

# Norstar Voice Mail VPIM Digital Networking Set Up and Operation Guide

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# Contents

<b>Chapter 1</b>	<b>How to use this guide</b>	<b>1</b>
	Introduction	1
	How this guide is organized	1
	Knowing the different symbols	2
	Prerequisites	2
	Other documents	3
<b>Chapter 2</b>	<b>Learning about VPIM Digital Networking</b>	<b>5</b>
	Introduction	5
	How VPIM Digital Networking works	5
	About VPIM Digital Networking features	6
	Network Receive feature	6
	Network Delivery feature	6
	Network Reply feature	6
	Network Broadcast Messaging feature	6
	Network System Group List Messaging feature	6
	Network Retries	7
	Network Retry Delay	7
	Sending Network Messages	7
	Site-Based Addressing	7
	Network Delivery Mailboxes	7
	Who can use VPIM Digital Networking	8
	Your role as System Coordinator	8
<b>Chapter 3</b>	<b>Setting up VPIM Digital Networking</b>	<b>9</b>
	Introduction	9
	Setting up your Local Network parameters	9
	Setting up the Fully Qualified Domain Name of your SMTP proxy	9
	Choosing a Local Mailbox Prefix for your site	10
	Entering an alphanumeric name using the Norstar Dialpad	10
	Entering your Local Network parameters	11
	Setting the General Networking features	12
	Network Site Table administration	14
	Changing a site in the Network Site Table	18
	Deleting a site from the Network Site Table	20
<b>Chapter 4</b>	<b>Setting up and maintaining Network Delivery Mailboxes</b>	<b>21</b>
	Introduction	21
	About Network Delivery Mailboxes	21

- Adding a Network Delivery Mailbox 22
- Changing Network Delivery Mailbox parameters 26
- Deleting a Network Delivery Mailbox 28

**Chapter 5 Network Messaging using VPIM Digital Networking 29**

- Introduction 29
- Disabling Network Messaging 29
  - Disabling the Network Receive feature 30
  - Disabling the Network Delivery feature 31
  - Disabling the Network Reply feature 32
  - Disabling Network Messaging using the Class of Service setting 32
- Sending Network Broadcast Messages 33
  - Enabling the Broadcast Message feature 33
- Network Group List feature 34
  - Enabling the Network Group List feature 34

**Chapter 6 Troubleshooting VPIM Digital Networking 35**

- Introduction 35
- VPIM Digital Networking Non Delivery Notification messages 35
- Error messages on the display 38

**Appendix A: VPIM Digital Networking Programming Record 39**

- Before you begin 39
- Programming overview 39
- Network Site Table - Digital Sites 41
- Class of Service defaults 42

**Glossary 43**

**Index 47**

## Introduction

This guide is designed to assist you in setting up and operating the Norstar Voice Mail Voice Profile for Internet Mail (VPIM) Digital Networking option.

This guide is intended to lead a System Coordinator or Network Administrator through the VPIM Digital Networking set up and continue as an ongoing reference aid. With this in mind, read this guide carefully.

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

## How this guide is organized

The **VPIM Digital Networking Set Up and Operation Guide** is organized according to sections 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 VPIM Digital Networking** – provides an overview of how VPIM Digital Networking works and explains common voice messaging features used with VPIM Digital Networking.

**Setting up VPIM Digital Networking** – provides the necessary information to set up the VPIM Digital Networking option. This section describes the Local Network parameters, entering alphanumeric characters, General Networking features and Network Site Table administration.

**Setting up and maintaining Network Delivery Mailboxes** – provides the necessary information for setting up Network Delivery Mailboxes. This section also explains how to change and delete Network Delivery Mailboxes.

**Network Messaging** – provides the necessary information for disabling and enabling network messaging. This section also describes Broadcast Network Messages and System Group List network messaging features.

**Troubleshooting** – provides procedures for problems that might occur while setting up and operating VPIM Digital Networking. This section also describes VPIM Digital Networking Non Delivery Notification messages and error display messages.

**Appendix A** – provides a programming record to keep track of VPIM Digital Networking set up information.

**Glossary** – defines the terms used in this guide.

**Index** – provides a list of everything contained in this guide and where the information is located. The index is in alphabetical order. If you cannot find a term, try looking for the item 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, you can press the button directly below the option on the display.

#### Buttons

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

Example: Press  .

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

### Prerequisites

You need to know specific addressing information about all the Norstar Voice Mail, Meridian Mail and other voice mail sites on your network. We recommend you work with the Network Administrator when setting up VPIM Digital Networking.

Before you attempt to set up your site on a 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 you know how to operate the different Norstar Voice Mail features and are familiar with Norstar Voice Mail programming and terminology.

If you need information about how to program Norstar Voice Mail, refer to the *Norstar Voice Mail Set Up and Operation Guide*.

## Other documents

For more information about VPIM Digital Networking or Norstar Voice Mail, refer to the:

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

If your system has the Norstar Voice Mail FAX option installed, refer to the:

- *Norstar Voice Mail FAX Set Up and Operation Guide*
- *Norstar Voice Mail FAX User Guide*

If your system has the Norstar Voice Mail AMIS option enabled, refer to the:

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

## Introduction

The Voice Profile for Internet Mail (VPIM) Digital Networking option serves as a link between Norstar Voice Mail, Meridian Mail and other voice mail systems at different locations. VPIM Digital Networking allows the exchange of voice and fax messages between users at different sites on a network connected via Transmission Control Protocol/Internet Protocol (TCP/IP). Norstar Voice Mail systems must have VPIM Digital Networking enabled before receiving or sending network messages. Meridian Mail systems must be equipped with Meridian Mail Net Gateway before receiving or sending network messages.

VPIM Digital Networking uses Simple Mail Transfer Protocol (SMTP) to exchange the messages.

Fax Messages can only be sent and received on Norstar Voice Mail systems that have the FAX option installed.

This section describes how VPIM Digital Networking works and explains:

- network communication
- Site-based Addressing (sending Network Messages)
- Network Delivery Mailboxes

This section also describes your role as System Coordinator and the tasks involved in setting up your company on a Norstar Voice Mail Digital Network.

## How VPIM Digital Networking works

VPIM Digital Networking provides voice and fax messaging to different mailboxes located at different sites on a network. Each Norstar Voice Mail site on the network must have VPIM Digital Networking installed and enabled to send, receive or reply to Network Messages.

Network voice messaging occurs between mailboxes located at different sites. For example, a message recorded at an office in Miami, Florida can be transferred directly to the appropriate mailbox at an office in Vancouver, British Columbia.

Each site on a network is assigned a unique Fully Qualified Domain Name. This name distinguishes a site from any other on the network. A Fully Qualified Domain Name is the full name of the site, including all subdomain and domain names, separated by periods. For example, *arabians.horse.com* is a Fully Qualified Domain Name.



## About VPIM Digital Networking features

VPIM Digital Networking features allow you to assign your site network messaging capability. These features include:

- Network Receive
- Network Delivery
- Network Reply
- Network Broadcast Messaging
- Network Group List Messaging
- Network Retries
- Network Retry Delay

When VPIM Digital Networking was enabled, all of the above features were enabled, except for Network Broadcast Messaging and Network Group List Messaging.

### Network Receive feature

This feature allows you to specify whether your site can receive network voice messages from other sites on the network.

### Network Delivery feature

This feature allows you to specify whether your site is capable of sending voice messages to other sites on the network with VPIM Digital Networking enabled.

### Network Reply feature

This feature allows you to specify whether or not your site can respond to Network Messages.

### Network Broadcast Messaging feature

This feature allows you to enable Broadcast Messaging across the network. When enabled, all Network Delivery Mailboxes established at your location receive a Broadcast Message.

### Network System Group List Messaging feature

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.

**Note:** For more information about Network Delivery Mailboxes, refer to ["Network Delivery Mailboxes"](#) on page 7.

## Network Retries

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

## Network Retry Delay

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

## Sending Network Messages

When the Network Delivery option is enabled, Network Messages can be sent to any Norstar Voice Mail or Meridian Mail site on the network. Sites must have the Network Receive feature enabled to receive network messages.

Network Messages can be sent two ways:

- Site-Based Addressing
- Network Delivery Mailboxes

**Note:** For instructions on how to send a message using Site-Based Addressing or Network Delivery Mailboxes, refer to the *Norstar Voice Mail VPIM Digital Networking User Guide*.

### Site-Based Addressing

Site-Based Addressing allows a user to send a message to other locations. When a mailbox owner sends a message using Site-Based Addressing, the address used is usually the same or similar to the telephone number of the message recipient.

### 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 and the destination site user's name appears in the local company directory. The Network Delivery Mailbox makes sending a message across the country as easy as sending it across the hall.

When a Network Delivery Mailbox is selected, Norstar Voice Mail automatically sends the message to the specified network address and mailbox. The user needs only to record a message and select the Network Delivery Mailbox number. For example, you might set up mailbox 5656 as a Network Delivery Mailbox. You would add the mailbox to your Norstar Voice Mail system and specify the site prefix and the destination mailbox 450 at the destination site.

Each time a registered Norstar Voice Mail mailbox owner accesses mailbox 5656 at your site, Norstar Voice Mail knows immediately it is a message intended for mailbox 450 at another location and automatically delivers it.

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.

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

### Who can use VPIM Digital Networking

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

### Your role as System Coordinator

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

#### Set up tasks:

- setting the Fully Qualified Domain Name of the SMTP proxy (if applicable)
- setting up the Network Site Table
- setting up Network Delivery Mailboxes

#### Operation tasks:

- establishing Network Messaging features
- changing Network Site Table parameters
- changing Network Delivery Mailbox parameters
- disabling Network Messaging capabilities

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

## Introduction

Setting up your Norstar Voice Mail VPIM Digital Networking site on a network involves:

- setting up your Local Network parameters
- setting the General Networking features
- setting up the Network Site Table

This section describes how to set up your Norstar Voice Mail system for Network Messaging.

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

## Setting up your Local Network parameters

Setting up your Local Network parameters consists of:

- setting up the Fully Qualified Domain Name of your SMTP proxy (if applicable)
- choosing a Local Mailbox Prefix for your site

### Setting up the Fully Qualified Domain Name of your SMTP proxy

Before the VPIM Digital Networking can be used, you should find out from the Network Administrator whether or not the network has an SMTP proxy. SMTP proxies restrict access to a company's internal network from the Internet. A proxy provides network security and prevents unauthorized access.

If the network does have an SMTP proxy, the System Coordinator must set up the domain name of the SMTP proxy of your site. Contact your Network Administrator for more information.

The domain name of the SMTP proxy can be a maximum of 128 characters and must be made up of alphanumeric characters. The domain name cannot have any spaces or punctuation, except characters such as a period, dash or underscore that are part of the name.

If the network has a direct connection to the Internet, then the network does not have an SMTP proxy and this parameter can be left at the default.

## Choosing a Local Mailbox Prefix for your site

Before your site can receive messages from other sites, you must choose a Local Mailbox Prefix for your site.

The Local Mailbox Prefix is a number from 1 to 9 digits. The Local Mailbox Prefix makes your site unique across the entire network. Your Local Mailbox Prefix must be communicated to the Network Administrators and System Coordinators at each digital site. Other sites enter your Local Mailbox Prefix into the Network Site Table entry that corresponds to your site.

**Note:** If you change your Local Mailbox Prefix at a later date, you will need to give your new Local Mailbox Prefix to the Network Administrators and System Coordinators at each digital site.

Your Local Mailbox Prefix could be the same as your site's area code and three-digit exchange prefix. For example, if customers normally dial 403-246-xxxx to reach your site, 403246 could be your Local Mailbox Prefix.

## Entering an alphanumeric name using the Norstar Dialpad

When you are entering the domain name of the SMTP proxy or adding a site to the Network Site Table, you may have to enter alphanumeric characters. The Norstar dialpad supports alphanumeric characters.

The first time a numeric key is pressed, the Norstar telephone shows the first assigned letter. A second press of the same key changes the letter on the display to the second letter, and so on, cycling around to the first letter. To accept the letter, the user presses  or presses a different key. If you press a different key, the cursor is advanced and the first character on the new key appears. **BACKSP** appears on the display. Pressing this display button erases the most recently entered character, moving the cursor position to the left.

The table below shows the character associated with the numbers on the Norstar dialpad.

### Entering characters using the Norstar dialpad

<input type="checkbox"/> 1 - . _	<input type="checkbox"/> 2 A B C 2 a b c	<input type="checkbox"/> 3 D E F 3 d e f
<input type="checkbox"/> 4 G H I 4 g h i	<input type="checkbox"/> 5 J K L 5 j k l	<input type="checkbox"/> 6 M N O 6 m n o
<input type="checkbox"/> 7 P R S 7 p r s	<input type="checkbox"/> 8 T U V 8 t u v	<input type="checkbox"/> 9 W X Y 9 w x y
<input type="checkbox"/> * quit	<input type="checkbox"/> 0 Q Z zero q z	<input type="checkbox"/> # accepts displayed letter
<input type="checkbox"/> # # completes the name		

## Entering your Local Network parameters

To enter the Local Network parameters:

1. Press     .

```
Log:
QUIT  RETRY  OK
```

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

```
Admin
MBOX  AA  OTHR
```

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

4. Press NET .

```
Network Admin
PARM  SITE
```

5. Press PARM .

```
Parameters
GENL  AMIS  DGTL
```

6. Press DGTL .

```
Proxy:
RETRY  BKSP  OK
```

7. Enter the Fully Qualified Domain Name of the SMTP proxy and press OK . The domain name can be a maximum of 128 characters. The display shows 16 characters. If the number of characters is more than 16 digits VIEW> appears on the display. After you press VIEW> to view the digits furthest to the right, the display changes to <VIEW . Press the <VIEW display button to view the digits on the left again.

```
Proxy: <name>
CHNG  OK
```

8. Press OK to accept the Fully Qualified Domain Name of the SMTP proxy. Press CHNG if you want to change the name that appears on the display.

```
Mb Pfx: (none)
CHNG  OK
```

9. Press CHNG .

```
Mb Pfx:
RETRY  OK
```

10. Enter the Local Mailbox Prefix and press OK. The Local Mailbox Prefix can be a maximum of 9 digits.

```
Mb Pfx:xxxxxx
CHNG  OK
```

11. Press OK to accept the Local Mailbox Prefix for your site. Press CHNG if you want to change the Local Mailbox Prefix.

12. Press  to end this Norstar Voice Mail VPIM Digital Networking session.

## Setting the General Networking features

The General Networking features control the types of interaction your site will have with other networking sites.

**Note:** The General Networking features may already be set if you have AMIS installed at your site.

The General Networking 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

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

### Network System 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 network message before abandoning it and showing a Non Delivery Notification. The number of retry attempts ranges between 1 and 9. The default setting is 3 attempts.

### Network Retry Delay

This feature sets the length of time between delivery attempts of the same network message. The retry interval is a value between 1 and 60 minutes. The default setting is 10 minutes.

When a feature is enabled by default, it started working automatically when VPIM Digital Networking was enabled. A feature having a default setting of disabled, needs to be enabled before it can function.

To change the General Networking default feature settings:

1. Press     .

```
Log:
QUIT  RETRY  OK
```

2. Enter your System Coordinator Mailbox number and password. Press OK .

```
Admin
MBOX  AA  OTHR
```

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

4. Press NET .

```
Network Admin
PARAM  SITE
```

5. Press PARAM .

```
Parameters
GENL  AMIS  DGTL
```

6. Press GENL .

```
Network rcv:Y
CHNG          NEXT
```

7. Press CHNG to disable the Network Receive Message feature. Press NEXT to move to the next feature setting.

```
Network div:Y
CHNG          NEXT
```

8. Press CHNG to disable the message Network Delivery feature. Press NEXT to move to the next feature setting.

```
Network reply:Y
CHNG          NEXT
```

9. Press CHNG to disable the Message Network Reply feature. Press NEXT to move to the next feature setting.

```
Network brdcst:N
CHNG          NEXT
```

10. Press CHNG to enable Network Broadcast Message capability. Press NEXT to move to the next feature setting.

```
Network gp 1st:N
CHNG          NEXT
```

11. Press CHNG to enable the Network System Group List feature. Press NEXT to move to the next feature setting.

```
Network retry:3
CHNG          NEXT
```

12. Press CHNG to change the network retry attempts. Press NEXT to move to step 15 without changing the number of retry attempts.

```
Network retry:0
RETRY          OK
```

13. Enter the number of retry attempts and press OK . The number of retry attempts ranges between 1 and 9.

```
Network retry:9
CHNG          NEXT
```

14. Press NEXT.



```

Network delay:10
CHNG          NEXT

```

15. Press **CHNG** to change the network retry interval value. Press **NEXT** to move to step 17 without changing the network retry interval.

```

Network delay:0
RETRY        OK

```

16. Enter the retry interval value and press **OK**.

**Note:** This is a two-digit value. The retry interval is a value between 01 and 60 minutes.

```

Network delay:12
CHNG          NEXT

```

17. Press **Rls** to end this Norstar Voice Mail VPIM Digital Networking session.

## Network Site Table administration

Before local users can send messages to another site using Site-Based Addressing, the site must be entered into your local Network Site Table.

Before you add a site to the Network Site Table, you must create the following local information about the target site:

### Site Prefix

The Site Prefix is a number from 1 to 9 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 should be a number that is easy to recognize and remember for the user. The Site Prefix is usually the same as the sequence of digits that local users would dial to place a telephone call to the site. For example, if local users dialed 403-123-4567 to call someone at the target site, then 403123 would be an easily remembered Site Prefix for this site.

The Site Prefix cannot overlap any other Site Prefix in your Network Site Table. For example, if Site Prefix 403123 is used, it would overlap with prefixes 40312 and 4031234.

### Site Name

A text name for the site is up to 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**> that was provided.

### 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 the Site Name is not recorded, *unknown site* plays.

Next, you need to know the following information about the site, which can be obtained from the Network Administrator for the target site:

#### Message Protocol

The protocol used for sending a message to the destination site. The protocol depends on which type of Networking option your site has installed. A choice **only** appears if both VPIM Digital Networking and Audio Messaging Interchange Specification (AMIS) are enabled on your Norstar Voice Mail system. If AMIS is not enabled, SMTP is automatically chosen. For sites on a Digital Network the protocol is SMTP. The default setting is AMIS.

#### Fully Qualified Domain Name

The Fully Qualified Domain Name of the destination site. The Fully Qualified Domain Name can be a maximum of 128 characters and must be made up of alphanumeric characters. The Fully Qualified Domain Name cannot have any spaces or punctuation, except for characters such as a periods, dashes or underscores that are part of the Fully Qualified Domain Name. This name is unique for every site on the network. Contact the destination site or your Network Administrator for a list of Fully Qualified Domain Names.

#### Voice Encoding

Describes the voice encoding scheme to be used for messages sent to the destination site. The voice encoding must refer to the destination site.

Norstar Application Modules, Norstar Application Module IIs and Meridian Mail systems with Digital Voice Cards (DVC) installed have ADPCM (Adaptive Differential Pulse Code Modulation) as their voice encoding type. Application Modules IIs that have Media Services Base Interface Card (BIC) voice cards installed instead of DVCs have SBC (Sub Band Coding) as their voice encoding type. Destination sites running voice mail systems other than Norstar Voice Mail or Meridian Mail must have VPIM (Voice Profile for Internet Mail) selected as their voice encoding type. The default setting is ADPCM.

#### Mailbox Prefix

The Mailbox Prefix is the Local Mailbox Prefix in use at the target site. VPIM Digital Networking ensures that all messages sent to the target site has this value prefixed. The Mailbox Prefix ensures uniqueness for the receiving proxy or networking equipment.

Before adding sites to the Network, complete the "[Network Site Table - Digital Sites](#)" on page 41.

To add a site to the Network Site Table:

1. Press     .

Log:  
QUIT RETRY

2. Enter your System Coordinator Mailbox number and password. Press  .

Admin  
MBOX AA

3. Press  until you see the display button  .

4. Press  .

Network admin  
PARM

5. Press  .

Site Admin  
 DEL CHNG

6. Press  .

Site:

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

Site:(xxx)  
RETRY

8. Press  .

Name:  
RETRY BKSP

9. Enter the Site Name and press  . The Site Name can be a maximum of 16 digits.

Name:(site name)  
RETRY BKSP

10. Press  to accept the Site Name.

Rec site name  
 PLAY NEXT

11. Press  .

Record name:  
RETRY

12. At the sound of the tone, record the Site Name.  
Press  to end the recording.

Accept name?  
RETRY PLAY

13. Press  to accept the recording.

```
Type:SMTP
CHNG      NEXT
```

14. Press NEXT .

**Note:** This display **only** appears if both VPIM Digital Networking and AMIS are enabled on your Norstar Voice Mail system. If AMIS is not enabled, this display is bypassed and the display in step 15 appears. Pressing CHNG cycles between AMIS and SMTP for type of message. If the site is located on a digital network the type must be SMTP .

```
Host:
RETRY    BKSP  OK
```

15. Enter the Fully Qualified Domain Name of the destination site and press OK .

The Fully Qualified Domain Name can be a maximum of 128 characters. For information on entering alphanumeric names, refer to "[Entering an alphanumeric name using the Norstar Dialpad](#)" on page 10.

The display shows 16 characters. If the number of characters is more than 16 digits VIEW> appears on display. After you press VIEW> to view the digits furthest to the right, the display changes to <VIEW . Press <VIEW to view the digits on the left again.

```
Vcode:ADPCM
CHNG      OK
```

16. Press OK to accept ADPCM as the voice encoding type. Press CHNG then OK if you want to change the voice encoding type to SBC or VPIM.

```
Mb Pfx:(xxx)
CHNG      OK
```

17. The Mailbox Prefix defaults to the value of the Site Prefix for this entry. Press CHNG to enter a new Mailbox Prefix. Press OK to accept the Mailbox Prefix.

```
Mb Pfx:
RETRY      OK
```

18. Enter the Mailbox Prefix and press OK . The Mailbox Prefix is a maximum of 9 digits.

```
Mb Pfx:xxxxxx
CHNG      OK
```

19. Press OK to accept the Mailbox Prefix. Press CHNG to re-enter the Mailbox Prefix.

20. To add another site to the Network Site Table, press ADD and repeat steps 7 to 19.

Press Rls to end this Norstar Voice Mail VPIM Digital Networking session.

## Changing a site in the Network Site Table

You can change the site parameters of any site in the Network Site Table. However, 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     .
2. Enter your System Coordinator Mailbox number and password. Press OK .
3. Press OTHR until you see the display button NET .
4. Press NET .
5. Press SITE .
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 CHNG to change the Site Name. Press OK to accept the site.
9. Enter the Site Name and then press OK . The Site Name can be a maximum of 16 digits.
10. Press OK to accept the name.
11. Press REC. If you do not want to change the recorded Site Name, press NEXT to skip to the next parameter.
12. At the sound of the tone record the Site Name. Press OK to end the recording.
13. Press OK to accept the recording.

```
Log:
QUIT  RETRY  OK
```

```
Admin
MBOX  AA  OTHR
```

```
Network Admin
PARAM  SITE
```

```
Site admin
ADD  DEL  CHNG
```

```
Site:
LIST  QUIT
```

```
Name:(Site Name)
CHNG  OK
```

```
Name:
RETRY  BKSP  OK
```

```
Name:(Site Name)
CHNG  OK
```

```
Rec site name
REC  PLAY  NEXT
```

```
Record name:
RETRY  OK
```

```
Accept name?
RETRY  PLAY  OK
```

```
Type:SMTP
CHNG      NEXT
```

14. Press NEXT .

**Note:** This display **only** appears if both VPIM Digital Networking and AMIS are enabled on your Norstar Voice Mail system. If AMIS is not enabled, this display is bypassed and the display in step 15 appears. Pressing CHNG cycles between AMIS and SMTP for type of message. If the site is located on a digital network the type must be SMTP .

```
Host:(domainname)
CHNG  VIEW>  OK
```

15. Press CHNG to change the Fully Qualified Domain Name. If you do not want to change the Fully Qualified Domain Name, press OK to skip to the next parameter.

```
Host:
CHNG  BKSP  OK
```

16. Enter the Fully Qualified Domain Name of the destination site and press OK.

**Note:** The Fully Qualified Domain Name can be a maximum of 128 characters. For information on entering alphanumeric names, refer to ["Entering an alphanumeric name using the Norstar Dialpad"](#) on page 10.

The display shows 16 characters. If the number of characters is more than 16 digits VIEW> appears on the display. After you press VIEW> to view the digits furthest to the right, the display changes to <VIEW . Press <VIEW to view the digits on the left again.

```
Vcode:ADPCM
CHNG      NEXT
```

17. Press NEXT to accept ADPCM as the voice encoding type. Press CHNG to change the voice encoding type to SBC or VPIM.

```
Mb Pfx:(xxx)
CHNG      OK
```

18. Press CHNG to enter a new Mailbox Prefix. Press OK to accept the current Mailbox Prefix.

```
Mb Pfx:
RETRY    OK
```

19. Enter the new Mailbox Prefix and press OK .

```
Mb Pfx:xxxxxx
CHNG    OK
```

20. Press OK to accept the new Mailbox Prefix. Press CHNG to enter a new Mailbox Prefix. Press Rls to end this Norstar Voice Mail VPIM Digital Networking 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     .

```
Log:
QUIT  RETRY  OK
```

2. Enter your System Coordinator Mailbox number and password. Press OK .

```
Admin
MBOX  AA  OTHR
```

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

4. Press NET .

```
Network Admin
PARM  SITE
```

5. Press SITE .

```
Site admin
ADD  DEL  CHNG
```

6. Press DEL .

```
Site:
LIST          QUIT
```

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

```
(Site Name)
DEL          QUIT
```

8. Press DEL to delete the site from the Network Site Table.

**Note:** A site cannot be deleted if it is in use or Network Delivery Mailboxes use the Site Prefix. The Network Delivery Mailboxes using the site prefix must be deleted before attempting to delete the site.

```
Site deleted
```

The display changes to show:

```
Site admin
ADD  DEL  CHNG
```

9. Press  to end this Norstar Voice Mail VPIM Digital Networking session.

## Introduction

A Network Delivery Mailbox establishes a mailbox at a remote site with a mailbox number that can be accessed from your site. The Network Delivery Mailbox contains all the information necessary to transfer a message to a mailbox at another location. This information includes the destination site prefix and the mailbox number located at the destination site.

This section shows you how to:

- add a Network Delivery Mailbox
- change a Network Delivery Mailbox
- delete a Network Delivery Mailbox

## About Network Delivery Mailboxes

The number of Network Delivery Mailboxes you need is determined by the number of users on the 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.

Network Delivery Mailboxes simplify network messaging by allowing a mailbox owner to remember only the Network Delivery Mailbox number. Through this mailbox number, Norstar Voice Mail knows the destination site address and which mailbox at the destination site is to receive the message. When selected, a message sent through the Network Delivery Mailbox is delivered automatically.

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 at a branch office can be assigned a Network Delivery Mailbox at the main office. A message intended for a person working at a branch office can be sent through the Network Delivery Mailbox at the main office.



A Network Delivery Mailbox number is assigned by the System Coordinator and contains:

- a spelled name
- a recorded spoken name
- a site prefix
- a mailbox number

### **Adding a Network Delivery Mailbox**

Before adding Network Delivery Mailboxes, you should create a mailbox list. You should assign the same leading digit for all Network Delivery Mailboxes. Assigning the same leading digit to mailboxes helps you identify the different Norstar Voice Mail mailboxes. For example, all Personal mailboxes might start with the number four, Guest mailboxes with number five, and all Network Delivery Mailboxes with the number six.

You must know the destination site prefix and the destination mailbox number. The first line in the table "[Network Delivery Mailbox parameter summary](#)" on page 23 is the information needed for setting up a Network Delivery Mailbox. For example, the Network Delivery Mailbox is assigned the number 610. When a mailbox owner selects 610, Norstar Voice Mail sends the message to the destination site and forwards the message to mailbox 8225.

You can use lling 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: VPIM Digital Networking Programming Record](#)" on page 39.

The Network Delivery Mailbox length must be the same length as the other mailboxes on the system. For example, if the mailbox length is three digits, the Network Delivery Mailbox must also be three digits long.

To add a Network Delivery Mailbox, the site must be a part of the Network Site Table. The information such as the Fully Qualified Domain Name of the site and the voice encoding information will be taken from the parameters entered in the Network Site Table. For more information about adding sites to the Network Site Table, refer to "[Network Site Table administration](#)" on page 14.



To add a Network Delivery Mailbox:

1. Press     .

Log:  
QUIT RETRY OK

2. Enter your System Coordinator Mailbox number and password. Press OK .

Admin  
MBOX AA OTHR

3. Press MBOX .

Mailbox Admin  
ADD DEL CHNG

4. Press ADD .

Mbox:  
RETRY QUIT

5. Enter the Network Mailbox number.

Type:subscriber  
NEXT OK

6. Press NEXT until the display shows:

Type: network  
NEXT OK

7. Press OK .

Name:  
RETRY BKSP OK

8. Enter the Network Delivery Mailbox name and press OK .

**Note:** For information on entering names, refer to ["Entering an alphanumeric name using the Norstar Dialpad"](#) on page 10.

Directory?  
YES NO

9. Press YES or NO .

**Note:** This is a Directory Override. Pressing YES means the mailbox owner's name always plays in the Company Directory.

Record name  
REC PLAY NEXT

10. Press REC .

Record name:  
RETRY OK

11. At the tone record the Network Delivery Mailbox name and press OK .

**Note:** This name can be the name of the mailbox at the destination site, or another name you select. This name plays in the Company Directory. Remember, do not use Handsfree. A better recording results if you speak directly into the receiver.

```
Accept name?  
RETRY  PLAY  OK
```

12. Press **OK** .

```
Addr type:NETW  
CHNG      NEXT
```

13. Press **NEXT** .

**Note:** This display appears **only** if both and AMIS are enabled on your Norstar Voice Mail system. If AMIS is not enabled, this display is bypassed and the display in step 14 appears. Pressing **CHNG** cycles between **AMIS** and **NETW** for type of message. If the site is located on a digital network the type must be **NETW** .

```
Site:  
LIST      OK
```

14. Enter the Site Prefix or press **LIST** for a list of sites in the Network Site Table.

```
(Prefix):(Name)  
NEXT      OK
```

15. Press **OK** to accept the site.

```
Dest mb:  
RETRY     OK
```

16. Enter the Destination Mailbox number then press **OK** .

**Note:** The Destination Mailbox number is a maximum of 16 digits.

17. Press **Ris** to end this Norstar Voice Mail VPIM Digital Networking session.

## Changing Network Delivery Mailbox parameters

You can change any parameter assigned to a Network Delivery Mailbox. This does not include the mailbox number. If you want to change a mailbox number, you must first delete the mailbox and then add a new Network Delivery Mailbox. For instructions on adding a mailbox, refer to ["Adding a Network Delivery Mailbox"](#) on page 22. For instructions on deleting a mailbox, refer to ["Deleting a Network Delivery Mailbox"](#) on page 28.

The network delivery parameters appear in the same order as they appeared when a Network Delivery Mailbox was added.

To change a Network Delivery Mailbox parameter:

1. Press     .

```
Log:
QUIT  RETRY  OK
```

2. Enter your System Coordinator Mailbox number and password. Press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press MBOX .

```
Mailbox Admin
ADD  DEL  CHNG
```

4. Press CHNG .

```
Mbox:
DIR           QUIT
```

5. Enter the Network Delivery Mailbox number.

```
(Name)
CHNG           NEXT
```

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

```
Name:
RETRY  BKSP  OK
```

7. Enter the Network Delivery Mailbox name and press OK .

**Note:** For information on entering names, refer to ["Entering an alphanumeric name using the Norstar Dialpad"](#) on page 10.

```
(Name)
CNHG           NEXT
```

8. Press NEXT to proceed.

```
Directory: (X)
CHNG           NEXT
```

9. Press CHNG to change the Directory Override shown on the display. Press NEXT to proceed.

**Note:** This is a Directory Override. Pressing YES means the mailbox owner's name always plays in the Company Directory.

```
Record name
REC  PLAY  NEXT
```

10. Press REC to record a new Network Delivery Mailbox name.

```
Record name:
RETRY      OK
```

11. At the tone record the Network Delivery Mailbox name and press OK .

**Note:** This name can be the name of the mailbox at the destination site, or another name you select. This name plays in the Company Directory. Do not use Handsfree. A better recording results if you speak directly into the receiver.

```
Accept name?
RETRY PLAY OK
```

12. Press OK .

```
Addr type: NETW
CHNG      NEXT
```

13. Press NEXT .

**Note:** This display appears **only** if both VPIM Digital Networking and AMIS are enabled on your Norstar Voice Mail system. If AMIS is not enabled, this display is bypassed and the display in step 14 appears. Pressing CHNG cycles between AMIS and NETW for type of message. If the site is located on a digital network the type must be NETW .

```
Site:(Prefix)
CHNG      NEXT
```

14. Press CHNG to change the Site Prefix and Site Name of the destination site. Press NEXT to proceed.

```
Site:(Prefix)
LIST      OK
```

15. 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
```

16. Press OK to accept the site.

```
Dest mb:(X)
CHNG      NEXT
```

17. Press CHNG to change the Destination Mailbox number. Press NEXT to proceed.

```
Dest mb:
RETRY      OK
```

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

19. Press Rls to end this Norstar Voice Mail VPIM Digital Networking session.

## Deleting a Network Delivery Mailbox

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

To delete a Network Delivery Mailbox:

1. Press     .

```
Log:
QUIT  RETRY  OK
```

2. Enter your System Coordinator Mailbox number and password. Press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press MBOX .

```
Mailbox Admin
ADD  DEL  CHNG
```

4. Press DEL .

```
Mbox:
DIR          QUIT
```

5. Enter the Network Delivery Mailbox number.

```
<mb name>
DEL          QUIT
```

6. Press DEL . The display changes to show:

```
Mailbox deleted
```

7. Press  to end this Norstar Voice Mail VPIM Digital Networking session.

## Introduction

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

There might be times when it is necessary to limit Network Message capabilities. VPIM Digital Networking allows you to specify whether your site can receive, send or reply to Network Messages.

This section describes how to:

- disable Network Messaging
- enable Network Broadcast Messaging
- enable Network Group List Messaging

**Note:** To make any changes to the VPIM Digital Networking 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 might be times when it is necessary to disable Network Messaging. You can disable Network Messaging in four different ways:

- disabling the Network Receive feature
- disabling the Network Delivery feature
- disabling the Network Reply feature
- disabling Network Messaging through 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 on the network. When you do not want your site to receive Network Messages, the Network Receive feature can be disabled.

Your site cannot receive Network Messages while the Network Receive feature is disabled.

To disable the Network Receive feature:

1. Press     .

```
Log:
QUIT  RETRY  OK
```

2. Enter your System Coordinator Mailbox number and password. Press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press OTHR until the following display appears:

```
Admin
NET
```

4. Press NET .

```
Network Admin
PARM  SITE
```

5. Press PARM .

```
Parameters
GENL  AMIS  DCTL
```

6. Press GENL .

```
Network rcv:Y
CHNG  NEXT
```

7. Press CHNG .

This disables the Network Receive message capability.

```
Network rcv:N
CHNG  NEXT
```

8. Press  to end this Norstar Voice Mail VPIM Digital Networking session.

## Disabling the Network Delivery feature

The Network Delivery feature enables your site to send Network Messages. There might be times when it is necessary to disable the Network Delivery feature. You might want to 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. Even though the feature is disabled, a mailbox owner can still record a Network Message and send the message. The message is not delivered to the destination mailbox until the Network Delivery feature is enabled.

To disable the Network Delivery feature:

1. Press     .

```
Log:
QUIT  RETRY  OK
```

2. Enter your System Coordinator Mailbox number and password. Press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press OTHR until the following display appears:

```
Admin
NET
```

4. Press NET .

```
Network Admin
PARM  SITE
```

5. Press PARM .

```
Parameters
GENL  AMIS  DGTL
```

6. Press GENL .

```
Network rcv:Y
CHNG  NEXT
```

7. Press NEXT .

```
Network dlv:Y
CHNG  NEXT
```

8. Press CHNG to disable the Network Message Delivery feature.

```
Network dlv:N
CHNG  NEXT
```

9. Press  to end this Norstar Voice Mail VPIM Digital Networking session.

## 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    .

```
Log:
QUIT  RETRY  OK
```

2. Enter your System Coordinator Mailbox number and password. Press OK.

```
Admin
MBOX  AA  OTHR
```

3. Press OTHR until the following display appears:

```
Admin
NET
```

4. Press NET.

```
Network Admin
PARAM  SITE
```

5. Press PARAM.

```
Parameters
GENL  AMIS  DGTL
```

6. Press GENL.

```
Network rcv:Y
CHNG  NEXT
```

7. Press NEXT until the display shows:

```
Network reply:Y
CHNG  NEXT
```

8. Press CHNG to disable the Network Reply feature.

Your site cannot reply to Network Messages when the Network Reply feature is disabled.

```
Network reply:N
CHNG  NEXT
```

9. Press  to end this Norstar Voice Mail VPIM Digital Networking session.

## Disabling Network Messaging using the Class of Service setting

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 "[Appendix A: VPIM Digital Networking Programming Record](#)" on page 39. 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 VPIM Digital Networking Network Broadcast Message feature allows you to send Broadcast Messages over the 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     .

```
Log:
QUIT  RETRY  OK
```

2. Enter your System Coordinator Mailbox number and password. Press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press OTHR until the following display appears:

```
Admin
NET
```

4. Press NET .

```
Network Admin
PARAM  SITE
```

5. Press PARAM .

```
Parameters
GENL  AMIS  DCTL
```

6. Press GENL .

```
Network rcv:Y
CHNG  NEXT
```

7. Press NEXT until the display shows:

```
Network brdcst:N
CHNG  NEXT
```

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

```
Network brdcst:Y
CHNG  NEXT
```

9. Press  to end this Norstar Voice Mail VPIM Digital Networking session.

**Note:** For instructions about sending Broadcast messages, refer to the *Norstar Voice Mail Set Up and Operation Guide*.

## 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 Mailboxes.

For information about creating a Network Delivery Mailbox, refer to "[Setting up and maintaining Network Delivery Mailboxes](#)" on page 21. For more information about preparing a Group List, refer to the *Norstar Voice Mail Set Up and Operation Guide*.

**Note:** When the Network Group Message feature is disabled, messages are not sent to the Network Mailboxes in a Group List. Network Delivery Mailboxes included in a Group List do not receive the Group List Message.

### Enabling the Network Group List feature

The Network Group List feature is disabled when VPIM Digital Networking is first installed. To enable Group List Messaging, this feature must be enabled.

To enable Group List Messaging:

1. Press     .

```
Log:
QUIT  RETRY  OK
```

2. Enter your System Coordinator Mailbox number and password. Press OK .

```
Admin
MBOX  AA  OTHR
```

3. Press OTHR until the following display appears:

```
Admin
NET
```

4. Press NET .

```
Network Admin
PARM  SITE
```

5. Press PARM .

```
Parameters
GENL  AMIS  DGTL
```

6. Press GENL .

```
Network rcv:Y
CHNG  NEXT
```

7. Press NEXT until the display shows:

```
Network 9# 1st:N
CHNG  NEXT
```

8. Press CHNG to enable the Network Group List feature.

```
Network 9# 1st:Y
CHNG  NEXT
```

9. Press  to end this Norstar Voice Mail VPIM Digital Networking session.

**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*.

## Introduction

This section describes some common problems that might occur while using VPIM Digital Networking. If you suspect a problem with the network, contact your Network Administrator.

This section describes scenarios that may occur that can generate a Non Delivery Notification message.

## VPIM Digital Networking Non Delivery Notification messages

If for any reason your network message cannot be delivered, you are given a Non Delivery Notification voice prompt. Below is a list of the Non Delivery Notification audio messages, their meanings and possible solutions.

### **“The destination site is not accepting messages”**

The destination site has not entered your site in their Network Site Table, the destination site does not have VPIM Digital Networking enabled, the destination site is busy receiving other messages or the destination site may have the Network Receive feature disabled. The system attempted to resend the message, but was unsuccessful.

- Ensure the destination site has entered your site in their Network Site Table.
- Ensure the destination site has VPIM Digital Networking enabled and the Network Receive feature is enabled.
- Attempt to resend the message. If you receive the same Non Delivery Notification message, contact your Network Administrator.

### **“There is a protocol mismatch with the remote site”**

The destination site is not a VPIM Digital Networking site. The remote site is not a Norstar Voice Mail VPIM Digital Networking or Meridian Mail Exchange site. The system does not attempt to resend the message.

- Ensure the destination site is either a Norstar Voice Mail or Meridian Mail Exchange system.
- Contact your Network Administrator.

**“Message transfer was interrupted”**

A system processing error has occurred at the destination site during message processing. The system does not attempt to resend the message.

- Contact your Network Administrator.

**“The Domain Name of the remote site is not valid”**

The Domain Name of the destination site is incorrect, the domain name has been deleted from the Network Site Table or the HOSTS file or Domain Name Server is not configured with the site’s domain name. The system does not attempt to resend the message.

- Contact your Network Administrator.

**“A connection to the remote site could not be established”**

Your site cannot connect to the destination site. This problem is likely a lack of Internet Protocol (IP) connectivity. The system does not attempt to resend the message.

- Contact the destination site or the Network Administrator and verify that the site is on the network.

**“The media is not supported at the destination”**

You sent a Fax Message to a destination site that does not have the FAX option installed or the destination site voice encoding has been incorrectly specified in the Network Site Table. The system does not attempt to resend the message.

- Contact the destination site and verify that they have the Norstar Voice Mail FAX option installed and enabled.
- Contact your Network Administrator.

**“The network is experiencing problems”**

Your site is busy sending other network messages and cannot send your message or a system error has occurred. The system does attempt to resend the message.

- If you receive the same Non Delivery Notification voice prompt, contact your Network Administrator.

**“The destination site’s mailbox is full”**

The destination site’s mailbox is full. The system does not attempt to resend the message.

- Contact your Network Administrator.

**“The destination site’s mailbox does not exist”**

The destination mailbox has been removed, the System Coordinator entered the wrong mailbox number when the Network Delivery Mailbox was created, the Network Delivery Mailbox was deleted before the message was sent or the mailbox number entered for site-based addressing was incorrect. The system does not attempt to resend the message.

- Verify the destination site mailbox number.
- Contact your Network Administrator.

**“The destination site is not accepting network message delivery”**

The destination mailbox exists, but it is not initialized, the mailbox does not have the Networking Class of Service assigned or the mailbox owner has chosen not to accept messages while away from the office. The system does not attempt to resend the message.

- Contact the destination site or the Network Administrator.



## Error messages on the display

Error messages appear on the display when an incorrect action is performed. The error messages are presented in alphabetical order.

### `Cannot Continue`

Appears when you attempt to enter the same value for the local prefix as the value entered for the site prefix.

### `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.

### `Mbox exists`

Appears when a duplicate Network Delivery Mailbox exists.

### `Name too long`

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

### `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.

### `Site in use`

Appears when you attempt to delete a site that is assigned to a Network Delivery Mailbox.

### `Invalid site`

Appears when you are creating a Network Delivery Mailbox and you attempt to enter an undefined site prefix.

---

# Appendix A: VPIM Digital Networking Programming Record

## Before you begin

- Make copies of pages you need for recording more settings.
- If a telephone is used for programming, a Norstar two-line telephone must be used.

## Programming overview

The following list provides a recommended approach to the VPIM Digital Networking programming. To use this overview:

- Start at the top and progress down through the programming options.
- Space is provided for you to write the option you require or circle an option. Determine if the defaults, shown in **bold** text, are adequate.

Network Messaging Parameters	
Network Receive	<b>Y</b> N
Network Delivery	<b>Y</b> N
Network Reply	<b>Y</b> N
Network Broadcast Messages	Y <b>N</b>
Network Group List	Y <b>N</b>
Network Retry (1 to 9 times, default <b>3</b> )	
Network Retry Delay (1 to 60 min., default <b>10</b> )	

Local Network parameters	
Fully Qualified Domain Name of the SMTP proxy	
Local Mailbox Prefix	

**Network Delivery Mailboxes**

Network Mailbox number	
Network Mailbox name	
Include in Directory	Y N
Network Mailbox name recorded	Y N
Destination Site Prefix	
Destination Mailbox number	
Network Mailbox number	
Network Mailbox name	
Include in Directory	Y N
Network Mailbox name recorded	Y N
Destination Site Prefix	
Destination Mailbox number	
Network Mailbox number	
Network Mailbox name	
Include in Directory	Y N
Network Mailbox name recorded	Y N
Destination Site Prefix	
Destination Mailbox number	
Network Mailbox number	
Network Mailbox name	
Include in Directory	Y N
Network Mailbox name recorded	Y N
Destination Site Prefix	
Destination Mailbox number	
Network Mailbox number	
Network Mailbox name	
Include in Directory	Y N
Network Mailbox name recorded	Y N
Destination Site Prefix	
Destination Mailbox number	



Copy page before using if more sheets required.

## Network Site Table - Digital Sites

Site Prefix	
Site Name	
Recorded Site Name	Yes      No
Fully Qualified Domain Name	
Voice Encoding Type	<b>ADPCM</b> SBC    VPIM
Mailbox Prefix	
Site Prefix	
Site Name	
Recorded Site Name	Yes      No
Fully Qualified Domain Name	
Voice Encoding Type	<b>ADPCM</b> SBC    VPIM
Mailbox Prefix	
Site Prefix	
Site Name	
Recorded Site Name	Yes      No
Fully Qualified Domain Name	
Voice Encoding Type	<b>ADPCM</b> SBC    VPIM
Mailbox Prefix	
Site Prefix	
Site Name	
Recorded Site Name	Yes      No
Fully Qualified Domain Name	
Voice Encoding Type	<b>ADPCM</b> SBC    VPIM
Mailbox Prefix	

## Class of Service defaults

Class of Service	Prompt language	Maximum mailbox message Time (minutes)	Maximum message length (minutes)	Message retention period (days)	Greeting length (minutes)	Off-premise Message Notification	Retry intervals (minutes)	Number of attempts	Outbound Transfer	Incorrect password attempts	Password expiry (days)	Networking	Target Attendant	Record Call
1	P	15	3	30	1	Y	5	3	Y	9	90	Y	Y	N
2	A	15	3	30	1	Y	5	3	Y	9	90	Y	Y	N
3	P	15	7	0	1	Y	10	5	Y	9	90	Y	Y	N
4	A	15	7	0	1	Y	10	5	Y	9	90	Y	Y	N
5	P	5	3	7	1	N	n/a	n/a	N	6	60	N	N	N
6	A	5	3	7	1	N	n/a	n/a	N	6	60	N	N	N
7	P	20	2	15	10	Y	30	9	Y	4	30	Y	Y	N
8	A	20	2	15	10	Y	30	9	Y	4	30	Y	Y	N
9	P	10	3	365	1	Y	5	3	Y	9	90	Y	Y	N
10	A	10	3	365	1	Y	5	3	Y	9	90	Y	Y	N
11	P	30	7	60	2	N	n/a	n/a	N	9	90	N	N	N
12	A	30	7	60	2	N	n/a	n/a	N	9	90	N	N	N
13	P	120	10	90	3	Y	15	7	Y	6	60	Y	Y	N
14	A	120	10	90	3	Y	15	7	Y	6	60	Y	Y	N
15	P	120	2	45	5	Y	30	9	Y	4	30	Y	Y	N
16	A	120	2	45	5	Y	30	9	Y	4	30	Y	Y	N

---

# Glossary

## **Administration**

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

## **Broadcast Message**

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

## **Class of Service**

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

## **Company Directory**

An internal voice list containing the names of users with initialized mailboxes who have been designated to appear in the Directory.

## **Conventions**

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

## **Default**

The parameters that are preset within the VPIM Digital Networking software.

## **Display**

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

## **Display Button**

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

## **Display Options**

The choices available to a user that appear on the Norstar two-line display. Options appearing on the display can be selected using the display buttons.

## **Fully Qualified Domain Name**

Each site on a network is assigned a unique Fully Qualified Domain Name. This number distinguishes a site from any other on the network. A Fully Qualified Domain Name is the full name of the site, including all subdomain and domain names, separated by periods. For example, *pvt.nortel.com* is a Fully Qualified Domain Name.

**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 on a network.

**Initialize Mailbox**

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

**M7100 Telephone**

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

**M7208 Telephone**

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

**M7310 Telephone**

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

**M7324 Telephone**

The Norstar model M7324 telephone has a two-line display with 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 on a network.

**Network Delivery Mailboxes**

Mailboxes added by the System Coordinator allowing access to an assigned mailbox at a destination site on a network.

**Network Dialing Parameters**

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

**Network Messaging**

The ability to send, receive and reply to messages sent between remote locations on a network.

**Network Receive Feature**

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

**Network Reply Feature**

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

**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 VPIM Digital Networking waits before another attempt is made to contact a destination site when a failure to connect occurs.

**Special Mailboxes**

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

**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.

**Voice Prompts**

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



# Index

## A

ADPCM 15

Alphanumeric names, entering 10

## B

Broadcast Message Feature  
enabling 33

Broadcast Messages, Network 33

## C

Class of Service defaults 42

## D

Deleting a Network Site 20

Delivering messages 31

Dialpad, entering a name 10

Digital Networking 21

about 5

Broadcast Messages 6, 33

Delivery Feature 6

disabling 32

entering alphanumeric names 10

error messages 38

Fax Messages 5

feature 6

Meridian Mail 5

Network Delivery 31

Network Group Lists 34

Network Messaging 29

Network Receive 30

Network Reply 32

Network Retries 7

Non Delivery Notification messages 35

overview 5, 9

prerequisites 2

Receive Feature 6

Reply Feature 6

restricting messages 31

Retry Delay 7

sending messages 7

set up tasks 8

setting the features 12

setting up 9

SMTP Proxy 9

System Group List Feature 6

System Group Lists 12

TCP/IP 5

troubleshooting 35

using 8

Display button options text 2

Display command line text 2

Display error messages 38

Domain Name 5, 15

## E

Error messages 35, 38

## F

Fax Messages 5

Features, Digital Networking 6

Features, General Networking 12

Fully Qualified Domain Name 5, 15

## G

Group Lists, Network 12, 34

## L

Local Mailbox Prefix

entering 11

Local Network parameters 11

setting up 9

## M

Meridian Mail Exchange 5

Message Protocol 15

## N

Network 6

Network Broadcast Messages 6, 12

sending 33

Network Delivery Feature 6

disabling 31

Network Delivery feature 12

Network Delivery Mailbox 7

adding 22, 24

changing parameters 26

contents 22

deleting 28

maximum number of mailboxes 21

overview 21

parameter summary 23

Network Delivery Mailboxes 7, 21

Network Group List 34

enabling 34

Network Messaging 29

disabling 29, 32

Network Parameters, Local 9

Network Receive Feature 6

disabling 30

Network Receive feature 12

Network Reply Feature 6, 12

disabling 32

Network Retries 12

Network Retry attempts 7

- Network Send Feature 31
- Network Site Table
  - adding a 16
  - changing 18
  - deleting a site 20
  - Fully Qualified Domain Name 15
  - message Protocol 15
  - Site Name 14
  - Site Prefix 14
  - Voice Encoding 15
- Network Site Table administration 14
- Network Site, changing a 18
- Network System Group List 12
- Network System Group Lists 12
- Networking, Digital 5
- Non Delivery Notification messages 35
- Norstar Dialpad
  - using 10
- O
- Operation tasks summary 8
- P
- Prefix, site 14
- Prerequisites 2
- Programming Record 39
- Protocol, message 15
- Proxy 9
- R
- Receiving messages 30
- Reply restrictions 32
- Retries, Network 7, 12
- Retry Delay 7
- S
- SBC 15
- Sending Network Messages 7
- Setting 9
- Setting General Networking Features 12
- Setting up Digital Networking 8
- Setting up the network identification number 9
- Site Name 14
- Site Prefix 14
- Site Table
  - adding 16
  - changing 18
  - deleting a site 20
- Site, deleting a 20
- Site-Based Addressing 7
- SMTP 9
- SMTP Proxy
  - Fully Qualified Domain Name 9
- SMTP proxy
  - entering the domain name 11
- Symbols 2
- System Group List 6
- System prerequisites 2
- T
- Transmission Control Protocol/Internet Program (TCP/IP) 5
- Troubleshooting, Digital Networking 35
- V
- Voice Encoding 15

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