you want to change.
    Press LINE to select a specific outgoing line.
    Press POOL to select a line within a line pool.
    Press NEXT to continue without changing the Outdial parameter.

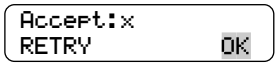


16. Press CHNG.

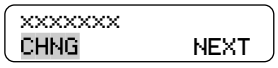


17. Enter the line number and press OK.

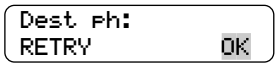
    Note: The x represents the line number that you enter. If you selected POOL as the outdial parameter, you must also enter the pool number. After you enter the pool number, press OK.



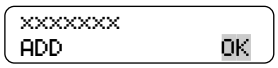
18. Press OK to accept the line number.



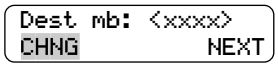
19. Press CHNG to change the destination phone number or press NEXT to continue.



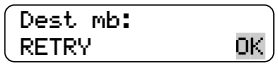
20. Enter the phone number of the destination site. Press OK. The phone number is a maximum of 30 digits. The phone number you enter must be answered by the Automated Attendant at the destination site. If your company uses line or pool access codes, the access code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.



21. Press OK to accept the phone number of the destination site. Press ADD to add pauses to the phone number of the destination site.



22. Press CHNG to change the destination mailbox or press NEXT to continue.



23. Enter the destination mailbox number. Press OK. The destination mailbox number is a maximum of 16 digits.

24. Press CHNG and repeat steps 5 to 23 to change other Network Delivery Mailbox Parameters. Press Rls to end this programming session.

Adding a Network Delivery Mailbox with a Site-Based AMIS Address

A Network Delivery Mailbox with a Site-Based Address is assigned by you and contains:

- Network Delivery Mailbox Number
- Spelled Network Delivery Mailbox Name
- Company Directory Option
- Recorded Network Delivery Mailbox name
- Destination Site Prefix
- Destination Mailbox Number

Before adding Network Delivery Mailboxes with a Site-Based AMIS Address, you should create a mailbox list. The "Network Delivery Mailbox parameter summary for Site-Based AMIS addressing" summarizes the information you need to create a Network Delivery Mailbox with a Site-Based AMIS Address. The "Network Delivery Mailbox parameter summary for Site-Based AMIS addressing" can be used as a Network Delivery Mailbox list.

If you use the table, ensure you photocopy the page. Use the photocopy to record your Network Delivery Mailbox numbers and destination parameters. For more information, refer to "Appendix A: AMIS Programming Record" on page 77.

The Network Delivery Mailbox name can be the name of the mailbox at the destination site or another name you select. The Network Delivery Mailbox name is a maximum of 16 characters.

To add a Network Delivery Mailbox for Site-Based Addressing, you need to have a site added to the Network Site Table. Refer to "Adding a site to the Network Site Table" on page 35.

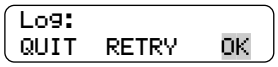
The following table shows the information needed for setting up a Network Delivery Mailbox with a Site-Based Address:

Network Delivery Mailbox parameter summary for Site-Based AMIS addressing

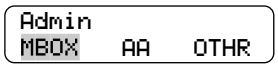
Network Delivery Mailbox Number	Spelled Network Delivery Mailbox Name	Company Directory Option	Recorded Network Delivery Mailbox name	Destination Site Prefix	Destination Mailbox Number
610	Chatterton,P	Yes	Yes	6775	8225

To add a Network Delivery Mailbox with a Site-Based AMIS Address:

1. Press Feature 9 8 3.

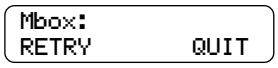


2. Enter the System Coordinator Mailbox number and password and press OK.



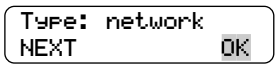
3. Press MBOX.

4. Press ADD.



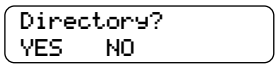
5. Enter the Network Delivery Mailbox number.

6. Press NEXT until you see the display in step 7.



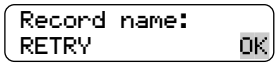
7. Press OK.

8. Enter the Network Delivery Mailbox name and press OK. This name can be the name of the mailbox at the destination site or another name you select. To enter the Network Delivery Mailbox name, refer to "Entering characters using the Norstar Dialpad" on page 27. The Network Delivery Mailbox name is a maximum of 16 characters.



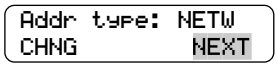
9. Press YES or NO . This is a Directory Override. Press YES for the Network Delivery Mailbox name to play in the Company Directory.

10. Press REC . This name plays in the Company Directory.

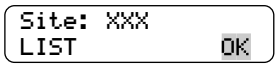


11. At the tone, record the Network Delivery Mailbox name and press OK. Remember, do not use Handsfree. A better recording results if you speak directly into the receiver.

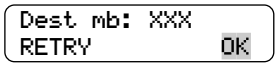
12. To listen to the Network Delivery Mailbox Name before accepting it, press PLAY. To record the Network Delivery Mailbox Name again, press RETRY. Press OK or # to accept the Network Delivery Mailbox Name.



13. Press NEXT .



14. Enter the site and press OK.



15. Enter the mailbox number and press OK.

16. Press Rls to end this programming session.

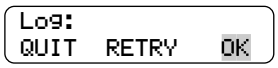
Changing Network Delivery Mailbox parameters for Site-Based AMIS Addressing

You can change any parameter assigned to a Network Delivery Mailbox. This does not include the mailbox number. If you need to change a mailbox number, you must first delete the mailbox and then add the new Network Delivery Mailbox. For information about deleting a mailbox, refer to "Deleting a Network Delivery Mailbox" on page 59.

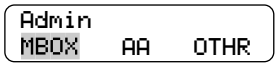
To select a parameter, press NEXT until the display shows the parameter you want to change. To change a parameter, press CHNG and then enter the new parameter value.

To change a Network Delivery Mailbox parameter:

1. Press Feature 9 8 3 .

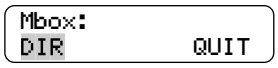


2. Enter the System Coordinator Mailbox number and password and press OK.

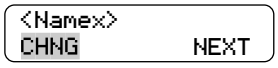


3. Press MBOX.

4. Press CHNG.

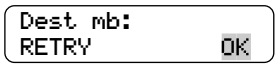


5. Enter the Network Delivery Mailbox number.



6. Press CHNG to change the Network Delivery Mailbox name.

Name: RETRY BKSP OK	7. Enter the new Network Delivery Mailbox name and press OK. This name can be the name of the mailbox at the destination site or another name you select. To enter the new Network Delivery Mailbox name, refer to "Entering characters using the Norstar Dialpad" on page 27. The Network Delivery Mailbox name is a maximum of 16 characters.
<Namex> CHNG NEXT	8. Press NEXT .
Directory: <x> CHNG NEXT	9. Press CHNG to change the Directory Override shown on the display. This is a Directory Override. When Y is showing, the mailbox owner's name plays in the Company Directory.
Directory:<x> CHNG NEXT	10. Press NEXT.
Record name: REC PLAY NEXT	11. Press REC. The name you record plays in the Company Directory.
Record name: RETRY OK	12. At the tone, record the new Network Delivery Mailbox name and press OK. Do not use Handsfree. A better recording results if you speak directly into the receiver.
Accept Name? RETRY PLAY OK	13. Press OK or # to accept the Network Delivery Mailbox Name. To listen to the new Network Delivery Mailbox Name before accepting it, press PLAY. To record the Network Delivery Mailbox Name again, press RETRY.
Addr type: NETW CHNG NEXT	14. Press NEXT.
Site:(Prefix) CHNG NEXT	15. Press CHNG to change the Site Prefix and Site Name of the destination site. Press NEXT to advance.
Site: (Prefix) LIST OK	16. Enter the Site Prefix of the destination site, or press LIST for a list of sites in the Network Site Table.
(Prefix): (Name) NEXT OK	17. Press OK to accept the site.
Dest mb:(X) CHNG NEXT	18. Press CHNG to change the Destination Mailbox number. Press NEXT to advance.



19. Enter the Destination Mailbox number, then press OK . The Destination Mailbox number is a maximum of 16 digits.

    Press Rls to end this programming session.

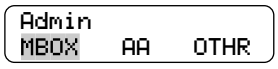
Deleting a Network Delivery Mailbox

You can delete a Network Delivery Mailbox at any time. When you delete a mailbox, you cannot access the mailbox from the Company Directory or deliver Network Messages to this mailbox.

To delete a Network Delivery Mailbox:

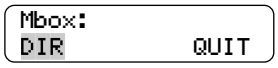
1. Press Feature 9 8 3.

2. Enter the System Coordinator Mailbox number and password and press OK.

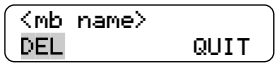


3. Press MBOX.

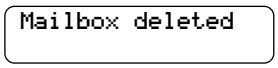
4. Press DEL.



5. Enter the Network Delivery Mailbox number that you want to delete.



6. Press DEL.



7. Press DEL and repeat steps 5 to 7 to delete more Network Delivery Mailboxes.

8. Press Rls to end this programming session.

Network Messaging using AMIS 6

Introduction

Network Messaging involves sending messages across the network from one site to another. AMIS provides full Network Message capabilities. These capabilities include Network Broadcast Messages and Network Group List Messages.

Part of administering Network Messaging is ensuring that the network is operating smoothly. There may be times when it is necessary to disable or re-enable Network Message capabilities. AMIS allows you to specify whether or not your site can receive, send or reply to Network Messages.

This chapter describes:

- Disabling Network Messaging
- Re-enabling Network Messaging
- Re-enabling Network Messaging
- Enabling the Network Group List Feature

Note: To make any changes to the AMIS set up, you require a Norstar two-line display telephone. You cannot change feature settings from a Norstar single-line display telephone.

Disabling Network Messaging

There may be times when it is necessary to disable Network Messaging. You can disable Network Messaging by:

- Disabling the Network Receive Feature
- Disabling the Network Delivery Feature
- Disabling the Network Reply Feature
- Disabling Network Messaging using the Norstar Voice Mail Class of Service

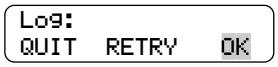
Disabling the Network Receive Feature

The Network Receive Feature enables your site to receive messages from other sites in the AMIS network. When you do not want the site to receive Network Messages, the Network Receive Feature can be disabled.

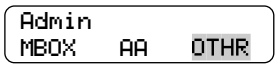
Note: Your site cannot receive Network Messages while the Network Receive Feature is disabled.

To disable the Network Receive Feature:

1. Press Feature 9 8 3.



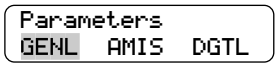
2. Enter the System Coordinator Mailbox number and password and press OK.



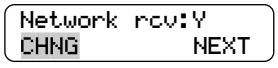
3. Press OTHR until you see the display button NET.

4. Press NET.

5. Press PARM. At any time during the following steps, press * to return to this display.



6. Press GENL.



7. Press CHNG to disable the Network Receive message capability.

   Press Rls to end this programming session. The Network Receive message capability is now disabled.

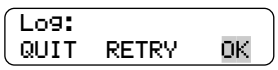
Disabling the Network Delivery Feature

The Network Delivery Feature enables your site to send Network Messages. There may be times when it is necessary to disable the Network Send Feature. You can restrict sending Network Messages when your company is closed. When this feature is disabled, sending messages to other sites on a network is prohibited.

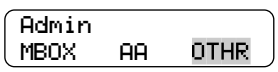
Norstar Voice Mail does not send Network Messages from your site when the Network Delivery Feature is disabled.

To disable the Network Delivery Feature:

1. Press Feature 9 8 3.



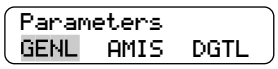
2. Enter the System Coordinator Mailbox number and password and press OK.



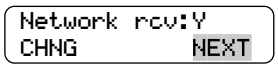
3. Press OTHR until you see the display button NET.

4. Press NET.

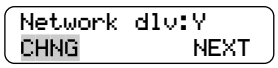
5. Press PARM. At any time during the following steps, press * to return to this display.



6. Press GENL.



7. Press NEXT.



8. Press CHNG to disable the Network Delivery Feature.

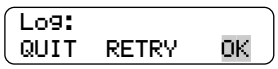
9. Press Rls to end this programming session.
The Network Delivery Feature is now disabled.

Disabling the Network Reply Feature

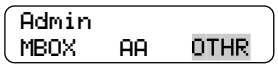
Network Messaging includes your site's ability to reply to Network Messages left in mailboxes from other sites. Disabling the Network Reply Features prohibits an individual from replying to a Network Message.

To disable the Network Reply Feature:

1. Press Feature 9 8 3.



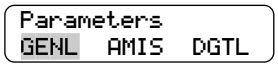
2. Enter the System Coordinator Mailbox number and password and press OK.



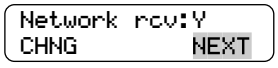
3. Press OTHR until you see the display button NET.

4. Press NET.

5. Press PARM. At any time during the following steps, press * to return to this display.



6. Press GENL.



7. Press NEXT until you see the display in step 8.

8. Press CHNG to disable the Network Reply Feature.

9. Press Rls to end this programming session.

The Network Reply Feature is now disabled. Your site cannot reply to Network Messages when the Network Reply Feature is disabled.

Disabling Network Messaging using the Norstar Voice Mail Class of Service

Network Messaging can also be restricted on an individual mailbox basis. This is accomplished through the Norstar Voice Mail Class of Service designation.

Note: For information about Class of Service values, refer to "Class of Service values" on page 82. For information about changing a mailbox Class of Service, refer to the *Norstar Voice Mail Set Up and Operation Guide.*

Re-enabling Network Messaging

There may be times when it is necessary to re-enable Network Messaging. You can re-enable Network Messaging by:

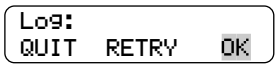
- Re-enabling the Network Receive Feature
- Re-enabling the Network Delivery Feature
- Re-enabling the Network Reply Feature
- Re-enabling Network Messaging using the Norstar Voice Mail Class of Service

Re-enabling the Network Receive Feature

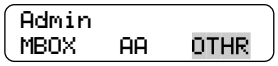
The Network Receive Feature enables your site to receive messages from other sites in the AMIS network.

To re-enable the Network Receive Feature:

1. Press Feature 9 8 3.



2. Enter the System Coordinator Mailbox number and password and press OK.

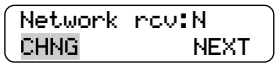


3. Press OTHR until you see the display button NET.

4. Press NET.

5. Press PARM. At any time during the following steps, press * to return to this display.

6. Press GENL.



7. If the Network Receive feature is disabled, press CHNG to re-enable the Network Receive message capability.

8. Press Rls to end this programming session.

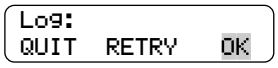
The Network Receive message capability is now re-enabled.

Re-enabling the Network Delivery Feature

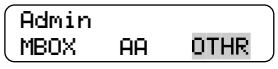
The Network Delivery Feature enables your site to send Network Messages.

To re-enable the Network Delivery Feature:

1. Press Feature 9 8 3.



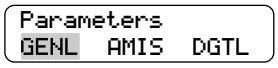
2. Enter the System Coordinator Mailbox number and password and press OK.



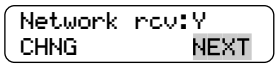
3. Press OTHR until you see the display button NET.

4. Press NET.

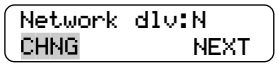
5. Press PARM. At any time during the following steps, press * to return to this display.



6. Press GENL.



7. Press NEXT.



8. If the Network Delivery Feature is disabled, press CHNG to re-enable the Network Delivery Feature.

9. Press Rls to end this programming session.

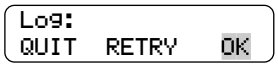
The Network Delivery Feature is now re-enabled.

Re-enabling the Network Reply Feature

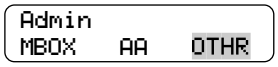
Network Messaging includes your site's ability to reply to Network Messages left in mailboxes from other sites.

To re-enable the Network Reply Feature:

1. Press Feature 9 8 3.



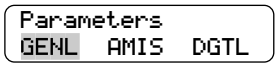
2. Enter the System Coordinator Mailbox number and password and press OK.



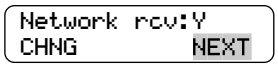
3. Press OTHR until you see the display button NET.

4. Press NET.

5. Press PARM. At any time during the following steps, press * to return to this display.



6. Press GENL.



7. Press NEXT until you see the display in step 8.

8. If the Network Reply feature is disabled, press CHNG to re-enable the Network Reply Feature.

9. Press Rls to end this programming session.

The Network Reply Feature is now re-enabled.

Re-enabling Network Messaging using the Norstar Voice Mail Class of Service

If Network Messaging is restricted on an individual mailbox basis, you can re-enable Network Messaging through the Norstar Voice Mail Class of Service designation.

Note: For information about Class of Service values, refer to "Class of Service values" on page 82. For information about changing a mailbox Class of Service, refer to the *Norstar Voice Mail Set Up and Operation Guide.*

Sending Network Broadcast Messages

The AMIS Network Broadcast Message Feature allows you to send Broadcast Messages over the AMIS network. Broadcast Messages are recorded by you and delivered to all Network Delivery Mailboxes. When this feature is disabled, Network Delivery Mailboxes do not receive the Broadcast Message.

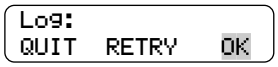
A Network Broadcast Message does not play immediately. It is left in a mailbox and must be selected to play by the mailbox owner. For more information about Broadcast Messages, refer to the *Norstar Voice Mail Set Up and Operation Guide.*

Enabling the Broadcast Message Feature

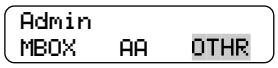
Before Broadcast Messages can be sent over the network, the Broadcast Message Feature must be enabled.

To enable the Broadcast Message Feature:

1. Press Feature 9 8 3.



2. Enter the System Coordinator Mailbox number and password and press OK.

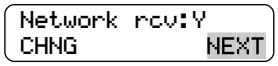


3. Press OTHR until you see the display button NET.

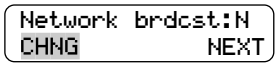
4. Press NET.

5. Press PARM . At any time during the following steps, press * to return to this display.

6. Press GENL.



7. Press NEXT until you see the display in step 8.



8. Press CHNG to enable the Network Broadcast Message Feature.

9. Press Rls to end this programming session.

The Network Broadcast Message Feature is now enabled.

Enabling the Network Group List Feature

The Network Group List Feature, when enabled, allows the System Coordinator to add Network Mailboxes to a Group List. Any messages sent to the Group Lists are sent to all members, including the Network Delivery Mailboxes.

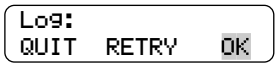
For information about creating a Network Delivery Mailbox, refer to Chapter 5 "Setting up and maintaining Network Delivery Mailboxes" on page 47. For more information about preparing a Group List, refer to the *Norstar Voice Mail Set Up and Operation Guide*.

Note: When the Network Group List Feature is disabled, messages are not sent to the Network Mailboxes in a Group List.

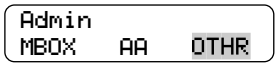
The Network Group List Feature is disabled when AMIS is installed.

To enable the Network Group List Feature:

1. Press Feature 9 8 3.



2. Enter the System Coordinator Mailbox number and password and press OK.

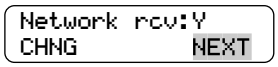


3. Press OTHR until you see the display button NET.

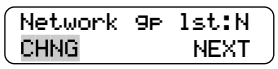
4. Press NET.

5. Press PARM. At any time during the following steps, press * to return to this display.

6. Press GENL.



7. Press NEXT until you see the display in step 8.



8. Press CHNG to enable Network Group List Feature.

9. Press Rls to end this programming session.

The Network Group List Feature is now enabled.

Note: For instructions about creating a Group List and sending a Group List Message, refer to the *Norstar Voice Mail Set Up and Operation Guide.*

Troubleshooting AMIS 7

Introduction

After AMIS is enabled and the operating features are set up, a few problems may occur. When problems do occur they are either a failure to transmit or a failure to connect.

This chapter describes some common problems that may occur while using AMIS. The most common AMIS problem is a failure to transmit a message to another site. A failure to connect can be caused by a system problem or a problem with the lines.

This chapter is divided into three parts:

- Transmission problems and solutions
- Connection problems and solutions
- AMIS Error Messages

A failure to transmit means the site sending the message has made a connection to the site receiving the message. AMIS makes the call, and the originating site and the destination site exchange information, but the message cannot be transmitted.

A failure to connect means there is no exchange of information between the originating site and the destination site.

Transmission problems and solutions

A failure to transmit is caused when the originating site connects to the destination site and the message is not delivered to the destination site mailbox. When a message cannot be transmitted to a site, the message is returned to the originating mailbox with a voice prompt stating the message was not delivered.

Transmission errors generating a failure to transmit error message can be caused by:

The destination site is not accepting Network Messages.

This error is caused when the destination site disables the Network Receive Feature. When this feature is disabled, a site is unable to receive network messages.

- Ensure that the Network Receive Feature is enabled at the destination site. For instructions about enabling this feature, refer to "Re-enabling the Network Receive Feature" on page 64.

The destination site is not accepting network message delivery.

This error is caused when a message is sent to a destination site that is not in the AMIS network. Network Messaging can only occur between sites that have AMIS enabled.

- Ensure the destination site is included in the AMIS network, and the AMIS software is enabled.

The destination site's mailbox does not exist.

This error occurs when a message is delivered to a mailbox that does not exist at the destination site.

- Ensure the destination mailbox number is correct.
- Ensure the mailbox at the destination site is initialized.
- Send the message again after you ensure that the mailbox is operating properly.

The destination site's mailbox could not accept messages.

This error occurs when a mailbox is not initialized.

- Ensure the mailbox at the destination site is initialized.

The message was too long for the destination site to accept.

This error occurs when a recorded message exceeds seven minutes and 30 seconds.

- Record a shorter version of the message and send it again.

Connection problems and solutions

A failure to connect is caused when an error occurs on the line while AMIS is trying to connect to the destination site. When a connection cannot be made to a site, the message is returned to the originating mailbox with a voice prompt explaining the message was unable to be delivered.

All messages that generate a “failure to connect error” are sent to the originating mailbox.

Connection errors generating failure to connect errors can be caused by:

The destination site did not answer the call.

This error is caused when the destination site has disabled the Automated Attendant or the Automated Attendant did not answer the call. It can also be caused by a busy signal received at the destination site. AMIS cannot deliver a Network Message if the destination site does not answer the call using the Norstar Voice Mail Automated Attendant.

- Ensure the destination site has the Automated Attendant assigned to answer the Central Office (CO) line designated for network calls. Send the message again. For instructions about assigning the Automated Attendant to answer lines, refer to the *Norstar Voice Mail Set Up and Operation Guide*.

The destination site could not be reached because an outside line was not available.

This error occurs when all retry attempts to access a line occur and no line was available or access was denied. This can be caused by a busy line, the line does not exist or there is an unexpected dial tone pause occurring. It can also be caused by an incorrect line or pool number being entered.

- Ensure that the correct line number is assigned and then send the message again. You can also try assigning a different line for outdialing. If this error occurs frequently because of a busy line, the Norstar Voice Mail channel configuration needs to be upgraded. Contact your customer service representative.

A protocol error occurred while delivering the message.

This error is caused by a DTMF tone signaling the wrong digits.

- Send the message again. If this happens repeatedly, the DTMF setting on Norstar Voice Mail needs to be adjusted. Contact your customer service representative.

This error can be caused by the line disconnecting during the call before all the DTMF tones are received or transmitted. A message can still be delivered even though all DTMF tones are not sent. In these cases, the protocol error indicates all DTMF signaling was not completed.

A data transmission error was detected while attempting to deliver the message

This error is caused by a delay between DTMF tones. The destination site receives the transmit tone and perhaps some other digits, but the pause between the tones is too long.

- Send the message again. If this happens repeatedly, contact your customer service representative.

Timeout occurred while attempting to deliver the message.

This error is caused when the first digit in the transmission sequence is not received by the destination site. A timeout error occurs when a transmission signal is not received within 10 seconds.

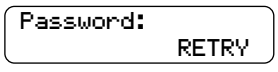
- Send the message again. If this happens repeatedly, the DTMF setting on Norstar Voice Mail might need to be adjusted. Contact your customer service representative.

Disabling and Re-enablingNorstar Voice Mail Channels

In the course of diagnosing a system problem you may find it necessary to disable a particular NAM Channel. After the problem has been solved, you will need to re-enable the NAM Channel. If you attempt to disable all the Channels, the system will reboot itself.

To disable a Channel:

1. Press Feature 9 1 5.



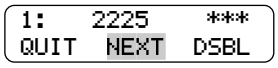
2. Enter the default password 2 2 2 3 7 7 2 (ACCESS2).

3. Press NEXT until you see the display in step 4.

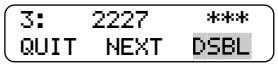
4. Press SHOW.

5. Press SHOW.

6. Press DETAIL.



7. Press NEXT until the Channel you want to disable is displayed.

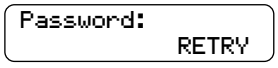


8. Press DSBL.

9. Press Rls to end this programming session.

To re-enable the Channel:

1. Press Feature 9 1 5.



2. Enter the default password 2 2 2 3 7 7 2 (ACCESS2).

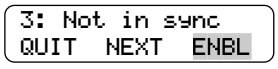
3. Press NEXT until you see the display in step 4.

4. Press SHOW.

5. Press SHOW.

6. Press DETAIL.

7. Press NEXT until the Channel you want to re-enable is displayed.



8. Press ENBL.

9. Press Rls to end this programming session.

AMIS error messages

AMIS error messages appear on the display when an incorrect action is performed. AMIS Voice Prompt error messages are heard through the receiver or handsfree speaker.

AMIS error messages on the display

Error messages that appear on the display are presented here in alphabetical order:

Invalid code

Appears when an incorrect International, Long Distance, Country, or Area Code is entered.

Invalid mailbox

Appears when an incorrect mailbox number is added.

Invalid name

Appears when a name is not assigned correctly to a Network Delivery Mailbox when the mailbox is created.

Invalid number

Appears when you enter an invalid line number when sending or replying to a Network Message. Can also appear when assigning an incorrect line when creating or changing a Network Delivery Mailbox.

Mbox exists

Appears when a duplicate Network Delivery Mailbox exists.

Name too long

Appears when adding a Network Delivery Mailbox and the name exceeds the 16 character maximum.

Network denied

Appears when access to the AMIS network is not allowed through a Class of Service.

Network disabled

Appears when sending a message to a Network Delivery Mailbox and the network is disabled.

Network reply off

Appears when the Network Message Reply parameter is set to NO.

Rec too long

Appears when the Network Message is too long. A Network Message can be a maximum seven minutes and 30 seconds long.

AMIS voice prompt error messages

You may hear the following AMIS voice prompt error messages through the receiver[1] or handsfree speaker:

A Network Delivery Mailbox could not receive your Broadcast Message.

This message plays when the Message Delivery Feature is disabled at your site, or the receiving site has the Network Receive Feature disabled.

The following message could not be delivered to...[mailbox owner's name or mailbox number].

This message plays when a message cannot be received at a site. This can be caused by:

- The destination site was unable to answer the call.
- The destination site was not accepting Network Messages.
- The destination site was incapable of accepting Network Messages.
- The destination site mailbox does not exist.
- The destination site mailbox was full.
- An outside line was not available.
- A protocol error occurred while the message was being transmitted.
- A data transmission error occurred during transmission.
- A timeout error occurred during transmission.

The destination site could not be reached because an outside line was not available.

This message plays when:

- The outside line selected was not available.
- No dial tone was detected on the selected line.
- An unexpected dial tone was received.

The destination site did not answer the delivery call.

This message occurs when the destination site is not enabled to answer the lines. Ensure that the destination site is set to answer the line(s).

The destination site's mailbox could not accept messages.

This message occurs when the Network Receive option is set to NO. Ensure the destination site has the Network Receive option set to YES.

A protocol error occurred while delivering the message.

Try sending the message again.

Data transmission error was detected while attempting to deliver the message.

Try sending the message again.

Time out occurred while attempting to deliver the message.

Try sending the message again.

The destination site is not accepting Network Delivery Messages.

This message occurs when the destination sites disk is full. Try sending the message again.

Appendix A: AMIS Programming Record

Before you begin

- Make copies of the pages you need for recording more programmed settings.
- For details on programmable settings, refer to "Setting up Dialing Translation" on page 11.

Programming overview

The following overview provides a recommended approach to AMIS programming. To use this overview:

- Start at the top and progress down through the programming options. Determine which options require your attention.
- Space is provided for you to write or circle the option. Determine if the defaults, shown in **bold** text, are adequate.
- Instructions for accessing each programmable option are provided in brackets ( ). The option is accessed from the F983 menus if no bracket is shown (F means Feature).

Site Network Identification Number

International Access Code	
Country code	
Area Code	
System Phone Number	

Note: Ensure the phone number assigned to answer network calls is assigned to the Automated Attendant.

 Copy page before using if more sheets required.

Network Site Table

Site Prefix	
Site Name	
Recorded Site Name	Yes No
Outdial	Line number or Pool number
Destination Site Phone number	
Site Prefix	
Site Name	
Recorded Site Name	Yes No
Outdial	Line number or Pool number
Destination Site Phone number	
Site Prefix	
Site Name	
Recorded Site Name	Yes No
Outdial	Line number or Pool number
Destination Site Phone number	
Site Prefix	
Site Name	
Recorded Site Name	Yes No
Outdial	Line number or Pool number
Destination Site Phone number	


Copy page before using if more sheets required.

Calling Block Periods

Day	Band	Calling Block Time from	Calling Block Time to
Monday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Tuesday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Wednesday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Thursday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Friday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Saturday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____
Sunday	1	____ : ____	____ : ____
	2	____ : ____	____ : ____
	3	____ : ____	____ : ____
	4	____ : ____	____ : ____

Outdialing channels

Number of channels	1 2 3 4 5 6 7 8 9 10


Copy page before using if more sheets required.

Network Messaging Parameters

Network Receive		**Y** N
Network Delivery		**Y** N
Network Reply		**Y** N
System Name	Enable	Y **N**
	Recording	
Sender Name		Y **N**
Network Broadcast Messages		Y **N**
Network Group List		Y **N**
Network Retry		1 2 **3** 4 5 6 7 8 9
Network Retry Delay (1 to 60 min., default **10**)		
Loopback Test Mailbox	Enable	Y **N**
	Outdial	Line or Pool

Network Delivery Mailboxes

Network Delivery Mailbox number	
Network Delivery Mailbox name	
Include in Directory	Y N
Network Delivery Mailbox name recorded	Y N
Outdial	Line number or Pool number
Destination Site Phone number	

Appendix B: Default Specifications

AMIS Default Feature Settings

Data Field	Value Range	Default
Network Receive	YES/NO	YES
Network Delivery	YES/NO	YES
Network Reply	YES/NO	YES
System Name Attached to Messages	YES/NO	NO
Sender Name Attached to Messages	YES/NO	NO
Network Broadcast Messages	YES/NO	NO
Network Group List	YES/NO	NO
Network Retries	1 - 9	3
Network Delay	1 - 60 minutes	10 minutes
Default Loopback Mailbox	YES/NO	NO

YES = Enabled, NO = Disabled

Note: The Loopback Mailbox is created automatically when AMIS is installed. If the mailbox number length is 2 digits, the Loopback Mailbox is 13. If the mailbox number length is 4 digits, the Loopback Mailbox is 1003. If the Group List leading digit is 1, then the leading digit of the Loopback Mailbox is 2 instead of 1. The following table shows you how to determine your Loopback Mailbox number.

Loopback Mailbox Numbers

If Mailbox Directory Number (DN) length is:	Loopback Mailbox Number is:	If Group List leading digit is 1, then Loopback Mailbox Number is:
2 digits	13	23
3 digits	103	203
4 digits	1003	2003
5 digits	10003	20003
6 digits	100003	200003
7 digits	1000003	2000003

You cannot log onto the Loopback Mailbox or perform any mailbox functions.

Class of Service values

Class of Service values:	1	2	3	4	5	6	7	8
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	15	15	15	15	5	5	20	20
Message length (in minutes)	3	3	7	7	3	3	2	2
Message retention period (in days)	30	30	0	0	7	7	15	15
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	n/a	n/a	30	30
Number of attempts	3	3	5	5	n/a	n/a	9	9
Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Networking	Y	Y	Y	Y	N	N	Y	Y
Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Call Record	N	N	N	N	N	N	N	N

0 = indefinite retention, P = Primary Language, A = Alternate Language

Class of Service values:	9	10	11	12	13	14	15	16
Prompt language	P	A	P	A	P	A	P	A
Mailbox message time (in minutes)	10	10	30	30	120	120	120	120
Message length (in minutes)	3	3	7	7	10	10	2	2
Message retention period (in days)	365	365	60	60	90	90	45	45
Greeting length (in minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (in minutes)	5	5	n/a	n/a	15	15	30	30
Number of attempts	3	3	n/a	n/a	7	7	9	9
Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Incorrect pswd attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Networking	Y	Y	N	N	Y	Y	Y	Y
Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Call Record	N	N	N	N	N	N	N	N

0 = indefinite retention, P = Primary Language, A = Alternate Language

Glossary

Administration

The tasks involved in maintaining the Norstar Voice Mail mailboxes, greetings and set up configuration.

Area Code

A code assigned to designate a calling area within an area.

Automated Attendant

The Norstar Voice Mail answering service that answers incoming calls with a Company Greeting, plays a list of Norstar Voice Mail options to a caller, and performs call routing functions in response to a caller's selections.

Broadcast Message

A message that can be sent only by the System Coordinator. This type of message plays in all initialized Personal Mailboxes and plays immediately when the mailbox is opened by the mailbox owner. It is automatically deleted after the mailbox owner listens to the message after opening the mailbox.

Calling Block Periods

A period of time established by the System Coordinator when network delivery messaging is prohibited.

Channel Configuration

The number of channels on a Norstar Voice Mail unit designated for outdialing.

Class of Service

A predetermined number designation that specifies the Norstar Voice Mail options for a mailbox.

Company Directory

An internal voice list that contains the names of users with initialized mailboxes who are designated to be in the Directory.

Configuring Norstar Voice Mail Lines

The tasks involved in determining which incoming telephone lines of a business are answered by Norstar Voice Mail and which Greeting Table is assigned.

Conventions

The way certain information is described. For example, using underlined text to represent the second line of the display prompt information.

Country Code

A code assigned to a country for long distance calling purposes.

Default

The parameters preset within the AMIS software.

Designated Operator

An individual in a company who is assigned to answer the Norstar Voice Mail operator request option.

Direct Addressing

The ability to send a message directly to a remote site by specifying the line or pool number, phone number and destination mailbox.

Display

A one or two line screen on a Norstar telephone showing Norstar Voice Mail commands and options.

Display Buttons

The three buttons that appear on a Norstar two line display telephone. When pressed, these buttons select the specified Norstar Voice Mail option.

Display Options

The choices available that appear on the Norstar two-line display. Options appearing on the display are selected using the display buttons.

Group Lists

A collection of mailbox numbers that are assigned a special “Group” number by Norstar Voice Mail. When a message is sent to a Group List, all mailboxes contained in the List receive the same message. Member mailboxes can be located at the same site or at different locations within an AMIS network.

Initialize Mailbox

Preparing a mailbox to receive messages, which includes changing a mailbox default password and recording a Company Directory name.

International Access Code

A code identifying the digits dialed to access international calling.

Long Distance Access Code

The code used to access direct dial long distance calling services in a country.

Loopback Mailbox

The test mailbox used to determine if a site can transmit and receive a network message. The Loopback mailbox default number is 103 if the Directory Number length is three digits. Refer to the table "Loopback Mailbox Numbers" on page 45. The length of the Loopback Mailbox number is dependent on the mailbox number length.

M7100 Telephone

The Norstar model M7100 telephone with a single line display and one programmable button without an indicator.

M7208 Telephone

The Norstar model M7208 telephone with a single-line display and eight programmable buttons with indicators.

M7310 Telephone

The Norstar model M7310 telephone with a two-line display and three display buttons, 10 programmable buttons with indicators and 12 dual programmable buttons without indicators.

M7324 Telephone

The Norstar model M7324 telephone with a two-line display and three display buttons and 24 programmable buttons with indicators.

Mailbox

A storage place for messages on the Norstar Voice Mail system.

Network Delivery Feature

The feature that, when enabled, allows a site to send messages to other sites within an AMIS network.

Network Delivery Mailboxes

Mailboxes added by the System Coordinator that allow access to an assigned mailbox at a destination site within an AMIS network. Network Deliver Mailboxes can be set up with either a Direct Address or a Site-Based AMIS Address.

Network Dialing Parameters

The values that determine how many times an attempt is made to contact a destination site within an AMIS network. The dialing parameters also include a retry interval.

Network Identification Number

A number comprised of an outdialing number and a series of numbers establishing a site's country and area code and phone number.

Network Messaging

The ability to send, receive and reply to messages sent between remote locations within an AMIS network.

Network Receive Feature

The feature that, when enabled, allows a site to receive messages from other locations within an AMIS network.

Network Reply Feature

The feature that, when enabled, allows a site to reply to messages sent from other locations within an AMIS network.

Outdial Parameter

The parameter that specifies an outdial value. The outdial value can be either a line or pool number.

Password

A four to eight digit number that is entered using the dialpad. A password is used to open mailboxes or perform configuration tasks.

Personal Mailboxes

Mailboxes that are assigned to users as a place to store messages.

Resetting Norstar Voice Mail

Returning the Norstar Voice Mail voice module to its original default settings.

Retry Interval

The amount of time AMIS waits before another attempt is made to contact a destination site when a failure to connect occurs.

Site-based AMIS Addressing

The ability to send a message to a remote site by specifying the destination site's prefix and the mailbox number of the person you want to send the message to. The System Coordinator must create a Network Site Table before a user can send messages using Site-Based AMIS Addressing.

Special Mailboxes

The two mailboxes used by the System Coordinator and designated Norstar Voice Mail operator are: the System Coordinator Mailbox and the General Delivery Mailbox.

System Coordinator

The person responsible for configuring, updating and maintaining the Norstar Voice Mail system.

System Coordinator Mailbox

The Special Mailbox used by the System Coordinator for sending Broadcast Messages. This is the System Coordinator's Personal Mailbox.

DTMF Telephone

A push button telephone that emits DTMF tones.

Voice Prompts

The prerecorded voice instructions that are played when accessing the different Norstar Voice Mail features and options.

Index

Tell us what you think...

This is your document. Nortel wants it to work well for you.

Please take a few minutes to answer the questions on the other side of this page. Fax it back to us at the number provided, or mail it to the address below.

Your comments will be used to make improvements.

Thank you. We appreciate your time and consideration.

Nortel Product Training and Documentation

Return mail address:

Documentation User Comments Survey
Nortel Product Training and Documentation
P.O. Box 833858
M/S H300
Richardson, TX 75083-3858
USA

Fax to:
Documentation User Comments Survey
Nortel Product Training and Documentation
1-972-684-8699

Please circle the most appropriate number on the scale for each question.

1. Overall, are you satisfied with this document?

   Yes 7 6 5 4 3 2 1 No

2. Is it easy to find information in this document?

   Yes 7 6 5 4 3 2 1 No

3. Have you found the information in this document to be technically accurate?

   Yes 7 6 5 4 3 2 1 No

4. Is this document clearly written?

   Yes 7 6 5 4 3 2 1 No

5. Is the information in this document complete for its purpose?

   Yes 7 6 5 4 3 2 1 No

6. Does this document help you do your job?

   Yes 7 6 5 4 3 2 1 No

Comments:

Optional:

Your name_____

Fax_____

Company_____