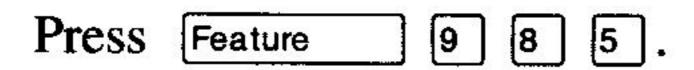# Forwarding your calls to Norstar Voice Mail

When you are not available to answer your telephone, you can forward incoming calls directly to Norstar Voice Mail. Your incoming calls are answered by Norstar Voice Mail, and transferred directly to your mailbox.

Forwarding calls

Before you forward incoming calls to Norstar Voice Mail, you must know the Norstar Voice Mail Directory Number.

If you do not know the Directory Number:

Press [Feature] [9] [8] [5].

The number that appears on your Norstar display is the Norstar Voice Mail Directory Number.

To forward your calls to Norstar Voice Mail:

1. Press [Call Fwd.] or [Feature] [4].
2. The display shows: **Forward to:**
3. Enter the Norstar Voice Mail Directory Number.

To cancel Call Forward, do one of the following:

*   press [Call Fwd.]
*   press [Feature] [#] [4]
*   press **CANCEL**

Call Forward to Norstar Voice Mail using Caller ID

If your company subscribes to a Caller ID service, you can see the name and/or telephone number of the caller on your Norstar telephone display. You have the option of using Caller ID on the calls that are forwarded from your telephone to your Norstar Voice Mail mailbox. This feature is only available when your company subscribes to a Caller ID service. Ask your System Coordinator about Caller ID.

When the Call Forward using Caller ID feature is enabled, you hear an alert tone and the Caller ID information appears on the telephone display. The Caller ID information appears on the telephone display, even when you are on another call. If you want to talk to the caller who has been forwarded to your mailbox, press ⌊Feature⌋ ⌈9⌉ ⌈8⌉ ⌈7⌉ to interrupt the call.

Note: If your Norstar telephone is assigned Call Forward on Busy, the Caller ID information will not appear on the display. Call Forward on Busy is a feature which forwards all of your calls to another designated telephone or extension if your telephone is busy. Call Forward on Busy is assigned by the Norstar System Coordinator.

Setting up Call Forward to Norstar Voice Mail using Caller ID

To set up Call Forward from your Norstar telephone:

1. Press ⌊Feature⌋ ⌈9⌉ ⌈8⌉ ⌈1⌉ to open your mailbox.

2. Enter your password and press **OK** or ⌈#⌉.

3. Press **ADMIN** or ⌈8⌉.

4. Press **GREET** or ⌈2⌉.

5. Press **CFWD** or ⌈3⌉.

6. Press **CHNG** or ⌈1⌉ to enable Call Forward if required.

7. Press **CHNG** or ⌈1⌉ to display caller information if required.

8. Press ⌊Rls⌋ to end this session.

All calls to your telephone are now answered by Norstar Voice Mail. This allows callers to reach your mailbox immediately. Also, if you are in a meeting or away from your office your telephone does not ring when you get calls.

When Call Display is turned on, it remains on whenever Call Forward is used. You can turn Call Display on and off.

Setting up Call Forward Remotely

When you are away from the office, you can forward your calls to your Norstar Voice Mail mailbox by using the dialpad of any tone dial telephone.

To access your Personal Mailbox from another location, and set up Call Forward remotely:

1. Call the Automated Attendant or your Norstar telephone from any tone dial telephone and press ✳ ✳ while the greeting plays.

2. Enter your Mailbox number and password and press #.

3. Press 8 to change your mailbox options from the Admin Menu.

4. Press 2 to select your personal greetings from the Greeting Admin Menu.

5. Press 3 to set up or cancel call forwarding from the Call Forward Menu.

6. Press 1 to enable or disable Call Forward. When your calls are forwarded to Norstar Voice Mail, the voice prompt plays: *"Calls will be answered immediately."* When your calls are not currently forwarded to Norstar Voice Mail, the voice prompt plays: *"Calls will ring at your set."*

7. Press 1 to enable or disable Call Display. The voice prompt continues and plays: *"Caller information will be displayed at your set."* or *"Caller information will not be displayed."*

8. Replace the handset to end this session.

Assigning your personal Target Attendant

The person that you assign to answer your telephone is your Target Attendant. After you have assigned your Target Attendant, a caller who reaches your mailbox can press ⓪ to speak with the Target Attendant. Remember to tell callers in your greetings that if they need assistance they can press ⓪ to speak to someone else. For example, *"Please press ⓪ to speak to my assistant."* The Target Attendant can be any valid extension number. The default Target Attendant is the person assigned as the Norstar Voice Mail Operator.

To assign the Target Attendant:

1. Press ⸢Feature⸥ ⑨ ⑧ ① to open your mailbox.

2. Enter your password and press <u>OK</u> or ⌗ .

3. Press <u>ADMIN</u> or ⑧ .

4. Press ⑤ .

5. Press <u>CHNG</u> or ① . The display shows: **Ext.**

6. Enter the telephone number of the desired Target Attendant or press <u>OPER</u> or ⓪ to assign the Norstar Voice Mail Operator as your Target Attendant. If you enter a telephone number, the Target Attendant is changed from the Norstar Operator to your Personal Operator.

    Note: To change the telephone number of your Personal Operator, repeat steps 1 to 6.

7. Press ⸢Rls⸥ to end this session.

Transferring calls to Norstar Voice Mail

Any time a caller wants to leave a message in a mailbox, you can easily transfer their call from your Norstar telephone to any mailbox registered and initialized with Norstar Voice Mail. Transferring calls to a Norstar Voice Mail mailbox has the following advantages:

- If you transfer a call to another telephone and the call is not answered, the call comes back to you. If you transfer a call to a mailbox instead of another telephone, the call does not come back to you.

- The call is immediately transferred to the mailbox.

[Feature] [9] [8] [6] is not available on Nortel COMPANION telephones.

To transfer a call to a mailbox from your Norstar telephone:

1. Press [Feature] [9] [8] [6]. Do not press hold. The call is put on hold automatically.

2. Enter the mailbox number or press **DIR** or [#] to use the Company Directory.

    Note: Press **OK** or [#] to accept a name when using the Company Directory. Do not use the Internal Autodial Feature.

3. Wait until the display shows Call transferred before attempting any other Norstar Voice Mail functions. The call is automatically transferred and this Norstar Voice Mail session ends.

    Note: Do not use [Feature] [7] [0] to transfer a call. This feature transfers the call to a telephone and the call comes back to you.

Transferring a mailbox owner's call to their mailbox

You can transfer a mailbox owner's call to their Norstar Voice Mail mailbox so that they can change their greetings or retrieve their messages.
`Feature` `9` `8` `6` is not available on Nortel COMPANION telephones.

To transfer a mailbox owner's call to their Norstar Voice Mail mailbox from your Norstar telephone:

1. Press `Feature` `9` `8` `6`. Do not press hold.

2. Enter the mailbox owner's number.

3. Wait until the display shows `Call transferred` before attempting any other Norstar Voice Mail functions.

   Note: Do not use `Feature` `7` `0` to transfer a mailbox owner's call. This feature transfers the call to their telephone and the call comes back to you.

After a mailbox owner's call has been transferred to their mailbox, the mailbox owner follows the same steps as described in "Accessing your mailbox while away from the office" on page 12.

Transferring a call to Custom Call Routing (CCR)

A call can be transferred to the beginning of a Custom Call Routing (CCR) Tree. For more information about CCR, ask your System Coordinator.

To transfer a call to a CCR Tree:

1. Press `Feature` `9` `8` `6`. Do not press hold.

2. After the prompt, select a CCR Tree by entering a digit from 1 to 4. Enter the Tree number.

3. Press `#`.

4. Wait until the display shows `Call transferred` before attempting any other Norstar Voice Mail functions.

5. Press `Rls` to end this session.

Outbound Transfer

Outbound Transfer allows a caller to reach you at an internal or external number that you assign. This feature can be used to transfer a call to your cellular telephone, or to any other tone dial telephone. A caller can use Outbound Transfer from any tone dial telephone.

Note: The restrictions that apply to your telephone line also apply to Outbound Transfer numbers. For example, if you are unable to dial long distance telephone numbers from your telephone, you cannot have a long distance Outbound Transfer destination.
If your mailbox is restricted to extension destinations for Outbound Transfer, see your System Coordinator.

You can personally inform individuals of this option or you can inform callers of this feature in your personal greeting. If you choose to inform callers of this feature in your greeting, you must tell them to press ⑦ to be transferred. For example:

"Hi. This is Paul Wayne. I'm away from the office today. Please leave me a message after the tone and I will return your call as soon as possible. If you need to reach me before tomorrow, press ⑦ on your telephone dialpad and you will be transferred to my cellular telephone. Thanks."

For Outbound Transfer to function properly, you must have a greeting recorded.

Setting up Outbound Transfer

Setting up Outbound Transfer involves establishing a destination telephone or extension number. When you have set the Outbound Transfer parameters, you must set the Transfer setting to on.

To set up the Outbound Transfer parameters:

1. Press [Feature] [9] [8] [1] to open your mailbox..

2. Enter your password and press OK or [#].

3. Press ADMIN or [8] to open the Mailbox Admin Menu.

4. Press [8] to open the Outbound Transfer Menu.

5. Press ADMIN or [1] to set up Outbound Transfer.

6. If you are setting up Outbound Transfer for the first time, you must choose the type of destination number. Press PHONE or [1] if the destination number is a telephone number. Press EXT or [2] if the destination number is an extension number.
    If you are changing the Outbound Transfer destination number, press CHNG first and then choose the type of destination number (phone or extension).

7. Enter the destination telephone number or extension number and press OK or [#] .

8. Press OK or [#] to accept the destination number. Press ADD to add special characters to the destination telephone number. For information refer to "How to enter special characters in the Destination Number" on page 29. After you have added special characters, press OK or [#] to accept the destination number.

    Note: The option ADD does not apply to extension numbers.

9. Press CHNG or [1] to enable Outbound Transfer.

    Note: For Outbound Transfer to be enabled, the display must show: Transfer: on . The Outbound Transfer is now enabled.

10. Press QUIT or [*] .

11. Press [Rls] to end this session.

Turning Outbound Transfer on and off

Outbound Transfer can be turned on or off at any time. Turning Outbound Transfer off does not affect any of the parameters assigned to Outbound Transfer. This means that if you turn Outbound Transfer off, your settings are retained. You can turn Outbound Transfer on without having to set up the same Outbound Transfer parameters every time.

To turn Outbound Transfer on or off:

1. Press [Feature] [9] [8] [1] to open your mailbox.

2. Enter your password and press OK or [#].

3. Press ADMIN or [8] to open the Mailbox Admin Menu.

4. Press [8] to open the Outbound Transfer Menu.

5. Press SELECT or [2].

6. Press CHNG or [1].

    Note: Pressing CHNG allows you to toggle from on to off. When the display shows Transfer: on, Outbound Transfer is on. Pressing CHNG again turns Outbound Transfer off, and the display shows Transfer: off.

7. Press QUIT or [*] to return to the Mailbox Admin Menu.

8. Press [Rls] to end this session.

For information on Changing the parameters of Outbound Transfer, refer to the *Norstar Voice Mail 3.0 Reference Guide*.