norstar

StarTalk Mini Installation Guide

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FCC Regulations

This equipment complies with Part 68 Rules and Regulations of the FCC Regulations for direct connection of the public switch telephone network.

Radio frequency interference

Warning: This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of the FCC Rules and CSA specification C1 **08. 8,** which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case users will be required at their own expense to take whatever measures necessary to correct the interference.

This apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations for the Canadian Department of Communications.

CAUTION: The StarTalk Mini module contains **fragile** electronic parts. It weighs 2.2 kg (approximately 5 lbs). **DO NOT DROP OR BUMP THE MODULE.**

Unit must be powered from a class 2 power source UL and CSA listed.

In the event of equipment malfunction, all repairs will be performed by Northern Telecom or by one of its authorized dealers.

Address of repair facilities
USA:
Northern Telecom Inc.
Nashville Repair & Distribution Center
640 Massman Drive
Nashville, TN 37210
Attn. RA# _____
Tel: (615) 883-9220

Canada:
Northern Telecom Canada Ltd.
Telecom Service Division
12345 Albert Hudon Blvd.
Montreal North, Quebec
H1G 3L1
Attn: Customer Service, Dept. 0914
Tel: (514) 324-2020

Introduction

The StarTalk Mini module has the following:

- 90 minute Message Storage Pack
- two-voice channels/one-port
- no replaceable parts
- an external power supply

Ports v s channels

The StarTalk Mini module is connected to the Norstar KSU through the station port. The station port is capable of having either two voice or a voice and data conversation simultaneously. The two voice channels are referred to as the B1 and B2 channels. StarTalk uses the B1 and B2 channel capability of the Norstar Station port. This provides StarTalk with the capability of handling two calls simultaneously on the port.

Before you start

❏ Read this guide.

❏ Make sure the compatibility conditions are met. A **Compatibility check list** is provided on page 2 of this guide.

❏ Make sure all the equipment in the package is accounted for. A **Package check list** is provided later in this guide.

❏ Make sure the environment and electrical conditions are met. An **Environment** and an **Electrical check list** are provided later in this guide.

❏ Make sure you have the necessary tools to complete the installation. A **Special parts check list** is provided later in this guide.

❏ Make sure you are familiar with the steps required to install StarTalk. An **Installation check list** is provided later in this guide.

❏ Make sure you know the StarTalk Feature Codes. For more information about Feature Codes, refer to **Determining StarTalk Feature Codes.**

Compatibility check list

StarTalk is compatible with Norstar Compact KSUs (6 x 16) equipped with:

❑ DR2 software

❑ DR5 software

StarTalk is compatible with Norstar Modular KSUs (8 x 24), equipped with:

❑ DR2 software version 5.2 or greater

❑ DR3 software

❑ DR4 software

❑ DR5 software

❑ Centrex software

❑ Centrex+ software

To determine the software type and version of the Norstar KSU, refer to **Determining the KSU software type and version.**

Package check list

Make sure the package contains:

❑ the StarTalk Mini module

❑ a power supply

❑ an RJ-11 teladapt connection cord

❑ a shrink wrapped package of documentation

Environment check list

The installation area should be:

- clean, free of dust, dry and well ventilated

- between 0° and 40° Celsius (approximately 32° to 105° Fahrenheit)

- non-condensing relative humidity between 8% and 85%

- at least 4 m (approximately 13 ft) from equipment such as copiers, electrical motors and other equipment that could produce electromagnetic, radio frequency and electrostatic interferences

- a wall area approximately 1 m square (approximately 3 ft sq)

- within 305 m (approximately 1000 ft) of the Norstar KSU

- within 2 m (approximately 6 ft) of a three-wire grounded electrical outlet

- a minimum of 16 cm (approximately 6 in) from a corner wall or other component

- a minimum of 46 cm (approximately 18 in) from the floor
  Note: The distance from the floor should be enough to prevent water damage.

Electrical check list

The electrical requirements for the StarTalk Mini module are:

❏ for the 110 V product
voltage 115 VAC nominal (105 to 132 volts)

for the 220/240 V product
voltage 220 VAC or 240 VAC nominal
(180 to 263 volts)

❏ frequency 50/60 Hz nominal (47 to 63 Hz)

❏ current 0.5 Amps maximum

❏ 3rd wire ground

❏ unswitched

Note: The StarTalk Mini module does not require a dedicated circuit. DO NOT connect the module to an outlet on a circuit that is likely to be overloaded or used by large office equipment or power tools.

Special parts check list

To begin an installation, you need:

☐   screwdriver or power drill

☐   anti-static grounding strap

☐   two #6 x 20 mm ("6 x 3/4") wood screws (power supply)

☐   two #10 x 20 mm ("10 x 3/4") wood screws (module)

☐   one modular telephone jack

☐   twisted pair station wire

☐   plywood backboard 2 cm (3/4") thick

☐   surge protector (recommended)

☐   RS-232 terminal or RS-232 printer and RS-232 printer cable (optional)

☐   Norstar Installation Guide*

Note: This equipment is not supplied with the StarTalk Mini module.

* You might need this guide for instructions on installing a Norstar station port in the event there are no free station ports available at the distribution block.

Installation check list

Installing a StarTalk Mini module means you must:

❏   Install the module
   •   mount the unit to the wall
   ·   connect the station port
   ·   mount the power supply
   •   connect the power supply

❏ Initialize StarTalk

❏   Connect a terminal or printer if required (optional)

❏   Determine the Feature Codes

❏   Set the Date and Time

❏   Name the StarTalk port

Installing the module

After you have verified the environment conditions and your equipment, select a location for the module that is close to the KSU, in a place free of traffic. The area should be free of dampness and dust.

Warning: The StarTalk Mini module weighs 2.2 kg (5 lbs) and contains fragile electronic components. **Do not drop or bump the module.**
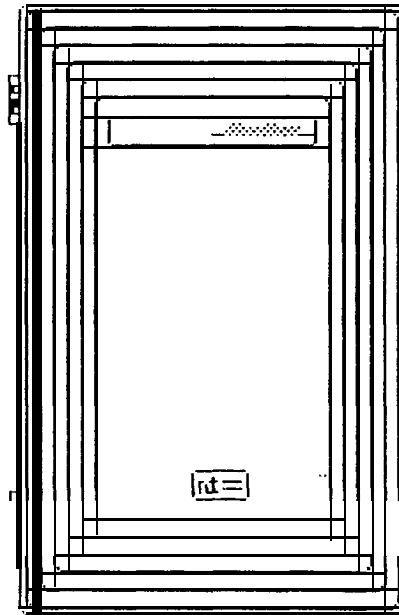

Figure 1 — StarTalk Mini

Mounting steps

You must open the door of the unit before you can mount the module. To mount the module:

1.   Hold the StarTalk Mini module against the plywood backboard next to the KSU.

2.   Install a #10 wood screw in the top screw hole, but do not tighten it completely.

3.   Make sure the module is level. Install and tighten a wood screw in the bottom screw hole.

4.   Tighten the top screw to secure the module.

You are now ready to connect the module to the KSU.
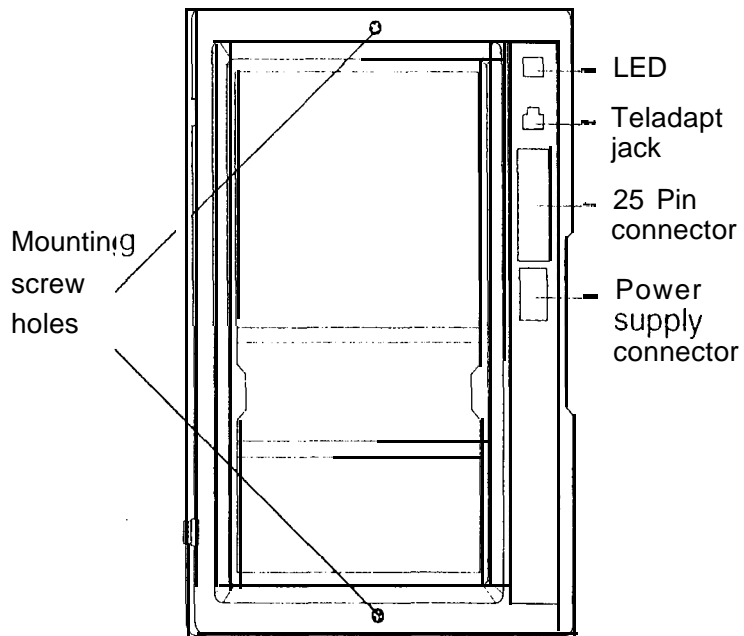
Figure 2 — Stat-Talk Mini — mounting screw holes and connectors

Norstar Compact KSU

StarTalk Mini module

Power supply

RJ-11 teladapt
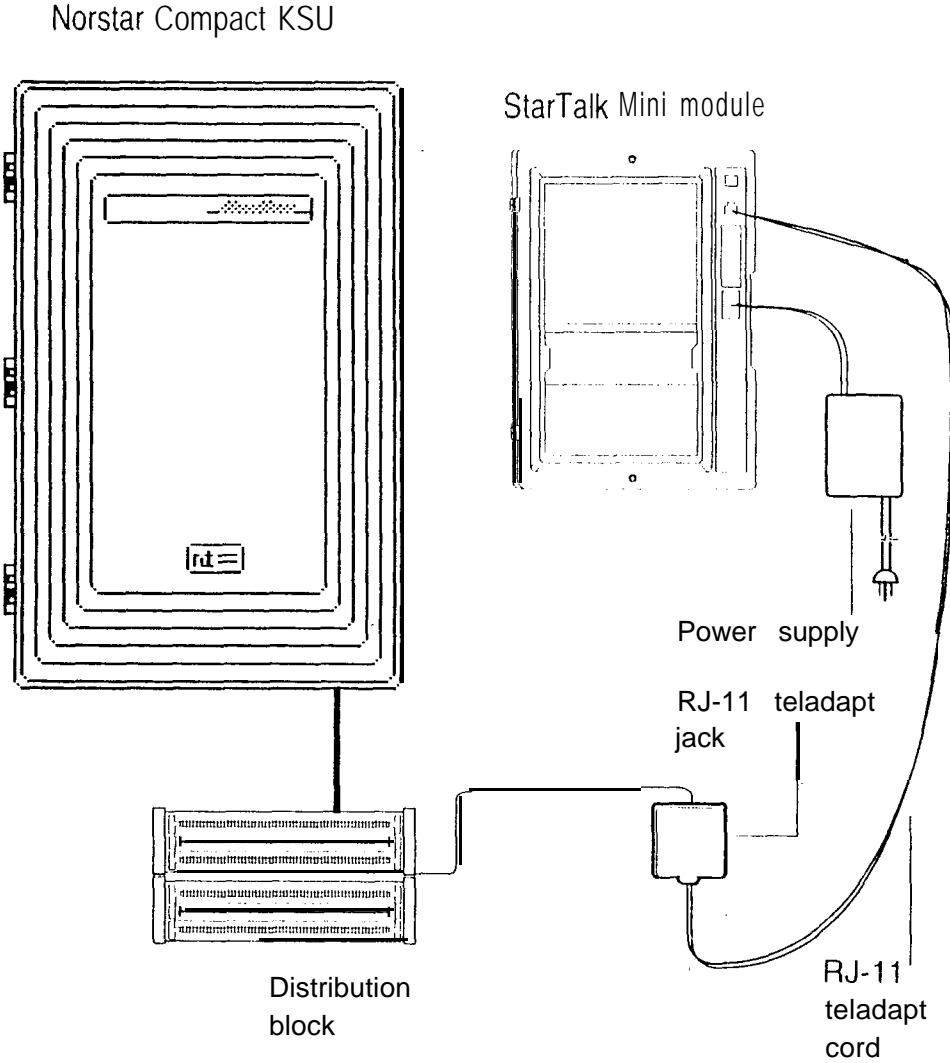jack

Distribution
block

RJ-11
teladapt
cord

Figure 3 – StarTalk Mini - installation   overview

Connecting the module to the KSU

Before you start connecting the module, make sure one Norstar station port is available at the distribution block. For Instructions on installing a station port, refer to the **Norstar installation Guide** that came with the Norstar KSU.

IMPORTANT: If you are installing StarTalk on a Modular DR2 KSU using software version 5.2, DO NOT connect StarTalk to Norstar station ports 107, 121, 312, 512, or 712. To determine the software version, refer **lo Determining the KSU software type and version.**

To wire the module:

1.   Locate the distribution block.

2.   Make sure there is one available station port at the distribution block.

3.   Mount the RJ-I 1 teladapt jack next to the distribution block.

4.   Using twisted pair station wire, connect the teladapt jack to a free station port on the distribution block.

5.   Test the port using a working Norstar telephone.

6.   Connect one end of the RJ-11 teladapt connection cord to the station port at the side of the module. Connect the other end to the jack at the RJ-11 teladapt jack. Do not use a teladapt cord that is longer than 4.5 m (approximately 14 ft).

You are now ready to connect the power supply.

Mounting and connecting the power supply

You must open the door of the unit before you can mount and connect the power supply. To mount the power supply:

1. Using two #6 wood screws, secure the power supply to the backboard next to the StarTalk Mini module.

Connecting the power supply turns ON the power to the StarTalk Mini module. To power on the module:

2. Plug the five pin connector into the receptacle located on the right side of the module.

3. Plug the three-prong plug into a grounded, electrical outlet.

The red power Light Emitting Diode (LED) on the module should light up. If the LED does not light up:

4. Verify there is power at the AC end of the power supply.

5. If there is power at the AC outlet, verify there is power at the DC end of the power supply.

6. If there is power a the DC end of the power supply, replace the StarTalk Mini module.

⚠ Unit must be powered from a class 2 power source UL and CSA listed.

This completes mounting and connecting the power supply. You are now ready to begin initializing StarTalk.

Preparing to initialize StarTalk

Initializing StarTalk establishes:

- the DN digit length to match the Norstar DN length
- the primary and alternate languages of the StarTalk voice prompts
- if the Group List option is enabled
- the leading digit for Group Lists (if the Group List option is enabled)

Before you begin:

❑ Know the Norstar DN length. If you do not know the DN length, go to any Norstar telephone and press ⌈Feature⌉ ⌈*⌉ ⌈0⌉ and ⌈Intercom⌉ The DN appears. Count the number of digits in the DN.
Important: If you are using StarTalk with Norstar Centrex software, you must set the DN type of the StarTalk DN to be 'Norstar Only' before you initialize StarTalk. For instructions on setting the DN type, refer to the Norstar **Centrex Installer Guide.**

❑ Determine if the system is using the bilingual language capability.

❑ Know the primary and alternate languages to be used.

❑ Know if the Group List option is enabled.

❑ Know the leading digit for Group Lists. The Group List leading digit default is nine.

❑ Determine the StarTalk Feature Codes.
Note: For information about Feature Codes, refer to **Determining StarTalk Feature Codes** or the **StarTalk Mini Programming Record.** To initialize StarTalk, you must use a Norstar M7310 or M7324 telephone.
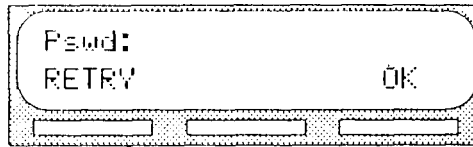
Initializing StarTalk

To initialize StarTalk:

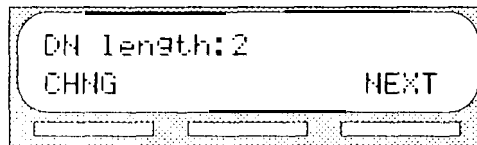Enter the System Administration Feature Code.
Note: The default code is $\boxed{\text{Feature}}$ $\boxed{9}$ $\boxed{8}$ $\boxed{3}$
The display shows:

```
Pswd:
RETRY                OK
```

2.   Enter $\boxed{2}$ $\boxed{6}$ $\boxed{6}$ $\boxed{3}$ $\boxed{4}$ $\boxed{4}$ **(CON** FIG)

3.   Press OK
The display shows:

```
DN length:2
CHNG                NEXT
```
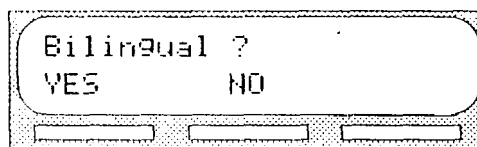
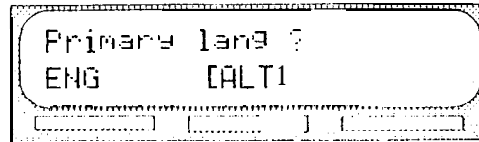Note: To change the mailbox number length, press
CHNG and enter the new DN length. The mailbox DN
length MUST be the same as the Norstar DN length.
The mailbox number range is between two and seven
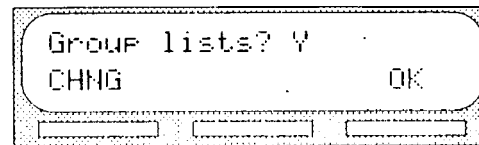digits.

4.   Press NEXT
The display shows:

```
Bilingual ?
YES         NO
```

5.   Press YES or NO
The display shows:

```
/ Primary lang ?
  ENG        [ALT]
  [.........] [.........] [.........]
```

Note: A L T represent French or Spanish. Either FEE
or SPA appears on the display. English is abbreviated
as ENG. French is abbreviated as FRE. Spanish is
abbreviated as SPA.

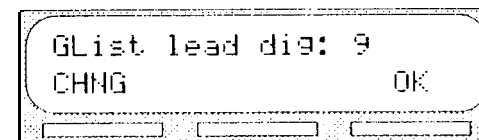6.   Select the primary language.
The display shows:

```
/ Group lists? Y
  CHNG              OK
```

7.   Press OK to enable Group Lists.
Note: If group lists are not required, press CHNG
This changes the Y to an N.
Caution: If you disable Group Lists, you must re-
initialize StarTalk to re-enable Group Lists.

The display shows:

```
/ GList lead dig: 9
  CHNG              OK
```

Note: If 9 is not the Leading Digit for Group Lists
indicated on the **StarTalk Mini Programming
Record,** press CHNG and enter the Group List
number.
Important: The Group List Leading Digit can be any
number from 0 to 9. The Special Mailbox numbers
automatically begin with 1, so if you select a Group
List Leading Digit of 1, the Special Mailbox numbers
will begin with 2. For example, the System Coordina-
tor mailbox would be 22. The Group List Leading Digit
cannot be the same as the first number of the mail-
boxes on the Norstar system.

10   Press OK to enable the Leading Digit.
        The display shows:
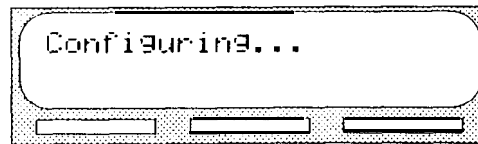
```
/ System config        \
|                        |
| RETRY            OK    |
_____/
```

11.   Press OK
        The display shows:

```
/ Configuring...       \
|                        |
|                        |
_____/
```
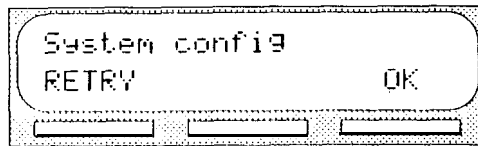
When the StarTalk initial configuration is completed, the display shows System ready and Exit then returns to the Norstar date and time.

Connecting a printer to the StarTalk Mini module

Connecting and using a printer to print StarTalk Reports is optional. If a printer is not required, proceed to **StarTalk communication parameters.** Before you install the printer, make sure you have an RS-232 cable. If you are connecting a printer, we recommend using a ribbon cable RS-232 connector.

Printer check list

The printer specifications **must be** met before you connect the printer. These are:

❏   serial printer type
   Note: StarTalk does not work with a parallel printer unless a serial to parallel interface is used.

❏   printer speeds must support 300 baud

❏   hardware and software compatibility
   Note: StarTalk supports XON/XOFF, and all reports are terminated by line feed/carriage return.

❏   cable type must be straight through

You must open the door of the unit before you can connect the printer. To connect a printer:

1.   Plug the male end of the RS-232 cable into the RS-232 port.

2.   Plug the female end of the RS-232 cable into the modem port, located at the back of the printer.

Important: The StarTalk Mini module RS-232 port is **a** standard RS-232 connector. Make sure you use an appropriately constructed cable to connect the printer to the StarTalk Mini module. For more information, refer to **Figures and Tables.**

StarTalk communication parameters

The StarTalk communication parameters are fixed and cannot be changed. The communication parameters are:

- 300 baud
- 7 data bits
- 1 stop bit
- even parity

For the FE-232 terminal to communicate with StarTalk, the terminal parameters must be set to match the StarTalk parameters.

Note: When configuring the terminal, StarTalk supports carriage return.

For instructions on setting the RS-232 terminal communication parameters, refer to the instruction manual that came with the terminal.

Connecting an W-232 terminal

You must open the door of the unit before you can connect the RS-232 terminal. To connect the RS-232 terminal to StarTalk:

1. Pin 2 on one end is connected to pin 2 on the other end, pin 3 on one end is connected to pin 3 on the other end, and pin 7 on one end is connected to pin 7 on the other end. The end of the cable attached to StarTalk must be male. For more information, refer to **Figures and Tables.**

2. Attach the RS-232 cable to the StarTalk KS-232 connector.

3. Attach the other end of the cable to the modem connector on the terminal.

The RS-232 parameters must be set to match the StarTalk Mini default parameters.

Determining StarTalk Feature Codes

The default Feature Codes for StarTalk are 980 through 986, inclusive. When these codes are used by other Norstar applications or products (i.e. PCI, DBN, Hourglass, or SMDR) Norstar assigns Feature Codes between 900 and 999 to StarTalk. These codes might not be assigned in sequential order.
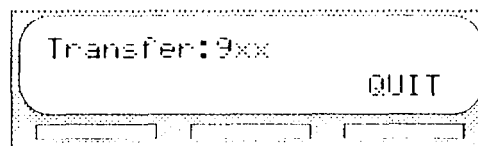
To determine the StarTalk Feature Codes:

1.   Press ⌈Feature⌉ ⌊9⌋ ⌊*⌋ ⌊1⌋ on a Norstar M7310 or M7324 telephone. The display shows:
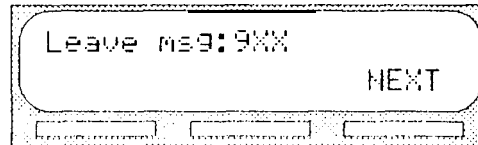
```
┌─────────────────────────────┐
│  Leave msg:9XX               │
│                      NEXT    │
└─────────────────────────────┘
```

Note: XX represents a number between 00 and 99.

2.   Record the Feature Code for the Leave Message Feature on the **StarTalk Mini Programming Record,** and **Figures and Tables,** Table 4.

3.   Press NEXT   The display shows the Feature Code for the Open Mailbox Feature. Record this code on the **StarTalk Mini Programming Record,** and **Figures and Tables,** Table 4.

4.   Continue pressing NEXT   to show all of the StarTalk Feature Codes. Record each Feature Code on the **StarTalk Mini Programming Record,** and **Figures and Tables,** Table 4.

When you reach the final Feature Code the display shows:

```
┌─────────────────────────────┐
│  Transfer:9xx                │
│                      QUIT    │
└─────────────────────────────┘
```
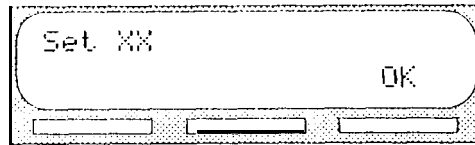
To end this StarTalk session, press ⌊Rls⌋

Determining the StarTalk DN

To determine the StarTalk DN:

1.   Enter the StarTalk Directory Number Code.
     Note: The default code is [Feature] [9] [8] [5]
     The display shows:

     ```
     Set XX
                              OK
     ```

     Note: XX represents the directory number

To end this StarTalk session, press [Ris]

Setting StarTalk Date and Time

The StarTalk Date and Time is independent of the Norstar Date and Time, and must be set after you initialize StarTalk.

The StarTalk Date and Time is part of the StarTalk envelope information that is stamped on incoming messages. The date and time stamp also indicates to StarTalk which greetings to play.

To set the date and time:

1.   Enter the Date and Time Feature Code.
     Note: The default code is ⌈Feature⌉ ⌈9⌉ ⌈8⌉ ⌈4⌉
     The display shows:

     ```
     Log:
     QUIT       RETRY      OK
     ```

2.   Enter ⌈1⌉ ⌈2⌉ ⌈0⌉ ⌈0⌉ ⌈0⌉ ⌈0⌉
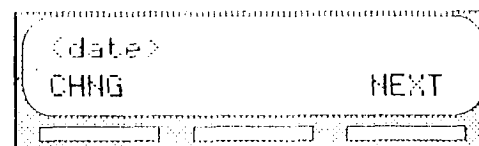   Note: This number depends on the mailbox number length being used. For example, if the mailbox number length is six, you would enter 1000020000. The mailbox number and default password combination for each mailbox number length are shown on **Figures and Tables,** Table 3.
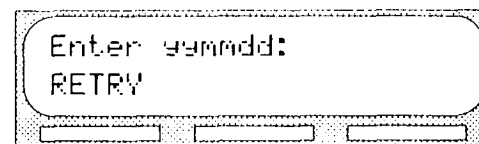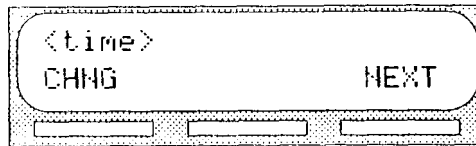
3.   Press O K
     The display shows:

     ```
     <date>
     CHNG                   NEXT
     ```

4.   Press CHNG
     The display shows:

     ```
     Enter yymmdd:
     RETRY
     ```

5.   Enter   <the year, month, and day>
      Note: This is a six-digit field. Any single month or day
      must have a zero preceding the number. For
      example, June 4, 1992 must be entered as 920604.

6.   Press NEXT
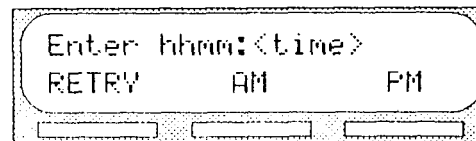   The display shows:

```
┌─────────────────────────────────┐
│ <time>                          │
│ CHNG                       NEXT │
│  ▭▭▭▭▭    ▭▭▭▭▭    ▭▭▭▭▭          │
└─────────────────────────────────┘
```

7.   Press CHNG
      The display shows:

```
┌─────────────────────────────────┐
│ Enter hhmm:                     │
│ RETRY                           │
│  ▭▭▭▭▭    ▭▭▭▭▭    ▭▭▭▭▭          │
└─────────────────────────────────┘
```

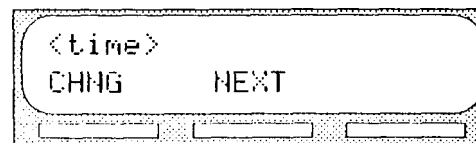8.   Enter   <the time in hours and minutes>
      Note: This is a four-digit field. Any single hour or
      minute must have a zero preceding the number. For
   example, 7:09 must be entered as 0709.

      The display shows:

```
┌─────────────────────────────────┐
│ Enter hhmm:<time>               │
│ RETRY        AM          PM     │
│  ▭▭▭▭▭    ▭▭▭▭▭    ▭▭▭▭▭          │
└─────────────────────────────────┘
```

9.   Press AM or PM
      The display shows:

```
┌─────────────────────────────────┐
│ <time>                          │
│ CHNG        NEXT                │
│  ▭▭▭▭▭    ▭▭▭▭▭    ▭▭▭▭▭          │
└─────────────────────────────────┘
```

      Note: To return to the date display, press NEXT

To end this StarTalk session, press [Ris]

Naming StarTalk port

After the installation and initialization are completed, we recommend you use Norstar Configuration programming to rename the Norstar station port to:

STARTLK

Note: For more information, refer to the **Norstar Installation Guide** that came with the Norstar KSU.

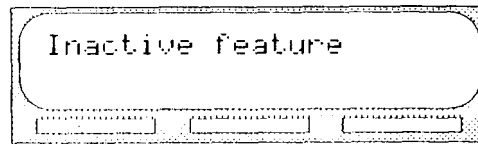## Using StarTalk with Norstar Centrex and Centrex+ software

When you use a StarTalk Mini module with Norstar Centrex and Centrext software, you must program Norstar parameters correctly to ensure StarTalk operates properly. Assigning the StarTalk DN type and setting Centrex and Centrex+ thresholds are the two most important parameters. To check other Centrex and Centrext feature compatibility, refer to the **StarTalk Mini Set Up and Operation Guide, Appendix A.**

Important: When you are using StarTalk with Norstar Centrex and Centrext software, you must ensure you designate the StarTalk DN as 'Norstar only'. For instructions about determining the StarTalk DN, refer to **Determining the StarTalk DN,** earlier in this guide. For instructions about assigning the StarTalk DN type, refer to the **Norstar Centrex Installer Guide** or **Norstar Centrext Installer Guide.**

Trouble-shooting

Troubleshooting the Star-Talk installation is needed if you attempt to initialize the system and the display shows:

```
┌─────────────────────────────────┐
│  Inactive feature               │
│                                 │
│  ┌──────┐  ┌──────┐  ┌──────┐   │
└─────────────────────────────────┘
```

Should this occur:

1.   Check the wiring at the distribution block, then enter the System Administration Feature Code. The default code is [Feature] [9] [8] [3]

     The display should show:

```
┌─────────────────────────────────┐
│  Log:                           │
│  QUIT        RETRY        OK    │
│  ┌──────┐  ┌──────┐  ┌──────┐   │
└─────────────────────────────────┘
```

2.   If the display still shows Inactive feature disconnect the AC power and check all the wiring for the StarTalk Mini module. Make sure the:

❏   power supply is connected and plugged in

❏   StarTalk Mini module has had the necessary time to complete the three to five minute self testing procedure

❏   StarTalk is connected to a working station port

❏   power source to the StarTalk Mini module is not damaged

3.   After checking all the wiring, reconnect the power. Wait three to five minutes and enter the System Administration Feature Code.
     The display should show: Log:

Note   If you have checked the wiring and the module is still not operational, unmount and repackage the module, and return it to your distributor.

Determining the KSU software type and version

The Modular KSU is available with DR2, DR3, DR4, DR5, Centrex, and Centrext software. To determine the kind of software and software version in the Norstar system:

1. Enter the Norstar Configuration programming from any M7310 or M7324 telephone.
   Note: For more information on Configuration programming, refer to the **Norstar KSU Installation Guide.**

2. Press ⌈Back⌉ to move to the Heading D. Maintenance

3. Press ⌈Show⌉
   The display shows: 1. System Version

4. Press ⌈Show⌉

For example: the display shows: SP: 30EXF02 The third character to the right of the colon indicates the kind of KSU software. The fourth character to the right of the colon indicates the language combination of the KSU software. The last three characters indicate the version of software being used.

If the fifth character to the right of the colon is not an E, the KSU software is compatible. If the character is an E, continue to verify the version number.

Norstar uses letters of the alphabet to designate version numbers. The letter A represents 0, letter B represents 1, letter C represents 2, and so on.

In the example, F02 is the version number where F represents the number 5. Therefore, the KSU software version number is 5.2.

Note: If the software type is not DR2 version 5.2 or greater, you must upgrade the Norstar software.

Determining
the StarTalk
software
version

To determine the software version of the StarTalk Mini module:

1.   Enter the System Administration Feature Code.
Note: The default code is ⌈Feature⌉ ⌈9⌉ ⌈8⌉ ⌈3⌉
The display shows:

```
Log:
QUIT       RETRY      OK
```
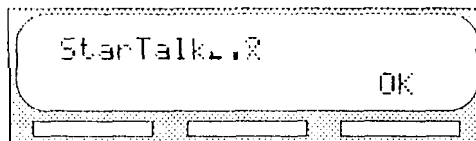
2.   Enter ⌈1⌉ ⌈2⌉ ⌈0⌉ ⌈0⌉ ⌈0⌉ ⌈0⌉
Note: This number depends on the mailbox number
length being used. The mailbox number and default
password combination for each mailbox number length
are shown on **Figures and Tables,** Table 3.

3.   Press OK
The display shows:

```
Admin
MBOX       AA         OTHR
```

4.   Press ⌈9⌉
The display shows:

```
StarTalk.X
                      OK
```

To end the StarTalk session, press ⌈Rls⌉

Figures and Tables

The straight through cable is connected from the StarTalk Mini module to an RS-232 terminal. Pin 2 on one end is connected to pin 2 on the other end, pin 3 on one end is connected to pin 3 on the other end, and pin 7 on one end is connected to pin 7 on the other end. The end of the cable attached to StarTalk must be male.

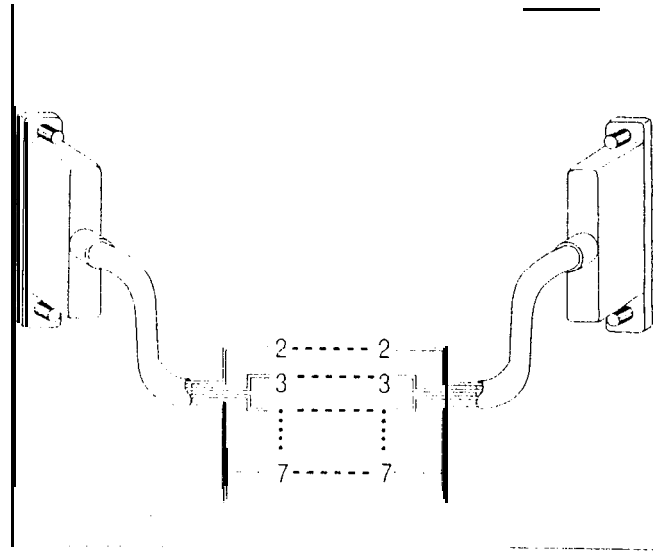Note: If the connector is not a 25 pin RS-232 connector, refer to the operating manual of the terminal you are connecting for instructions.

Figure 4 – Pinout Diagram

StarTalk Mini Module	Pin	RS-232 Terminal
Transmit Data	Pin 2	Receive Data
Receive Data	Pin 3	Transmit Data
Ground	Pin 7	Ground

Table 1 – Pin Definition
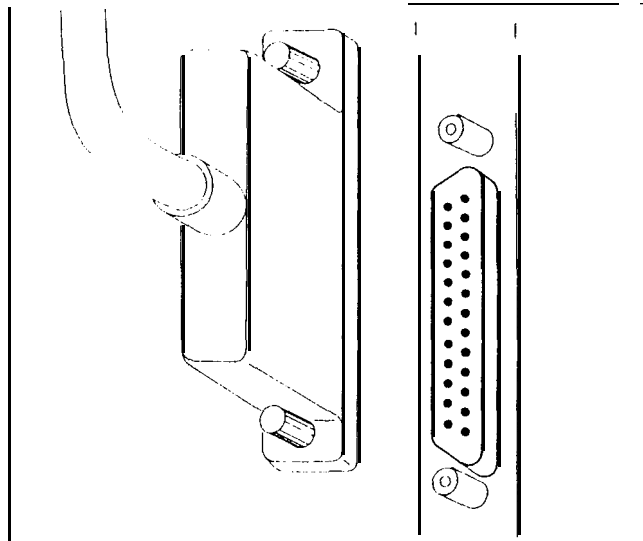
Figure 5   Attaching the RS-232 cable

Pin	Connection
1	+15V
2	no connection
3	GND
4	+5V
5	GND

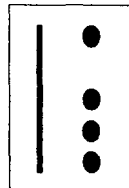Table 2 — Pin out of connector from the power
supply to StarTalk Mini

Figure 6 — Connecting the power supply

Norstar DN length	StarTalk mailbox number length	System Coordinator mailbox and default password combination
2	2	**120000**
3	3	1020000
4	4	**10020000**
5	5	**100020000**
6	6	**1000020000**
7	7	**10000020000**

Table 3 – Norstar DN length, corresponding StarTalk mailbox number length and System Coordinator mailbox number and default password combination

The default Feature Codes for StarTalk are 980 through 986, inclusive. When these Feature Codes are used by other Norstar applications or products (i.e. PCI, RAD, SMDR) Norstar assigns Feature Codes between 900 and 999 to StarTalk. These codes might not be assigned in sequential order. Record the assigned Feature Codes on Table 4.
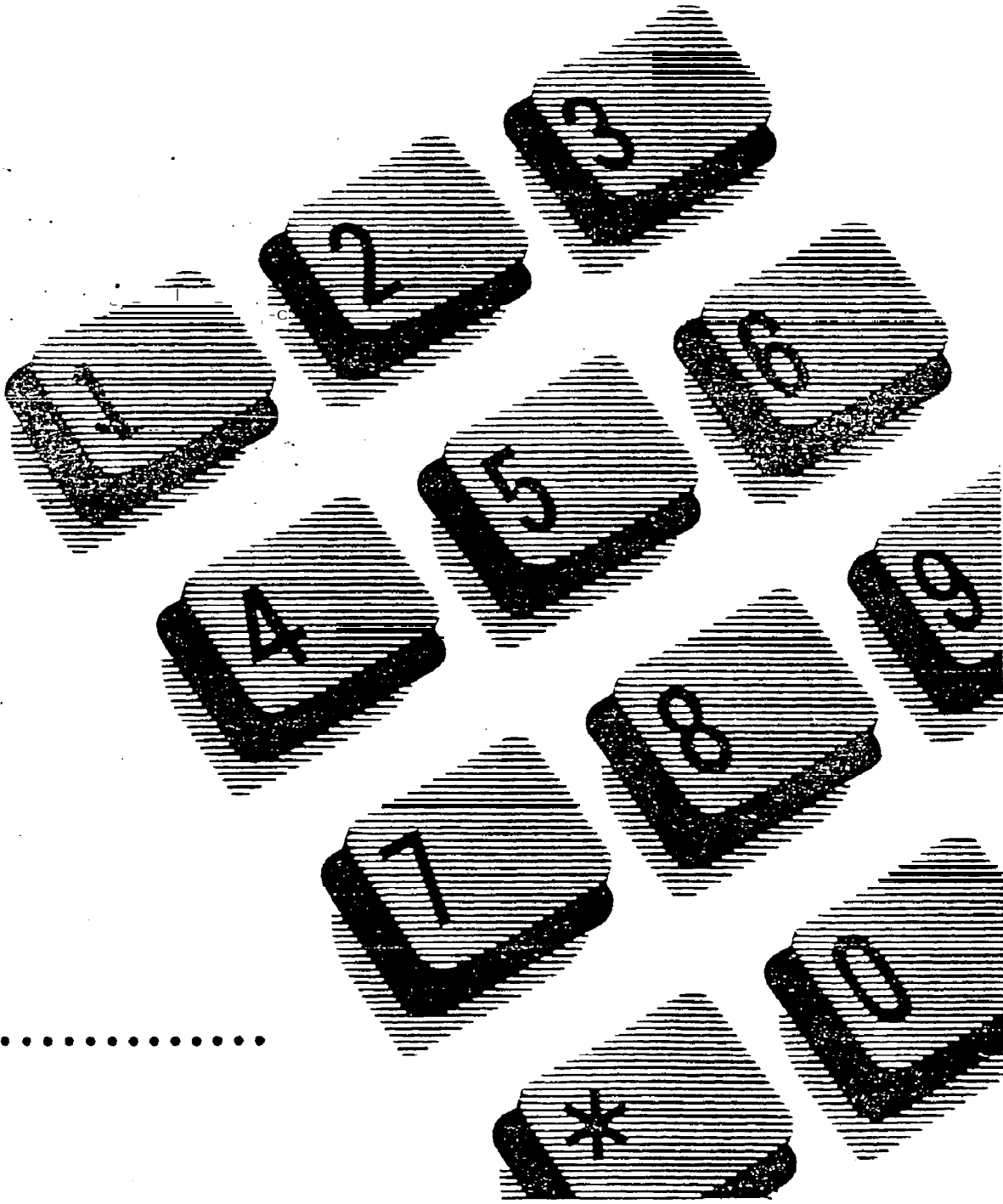
Feature Code name	Number
Leave Message	Feature 9 __ __
Open Mailbox	Feature 9 __ __
Operator Status	F e a t u_r e 9_
System Administration	Feature 9 __ __
Date and Time	Feature 9 __ __
Directory Number	Feature 9
Transfer	Feature 9 __ __

Table 4 – Assigned Feature Codes

norstar

StarTalk Mini Reference Guide

AtoZ KELLATRONICS, INC.

tel: 800.766.3425	fax: 800.720.1172
818.773.8888	318.773.8899
www.kellatronics.com	info@kellatronics.com

Table of contents

How to use this guide 1

Introduction   This guide is designed to assist you in using the Norstar Business Communication StarTalk Mini voice module. The information contained in this guide describes the features accessible to a StarTalk user.

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

How this guide is organized   The **StarTalk Mini Reference 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 describing features and their operation.

Learning about StarTalk – provides an overview of how StarTalk works. This section defines the StarTalk terms that are used in explaining the features.

Information Mailboxes – provides a description of the Information Mailboxes and how to use them.

Your Personal Mailbox – provides an outline of the steps you perform to set up a Personal Mailbox, and also provides a description of all the options accessible from a mailbox.

StarTalk's Leave Message feature – provides information about the different options that can be selected from the Leave Message feature.

Telephone etiquette – provides a list of suggestions for operating StarTalk.

Troubleshooting – provides diagnostic and recovery procedures for problems that might occur while operating StarTalk.

* Norstar and StarTalk are trademarks of Northern Telecom

Introduction

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 your item according to its task.

Other documents

For more information about StarTalk, see your System Coordinator or refer to the **StarTalk Mini User Card.**

Knowing the different symbols

As you work through this guide, you will notice that conventions have been used to represent the words that appear on the Norstar display.

Display command line text

Words in the first line of the display appear in a different 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

Options 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 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 you must press to proceed.

Angled brackets

Some information is descriptive information that is entered using the dialpad. This descriptive information is always enclosed in angled brackets.

Example: Enter   <the mailbox owner's last name and first initial>

The information in angled brackets describes what you should enter. In the example above, you would enter a user's last name and first initial by pressing the corresponding dialpad buttons on your Norstar telephone.

Introduction

Pre-requisites

Before you attempt to use StarTalk, ensure that you are familiar with how the Norstar one and two-line display telephones operate. We recommend that you look through your Norstar telephone user card before proceeding.

Learning about StarTalk 2

Introduction StarTalk is a fully automated receptionist service that offers call routing and message taking services. This section describes how StarTalk works and covers:

- basic system operation
- using the Feature Codes
- the Automated Attendant
- the Company Directory
- the different mailboxes
- using the dialpad
- the Norstar displays
- voice prompts
- exiting from StarTalk
- entering characters into the command line
- programming a Feature Code memory button

How StarTalk works StarTalk works with a Norstar Business Communication System, offering a receptionist service that routes calls and provides voice message taking capability. When enabled, StarTalk answers incoming calls and routes the calls to extensions and mailboxes within the system.

StarTalk has three main components:

- Automated Attendant
- Mailboxes (Voice Messaging)
- Custom Call Routing (CCR)

The first component is the Automated Attendant. The Automated Attendant works like a receptionist would when answering incoming calls. The Automated Attendant plays a list of options to a caller with a voice prompt. If you know which option you want, you can interrupt the Automated Attendant by pressing your selection on the dialpad of any tone dial telephone.

About
StarTalk

When an option has been selected, the Automated Attendant responds to the command by either routing the call to an extension or mailbox within your company, or directing a caller to the Company Directory or designated operator.

The second component of StarTalk is mailboxes. Mailboxes are added by the System Coordinator and then initialized by the mailbox owner. They store the voice messages left by callers. Any caller can leave a message after a mailbox is initialized.

Each mailbox owner can customize a Personal Mailbox with special StarTalk options. The mailbox options are:

- record and select primary and alternate greetings
- password selection
- record a name in the Company Directory
- set up and maintain Off-premise Message Notification
- receive and send messages

The third component of StarTalk is Custom Call Routing (CCR). CCR is a single-digit access application, providing callers with a series of voice prompts and call transfer options. Using CCR, a user can:

- listen to the Home Menu and make a selection
- listen to a pre-recorded Information Message
- leave a message in a mailbox
- transfer to an extension

Who can use StarTalk

StarTalk can be used by any outside caller, and by mailbox owners in your company. Away from the office, StarTalk can be used with any tone dial telephone. Inside your office, StarTalk can be used from any Norstar telephone or tone dial telephone connected to your company's Norstar Business Communication System.

Even outside callers using a rotary dial telephone are able to use StarTalk. When a caller uses StarTalk from a rotary dial telephone, StarTalk transfers the caller to your company receptionist or designated operator. If a receptionist or designated operator is not available to answer the call, the caller is transferred to StarTalk's General Delivery Mailbox.

About the StarTalk Feature Codes

When you are using StarTalk from a Norstar telephone, you must enter a Feature Code. Feature Codes are used to access the different functions and options of StarTalk. To use a StarTalk function or option, a Feature Code must first be entered.

Feature Codes are assigned during the StarTalk installation. The default Feature Codes for StarTalk are 980 through 986, inclusive. When these Feature Codes are used by other Norstar applications or products (i.e. PCI, Hourglass, SMDR) Norstar assigns Feature Codes between 900 and 999 to StarTalk. These codes might not be assigned in sequential order. For more information about Feature Codes, see your System Coordinator.

Table 2.1 shows the default Feature Codes, and also provides a space to record the assigned Feature Codes.

About
StarTalk

Operation	Default Feature Code	New Feature Code
Leave Message	Feature 980	Feature 9 ___ ___
Open Mailbox	Feature 981	Feature 9 ___ ___
StarTalk Directory Number (DN)	Feature 985	Feature 9 ___ ___
Transfer	Feature 986	Feature 9 ___ ___

Table 2.1 – Feature Codes

Determining StarTalk Feature Codes

To determine the StarTalk Feature Codes, you must use a Norstar M7310 or M7324 display telephone. To determine StarTalk's Feature Codes:

1. Press [Feature   ] [9] ▢   [1]

    The display shows:

    ```
    Leave msg:F9xx
                    NEXT
    ```

    Note: xx represents a number between 00 and 99

2. Record the Feature Code for the Leave Message feature in Table 2.1.

3. Press NEXT   The display shows the Feature Code for the Open Mailbox feature. Record the Feature Code for the Open Mailbox feature in Table 2.1.

4. Continue pressing NEXT to show all of the StarTalk Feature Codes and record these codes in Table 2.1.

    When you reach the last Feature Code, the display shows:

    ```
    Transfer:F9xx
                    QUIT
    ```
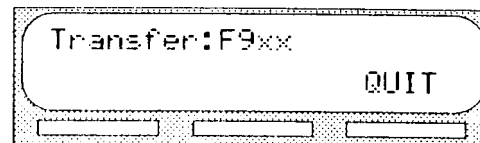
    To end this StarTalk session, press [Rls] or QUIT

**Feature
Code
descriptions**

Leave Message Feature Code

Is used by mailbox owners to leave a message in a mailbox initialized with StarTalk. Users can also transfer a caller to a mailbox using the StarTalk Leave Message feature.

To use the Leave Message feature, press   `[Feature    ]` `[9]` `[8]` `[0]`

**About
StarTalk**

Open Mailbox Feature Code

Is used by mailbox owners to open their Personal Mailboxes. All Personal Mailboxes are protected by a password that is established by the mailbox owner.

To use the Open Mailbox feature, press   `[Feature    ]` `[9]` `[8]` `[1]`

StarTalk Directory Number (DN) Feature Code

Is used to determine StarTalk's directory number. This number is used to forward a Norstar telephone to StarTalk and to use StarTalk with an Analog Terminal Adapter (ATA).

To use the StarTalk DN feature, press   `[Feature    ]` `[9]` `[8]` `[5]`

Transfer Feature Code

Is used to transfer calls to a mailbox. While the call is active, enter the Transfer Feature Code, then enter the mailbox number where you want to direct the call. Do not put the call on hold. The caller is now transferred.

To use the Transfer feature, press   `[Feature    ]` `[9]` `[8]` `[6]`

StarTalk Feature Codes can be programmed for single button access. For information on programming StarTalk Feature Codes, refer to **Programming a memory button,** later in this section.

Note: The Feature Codes shown here represent the StarTalk default Feature Codes.

About the Automated Attendant

About
StarTalk

The Automated Attendant is the StarTalk receptionist. When enabled, the Automated Attendant answers your company's incoming telephone lines according to the lime of day. When the Automated Attendant is turned ON, the Automated Attendant menu prompt provides a list of options so that a caller can:

- reach an extension or a mailbox in your company
- leave a message in a mailbox
- select an alternate language (not a voice prompt)
- look for an extension or mailbox in the Company Directory
- reach your company receptionist or designated operator
- open a Personal Mailbox as a mailbox owner (not a voice prompt)

The Automated Attendant provides callers with commands to use each of these options. A caller must press the button associated with the option they want to activate. For example, to use the Company Directory, press 〔#〕

When the default Automated Attendant menu prompt is turned OFF, the System Coordinator must record a Customized Automated Attendant menu prompt. This customized prompt should provide callers with a list of options, such as leaving a message in a mailbox or reaching an operator. The customized prompt plays after the Company Greeting, and after a caller has recorded and sent a message to a mailbox.

About the Company Directory

The Company Directory is a list of mailbox owners registered with StarTalk. Before any mailboxes can be used, the owners must record their names in the Company Directory. If mailbox owners do not want their names to appear in the Company Directory, they can see the System Coordinator. The Company Directory can be changed at any time.

Any Norstar two-line display telephone user can access the Company Directory by selecting D I R when the display shows the Directory option. The Company Directory can also be opened by pressing [#] when the Automated Attendant announces the option is available.

When you have opened the Company Directory, you can enter the last name of a mailbox owner or you can press [#] to view all the names. When you view the members of the Company Directory, the Norstar display shows the name of the first member in the Directory. To see the next name, you must press [1]

About
StarTal

About the mailboxes

A mailbox is a storage place for messages. The StarTalk Mini system can store 24 mailboxes. There are three groups of StarTalk mailboxes including:

- · Special Mailboxes
- · Personal Mailboxes
- • information Mailboxes

The Special Mailboxes

The Special Mailboxes are administered by your company's System Coordinator. The Special Mailboxes include:

- · • System Coordinator Mailbox
- · General Delivery Mailbox

System Coordinator Mailbox
This mailbox is used by your System Coordinator as a Personal Mailbox. You can leave'messages for your company's System Coordinator in this mailbox.

The System Coordinator Mailbox has a default mailbox number of 12. This is the number assigned when the mailbox number length is set at two. Mailbox number lengths range from two to seven digits. For more information about the System Coordinator Mailbox numbers, see your System Coordinator.

General Delivery Mailbox
This mailbox is used to collect messages from callers who use a rotary dial telephone, for individuals in your company who do not have Personal Mailboxes, and for mailbox owners whose mailboxes are full. Your company's receptionist or System Coordinator will route messages left in the General Delivery Mailbox using StarTalk's COPY option.

The General Delivery Mailbox has a default mailbox number of 10. This is the number assigned when the mailbox number length is set at two. Mailbox number length ranges from two to seven digits. For more information about the General Delivery Mailbox numbers, see your System Coordinator.

For more information about the Special Mailboxes, see your System Coordinator.

Important: If the Group List leading digit is assigned as 1 and the mailbox number length is 2, the Special Mailbox numbers default to 20 and 22.

Personal Mailboxes

Personal Mailboxes are assigned by your System Coordinator and maintained by the mailbox owner. A Personal Mailbox can be a User or Guest Mailbox, For more information about your Personal Mailbox features and options, refer to **Section 4: Your Personal Mailbox.**

About StarTalk

User Mailboxes

User Mailboxes can be assigned to each user who has an operating Norstar extension. User Mailboxes store the messages for users who are unable to answer their telephone.

Guest Mailboxes

Guest Mailboxes provide temporary employees and guests with access to internal messaging and call routing features. Guest Mailboxes do not have an operating extension. To request an Guest Mailbox, see your System Coordinator.

Information Mailboxes

Information Mailboxes provide greetings that relay important company or department messages. information Mailboxes do not have an operating extension, To request an Information Mailbox, see your System Coordinator.

Mail box rules

Only a few rules apply to the StarTalk mailboxes. Remembering these rules will make using your StarTalk mailbox a simple, everyday task.

The mailbox rules are:

1.   You must always enter a password.

2.   A mailbox can be opened from any Norstar telephone from the
      Log: display prompt by entering the mailbox number and password
      combination.

      When a mailbox is assigned to a Norstar telephone, the display always
      shows the Pswd: prompt. To reach the Log: prompt, press
      OTHR o r [*]

      When a Norstar single line display is being used, press ❏
      to reach the Log: display prompt.

3.   A mailbox must be initialized before it can be used.

Using the Norstar dialpad

The buttons on the dialpad act as both numbers and letters. Each button represents a number and also represents letters of the alphabet.

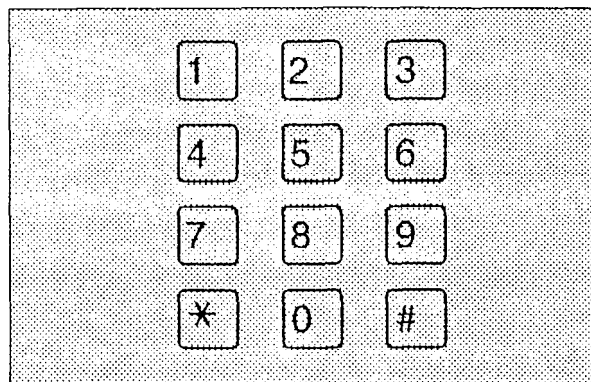The Norstar dialpad is shown in Figure 2.1.

Figure 2.1 – Norstar dialpad

When you are entering a name using the Company Directory option, you need only press the number button associated with the letters of the name once, You do not need to enter a comma. For example, if you are looking for the last name Taylor, you would press: [8] [2] [9] [5]

When you are looking for a mailbox owner using the Company Directory, you can find the name by entering the first four letters of the last name. If StarTalk cannot find the name the first time, you can press RETRY or [*]   To view all the names in the Directory, press [#] Then press NEXT or [1] until you find the mailbox owner you are looking for.

Note: If you are trying to find a mailbox owner with less than four letters in the last name, for example Fry, press the buttons on the dialpad that spell the entire last name, and press ❏

Using StarTalk with a two-line display

The Norstar two-line display on M7310 and M7324 telephones provides information about options and commands available when you are using StarTalk.

The display can provide up to three display button options at a time. In some instances, you must wait for the voice prompt to play the other available options. In those instances when options are played by the voice prompt and the corresponding button does not appear on the display, you must select the option using the numbers on the dialpad.

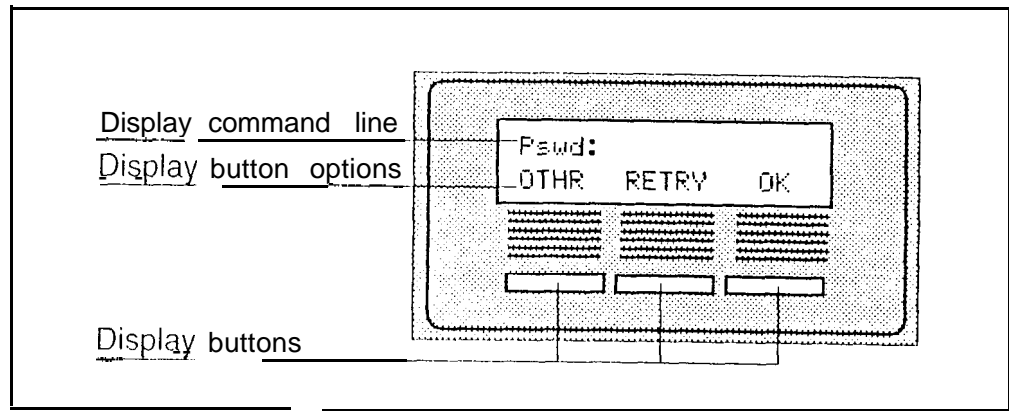The Norstar two-line display is shown in Figure 2.2.

Figure 2.2 - Norstar two-line display

Using StarTalk with a single-line display

The Norstar M7100 and M7208 telephones with a single-line display can be used for any StarTalk session. If you are using a Norstar telephone with a single-line display, the display shows only the StarTalk command.

All options are given immediately by the StarTalk voice prompts and your options are selected using the dialpad only. When you become familiar with StarTalk's options, you do not need to wait for the voice prompt to complete the option list, you can interrupt the voice prompt and make your selection immediately.

Using StarTalk with an Analog Terminal Adapter

A single-tine, tone dial telephone connected to a Norstar KSU through an Analog Terminal Adapter (ATA) can be used for any StarTalk session. However, you cannot use a single-line telephone attached to an ATA for StarTalk System Administration tasks.

There is no Message Waiting Notification capability when you are using an ATA

Although the single-line telephone does not have a feature button, you can access StarTalk features.

To access StarTalk features, such as Leave Message or Open Mailbox, call StarTalk and follow the voice prompts. The StarTalk DN is determined by using Feature 985 on a Norstar telephone.

If you have an Enhanced ATA, you can also enter:

[Link   ] [×] [9] [8] [1] to open your mailbox,

or

[Link   ] [×] [9] [8] [0] to leave a message,

and

follow the voice prompts.

Note: When a caller uses StarTalk from a rotary dial telephone, StarTalk transfers the caller to your company receptionist or designated operator, If a receptionist or designated operator is not available to answer the call, the caller is transferred to StarTalk's General Delivery Mailbox.

Entering characters into the command line

The command line of the Norstar display shows 16 characters at a time. There are several situations when the prompt and the information to be entered combined total less than 16 characters, and you can see both the command and the information you entered. The prompt remains on the display when less than ten characters are entered. The maximum number of characters you can enter is 16.

For example:

```
 Pswd:    1111
 OTHR      RETRY      OK
```

There are four situations when the command line prompt will disappear. This happens when the display shows the command line prompt:

```
Name:
Glist:
Log:
Dest Ph:
```

For instance, when the display shows:

```
 Name:
 RETRY      BKSP      OK
```

Once you begin to enter the last name, the command line prompt disappears. For example, if you were entering the name S. Martin, you press the dialpad button for M, the display drops the Name: command and changes to show:

```
 M
 RETRY      BKSP      OK
```

After you have entered the entire name, the display shows:

```
 MARTIN, S
 RETRY      BKSP      OK
```
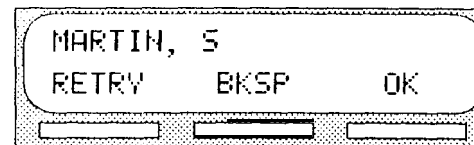
The display does not show the command line prompt:

About the StarTalk voice prompts

Each command that is shown on the Norstar display is accompanied by a voice prompt. On a Norstar two-line display telephone, the voice prompt plays after a five second delay. When you do not select an option, StarTalk will exit. On a Norstar single-line display telephone, the voice prompt plays immediately. When you do not select an option within the next five seconds, the voice prompt replays the options before StarTalk ends the session.

StarTalk voice prompts provide the same options as the display button options, and additional options not appearing on the display. When the voice prompt plays the available options, it only provides the dialpad number buttons that invoke the options.,

When the voice prompt announces a display option with a corresponding dialpad button, you can use the display buttons or dialpad buttons. Either button will invoke the selected option.

When StarTalk has bilingual language capability enabled, a user can change the language of the Automated Attendant prompts for the duration of the call. The user can press ⑨ on the dialpad while listening to the top level Automated Attendant voice prompt or before recording a message using the Leave Message Feature.

Interrupting a voice prompt

Voice prompts can be interrupted by selecting an option on the display or dialpad. A voice prompt can also be stopped by pressing ⊞   You cannot interrupt a prompt that is informing you of an error.

When a Norstar single or two-line display telephone is being used, pressing ⁎ backs up the display to the-previous display prompt.

Exiting from StarTalk

You can exit from StarTalk by:

1.   Replacing the handset.

2.   Pressing an alternate line button.

3.   Pressing Rls.

Note: When you press Feature the StarTalk session will end in two to three seconds, except when you are transferring a caller to a mailbox.

Program-ming a memory button

Norstar enables you to program each StarTalk Feature Code to a single memory button. When programmed, the StarTalk Feature Codes are easily accessed using a single button on your Norstar telephone.

The most frequently used StarTalk Feature Codes are:

About
StarTal

•	Leave Message	Feature 980
·	Open Mailbox	Feature 981
·	Determine StarTalk's Directory Number	Feature 985
·	Transfer	Feature 986

To program a memory button:

1.   Press   [Feature   ] [*] [3]

The display shows:

```
 ( Press a key
   QUIT
```
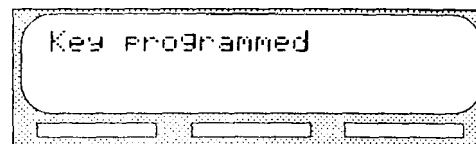
Note: What appears on the display is determined by the Norstar software version installed on your StarTalk Mini system. Regardless of the version in use, follow the same steps to program a memory button.

2.   Select a programmable button.

3.   Press   [Feature   ]

4.   Enter the StarTalk Feature Code number. For example, 980.

The display shows:

```
 ( Key Programmed
```

5.   Label the button with the Feature Code description, using the paper labels provided with your Norstar telephone.

Repeat steps 1 through 5 for each StarTalk Feature Code you want to program.

About
StarTalk

Information Mailboxes   3

Introduction This section describes the Information Mailboxes, how to use them, and the tasks you need to perform to maintain them.

Information Mailboxes are set up by the System Coordinator and maintained by the user. The Automated Attendant voice prompt provides a caller with single digit options to access Information Mailboxes.

Note: Information Mailboxes are different from CCR Information Mailboxes. CCR Information Mailboxes are set up and maintained by the System Coordinator. Callers must use the CCR Tree to access a CCR Information Mailbox. For more information about Information Mailboxes, see your System Coordinator.

Using Information Mailboxes Information Mailboxes provide messages and announcements to callers, Information Mailboxes can be used to:

- announce sales
- provide product lists
- announce special events

For example:

"On Your Toes Dance Studio proudly presents an extravaganza of dance. The entertainment begins at 8:00 p.m. on July 4th. Toddlers lap is in the White Room. Folk dance is in the Green Room. Classical ballet is in the Pink Room. Contemporary jazz is in the Blue Room. The Studio and Recital Rooms are located at 222 Main Street, Anywhere. U. S. A. "

When you use the Information Mailbox feature, you must ensure the mailboxes are accessible to callers.

Important: You must make the Information Mailboxes easy for a caller to find. You can do this using your company's operator or the StarTalk Company Greetings. For details, see your System Coordinator.

If you are using a StarTalk Mini system with bilingual capability, the Information Mailbox greeting must be recorded in both languages.

nformation
Mailboxes

Where to begin

Before you record your Information Mailbox Greeting, you must determine what the greeting is to include. When preparing your greeting, be sure to include important times and dates. Write the greeting out and practice reading it aloud. When you'are confident the greeting includes everything you want it to, record the greeting.

Recording the information Mailbox Greeting

The Information Mailbox Greeting can be recorded or changed whenever you need to update the recording.

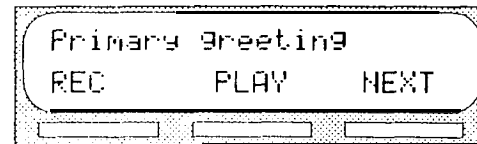To record your Information Mailbox Greeting:

1. Press `Feature` `9` `8` `1`

    The display shows:

    ```
     Pswd:
     OTHR      RETRY      OK
    ```

2. Press OTHR

    The display shows:

    ```
     Log:
     QUIT      RETRY      OK
    ```

3. Enter   <the information Mailbox number and password>
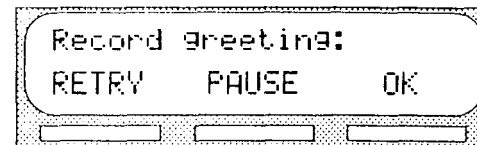   **Note:** For your Information Mailbox number and password combination, see your System Coordinator.

4. Press OK or `#`

    The display shows:

    ```
     Primary greeting
     REC       PLAY      NEXT
    ```

5. Press REC

    The display shows:

    ```
     Record greeting:
     RETRY     PAUSE      OK
    ```

    At the tone, record the prirnary Information Mailbox Greeting.
    Note: For information about Pause and Continue while recording a greeting refer to **Section 5, Leaving a message from a Norstar telephone.**

6.   Press OK to end the recording.

The display shows:

```
Accept greeting?
RETRY      PLAY        OK
```

Note: To listen to your greeting before accepting it, press PLAY To record your greeting again, press RETRY

7.   Press OK to accept the recording.

The display shows:

```
Primary greeting
REC        PLAY        NEXT
```

Note: To record an alternate Inforrnation Mailbox Greeting, press NEXT and follow the instructions that appear on the display.

To end this StarTalk session, press Rls

Your Personal Mailbox 4

Introduction

StarTalk is a fully automated receptionist service that offers call routing and message taking services. This section describes how StarTalk works and covers:

- personalizing your mailbox
- initializing your mailbox
- recording your primary and alternate greetings
- selecting a mailbox greeting
- mailbox options
- listening to messages
- recording a message
- mailbox administration
- changing a Company Directory name
- greeting options
- changing your mailbox password
- Off-premise Message Notification
- disabling Off-premise Message Notification
- changing the destination number

Your
Persona
StarTalk
Mailbox

Personalizing your mailbox

Personalizing your mailbox involves initializing your mailbox to receive messages, recording and selecting greetings that will make your mailbox uniquely yours. Personalizing your mailbox consists of:

- initializing your mailbox
- recording your primary greeting
- recording your alternate greeting
- choosing which greeting you want StarTalk to play

Initializing your mailbox

Initializing a mailbox prepares the mailbox to receive messages. A mailbox cannot receive and store messages until it has been initialized. Initializing a mailbox involves:

- changing the StarTalk default password
  When your company's System Coordinator registers a mailbox, it is given a StarTalk default password. For all new mailboxes, this password is 0000 (four zeros).

- recording your name in the Company Directory
  This establishes your "voice" name in a directory that is used by other StarTalk users and outside callers who search through the Company Directory.
  Note: If you do not want your name to appear in the Company Directory, see your System Coordinator.

To initialize your Personal Mailbox:

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

    The **display** shows:

    ┌─────────────────────┐
    │ Pswd: │
    │ OTHR   RETRY   OK │
    └─────────────────────┘

    Note: If you are using a Norstar telephone that has not been assigned to you, you must press OTHR to access the Log: display prompt. From the Log: display prompt, enter your mailbox number and the default password.

2. Enter   <the default password 0000>

3. Press OK or [#]

    The display shows:

    ┌─────────────────────┐
    │ Must change pswd   │
    │   │
    └─────────────────────┘

Your Personal StarTalk Mailbox

4.   Enter   <your Personal Mailbox password>
Note: Your password must be between four and eight digits long. A password cannot start with zero (0).

5.   To end your password, press OK or [#]

The display shows:

```
Accept password?
YES         NO        QUIT
```

6.   To accept your password, press YES or [#]

The display shows:

```
Must record name
```

7.   At the tone, record your name.
Note: When you record your name, remember to speak clearly and at a pace that is easy to understand. It is a good idea to include your mailbox number in your Company Directory recording. For example, "Marina Franco, mailbox number 41 ."

8.   To end your recording, press OK or [#]

The display shows:

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

Note: To replay your recording before accepting it, press PLAY or [1]

To re-record your recording, press RETRY or [2]

9.   To accept your recording, press OK or [#]

The display shows:

```
┌─────────────────────────┐
│  0 new    0 saved       │
│  PLAY     REC     ADMIN │
└─────────────────────────┘
```

After your mailbox is initialized, you must record your Personal Mailbox Greeting. Refer **to Recording your primary greeting** and **Recording your alternate greeting,** later in this section.

Your mailbox is now ready to receive messages. You can change both your password and your Company Directory name at any time. To change your password refer to **Changing your mailbox password,** later in this section. To change your Company Directory recording refer to **Changing a Company Directory name,** later in this section.

Your Personal StarTalk Mailbox

Your personal greetings

Personal greetings are played to callers who choose to leave a message in your mailbox. There are two types of personal greetings: the primary and alternate greetings.

The purpose of both greetings is to inform callers they have reached the correct mailbox-yours-and to give callers any necessary information or instructions, You can change primary and alternate greetings at any time.

Note: If you do not record any personal greetings, your Company Directory name recording plays to callers who reach your mailbox.

When you record your primary and alternate greetings, you should include your name, extension, and a brief explanation that you are unable to answer the call personally. You can include in your alternate mailbox greeting how long you plan to be away from your desk or office, and whether or not you are away on a business trip, vacation, or sick leave. You should also assure callers their messages will receive your prompt attention.

When recording your personal greetings, remember to speak clearly, with a pleasant voice, at a pace that is easy to understand. Do not speak too softly or too loudly, or make your greeting too lengthy. After recording a greeting, you should replay the greeting before accepting it to ensure the recording sounds the way you intended.

You can record or change a greeting from any   Norstar telephone or, if you are away from the office, from any tone dial telephone.

Note: Whenever you are recording a greeting, do not use Norstar's Handsfree feature. A better recording results if you speak directly into the handset.

Your
Personal
StarTalk
Mailbox

Primary mailbox greetings

Your primary mailbox greeting is recorded for everyday use. This greeting should include your name and a brief message explaining to callers that you are unable to answer their call. Recording your greeting with a friendly voice, and the details of when you will be back at your desk to take calls, encourages callers to leave you a message. For example:

> "Hi.   This is Paul Wayne. I'm not able *to* fake your *call* fight now. Please leave me a message at the tone and I will return your call as soon as possible.   "

If you are a new mailbox owner, you should record your primary greeting immediately.

Your Personal StarTalk Mailbox

Alternate mailbox greetings

In special circumstances, such as business trips, vacation, or sick leave, you wilt want to leave callers special information. For this reason, StarTalk provides **you** with an alternate greeting. This greeting is called the alternate mailbox greeting. For example:

> "/ii. This is Paul Wayne. *I* am *out* of *the* office until Thursday, December 17. Although *I* am out of the office, I do check my mailbox daily.   Please leave me a message at the tone and I will *return* your call *as soon as possible.   Thank you.* "

Because the alternate greeting is normally used for special circumstances, you do not have to record one until the need arises. You can select which greeting you want StarTalk to play. You can change the selection at any time, and as ' often as needed.

Note: After you have recorded your greetings, you must choose the greeting to be played. If you do not choose a greeting, the primary greeting plays automatically. Whenever you choose the alternate greeting, remember to change back to the primary greeting when your circumstances return to normal.

Recording your primary greeting

To record your primary greeting:

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

The display shows:

```
Pswd:
OTHR      RETRY      OK
```

2.   Enter <your password>
Note: Your unique password was determined when you first opened
your mailbox and performed the initialization steps. If you are recording
a greeting from a Norstar telephone extension that has not been
assigned to your Personal Mailbox, press OTHR The display shows the
Log: prompt. When this prompt appears, enter your mailbox number
and password combination.

Your
Personal
StarTalk
Mailbox

3.   Press OK or [#]

The display shows:

```
0 new    0 saved
PLAY      REC      ADMIN
```

4.   Press ADMIN or [8]

The display shows:

```
Mailbox admin
GREET    PSWD      QUIT
```

5.   Press **GREET** or [2]

The display shows:

```
Greeting options
RECORD  CHOOSE
```

6.   Press RECORD or [1]

The display shows:

```
Greeting:
PRIME      ALT
```
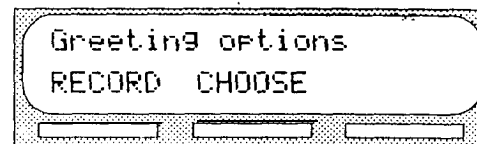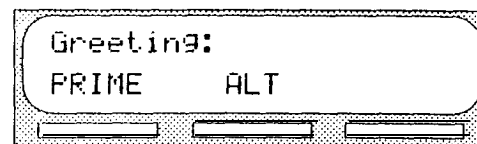
7.   **Press** PRI ME **or** [1]

Note: If you are changing your primary greeting, your current recorded primary greeting begins to play.

The display shows:

```
Record new?
YES         NO         QUIT
```

8.   Press YES or [I]

The display shows:

```
Record greeting:
```

9.   At the tone, record your greeting.

10.   Press OK or [#] to end your recording.

The display shows:

```
Accept greeting?
RETRY      PLAY       OK
```

11.   You now have the options to RETRY (re-record) the greeting, PLAY the greeting back, or OK (accept) the greeting. When you are satisfied with the greeting, press OK or [#] to return to the Mailbox admin prompt.

Your primary personal greeting is now recorded.

After you have recorded your primary and alternate greetings, you must choose the greeting to be played. If you do not choose a greeting, the primary greeting automatically plays. Refer to **Selecting a personal greeting,** later in this section.

Your
Personal
StarTalk
Mailbox

Recording your alternate greeting

To record your alternate greeting:

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

   The display shows:

   ```
   Pswd:
   OTHR      RETRY      OK
   ```

2. Enter <your password>
   Note: Your unique password was determined when you first opened your mailbox and performed the initialization steps. If you are recording a greeting from a Norstar telephone extension that has not been assigned to your Personal Mailbox, press OTHR. The display shows the Log: prompt. When this prompt appears, enter your mailbox number and password combination.

3. Press OK or [#]

   The display shows:

   ```
   0 new    0 saved
   PLAY      REC      ADMIN
   ```

4. Press ADMIN or [8]

   The display shows:

   ```
   Mailbox admin
   GREET     PSWD      QUIT
   ```

5. Press GREET or ▣

   The display shows:

   ```
   Greeting options
   RECORD  CHOOSE
   ```
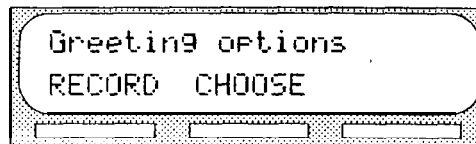
Your Personal StarTalk Mailbox

6.   Press RECORD or [1]

The display shows:

```
Greeting:
PRIME      ALT
```

7.   Press ALT or ☐
      Note: If you are changing your alternate greeting, your current recorded
      alternate greeting begins to play.
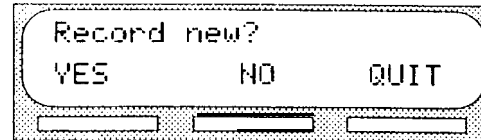
The display shows:

```
Record new?
YES        NO      QUIT
```

8.   Press YES or [1]

The display shows:

```
Record greeting:
```

9.   At the tone, record your greeting.

10.   Press OK or [#] to end your recording.

The display shows:

```
Accept greeting?
RETRY    PLAY     OK
```

11.   After recording your greeting, you can RETRY (re-record) the greeting,
      PLAY the greeting back, or OK (accept) the greeting. When you are
      satisfied with the greeting, press OK or [#] to return to the
      Mailbox admin prompt.

You have now finished recording your alternate mailbox greeting. For instruc-
tions about selecting your alternate greeting, refer to **Selecting a personal
greeting,** later in this section.

Selecting a For a primary or alternate greeting to play, you must select a greeting. If you
personal do not select a greeting, the primary greeting plays automatically. If you select
greeting the alternate greeting, remember to change back to the primary greeting at the
appropriate time.

To select a primary or alternate greeting:

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

The display shows:

```
Pswd:
OTHR      RETRY      OK
```

2.   Enter <your password>
Note: Your unique password was determined when you first opened
your mailbox and performed the initialization steps. If you are recording
a greeting from a Norstar telephone extension that has not been
assigned to your Personal Mailbox, press OTHR The display shows
the Log: prompt. When this prompt appears, enter your mailbox
number and password combination.

3.   Press OK or [#]

4.   Press ADMIN or [8]

The display shows:

```
Mailbox admin
GREET      PSWD      QUIT
```

5.   Press GREET or [2]

The display shows:

```
Greeting options
RECORD  CHOOSE
```
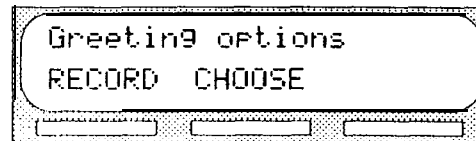
Your
Personal
StarTalk
Mailbox

6.   Press CHOOSE or [2]

The display shows:

```
Use Greeting:
PRIME       ALT       QUIT
```

7.   Select the greeting you want to play.
To select the primary greeting, press PRIME or [1]
To select the alternate greeting, press RLT or ☐
The display changes to show: ALT Greeting and then
Mailbox admin

Note: If you have selected a greeting that is not yet recorded, you are
transferred back to the Greeting options to record the greeting.

Your Personal Mailbox Greeting is now selected and plays each time a caller
chooses to leave a message in your mailbox. If you choose the alternate
greeting, remember to change back to the primary greeting at the appropriate
time.

Mail box options

StarTalk's Open Mailbox Feature is powerful, easy to use, and designed to increase office productivity. Following is a description of all the options you can use with this feature. To open your mailbox:

1.   Press [Feature   ] [9] [8] [1] and enter your password.

If you are calling from an outside telephone, press [*] [*] to open your mailbox. At the prompt, enter your mailbox number and password. If you are calling from a StarTalk telephone other than your own, when the display shows the Pswd: prompt, press OTHR. The display shows: Log: Enter your mailbox number and password combination.

Once in your mailbox, you can choose from six options. These options are referred to as the main mailbox menu.

El   **Listening to your messages** Selecting the Play option tells StarTalk to begin playing the messages in your mailbox. When someone sends you a message, your telephone display shows Message for you After opening your mailbox, StarTalk automatically plays Broadcast Messages. The Norstar display informs you of the number of messages in your mailbox. Urgent messages are played next. Then, new messages are played in the order received from first message (oldest) to last (most recent). Saved messages are played last.

[6]   **Listening to your saved messages** Use this option to listen to the saved messages in your mailbox.

[3]   **Recording a message** Use this option to record a message and send it to one or more StarTalk mailboxes.

El   **Mailbox Administration** With Mailbox Administration options you can record your name in the Company Directory, record and select primary and alternate personal greetings, change your password, and establish Off-premise Message Notification.

[0]   **Operator** This option transfers you from your mailbox to an internal operator, if one is available. This option does not appear on your display.

El   **To Use the Automated Attendant** This option transfers you to the Automated Attendant. This option does not appear on your display,

Listening to your messages

After you select the Play option, your messages will begin playing automatically. One set of options is available while a message is playing, and another set is available after a message has played through to the end.

**Your
Personal
StarTalk
Mailbox**

Options while a message is playing

While you are listening to a message, you can:

⬚1 ⬚1 **Replay** This option rewinds the message to the beginning and plays it again. Press ‹ ‹ ‹ ‹ ‹ ‹ on the display,

⬚1 **Backup** This option backs up (rewinds) the message nine seconds and resumes playing the message from that point. Press ‹ ‹ ‹ on the display.

⬚2 **Pause/Continue** This option temporarily stops a message that is playing. When you stop the message, you have the option to play the previous message, continue playing the current message, or skip to the next message. You can stop and continue a message as many times as required.

⬚3 ⬚3 **End of Message** This option allows you to skip all the way to
or ⬚# the end of the message being played. To reach the end of the message, press › › › › › › on the display.

⬚3 **Forward** This option advances the message nine seconds and continues playing from that point. Press › › › on the display . A message can be forwarded as many times as required.

⬚4 **Previous** This option stops playing the current message and begins playing the previous one. This option is not shown on the display.

⬚5 **Copy** This option allows you to send a copy of the message to one or more mailboxes. When you record an introduction to a message, the introduction must be more than three seconds long. This option is not shown on the'display.

⑥   **Next** This option stops playing the current message and begins playing the next message in your mailbox. This option is not shown on the display. You can also press ⌗ to listen to the next message.

⑦   **Envelope** This option plays the information on the message's envelope. The envelope information is similar to that on a letter sent through the postal service. It includes the date and time the message was sent and, if the message was internal, the directory name of the sender. This option is not shown on the display.

⑦ ⑦   **Save Message** This option saves the message being played. This option is not shown on the display.

⑧   **Erase** This option deletes the message being played. If you do not delete a message, it is automatically saved. Since your mailbox has limited message storage space, you should delete any messages you no longer need.

⑨   **Reply** This option allows you to reply to the message. Your reply to the sender can be either a message to the sender's mailbox, or a telephone call. StarTalk automatically sends your message to the sender's mailbox or dials the sender's extension. This option is not shown on the display and is not available for messages left by outside callers.

✱   **Volume Control** This option adjusts the volume of the message that is playing. Pressing ✱ increases the volume by 3 dB. The volume can be increased to'a maximum of 9 dB. When the volume reaches 9 dB, the next time you press ✱ the volume returns to 3 dB. This option is not shown on the display.

Note: After listening to the messages left in your mailbox, and exiting StarTalk, all messages you do not erase are automatically saved.

To end the StarTalk session, replace the handset or press ⟦Ris⟧

Your
Personal
StarTalk
Mailbox

Options at the end of a message   After a mailbox message has played, you can:

\[1\]   **Replay** This option rewinds the message to the beginning and plays it again. This option is not shown on the display.

\[4\]   **Previous** This option plays the previous message. This option is not shown on the display.

\[5\]   **Copy** This option allows you to send a copy of the message to one or more mailboxes. When you record an introduction to a message, the introduction must be more than three seconds long. This option is not shown on the display when the message is from an inside caller.

\[6\]   **Next** This option plays the next message in your mailbox.

\[7\]   **Envelope** This option plays the information on the message's envelope. The envelope information is similar to that on a letter sent through the postal service. It includes the date and time the message was sent and, if the message was internal, the directory name of the sender. The option is not shown on the display.

\[7\] \[7\]   **Save Message** This option saves the message being played. This option is not shown on the display.

\[8\]   **Erase** This option deletes the message that just played. If you do not delete a message, it stays in your mailbox indefinitely. ` Since your mailbox has limited message storage capacity, you should delete messages you no longer need.

\[9\]   **Reply** This option allows you to reply to the message that just played. Your reply to the sender can be either a message to the sender's mailbox, or a telephone call. StarTalk automatically sends your message to the sender's mailbox or dials the sender's extension. This option is not available for messages left by outside callers.

\[#\]   **Next Message** This option plays the next message in your mailbox. This option does not appear on the display.

\[*\]   **Quit** This option stops playing the message and replays the Mailbox Main menu options.

Your
Personal
StarTalk
Mailbox

Copy option   When you select the option to forward a copy of a message to a mailbox, you are first asked if you want to record an introduction to the message. When the message is listened to at the other end, your introduction is played first, followed immediately by the message.

You should record an introduction to a copied message. The message introduction you record must be at least three seconds long. You cannot forward a message with an introduction that is shorter than three seconds.

When recording an introduction, you use options to indicate you have finished recording, or to erase what you have recorded so far and start over, After you finish recording the introduction, you have options to erase and re-record, play, or accept the introduction and send it, with the message, to a mailbox.

When you select SEND, you can choose a Delivery option to mark a message CERTIFIED, URGENT, or PRIVATE. You can also enter the mailbox number of the person you want to send the copy to. If you do not know the mailbox number, you can find the mailbox owner in the Company Directory. If you change your mind about forwarding the message, you can select the QUIT option. This returns you to the end of messages options.

When you enter the mailbox number, your introduction and a copy of the message are automatically sent to the mailbox you selected. You then have options to send an additional copy of the introduction and the message to another mailbox, or to quit and return to the Listen to Messages menu. You can forward copies to as many mailboxes as you want.

Note: Messages marked PRIVATE cannot be forwarded to another mailbox.

Your
Personal
StarTalk
Mailbox

Reply options   You can reply to any message sent by a   StarTalk user who has a mailbox. When you select the REPLY option, you must first indicate how you want to reply to the message. You can reply by calling the message sender, or by sending a message of your own to the message sender's mailbox. If you change your mind, you can quit and return to the end of messages options.

When you select the CALL option, StarTalk dials the message sender's extension for you.

When you select the MSG option, you begin recording your reply at the tone. While, recording the message, you can:

RETRY   **Retry** This option erases what you have recorded so far and starts the recording session again. This option is not available on a Norstar single-line display telephone.

PAUSE   **Pause/Continue** Selecting PAUSE temporarily stops the recording session. When you are ready to continue recording, select CONTINUE. You can pause and continue as many as five times, If you are using a Norstar single-line display telephone, press ⌊2⌋

⌊#⌋   **OK** This option ends the recording session.

When you have finished recording your reply, you can:

⌊1⌋   **Play** This option plays your recorded reply. As it is playing, you can select options to retry the recording, play it again, or send it.

⌊2⌋   **Retry** This option erases your recorded reply and starts the recording session again.

⌊#⌋   **Accept** When you select this option, StarTalk accepts your reply message.

⌊3⌋   **Delivery options** This option allows you to mark your messages CERTIFIED, URGENT, or PRIVATE before sending them. For more information about Delivery options, refer to **Section 5, Assigning Message Delivery options.**

⌊#⌋   **Send** When you select this option, StarTalk automatically delivers your reply to the message sender's mailbox.

Your
Personal
StarTalk
Mailbox

Record
a **message**

When you open your mailbox, the Record a Message option is available on the Mailbox Main menu. When you select this option, record your message at the tone. While recording, you have three options:

RETR⩩   **Retry** This option erases what you have recorded so far and starts the recording session again. This option is not available on a Norstar single-line display telephone.

PAUSE   **Pause/Continue** Selecting PAUSE temporarily stops the recording session. When you are ready to continue recording, select CONTINUE. You can pause and continue as many as five times. On a Norstar single-line display telephone, you can press ⟨2⟩ to **Pause** and ⟨2⟩ to **Continue.**

⟨#⟩   **OK** Select this option to tell StarTalk you have finished recording your message.

When you have finished recording your message, you can:

⟨1⟩   **Play** This option plays your recorded message. As it is playing, you can select options to retry the recording, play it again, or send it.

⟨2⟩   **Retry** This option erases your recorded message and starts the recording session again.

⟨#⟩   **Accept** This option accepts your message. You must enter the mailbox number of the person(s) you want to send the message to or use the Company Directory option.

⟨3⟩   **Delivery options** This option allows you to mark your messages CERTIFIED, URGENT, or PRIVATE before sending them.

⟨#⟩   **Send** When you select this option, StarTalk automatically delivers your message to a mailbox.

⟨*⟩   **Quit** This option erases the message and replays the Mailbox Main menu options.

After you have sent your message, you can send a copy of the message to another mailbox, or you can quit and select another option from the Mailbox Main menu. If you choose to send a copy of the message you recorded to another mailbox, you are asked to enter the mailbox number, as before.

Your
Personal
StarTalk
Mailbox

Mail box Administra- tion

There are four Mailbox Administration options:

- **Directory name** This option is used to record or re-record your name in the Company Directory. The option does not appear on your display.

- **Greetings** This option is used to record your primary and alternate greetings, and to choose which greeting you want played.

- **Password** This option allows you to change your mailbox password.

- **Off-premise Message Notification** This option allows StarTalk to notify you at another Norstar extension, a remote telephone number or pager when a message is left in your mailbox.

Changing a Company Directory name

This option allows you to change your name in the Company Directory, To use this option, you must open your mailbox using StarTalk's Open Mailbox feature.

To record your Company Directory name:

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

2. Enter <your mailbox password>

3. Press OK or [#]

    The display shows:

    ```
    0 new     0 saved
    PLAY      REC      ADMIN
    ```

4. Press ADMIN or [8]

    The display shows:

    ```
    Mailbox admin
    GREET    PSWD      QUIT
    ```
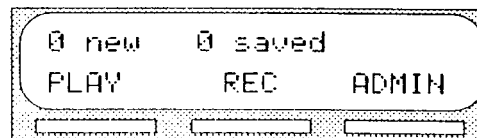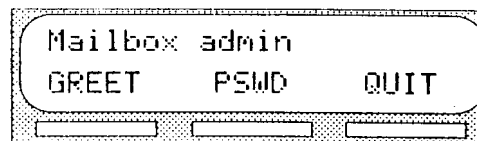
5.   Press ⑴
Note: This is a voice prompt option. It does not appear on the option line of a Norstar two-line display telephone.

6.   At the tone, record your name.
Note: It is a good idea to include your mailbox (extension) number in your recording.

7.   To end your recording, press OK or ⑴#

a.   To accept your recording, press OK or ⑴#

While recording your Company Directory name, you can:

RETRY   **Retry** This option erases what you have recorded so far and starts the recording session again. This option is not available on a Norstar single-line display telephone.

⑴#   **OK** Select this option to tell StarTalk you have finished recording your name.

When you have completed recording your name, you can:

⑴   **Play** This option plays your recorded name. As it is playing, you can select options to retry the recording, play it again, or accept it.

⑵   **Retry** This option erases your recorded name and starts the recording session again.

⑴#   **OK** This option tells StarTalk you are satisfied with the recorded name. If the System Coordinator has assigned your name to appear in the Company Directory, the recording is automatically placed in the Company Directory.

⑴*   **Star** This option erases your recorded name and replays the Mailbox Administration menu options.

To end this StarTalk session, press ⑴Rls

Greeting options   You have two Greeting options:

1   **Record** This option allows you to record your primary or alternate greeting.

2   **Choose** This option is used to tell StarTalk which greeting to play. **Note:** If you do not choose a greeting, StarTalk plays your primary greeting to callers reaching your mailbox.

Your
Personal
StarTalk
Mailbox

Record option   When you select the Record option, indicate whether you want to record your primary or alternate greeting.

If you have a recorded greeting, it begins to play.

After the greeting has played, or if you have no recorded greeting, you are given options for recording a new greeting:

1   Yes Selecting this option tells StarTalk to begin a recording session.

NO   No This option returns you to the Greetings menu. This option is not available on a Norstar single-line display telephone.

QUIT   **Quit** This option returns you to the Mailbox Administration menu options.

*   **Star** This option erases your recorded name and replays the Mailbox Administration menu options.

When you have finished recording your greeting, you can:

1   **Play** This option plays your recorded greeting. As it is playing, you can select options to retry the recording, play it again, or accept it.

2   **Retry** This option erases your recorded greeting and starts the recording session again.

OK Selecting this option tells StarTalk you are satisfied with the recorded greeting. After you accept a recording, you are returned to the Mailbox Administration menu.

Selecting a greeting

When selecting which greeting is going to play, you can press:

[2]   **Choose** This option allows you to record or choose which greeting will play.

[1]   **Primary** This option tells StarTalk to play your primary greeting to all callers.

[2]   **Alternate** This option tells StarTalk to play your alternate greeting to all callers. Note: If you choose a greeting that has not yet been recorded, you are automatically transferred back to the Greeting options menu to record your greeting.

[*]   **Star** This option returns you to the Greeting options menu.

QUIT   **Quit** This option returns you to the Mailbox Administration menu.

Changing your mailbox password

Your password was created when you first initialized your mailbox. Your mailbox password can be changed at any time.' Keep your password in a safe place, and avoid giving it to your co-workers. When determining what your password will be, remember, a password must be between four and eight digits long. A password cannot start with zero (0).

To change your password:

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

      The display shows: Pswd:
                               OTHR   RETRY   OK

2.   Enter <your old password>

3.   Press OK or [#]

4.   Press ADMIN or [8]

      The display shows: Mailbox admin
                                 GREET   PSWD   QUIT

5.   Press PSWD or [4]

6.   Enter   <your new mailbox password>

7.   To end your password, press OK or [#]

The display shows:

```
╭─────────────────────────────╮
│  Accept Password?           │
│  YES        NO       QUIT   │
│  ▭▭▭▭▭    ▭▭▭▭▭    ▬▬▬▬▬    │
╰─────────────────────────────╯
```
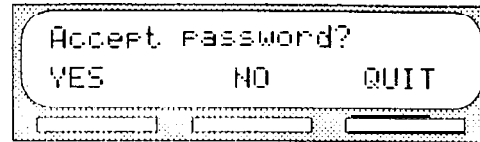
8.   To accept your new password, press YES or [#]

While you are entering your new password, you can:

[*]   **Retry** This option erases what you have entered so far and
             starts password entry over again.

[#]   OK Select this option to tell StarTalk you have finished entering
             your new password.

When you have finished entering your new password, you are given three
o p t i o n s :

[#]   Yes Selecting this option tells StarTalk you are satisfied with the
             new password. The new password is installed and you are
             returned to the Mailbox Administration menu.

NO   No This option erases the password you just entered and starts
             password entry over again. This option is not available on a
             Norstar single-line display telephone.

[*]   **Quit** This option erases the password you just entered and
             returns you to the Mailbox Administration menu. Your password
             is not changed.

To end this StarTalk session, press [Ris]

Off-premise Message Notification

Off-premise Message Notification, to any telephone number or to a pager, alerts you when messages are left in your mailbox. Off-premise Message Notification is assigned in the StarTalk Class of Service designation by your System Coordinator. You can administer Off-premise Message Notification from any tone dial telephone. You can also direct your message notification to any tone dial telephone.

Setting Up Off-premise Message Notification parameters

Setting up Off-premise Message Notification involves establishing a destination phone number, selecting whether or not you are using a telephone or pager, determining a notification time range, and selecting which type of messages you receive. When you have set the Off-premise Message Notification parameters, message notification is enabled automatically.

Note: A notification time range establishes how long message notification is in effect.

To set up Off-premise Message Notification parameters, you must first open your mailbox using the Open Mailbox Feature Code. After you have opened your mailbox:

1. Press ADM I N or [8]

2. Press [6]
    The display shows

    ```
    Msg notify
    ADMIN    SELECT
    ```
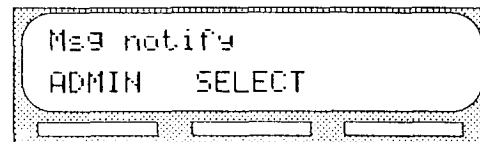
3. Press ADMI N or [1]

    The display shows:

    ```
    Outdial:<none>
    LINE      POOL      IC
    ```
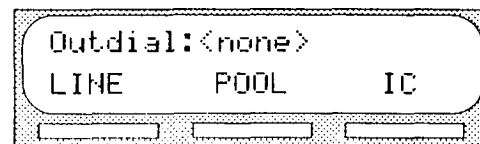
4. Press LI NE to select an outgoing line.
    Note: Pressing POOL selects a line within a line pool. Pressing I C selects an intercom line. If you press IC, you must enter an extension number, accept the number and go to step 12.

5. Enter   <the LINE, POOL, or Intercom number>

6.   Press OK or [#]

The display shows:

```
Accept:<line,pool,IC#>
RETRY                OK
```

7.   Press OK or [#]

The display shows:

```
Dest ph:
RETRY                OK
```
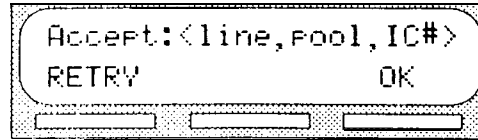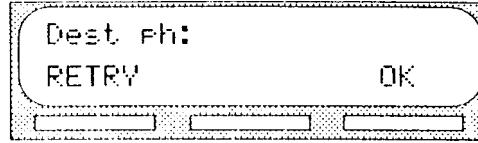
8.   Enter <the destination phone number>

9.   Press OK or [#] to end the destination phone number.

The display shows:

```
<xxxxxxxx>
PAUSE                OK
```
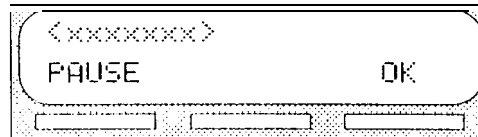
The destination telephone number cannot be longer than 30 digits.
While you are entering the destination phone number, you can press a
dialpad number to represent dial tone recognition or other telephone
number options. When StarTalk is installed on Norstar behind PBX or
Centrex and you want to access an outside line, you must enter the
command to recognize dial tone. For example:

- enter [9] to access an outside line
- enter [4] to recognize dial tone
- enter ☐   to enter more digits
- enter <the destination number>
- press [#] to access special digits and any required pauses
- follow prompts

Note: Pauses must be entered to activate pager notification. Each
pause entered is four seconds long. For definitions of Pause, Recognize
Dial Tone and Enter More Digits, refer to the **StarTalk Mini Reference
Guide, Glossary** or see your System Coordinator.

10.   Press OK or [#] to accept the telephone number.

The display shows:

```
Type: phone
CHNG                 OK
```

11.   Select the Destination type.

Note: Pressing CHNG changes the type to Pager. Proceed to step 18.

12.   Press OK or [#]

The display shows:

```
┌──────────────────────────┐
│  Start hhmm:             │
│  RETRY              OK   │
│  ▢▢▢   ▢▢▢   ▢▢▢         │
└──────────────────────────┘
```
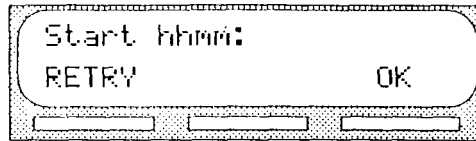
13.   Enter   <the Off-premise Message Notification start time>
The display changes to show:

```
┌──────────────────────────┐
│  <start time>            │
│  RETRY     AM      PM    │
│  ▢▢▢   ▢▢▢   ▢▢▢         │
└──────────────────────────┘
```

Note: This is a four-digit field. Any single-digit must be preceded by a zero.

14.   Enter AM or [1] or

PM or [2]

15.   Press OK or [#] to accept the time.

The display shows:

```
┌──────────────────────────┐
│  Stop hhmm:              │
│  RETRY              OK   │
│  ▢▢▢   ▢▢▢   ▢▢▢         │
└──────────────────────────┘
```
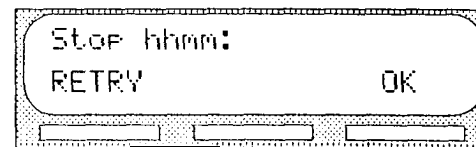
16,   Enter   <the Off-premise Message Notification stop time>
The display changes to show:

```
┌──────────────────────────┐
│  <stop time>             │
│  RETRY     AM      PM    │
│  ▢▢▢   ▢▢▢   ▢▢▢         │
└──────────────────────────┘
```
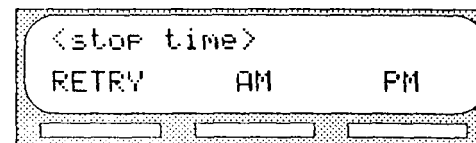
Note: This is a four-digit field. Any single-digit must be preceded by a zero.

17.   Enter ĤM or 1 or

        PM or 2

18.   Press OK or #

       The display shows:

```
Msg type: new
CHNG              OK
```
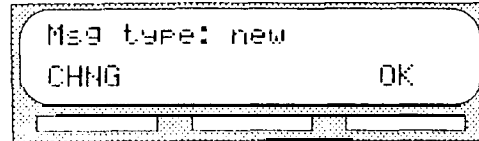
19.   Press CHNG or 1
       Note: Pressing CHNG changes the message type to URGENT. The
       default message type is NEW. This means you are notified whenever
       you receive a New message. Changing the message type changes
       NEW to URGENT. This means you are only notified when you receive
       an Urgent message.

20.   Press OK or #

       The display shows:

```
Mailbox admin
GREET    PSWD    QUIT
```
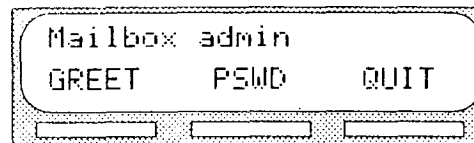
This completes setting up Off-premise Message Notification. Off-premise
Message Notification is enabled automatically.

Assigning Off-premise Message Notification

Off-premise Message Notification can be enabled or disabled at any time. Disabling does not affect any of the parameters assigned to Off-premise Message Notification. Enabling means you will be notified whenever you receive a StarTalk message during the time you specified.

To assign Off-premise Message Notification, you must first open your mailbox using the Open Mailbox Feature Code. After you have opened your mailbox:

1.   Press ADMIN or ⸢8⸥

2.   Press ⸢6⸥

The display shows:

```
Msg notify
ADMIN    SELECT
```

3.   Press **SELECT** or ⸢2⸥

The display shows:

```
Notify on
CHNG      TIME     QUIT
```

Note: Pressing TIME allows you to verify the start and stop time parameters.

4.   Press CHNG or ⸢1⸥

The display shows:

```
Notify off
CHNG      TIME     QUIT
```
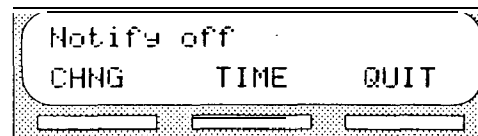
Note: Pressing CHNG changes the display from Notify off to Notify on or from Notify on to Notify off

5.   Press QUIT or ⸢*⸥ to return to the Mailbox Administration menu.

Off-premise Message Notification is now assigned.

Your
Personal
StarTalk
Mailbox

Changing the destination number

Off-premise Message Notification allows you to direct your messages to any telephone, or to a pager. The telephone or pager destination number can be changed.

To change the destination number, you must first open your mailbox using the Open Mailbox Feature Code. After you have opened your Mailbox:

1.   Press ADM I N or ⁸

2.   Press ⁶

      The display shows:

      ```
      MSG notify
      ADMIN    SELECT
      ```

3.   Press ADMIN

      The display shows:

      ```
      Outdial:<Line,Pool,IC>
      LINE      POOL      IC
      ```
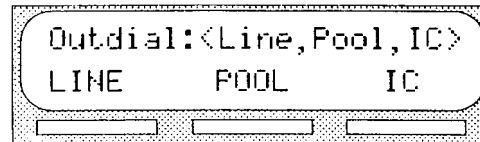
4.   Press LI NE or POOL or I C

      The display shows:

      ```
      Line: <X>
      CHNG              OK
      ```
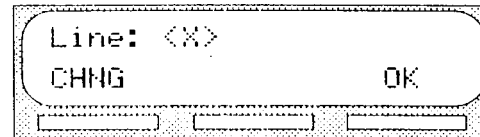
      Note: If you press Pool or IC, these appear on the display instead of Line.

5.   Press O K

The display shows:

```
<XXXXXXX>
CHNG              NEXT
```

6.   **Press CHNG**

The display shows:

```
Dest Ph:
RETRY              OK
```

7.   Enter   <the new destination number>
      Note: To cancel the number and enter a new number, press [*]   To
      insert a pause, press OK or [#] and press PAUSE or [3] The
      pause entered is automatically four seconds long. To recognize dial
      tone, press [4] To enter more digits, press [2]

a.   Press OK to end the new number.

9.   Press OK to accept the new number.

The destination number is now changed. To end this StarTalk session,
press [Rls]

Your
Personal
StarTalk
Mailbox

The Leave Message feature   5

Introduction   StarTalk's Leave Message feature is used inside your company to quickly access another user's mailbox. Using this feature, you can:

* leave a message
- assign Message Delivery options
- access the Company Directory
- open your Personal Mailbox
* transfer an outside caller to a mailbox

This section describes each of the options contained in the StarTalk Leave Message feature. It also describes the different types of messages that you are able to send, and the types of messages you might receive in your own Personal Mailbox.

Using the Leave Message feature   StarTalk's Leave Message feature is assigned a special three-digit code, similar to the Open Mailbox Feature Code. The Leave Message Feature Code is 980.

To use the Leave Message Feature Code, press [Feature   ] [9] □ [0]

The Leave Message display shows:

```
Mbox:
DIR                    QUIT
```
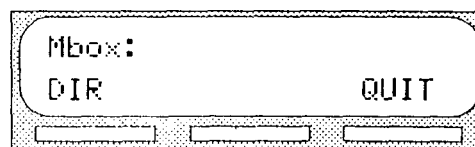
Note: If you are using a single-line display telephone, the option line showing DIR and QUIT does not appear. These options are played immediately by the StarTalk voice prompt. To use the Company Directory, press [#] To end the StarTalk session, press [Rls]

You can also leave a message in a StarTalk mailbox using the Open Mailbox Feature Code. The Open Mailbox Feature Code is 981.

To use the Open Mailbox Feature Code, press [Feature ☐]   [8]   [1]

The display shows:

```
Pswd:
OTHR        RETRV        OK
```

The voice prompts instruct you through each step of leaving your message,

Assigning Message Delivery options

Message Delivery options allow you to assign a Delivery option to any message that you are sending to a StarTalk mailbox. After you have recorded and accepted your mailbox message, to access Message Delivery options press [3] or OPTS To assign one of the Delivery options, press the appropriate Delivery option button.

StarTalk provides you with four Message Delivery options, which are:

Certified	CERT	or	[1]	This option sends you notification that your message has been received and read.
Urgent	URGENT	or	[2]	This option marks the message, and plays it before playing other messages left in the mailbox.
Private	PRIV	or	[3]	This option prevents a message from being forwarded to another mailbox.
Normal	SEND	or	[#]	This option sends a message to a mailbox. Normal messages are listened to in the order they are received, and can be forwarded to other mailboxes.

Using the Company Directory option

The Company Directory option allows you to search through the list of regis-
tered mailbox owners by entering their last names on the dialpad buttons.

Note: You cannot select a Group List from the Company Directory. When you
are leaving a message to a Group List, ensure that you get a mailbox list from
the System Coordinator. This list shows you all the mailboxes contained in the
Group. For more information about Group Lists, refer to **The different types of
StarTalk messages,** later in this section.

Selecting the Company Directory option

To use the Company Directory option, you must use the Leave Message
feature. To access the Company Directory:

1. Press [I R or [#]

The display shows:

```
Last name:
                          OK
```
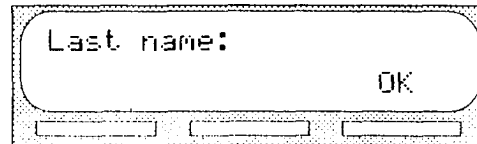
Note: To view all the names in the Company Directory,
press [#] and NEXT or [1]

2. Using the dialpad, enter the first four letters of the mailbox owner's last
name.

The display shows:

```
<Name>
RETRY        NEXT        OK
```
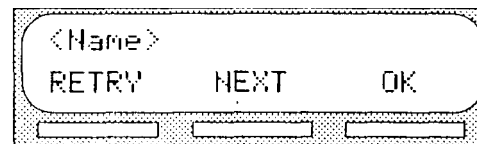
Note: When the mailbox owner has less than four letters in their last
name, press the buttons on the dialpad that spell out the entire last
name, then press OK or [#]

The
Leave
Message
feature

3.   To accept this mailbox owner, press OK or ❑

The display shows:

```
< Directory Name >
```

4.   The primary greeting plays, and the display changes to show:

```
Record message:
RETRY    PAUSE    OK
```

5.   Record your message.

6.   Press OK or [#] to end the recording.

Note: To listen to your message before sending it, press PLAY To record you message again, press RETRY

7.   Press [3] to access Delivery options.

8.   Select a Delivery option.

9.   Press SEND or [#]

If you are using a Norstar display telephone, the mailbox owner's name appears on the command line. After you have accepted the mailbox owner, you are greeted with the mailbox owner's personal greeting.

Note: When a mailbox owner does not have a personal greeting recorded and selected, the name recorded in the Company Directory plays.

Leaving a message from a Norstar telephone

After you have opened the Leave Message feature and entered a mailbox number, the mailbox owner's name appears on the display. When you enter a Group List number, the Group List name appears on the display. At this point, you can choose to leave a message for a mailbox owner, Group List members, or you can select another mailbox.

To accept the mailbox and leave a message:

1.   Press OK or [#]

After you have accepted the mailbox, you are greeted with one of the mailbox owner's personal greetings.

The display shows the mailbox owner's name and changes to show:

```
┌─────────────────────────────┐
│  Record message:            │
│                             │
│  ▭▭▭▭   ▭▭▭▭   ▭▭▭▭        │
└─────────────────────────────┘
```

2.   At the tone, record your message.
      Note: Remember to speak directly into the handset, speak clearly and at a pace that is easy to understand. The display changes to show:

```
┌─────────────────────────────┐
│  Record message:            │
│  RETRY   PAUSE      OK      │
│  ▭▭▭▭   ▭▭▭▭   ▭▭▭▭        │
└─────────────────────────────┘
```

To temporarily stop your message, press PAUSE or [2]

To continue recording your message, press CONT or [2]

If you need to re-record your message, press RETRY

3.   To end your recording, press OK or [#]

The display shows:
```
┌─────────────────────────────┐
│  Message options:           │
│  RETRY      PLAY      SEND   │
│  ▭▭▭▭   ▭▭▭▭   ▭▭▭▭        │
└─────────────────────────────┘
```
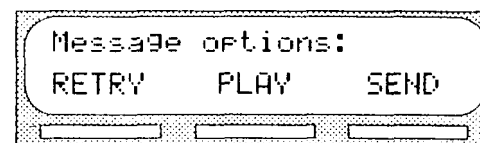
4.   Press [3] to assign a Delivery option.
      Note: If you do not assign a Delivery option, you can press SEND or
      ❑   after step 3 and your message is sent normally.

Leave Message options

After you have ended your message, you can assign a Delivery option before you send your message. Other StarTalk message options allow you to play, accept, or retry the recording before you send your message.

To PLAY your message, press PLAY or [1]
This allows you to listen to the message you just recorded. Playing a message ensures that your message contains all the details you wanted. You can also check to see if any background noise made your message inaudible. While you are playing your recorded message, you can retry the recording, play it again, or send the message to the mailbox you selected.

To retry your message, press RETRY or [2] This allows you to re-record your message.

To assign a Delivery option, press [3]

To send your message without assigning a Delivery option, press SEND or press [#]

To cancel recording and select another mailbox, press ▢

After you send your message, the display shows:

```
╭─────────────────────╮
│ Leave message       │
│ NEW        MBOX     │
╰─────────────────────╯
  ▭▭▭    ▭▭▭    ▭▭▭
```

To leave another message in a new mailbox, press NEW or [1]

The Leave Message feature

Opening your mailbox after leaving a message

After you have left a message in a StarTalk mailbox, you have the option to open your Personal Mailbox.

To open your Personal Mailbox after leaving a message:

1.   Press MBOX or [*] [*]

The display shows:

```
Pswd:
OTHR        RETRY        OK
```
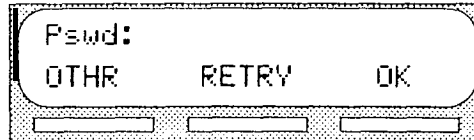
2.   Enter <your mailbox password>

3.   Press OK or [#]

You are now in your Personal Mailbox and have access to all the mailbox options.

The Leave Message feature

Transferring a caller to a StarTalk mailbox

Anytime a caller wants to leave a message in a   StarTalk mailbox, you can easily transfer the caller from your Norstar telephone. You can transfer a call to any mailbox registered and initialized with StarTalk.

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

1.   Press [Featur] [9] [8] [6]
      Note:. Do not press hold.

2.   Enter the mailbox number or use the Company Directory.
      Note: Do not use the Internal Autodial Feature.

3.   Press [Rls] or replace the handset.

The different types of StarTalk messages

There are two types of messages that you can send:

•   a single message to a mailbox
.   a group message

Since we have already told you about sending a message and Message Delivery options, the following section only discusses sending the same message to several mailboxes.

StarTalk's Group Message

A group message sends the'same message to several mailboxes contained in a Group List. You can send a Group List message the same way you send all StarTalk messages. All Group Lists are created by your company's System Coordinator.

About the Group List

A Group List is a collection of mailbox numbers. When you send a message to a Group List, each mailbox that is included in the Group List receives the same message. Your System Coordinator should publish a list of the mailboxes in each Group List so that each mailbox owner knows which mailboxes receive the Group List message.

Your own mailbox is the exception to this rule. When you are a member of a Group List, and you send a message to the mailboxes included in the List, your mailbox does not receive your message.

If you would like a Group List for your specific needs, ask your System Coordinator to create a Group List for you. When you give the System Coordinator the information, you should include:

1.   All the mailbox owners' names.
2.   A list of the mailbox numbers.
3.   The Group List name.

Note: You cannot send a Group List message unless your StarTalk Class of Service is enabled with this privilege. For more information, see your System Coordinator.

Broadcast Messages-

There might be times when you open your Personal Mailbox and a message plays immediately. Do not be alarmed. This is a Broadcast Message left by your System Coordinator. This special type of message can only be sent by your company's System Coordinator. Be sure to listen to the entire message. After it plays, the message is automatically deleted from your mailbox.

The
Leave
Message
feature

Telephone etiquette. 6

Introduction

StarTalk is an easy to use, powerful voice messaging system. It is designed to save you time and increase your job productivity. This section describes some easy to follow guidelines for operating StarTalk.

Telephone etiquette

To take advantage of StarTalk and its many features, please follow these suggestions:

Listen to your messages frequently. Paying prompt attention to your messages encourages callers to use StarTalk, and reassures them that this efficient form of communication is as reliable as speaking with you personally. You do not have to be at your desk to play your messages. You can do this from any tone dial telephone, anywhere. With StarTalk, your mailbox is as close as the nearest telephone.

Clean up your mailbox. There is a limited amount of message storage space both in your mailbox, and within StarTalk. Do not save messages unless you need to listen to them again. When you are finished with a message, erase the message to free up storage space for yourself and other mailbox owners. Remember to erase new and saved messages as soon as you are finished listening to them.

Keep a record of your password in a secure'place. Treat your StarTalk password just as you would a secret code. Write down your password and keep it in a safe place. Do not keep your password near your telephone. If, for any reason, you let someone else have temporary access to your mailbox, change your password afterwards. If you forget your password, the System Coordinator can reset it to the default password 0000. You can then enter **a** new password.

Telephone etiquette

When sending messages, make them short and to the point. Sending messages is a highly effective way of communicating with your co-workers. Over 75% of the time spent on a normal business telephone call consists of making small talk, pleasantries, and other socializing. Sending a message rather than making a call can save you time. Although you should avoid sounding hurried, impersonal, or rude, try to confine your messages to the essentials.

Change your primary greeting frequently. Although StarTalk's alternate greeting feature makes it possible for you to have two recorded greetings, it is a good idea to change your primary greeting on a regular basis. Changing your greeting indicates that you listen to your messages and maintain your mailbox on a regular basis. Changing your primary greeting provides a personal touch that frequent callers will appreciate.

Make your alternate greeting specific. Choosing an alternate greeting usually means something out of the ordinary is happening. Your greeting should fully explain your situation without becoming too personal. If you are out of the office, specify when you expect to return. If you will be checking your mailbox even though you are out of the office, make that clear. If callers can reach you at another telephone number, ensure your message includes the telephone number and the length of the temporary arrangement. If you are going to be out of the office, remember to forward your telephone to StarTalk.

Take care when recording your greetings and messages. For a better quality recording, speak directly into the handset. Do not use the handsfree feature. Remember to speak clearly with a pleasant voice, at a pace that is easy to understand. Do not speak too softly or loudly or make the greeting or message too lengthy. After recording a greeting or message, you can play it back before accepting it to make sure the greeting or message sounds the way you intended.

Do not forget to use the COPY and REPLY features. You can use StarTalk to send copies of messages to other mailboxes and reply to messages with a message of your own. When sending copies of messages to other people, ensure your introduction clearly explains why you are forwarding a copy of the message. Is the copy for information only? Should the message have originally been sent to the person lo whom you are forwarding it? Whose responsibility is it to take action on the message?

Use Group Lists for multiple copies of messages. If you find that you regularly send the same message to several different people, ask the System Coordinator to create a Group List for you. Group Lists **save** time and effort. With a Group List, you can send the same message to all the mailboxes included in the Group List.

Encourage StarTalk use. Old habits are sometimes hard to break, and some people have difficulty accepting or even trying new technologies. Use your Personal Mailbox and other StarTalk features, and encourage your co-workers and frequent callers to use them too.

Report problems promptly. Should you encounter problems using StarTalk, report the trouble to the System Coordinator as soon as possible. Send a message to the System Coordinator and explain the problem.   .

Telephon
etiquette

Telephone
etiquette

Troubleshooting 7

Introduction This section describes some problems that might occur while you are using StarTalk. This section covers:

- • Full mailboxes
- · Lost passwords
- · Company Directory
- · Timeout

The problems you encounter while using StarTalk are usually operating problems. Sometimes a difficulty might occur that would indicate a system problem with the StarTalk Mini module. When strange or unusual happenings occur that are not covered in this section, report them to your System Coordinator immediately.

The Automated Attendant seems to transfer some callers to the General Delivery Mailbox.
StarTalk requires a tone signal and a minimum voice level. If a response is not received, the caller is automatically transferred to the receptionist or designated operator. If the operator is not available, the call is transferred to the General Delivery Mailbox.

It might be possible that the extension being called does not have a mailbox assigned. Inform your System Coordinator and ask to verify that the mailbox is assigned.

. . My telephone cannot be forwarded to StarTalk.
If you are attempting to forward your telephone to StarTalk and the display shows Forward denied you might be forwarding to the wrong extension. Verify that you are calling the StarTalk Mini DN using Feature Code 985.

Trouble-
shooting
StarTalk

Feature 981 produces a LOG prompt on my Norstar display.

Whenever the Log prompt appears on the display, it can be caused by:

1. The station you are using might not have an operating mailbox. If the telephone does not have a mailbox, StarTalk will request both a mailbox number and a password.

2. A Guest Mailbox, which normally does not have an assigned extension. Ask your System Coordinator to verify that your extension number is properly assigned to your mailbox.

My mailbox is not accepting messages.

A mailbox will not accept messages when:

1. A mailbox is full. When a mailbox is full, you must delete all or some of the messages in the mailbox.

2. The mailbox is not initialized. A mailbox cannot receive messages until it has been initialized by the mailbox owner. Initialize your mailbox. Refer to the **StarTalk Mini User Card,** or refer **to Section 4, Initializing your mailbox.**

Troubleshooting StarTalk

I have forgotten my mailbox password.

A forgotten password cannot be recovered. Your old password must be reset to the default password 0000. After the System Coordinator has reset your password, you must open your mailbox and change the default password.

My name is not played in the Company Directory.

Check to ensure that your mailbox has been initialized. If your mailbox is not initialized, your name is not played in the Company Directory, nor can your mailbox receive any messages. If you have recorded your directory name, ask your System Coordinator to ensure that the Company Directory Override is not set to NO.

StarTalk Timeout

StarTalk's Timeout feature allows five seconds for you to make your option choice. When StarTalk does not detect an option selection, the Automated Attendant replays the option list. If an option is still not selected, StarTalk ends the session.

Note: StarTalk has minimum voice level detection. When StarTalk does not detect an audio signal, it requests the caller to speak up and provides the option to re-record. If no voice level is detected after the prompt, StarTalk ends the session.

Messages are cut off

If people need to leave long messages in your mailbox (up to 10 minutes), you can ask the System Coordinator to assign a Class of Service to your mailbox which allows a longer maximum message length.

Mailbox full too often

If you find that you need more message time in your mailbox, you can ask your System Coordinator to assign a Class of Service to your mailbox that allows a longer total message time for your mailbox.

Wrong prompt language

If the wrong language appears on the display of your Norstar telephone, ask the System Coordinator to change your mailbox Class of Service.

Trouble-
shooting
StarTalk

Message Notification does not work.

If Off-premise Message Notification does not work, ask the System Coordinator to check the notification parameters. Also, ask the System Coordinator to check your mailbox Class of Service ensuring Off-premise Message Notification is allowed. Ensure the destination number and time parameters are correct and enabled.

Trouble-shooting StarTalk

Glossary

Administration

The tasks involved in maintaining the StarTalk mailboxes, greetings and set up configuration.

Alternate greeting

A greeting that is recorded for a Personal Mailbox and played on exceptional occasions such as absence, illness, or vacation.

Analog Terminal Adapter

A Norstar product that allows for the connection of an analog device, such as a single-line telephone or a facsimile machine, to a Norstar KSU.

Attendant sign ON/OFF

The task that is performed by a company receptionist or designated operator that indicates to StarTalk when an operator is available to answer calls.

Automated Attendant

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

Broadcast Message

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

Business Status

A StarTalk setting that tells StarTalk whether a company is opened or closed for business.

Class of Service

A predetermined number designation that specifies the StarTalk options for a mailbox.

Company Directory

An internal voice list that contains the names of users with initialized mailboxes designated to appear in the Company Directory.

Conventions

The way certain information has been described. For example, using underlined text. to represent second-line display prompt information

Default

The parameters that are preset within the StarTalk Mini module.

Designated Operator

An individual in a company who has been assigned to answer the StarTalk operator request option.

Display

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

Display buttons

The three buttons that appear on a Norstar two-line display. When pressed, these buttons select the specified StarTalk 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 or dialpad buttons.

Enter more digits

While assigning the destination telephone number for Off-premise Message Notification, entering a Pause recognizes dial tone, then entering 2 allows the user to enter more digits.

Envelope information

A Date and Time stamp that appears on all messages left in a mailbox. When the message has been left by another mailbox owner, envelope information includes the message sender's name.

Extensions

A two to seven-digit number that is used to reach a designated telephone.

Feature Code

A unique three-digit code that is used to access StarTalk features and options.

General Delivery Mailbox

One of the two Special Mailboxes used to collect messages for individuals in a company who have not been assigned a Personal Mailbox.

Greetings

There are three types of StarTalk greetings: Company Greetings, Personal Mailbox Greetings and information Greetings. Company Greetings are played by the Automated Attendant to incoming callers. Personal Mailbox Greetings are played to callers who want to leave a message in the selected mailbox. Information Mailbox Greetings arc played lo describe goods or services available to callers.

Group Lists

A collection of mailbox numbers that are assigned a special "Group" number by StarTalk. When a message is sent to a Group List, all mailboxes contained in the List receive the same message.

Guest Mailbox

A mailbox that is assigned to a user who does not have an extension

Information Mailbox

A mailbox that provides a caller with a message describing goods or services available from your company.

Initialize mailbox

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

Leave Message

The StarTalk Feature Code used to leave messages in StarTalk mailboxes.

M7100 telephone

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

M7208 telephone

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

M7310 telephone

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

Glossary

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

Mailbox
A storage place for messages on the StarTalk Mini system.

Mailbox number length
The number of digits allowed in a mailbox number. The mailbox number length ranges from two to seven digits.

Message Delivery options
Message sending options that are stamped onto a message. There are four Message Delivery options: Normal, Certified, Urgent, and Private. A Message Delivery option can be assigned to a message after a user has selected a mailbox, or after recording a message.

Mailbox Overrides
The two Mailbox Overrides are optional parameters in addition to the Class of Service values. The Mailbox Overrides are: Include in Company Directory and Message Waiting Notification.

Message Waiting Notification
A display prompt that informs a mailbox owner when a message has been left in a mailbox. This StarTalk feature is a Mailbox Override.

Off-premise Message Notification
The StarTalk feature that forwards calls to an internal company telephone number, or to a specified external telephone number, or pager. This feature is a part of the Class-of Service.

Operator Status
The StarTalk indicator that determines if a company's receptionist or designated operator is available.

Option
A StarTalk choice that is given to a user through voice or display prompts.

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

Glossary

Pause
Pause is used when setting up pager notification. Each pause entered is automatically four seconds. For voice pagers, pauses are entered after the pager number to delay the start of the StarTalk voice prompt that activates the pager. For alpha/numeric pagers, pauses are entered after the pager number and before the digits that appear on the pager display.

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

Primary greeting
The main greeting played in a personal mailbox to callers wanting to leave a message.

Programmable memory buttons
Buttons on the Norstar one and two-line display telephones that can store feature codes and numbers.

Recognize dial tone
After accepting the Off-premise Message Notification destination telephone number, entering ④ adds a D to the digit string. The Norstar system uses this to recognize dial tone when an access code is required.

Resetting passwords
A System Coordinator task that changes a mailbox password from its current setting back to the StarTalk default setting 0000 (four zeros).

Special Mailboxes
The two mailboxes that are used by the System Coordinator and designated StarTalk operator. The two Special Mailboxes are: System Coordinator and General Delivery.

System Coordinator
The person responsible for configuring, updating, and maintaining the StarTalk Mini voice module.

System Coordinator Mailbox
One of the two Special Mailboxes used by the System Coordinator for sending Broadcast Messages. This is the System Coordinator's Personal Mailbox.

Tone dial telephone
A push button telephone that emits DTMF tones.

Glossary

Voice prompts

The prerecorded voice instructions that are played when accessing the different StarTalk features and options.

Glossary

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StarTalk Mini Setup and Operation Guide

AtoZ KELLATRONICS, INC.

tel: 800.766.3425

fax: 800.720.1172

818.773.8888

818.773.8899

www.kellatronics.com

info@kellatronics.com

Table of contents

AtoZ KELLATRONICS, INC.

tel: 800.766.3425   fax: 800.720.1172
318.773.8888   318.773.8899
www.kellatronics.com   info@kellatronics.com

How to use this guide 1

Introduction

This guide is designed to assist you in setting up and operating the Norstar Business Communication System StarTalk Mini voice module. The set up and operation instructions contained in this guide are presented in easy to follow steps.

This guide is intended to lead a System Coordinator through the set up of StarTalk, and continue as an on going reference aid. With this in mind, you should read this guide carefully.

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

Ensure you pay particular attention to **Section 3: Preparing to set up StarTalk**. This section outlines the information you need for a successful StarTalk set up, and also provides information on how to check the configuration of your company's Norstar Business Communication System.

HOW this guide is organized

The StarTalk System Coordinator's **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 steps.

Learning about StarTalk – provides an overview of how StarTalk works. This section defines the StarTalk terms used in explaining the set up and operation tasks. This section also provides a summary of the System Coordinator's set up and operation tasks.

Preparing to set up StarTalk – provides an outline of the information that is needed before StarTalk can be set up.

Preparing to set up Custom Call Routing (CCR) – provides an overview of how CCR works and the information needed before CCR can be set up.

Setting up StarTalk – provides the necessary information and steps to set up StarTalk. This section also explains how to approach recording your mailbox and Company Greetings, and includes instructions for establishing the outdial channel.

Setting up mailboxes – provides the necessary steps to set up the mailboxes used by StarTalk. This section also provides the initialization steps for the Special Mailboxes.

Setting the StarTalk status – provides information about the StarTalk operator service. This section covers the steps necessary to enable the operator service, and set the System prompt and Business Status. It also shows you how to change the StarTalk receptionist or designated operator extension.

Setting up Custom Call Routing (CCR) – provides the necessary steps and information to set up CCR. This section also explains how to record the messages, set up the Tree and enable CCR.

Administering Custom Call Routing (CCR) – provides the necessary information and steps to change CCR. This section explains how to change messages and the Tree.

Administering the mailboxes – provides information about administering the Special Mailboxes, and how to set up and maintain User Mailboxes, Guest Mailboxes, and Information Mailboxes.

Sending a message to more than one mailbox – provides instructions for sending Group Messages and system Broadcast Messages to initialized mailboxes.

StarTalk Reports – shows the different StarTalk Reports that are available and how to print them.

Troubleshooting StarTalk – provides diagnostic and recovery procedures for problems that might occur while setting up and operating StarTalk.

Appendix A ━ covers Norstar feature compatibility, and describes how some Norstar features work in conjunction with StarTalk.

Appendix B ━ covers the StarTalk Mini default settings.

Appendix C ━ provides the steps necessary for resetting StarTalk.

Appendix D ━ covers some Norstar configuration tips.

Appendix E ━ provides a list of error messages that might appear when StarTalk is being used.

Appendix F ━ provides a sample StarTalk set up, and also describes some common application tips.

Glossary ━ covers the terms and definitions 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 your item according to its task.

Knowing the different symbols

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

Display command line text

Words in the first line of the display appear in a different 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 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 you must press to proceed.

Angled brackets

Some information is descriptive information that is entered using the dialpad. This descriptive information is always enclosed in angled brackets.

Example: Enter   <the mailbox owners last name and first initial>

The information in angled brackets describes what you should enter. In the example above, you would enter a user's last name and first initial by pressing the corresponding dialpad buttons on your Norstar telephone.

What appears on the display

We have attempted to make this guide as easy to use as possible. The telephone displays shown throughout this guide use StarTalk Mini's default settings and sample names.

For example:

```
┌─────────────────────────┐
│ Set 21                  │
│                     OK  │
└─────────────────────────┘
```
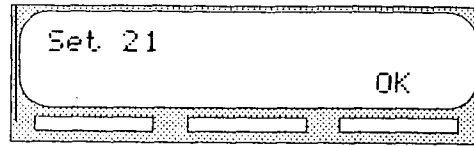
This display shows an example of the StarTalk Mini directory number (DN).

Note: For examples of the different main menus appearing on the display with optional software enabled, refer to **Appendix B, Configuration Default menus.**

Pre-requisites

Before you attempt to set up StarTalk, ensure you are familiar with how the Norstar one and two-line display telephones operate. We recommend you read your Norstar telephone user cards before proceeding.

Other documents

For more information about StarTalk Mini, refer to the:

* **StarTalk Mini User Card**
* **StarTalk Mini Reference Guide**
* **StarTalk Mini Installation Guide**
* **StarTalk Mini Programming Record**

Introduction

Learning about StarTalk 2

Introduction   StarTalk is a fully automated receptionist service that offers call routing and message taking services. This section describes how StarTalk works and covers:

- basic system operation
- using the Feature Codes
- the Automated Attendant
- the Company Directory
- the different mailboxes
- Custom Call Routing (CCR)
- using the dialpad
- the Norstar display
- voice prompts
- exiting from StarTalk
- your role as System Coordinator
- set up and operation task summaries

How StarTalk works   StarTalk works with a Norstar Business Communication System, offering a receptionist service that routes calls and provides voice message taking capability. When enabled, StarTalk answers incoming calls and routes the calls to extensions and mailboxes within the system.

StarTalk has three main components:

- Automated Attendant
- Mailboxes (Voice Messaging)
- Custom Call Routing

The first component is the Automated Attendant. The Automated Attendant works like a receptionist would when answering incoming calls. The Automated Attendant plays a list of options to a caller through a voice prompt. If users know which option they want, they can interrupt the Automated Attendant by pressing their selection on the dialpad of any tone dial telephone.

When an option has been selected, the Automated Attendant responds to the command by routing the call to an extension or mailbox within your company or directing the user to the Company Directory or designated operator.

The second component of StarTalk is the mailbox. Mailboxes are added by the System Coordinator and then initialized by the mailbox owner. Any caller can leave a message in a mailbox after the mailbox is initialized.

Mailbox owners can open their mailboxes and customize them using all the available options of StarTalk. Some common mailbox options are:

- record and select primary and alternate greetings
- password selection
- record a name in the Company Directory
- set up and maintain Off-premise Message Notification
- receive and send messages

For more information about all the StarTalk options, refer to the **StarTalk Mini Reference Guide.**

The third component of StarTalk is Custom Call Routing (CCR). CCR is a single-digit access application, providing callers with a series of voice prompts and call transfer options. Using CCR, a user can:

- listen to the Home Menu and make a selection
- listen to pre-recorded Information Messages
- leave a message in a mailbox
- transfer to an extension

Who can use StarTalk

For more information about CCR, refer **to Section 4: Preparing to set up Custom Call Routing (CCR), Section 8: Setting up Custom Call Routing (CCR)** and **Section 9: Administering Custom Call Routing (CCR).**

StarTalk can be used by any outside caller, and by mailbox owners in your company. Away from the office, StarTalk can be used with any tone dial telephone. Inside your office, StarTalk can be used from any Norstar or tone dial telephone connected to your Norstar system.

Note: Incoming calls from a rotary dial telephone are transferred to your company receptionist or designated operator. if the operator is not available, the caller is directed to the General Delivery Mailbox. When the General Delivery Mailbox is disabled, the caller is returned to the Automated Attendant,

When using StarTalk from a Norstar telephone, a user must first enter a Feature Code.

About the Feature Codes

Feature Codes are used to access the different set up and operation functions of StarTalk. To use a StarTalk function, a Feature Code must first be entered. There are six Feature Codes that work with StarTalk.

The default Feature Codes that work with StarTalk are shown in Table 2.1.

Feature	Operation
Feature 980	Leave Message
Feature 98 1	Open Mailbox
Feature 982	Operator! Status
Feature 983	System Administration
Feature 984	Date and Time
Feature 985	Stat-Talk Directory Number (DN)
Feature 986	Transfer

Table 2.1 — Feature Codes

All StarTalk Feature Codes can be programmed for single button access. For information about programming StarTalk Feature Codes, refer **to Section 3, Programming a memory button.**

Feature Code descriptions

Leave Message Feature Code

Is used by mailbox owners to leave a message in a mailbox initialized with StarTalk. Users can also transfer a caller to a mailbox using the StarTalk Leave Message Feature.

To use the Leave Message Feature, press | Feature | 9 | 8 | 0 |

Open Mailbox Feature Code

Is used by mailbox owners to open their Personal Mailboxes. All Personal Mailboxes are protected by a password that is established by the mailbox owner.

To use the Open Mailbox Feature, press | Feature   · | 9 | 8 | 1 |

Operator Status Feature Code

Is used by the System Coordinator, receptionist or designated operator to set the Operator Status. When an operator is not available, the Operator Status must be set to NO. This alerts the Automated Attendant that the receptionist or designated operator is not available. This Feature Code is also used to establish whether a business is open or closed, and to designate the operator's extension. This Feature Code is protected by a password.

To use the Operator Status Feature, press | Feature | 9 | 8 | 2 |

System Administration Feature Code

Is used by the System Coordinator and the installer to set up StarTalk. This Feature Code is also used by the System Coordinator to add mailboxes and select an alternate language. This Feature Code is protected by a password established by the System Coordinator.

To use the System Administration Feature, press | Feature | 9 | 8 | ❏ |

Date and Time Feature Code

Is used by the System Coordinator to set the StarTalk Date and Ttime. StarTalk's Date and Time is independent of the date and time appearing on the Norstar telephone display. The StarTalk Date and Time appears on all incoming messages. This is referred to as Envelope Information. This Feature Code is protected by a password that is established by the System Coordinator.

To use the Date and Time Feature, press | Feature | 9 | 8 | 4 |

StarTalk Directory Number (DN) Feature Code
Is used to determine StarTalk Mini's intercom number. This number is used to forward a Norstar telephone to StarTalk, and to use StarTalk from a single-line set attached to an Analog Terminal Adapter (ATA).

To use the StarTalk DN Feature, press   `Feature` `9` `8` `5`

Transfer
Is used to transfer calls to a mailbox. While the call is active, enter the Feature Code, then enter the mailbox number where you want to direct the call. The caller is now transferred.

To use the Transfer Feature, press   `Feature` `9` `8` `6`
Note: Do not put the call on hold. Feature 986 must be entered while the call is active.

About
StarTalk

About the Automated Attendant

The Automated Attendant is the StarTalk receptionist. When enabled, the Automated Attendant answers your company's incoming telephone lines according to the time of day with a prerecorded greeting selected from the StarTalk Greeting Table. When the Automated Attendant is enabled, the Automated Attendant menu prompt provides a list of options so that a caller can:

- reach any extension or mailbox in your company
- leave a message in a mailbox
- select an alternate language (not a prerecorded voice prompt)
- look for an extension or mailbox in the Company Directory
- reach your company receptionist or designated operator
- ˙open a Personal Mailbox as a mailbox owner (not a prerecorded voice prompt)

The default Automated Attendant'menu prompt can be disabled at any time. When you disable the default Automated Attendant menu prompt, you must record a Customized Automated Attendant menu prompt. This customized Automated Attendant menu prompt replaces the default Automated Attendant menu prompt.

Important: A caller is returned to the Automated Attendant menu prompt after completing a StarTalk session. When you disable the Automated Attendant menu prompt, your customized Automated Attendant menu prompt plays in place of the prerecorded Automated Attendant prompt.

About the Company Directory

The Company Directory is an internal voice list containing the names of users with initialized mailboxes who have been designated to appear in the directory.

A user can open the Company Directory from a Norstar two-line display telephone when the display shows the DIR option. The Company Directory can also be opened by pressing ⌗ when the Automated Attendant announces the option is available.

Mailbox owners must record a Company Directory name before they can use their mailbox. A mailbox owner's name does not have to appear in the Company Directory. Whether or not a mailbox appears in the Company Directory is established by the System Coordinator when the mailbox is registered with StarTalk. This Company Directory override can be changed at any time.

About the mailboxes

A mailbox is a storage place for messages on the StarTalk Mini system. StarTalk Mini can store a maximum of 24 mailboxes. There are three groups of StarTalk mailboxes including:

- Special Mailboxes
- Personal Mailboxes
- Information Mailboxes

Note:, This total can include any combination of Special, Personal, and Information Mailboxes.

The Special Mailboxes

The Special Mailboxes are administered by the System Coordinator. The Special Mailboxes include:

- System Coordinator Mailbox
- General Delivery Mailbox

For more information about the Special Mailboxes, refer to **Section 6: Setting up mailboxes.**

Personal Mailboxes

Personal Mailboxes are assigned by the System Coordinator and maintained by the mailbox owner. There are two kinds of Personal Mailboxes including:

- User Mailboxes
- Guest Mailboxes

For a description of Personal Mailboxes, refer to **Section 6: Setting up mailboxes.**

Information Mailboxes

information Mailboxes provide greetings that relay important company or department messages, Information Mailboxes do not have an operating extension. To request an Information Mailbox, see your system Coordinator,

Mail box rules

Only a few rules apply to the StarTalk mailboxes. These rules should be given to any user who is going to have a mailbox.

The mailbox rules are:

1.   A password is always needed to open a mailbox.

2.   A mailbox can be opened from any Norstar telephone from the Log: display prompt. At this prompt enter the mailbox number and password combination,

    When a mailbox is assigned to a Norstar telephone, the display always shows the Pswd: prompt. To reach the Log: prompt, press OTHR or ▢

    When a Norstar single-line display is being used, press ▢   to reach the Log: display prompt.

3.   A mailbox must be initialized before it can be used.

Logging on

Logging onto the StarTalk Mini system allows you access to StarTalk Administration, Configuration and the different Feature Codes. After the appropriate Feature Code is entered, a mailbox number and password combination must be entered.

For example, to access the System Coordinator mailbox:

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

The display shows:

```
Log:
QUIT      RETRY      OK
```

2.   Enter   [1] [2] [0] [0] [0] [0]

Note: The first two digits represent the default mailbox number for your StarTalk System Coordinator Mailbox. The next four digits represent the default password. The password and mailbox combination varies depending on the mailbox number length. Mailbox number lengths range from two to seven digits. When the mailbox number length is two digits, the System Coordinator mailbox is 12. When the mailbox number length is seven digits, the System Coordinator mailbox is **1000002.** For more information about System Coordinator password and mailbox combinations, refer to **Appendix B.**

3.   Press OK
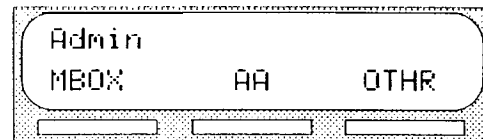
The display shows:

```
Admin
MBOX       AA       OTHR
```

Using the Norstar dialpad

The buttons on the dialpad act as both numbers and letters. Each button represents a number and also represents letters of the alphabet.

StarTalk knows when an alphabet letter is required. When an alphabetical entry is required on the command line of the display, press the dialpad button that represents the letter. The letters will appear on the display in the order listed on the number button.

If a letter appears that is not the correct letter, press the button again. To accept the letter, press [#] To insert a comma, press [#] [#]

The Norstar dialpad is shown in Figure 2.1.
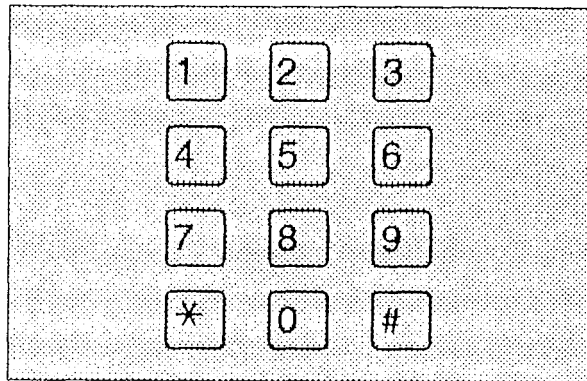
Figure 2.1 — Norstar dialpad

When you are entering a name using the Company Directory option, you need only to press the number button associated with the letters of the name once You do not need to enter a comma. For example, if you are looking for the last name Taylor, you would press [8] [2] [9] [5]

When you are looking for a mailbox owner using the Company Directory, you can find the name by entering the first four letters of the last name. If StarTalk cannot find the name the first time, you can press RETRY or [*] To view all the names in the Directory press [#] Then press NEXT or [1] until you find the mailbox owner.

Note: If you are trying to find a mailbox owner with less than four letters in the last name, for example Fry, press the buttons on the dialpad that spell the entire last name, and press [#]

About
StarTalk

Using StarTalk with a two-line display

The Norstar display on M7310 and M7324 telephones is a two-line display that provides information about commands and options available when you are using StarTalk.

The display can provide up to three display button options at a time. In some instances, you must wait for the voice prompt to play the other available options. In those instances when options are played by the voice prompt and the corresponding button does not appear on the display, you must select the option using the numbers on the dialpad.

The Norstar two-line display is shown in Figure 2.2.

Display **command** line

Display **button** options

    Admin
    MBOX   AA   OTHR

Display **buttons**

Figure 2.2 -- Norstar two-line display

Using StarTalk with a single-line display

The Norstar display on M7100 and M7208 telephones is a single-line display that can be used for any StarTalk session. Any configuration task, such as setting the date and time, requires you to use an M7310 or M7324 two-line display telephone.

When you are using a Norstar telephone with a single-line display, all options are given immediately through the StarTalk voice prompts and are selected using the dialpad only.

Using StarTalk with an Analog Terminal Adapter

A single-line, tone dial telephone connected to a Norstar KSU through an Analog Terminal Adapter (ATA) can be used for any StarTalk session. You cannot use a single-line telephone attached to an ATA to perform StarTalk System Administration tasks.

The single-line telephone does not have a feature button. To access StarTalk features, such as Leave Message or Open Mailbox, call StarTalk and follow the voice prompts. The StarTalk DN is determined by using Feature 985 on a Norstar telephone.

If you have.an Enhanced ATA, you can also press:

[Link] [*] [9] [8] [1] to open your mailbox,

or

[Link] [*] [9] [8] [0] to leave a message,

and

follow the voice prompts.

When a caller uses StarTalk from a rotary dial telephone, StarTalk transfers the caller to your company receptionist or designated operator. If a receptionist or designated operator is not available to answer the call, the caller is transferred to StarTalk's General Delivery Mailbox.

Note: When adding a mailbox associated with an ATA, message Waiting Notification should be set to NO. For more information about setting up mailboxes refer to **Section 6: Setting up mailboxes.**

About
StarTalk

Entering characters into the command line

The command line of the display on your Norstar telephone can show 16 characters. There are several situations when the prompt and the information to be entered combined total more than 16 characters. The prompt will remain on' the display when less than 10 characters are entered. The maximum number of characters you can enter is 16.

For example:

```
Pswd: 1111
OTHR      RETRY      OK
```

There are three situations when the command line prompt will disappear. This happens when the display shows the command line prompt:

```
Name:
Glist:
Log:
```

For instance, when the display shows:
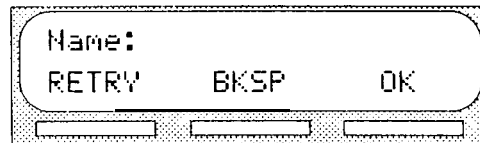
```
Name:
RETRY      BKSP      OK
```

When you begin to enter the last name, the command line prompt disappears. For example, if you were entering the name S. Martin, you press the dialpad button for M, the display drops the Name: command and changes to show:

```
M
RETRY      BKSP      OK
```

After you have entered the entire name, the display shows:

```
MARTIN,S
RETRY      BKSP      OK
```
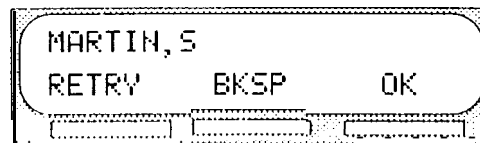
The display no longer shows the command line prompt.

About the StarTalk voice prompts

Each command shown on the Norstar display is accompanied by a voice prompt. On a Norstar two-line display telephone, the voice prompt plays after a five second delay. When you do not select an option, StarTalk ends the session. On a Norstar single-line display telephone, the voice prompt plays immediately. When you do not select an option within an additional four seconds, the voice prompt replays the options before StarTalk ends the session.

StarTalk voice prompts provide the same options as the display button options, and additional options not appearing on the display. When the voice prompt plays the available options, it only provides the dialpad number buttons that invoke the options.

When the voice prompt announces a display option with a corresponding dialpad button, you can use the display button or the number on the dialpad. Either button will invoke the selected option.

Interrupting a voice prompt

Voice prompts can be interrupted by selecting an option on the display or dialpad. A voice prompt can be stopped by pressing [#] A user cannot interrupt a prompt- that is informing the user of an error.

When a Norstar one or two-line display telephone is being used, pressing [*] backs up the display to the previous display prompt.

Note: There are no voice prompts for configuration options. All configuration commands and options appear on the M7310 or M7324 two-line display telephone.

About the StarTalk Reports

StarTalk Reports are available to view and verify StarTalk set up information. There are six StarTalk Reports:

- Directory Report (1): lists the mailbox users who appear in the Company Directory.

- Numeric Subscriber Mailbox Report (2): lists the mailbox owners according to their mailbox number.

- System Group List Report (3): lists Group List numbers and names, along with the member names and mailbox numbers.

- Message Usage Report (4): lists the current storage available in minutes on the StarTalk module.

- Mailbox Activity Report (5): lists daily and average mailbox activity statistics for an individual mailbox or all mailboxes.

- Tree Report: lists the points on the tree, assignments made to the points and any areas that need administering.

You must have an RS-232 printer connected to StarTalk to produce Reports. For more information about StarTalk Reports refer to **Section 12: StarTalk Reports.**

Exiting from StarTalk

When you are using StarTalk, you can exit a StarTalk session by:

1. Hanging up the handset.

2. Pressing an alternate line button.

3. Pressing ⌈Rls⌋

Note: When you press ⌈Feature⌋ the StarTalk session ends in two to three seconds, except when you are transferring a caller to a mailbox.

Your role as System Coordinator

As System Coordinator, you perform all the tasks necessary for setting up and operating StarTalk. These tasks are summarized in Table 2.2. This guide provides all the information you need for completing these tasks.

About
StarTalk

Set up tasks

- Completing StarTalk Programming Record
- Preparing StarTalk information
- Setting StarTalk Date and Time
- Setting the Business Hours
- Recording the Company Greetings
- Assigning Greetings to a Greeting Table
- Assigning the Automated Attendant lines
- Assigning a line to a Greeting Table
- Changing StarTalk's language capability
- Setting up the mailboxes
- Initializing the Special Mailboxes
- Setting up CCR

Operation tasks

- Assigning Company Greetings
- Setting the Operator Status
- Adding new mailboxes
- Changing Mailbox options
- Reassigning the Class of Service
- Changing the mailbox extension
- Resetting a mailbox password
- Deleting a mailbox
- Registering a Guest Mailbox
- Sending messages
- Sending Broadcast Messages
- Adding a Group List
- Changing a Group List
- Viewing Group Lists
- Deleting a Group List
- Sending a Group Message
- Deleting messages
- Printing Reports
- Changing CCR points

Table 2.2 – Set up and operation task summaries
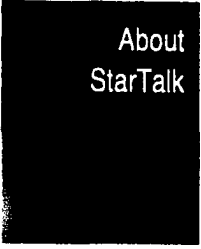
About
StarTalk

Preparing to set up StarTalk 3

Introduction Preparing to set up StarTalk involves collecting the StarTalk set up information, To set up StarTalk you need to know about the:

- **StarTalk Mini Programming Record**
- Intercom number (directory number) length
- Programming memory buttons

This section describes the information you need for setting up StarTalk.

The StarTalk Mini Programming Record The **StarTalk Mini Programming Record** contains information about your company's Norstar Key Service Unit (KSU) and StarTalk Mini. This Record is provided to you by your StarTalk installer or your customer sales representative.

The Programming Record is useful for organizing the StarTalk set up. It contains information about:

- Norstar hardware verification
- Norstar line data verification
- StarTalk initialization verification
- StarTalk Feature Codes
- Business Hours
- Optional equipment
- Custom Call Routing (CCR)

It also provides a Greeting Table Summary, Greeting and Line Summary, Mailbox List, Group List, and Class of Service values. These sections of the Programming Record are useful for recording StarTalk line information, greetings, and mailbox information.

Preparing
to set up
StarTalk

Norstar hardware verification

This section of the Programming Record has information about the type of Norstar KSU, and KSU software version being used in your company.

Note: To perform the StarTalk set up, you need to use a Norstar M7310 **or** M7324 telephone. These Norstar telephones have a two-line display.

Norstar line data verification

This section of the Programming Record provides information about the number of telephone (CO) lines in your company. You need to know the line numbers so you can assign the lines to the StarTalk Greeting Table. You also need to know the directory number length (DN). The DN length ranges between two and seven digits. For more information about determining the DN length, refer to the **StarTalk Mini Installation Guide.**

StarTalk initialization verification

This part of the Programming Record covers:

Mailbox number length: This is the number of digits in a mailbox number. The mailbox number length must be the same as the Norstar DN length. This is designated by your StarTalk installer. The default DN length is two digits.

Bilingual: This identifies whether or not the module has bilingual language capability. Two types of StarTalk modules with bilingual capability are available: one type uses English and French, the other uses English and Spanish. This section of the Programming Record provides a space to record which languages your company will be using with StarTalk.

Primary language: This specifies which language is being used as the primary language.

Alternate language: This specifies which language is being used as the alternate language.

Group List enabled: This establishes whether or not Group Lists are being used. A Group List leading digit must be assigned when the Group List is enabled. This section of the Programming Record provides a space to record the Group List leading digit. For more information about Group Lists, refer to **Section 11: Sending a message to more than one mailbox.**

Important: If you need to add the Group List capability or change the Group List leading digit, you must reset StarTalk. Refer to **Appendix C.**

Warning: Resetting StarTalk erases all the Company Greetings, Greeting Table and mailbox information. Before you reset StarTalk, ensure that you have a copy of the current StarTalk configuration. Refer to your StarTalk Mini Programming Record.

Preparing
to set up
StarTalk

StarTalk Feature Codes

The Feature Codes section of the Programming Record summarizes the StarTalk default Feature Codes 980 through 986. It also provides a space to record the new Feature Code when the default code is not being used.

For instructions about how to determine the StarTalk Feature Codes, refer to **Determining the Feature Codes,** later in this section.

Business Hours

This section of the Programming Record shows the default Business Hours. Business Hours can be assigned by your StarTalk installer according to the Business Hours used in your company. A space is provided to record the Business Hours for the Morning, Afternoon, Evening, and Non-business Hours.

Optional equipment

This section of the Programming Record has information about the optional equipment attached to your StarTalk Mini module. You can attach an RS-232 terminal. If you are printing reports, you must have an RS-232 printer connected to StarTalk.

Summary Tables and Lists

The **StarTalk Mini Programming Record** also provides a Greeting Table Summary, a Line Number Summary, Greeting Summary, and Mailbox information list.

Before you complete this section of the Programming Record, you should photocopy these pages. Use these pages as master copies for referencing any changes to your StarTalk set up. Keep the completed Programming Record in a safe place for future reference.

**About the
Greeting Table
Summary**

The StarTalk Greeting Table Summary assists you in summarizing how the Greeting Table is organized. This section of the Programming Record allows you to specify the Business Hours and the language preference being used in the Table.

For more information about setting up and using the Greeting Table, refer to **Section 5: Setting up StarTalk**.

**About the
Line number
and Greeting
Summary**

The Line number Summary provides space to record the telephone line numbers used in your company, the telephone number of the line, whether the line is answered by StarTalk and the number of rings before StarTalk answers.

The Greeting Summary provides a space where you can record numbered greetings and what the greetings say.

The Greeting Summary also provides a space where you can record the Customized Automated Attendant Main menu prompt, and the Information Mailbox Message.

**About the
Mailbox List**

The Mailbox List provides a convenient place to record personal mailbox information. This can serve as a paper record for future reference about mailbox numbers associated with extensions, a mailbox owner's name, a Class of Service and Mailbox Overrides. You can also record Guest Mailboxes on the Mailbox List, or photocopy the Mailbox List before it is filled out and use the photocopied page as a separate Guest Mailbox List.

Note: StarTalk can store a total of 24 mailboxes. These can be any combination of Special, Personal, and Information Mailboxes.

For more information about setting up mailboxes refer to **Section 6: Setting up mailboxes.**

Group List

The Group List provides space to record both the Group List name and number as well as the member names and mailbox numbers.

Class of Service values

Class of Service values outline the special features and parameters that can be assigned to mailboxes.

For more information about Class of Service values refer to **Section 6, Class of Service.**

Custom Call Routing

This section of the Programming Record provides a blank CCR Tree and space to record point information required to set up a Tree.

Intercom number length

To use StarTalk, the Norstar intercom number or directory number (DN) and the StarTalk mailbox number lengths must be the same. The StarTalk mailbox number length was established during the StarTalk initialization performed by your installer.

important: For StarTalk to work, the Norstar intercom number length must be the same as the StarTalk mailbox number length. If the Norstar intercom number length is different from the StarTalk mailbox number length, you must change the StarTalk mailbox number length. Refer to **Appendix C: Resetting StarTalk**.

Resetting StarTalk

StarTalk is only reset if you have to change the StarTalk mailbox number length, the Group List capability, or the Group List leading digit. **Appendix** C provides the steps necessary to reset the StarTalk Module.

Warning: Resetting **StarTalk** erases all the Company Greetings, Greeting Table, and mailbox information. Before you reset **StarTalk,** ensure you have a copy of the current StarTalk configuration. Refer to your **StarTalk** Mini Programming Record.

Determining the Feature Codes

StarTalk uses Feature Codes 980 through 986. Before you continue with the set up, ensure these Feature Codes are available. It is possible that some Feature Codes might be in use with another Norstar product, such as DCI, DBN, Hourglass or SMDR. If these codes are being used by another application, Norstar automatically assigns StarTalk codes between 900 and 999. These codes might not appear in sequential order.

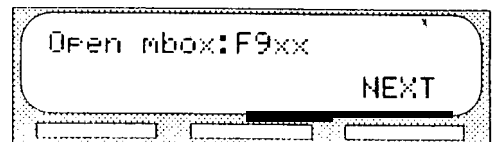To determine StarTalk's Feature Code availability:

1. From a Norstar M7310 or M7324 display telephone, press
    [Feature] [9] [*] [1] The display shows Leave msg: and the Feature Code.

2. To view the next Feature code, press NEXT
    The display shows the next Feature Code display prompt and number.

3. Continue pressing NEXT to view all the Feature Codes. .

Feature Codes shown here are the default Feature Codes. If the codes change, record the assigned codes in the space provided.

[Feature] [9] [8] [0]

Feature 9 _____

    Leave msg:F9xx
                    NEXT

[Feature] [9] [8] [1]

Feature 9 _____

    Open mbox:F9xx
                    NEXT

[Feature] [9] [8] [2]

Feature 9 _____

    Operator:F9xx
                    NEXT

[Feature] [9] [8] [3]

Feature 9 ____ ____

    Sys admin:F9xx
                    NEXT
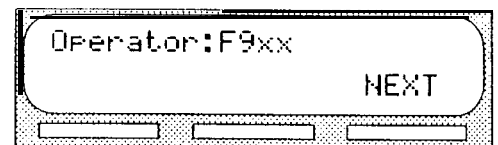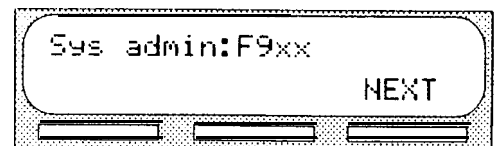
| Feature | 9 | 8 | 4 |

Featu_re 9_

```
Date/time:F9xx
                    NEXT
```

| Feature | 9 | 8 | 5 |

Feature 9 ___ ___

```
StarTalk DN:F9xx
                    NEXT
```

| Feature | 9 | 8 | 6 |

Feature 9   _ _

```
Transfer:F9xx
                    QUIT
```
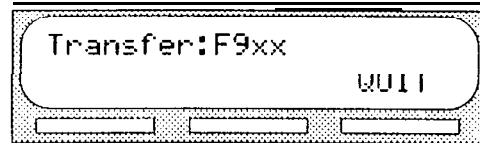
Note: For more information about Feature Codes, refer to **Section 2, Feature Code descriptions.**
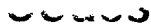
To verify the StarTalk Feature Code display prompts:

1.   From a' **Norstar M7310** or M7324 display telephone, press each **StarTalk** Feature code. The display shows the Feature Code's display menu.

| Feature | 9 | 8 | 0 |
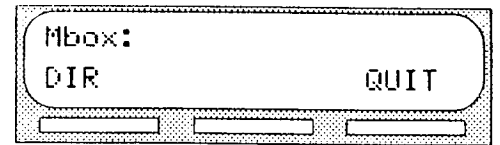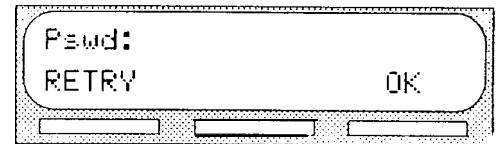
```
Mbox:
DIR              QUIT
```

| Feature | 9 | 8 | 1 |

```
Log:
QUIT     RETRY     OK
```

| Feature | 9 | 8 | 2 |

```
Pswd:
RETRY               OK
```

| Feature | 9 | 8 | 3 |

```
Log:
QUIT     RETRY     OK
```

| Feature | 9 | 8 | 4 |

```
Log:
QUIT     RETRY     OK
```

| Feature | 9 | 8 | 5 |

```
Set <StarTalk's DN>
                    OK
```

| Feature | 9 | 8 | 6 |

```
No party connect
```
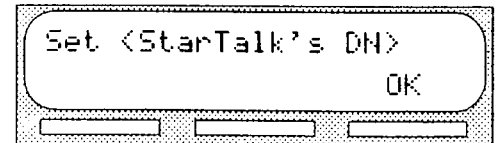
Determining the StarTalk software version

Knowing the StarTalk version being used allows you to identify software feature availability.

To determine the software version of your StarTalk module:

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

   The display shows:

   ```
   Log:
   QUIT      RETRY      OK
   ```

2. Enter   <the System Coordinator Mailbox and password combination>

3. Press O K
   The display shows:

   ```
   Admin
   MBOX        AA        OTHR
   ```
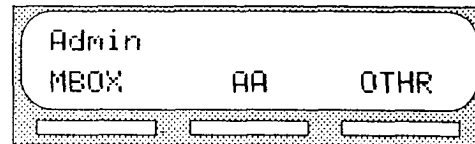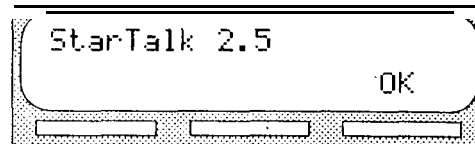
4. Press ☐
   The display shows:

   ```
   StarTalk 2.5
                         OK
   ```

To end the StarTalk session, press [Rls]

Note: In the event StarTalk troubleshooting is required, you must reference the software version.

Program-ming

a memory button

To simplify your set up and administration tasks, we recommend programming a memory button for the StarTalk Feature Codes you will be using most often.

The most frequently used StarTalk Feature Codes are:

- Leave Message   Feature 980
- Open Mailbox   Feature 981
- Operator Status   Feature 982
- System Administration   Feature 983
- Determine StarTalk's
  Intercom Number   Feature 985
- Transfer   Feature 986

To program a memory button:

i.   Press   [Feature] [*] [3]

On Compact DR2 and Modular DR2 systems, the display shows:

```
Press a key
QUIT
```

On Compact DR5, Modular DR3, DR4, DR5, Centrex and Centrext systems, the display shows:

```
Press a button
QUIT
```

2.   Select a programmable button.

3.   Press ⌈Feature   ⌉

4.   Enter   <the StarTalk Feature Code number> For example, 983.

On Compact DR2 and Modular DR2 systems, the display shows:

```
┌──────────────────────────┐
│  Key Programmed          │
│                          │
└──────────────────────────┘
```

On Compact DR5, Modular DR3, DR4, DR5, Centrex and Centrext
systems, the display shows:

```
┌──────────────────────────┐
│  Programmed   .          │
│                          │
└──────────────────────────┘
```
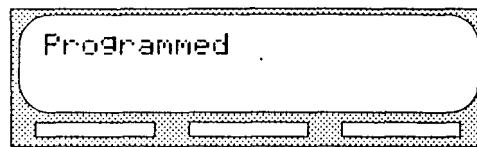
5.   Label the button with the Feature Code description using the paper
      labels provided with your Norstar telephone.

Repeat steps 1 through 5 for each StarTalk Feature Code you want to program.

Note: We recommend you program a memory button with StarTalk's DN. To
verify StarTalk's DN refer to **Verifying the Feature Codes,** earlier in this
section.

StarTalk language capability

StarTalk designates one language as a primary language, and the other language as an alternate language. The installer determines the initial language availability during the StarTalk installation, you determine which language is going to be used as primary and alternate. For example, on an English/French StarTalk module, you can select French as the primary language and English as the alternate language, or on an English/Spanish module, you can select English as the primary language and Spanish as the alternate language.

The language option can be changed at any time. Refer to **Section 5, Changing StarTalk's language availability.**

When StarTalk's language option is enabled, the Automated Attendant allows users to select either the primary or alternate language. This is not a pre-recorded option. For the option to be announced you must include the option in the company greeting that you record. For more information about recording greetings with a language option, refer **to Section 5, Recording the Company Greetings.**

Important: If for any reason you disable StarTalk's language option, a user cannot select the option from the Automated Attendant voice menu.

When you use StarTalk's bilingual language capability, mailbox Classes of Service determine which language is used by the mailbox. For instance, Class of Service numbers 1, 3, 5, and 7 default to the primary language, and Class of Service numbers 2, 4, 6, and 8 default to the alternate language. When the bilingual capability is disabled, all Classes of Service use the primary language only.

When a user calls a mailbox that is assigned a different language, the user hears the Automated Attendant voice prompt in the language specified by the System Coordinator. For example, if your mailbox is assigned the primary language Class of Service number 3, and you call a mailbox that is assigned the alternate language Class of Service number 8, and the primary language is set at French all the voice prompts you hear will be in French.

For a list of how StarTalk works with a bilingual language capability, refer to Figure 3.1.

Bilingual Enabled	Bilingual Disabled
Primary and alternate language prompts	Primary language prompts only
Classes of Service 1, 3, 5, and **7** use the primary language Classes of Service 2, 4, 6, and 8 use the alternate language	All Classes of Service use the primary language only
Feature Code 983 language preference display available	Feature Code 983 language preference display not available
Automated Attendant language selection option 9 available	Automated Attendant language selection option 9 not available

Figure 3.1 — StarTalk Language Feature Summary

When StarTalk's bilingual language capability is disabled, you can use one of the two languages your module is equipped with as the primary language. Models are equipped with either English and French, or English and Spanish. An alternate language capability is not available when StarTalk's bilingual language capability is disabled.

Preparing
to set up
StarTalk

Preparing to set up Custom Call Routing (CCR) 4

Introduction Custom Call Routing (CCR) is an application, that works with StarTalk, to provide a call routing path to direct incoming calls. This section describes how CCR works, and defines:

- CCR Tree
- Point
- Home Menu '
- Home Menu voice prompt
- Information Messages
- Leave Message Point
- Transfer Point
- Destination type
- the Workspace
- how to assemble a Tree
- call Paths and Path numbers

How CCR works

CCR is a customized call routing application that allows incoming callers to route their own calls along call Paths you Create.

A Path on a CCR Tree is accessed by selecting a number option that you assign to a voice menu. The CCR voice menus act just like StarTalk's Automated Attendant. The only difference is that you determine the options available, and record the menu yourself. A caller selects number options by pressing the buttons on any tone dial telephone.

The CCR Tree

The CCR Tree is a call Path that allows users to select single-digit options to direct their own calls. You build the Tree and assign available options along each call Path. You can assign as many as eight call Paths to the CCR Tree.

A Point

A Point is an option along the call Path of the CCR Tree. A Point can be the Home Menu, an Information Message, a mailbox, or an extension.

Home Menu

The Home Menu is the introductory voice prompt, you record, providing a list of single-digit options to a caller. A caller, after listening to the Home Menu selects an option by pressing a number on any tone dial telephone. For example:

"To p/ace an order, press [I]. To add *your* name to our mailing *list,* press *[2].* *To reach our Sales department, press [3]. To speak with our Customer Service Representative, press [4]. To speak with our receptionist, press [0]. "*

The Home Menu can also be an Information Message. After a caller listens to the home Information Message, the call is disconnected. For example:

"Come celebrate with us! It's time for the Ideal Office Machines annual get-to-know-our-customers picnic. The annual picnic is, as always, the first Sunday of August from 1:00 to 5:00 p.m. in Central Park.   See you there."

Home Menu voice prompt

The Home Menu voice prompt is a voice prompt you record, providing a list of number options that, when pressed, route a caller to:

·   an Information Message
·   a mailbox to leave a message
·   an extension

hformation Message

An Information Message is a message you record, providing a caller with information about goods or services available from your company. An Information Message is assigned a single-digit number that appears in a menu. When this number is pressed, the Information Message plays automatically. For example:

"We are pleased to announce the arrival of the new FaxEasy line of FAX machines. FaxEasy produces top quality FAX images at an affordable price, and is easy to operate. "

Note: This message can be used to provide callers with information about sales, specials, company events, business hours, price lists, shipping times, or even the weather.

Preparing to set up CCR

Leave Message Point

The Leave Message Point provides a caller with single-digit access to a mailbox to leave a message. The Leave Message Point is assigned a single-digit number that appears in a menu. When this number is pressed, the caller is automatically transferred to a mailbox to leave a message. For example:

"You have reached fhe Ideal Office Machines Order Desk mailbox. After the tone, leave your name, complete address, and phone number, and the item name and number you want to order. Thank you. "

Transfer Point

A Transfer Point provides a caller with access to an extension. A Transfer Point is assigned a single-digit number that appears in a menu. When this number is pressed, the caller is automatically transferred to an extension to speak with an individual.

Destination type

The Destination type determines where the call is directed after listening to an Information Message or leaving a message in a mailbox. Each Information Message, and Leave Message Point must be assigned a Destination type.

There are two kinds of call Destination type, these are:

- return the call to the Home Menu
- disconnect the call

Figure 4.1 shows a sample CCR Tree with call Paths and Destination types.

The Workspace

Each time you build or make changes to the CCR Tree, you use the Workspace. The Workspace is a work area that you use to assemble the CCR Tree

When the CCR Tree is built and you have recorded all the menus and messages, you must save the Tree. After the tree is saved, it is removed from the Workspace. Each time you want to make a change, you select the Tree identification number, and it is automatically placed in the Workspace.

When you make changes to a Tree but do not save it, the Tree is stored in the Workspace. The Tree is automatically saved for you as Tree 5.

Note: For more information refer to **Section 9, Accessing the Workspace.**

How you assemble the CCR Tree

The CCR Tree is assembled by assigning options to menus, and then assigning either voice Information Messages, transfers or mailboxes to the options along a call Path,

A Home Menu has a recorded list of options directing a caller to one of the following:

- ·   an Information Message
- ·   a mailbox to leave a message
- •   an extension

The Home Menu voice prompt you record, plays immediately after the Company Greeting.

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CCR

About call Paths and Path numbers

A call Path is a branch of the CCR Tree. It consists of an Information Message, a Leave Message Point, or a Transfer Point. Each Point is identified by a Path number. A Path number is the single-digit that callers enter to route themselves along the call Path of the CCR Tree.

The CCR Tree call path can have a maximum of eight Paths. The Home Menu is always Path 0.

In the sample Tree, Figure 4.1, in this guide, Path   0 or the Home Menu provides the caller with four options. Option 1 branches to Path 1. Option 2 branches to Path 2. Option 3 branches to Path 3. Option 4 branches to Path 4.

Figure 4.1 shows sample CCR Tree Paths, including Points and Destination types. Destination types are assigned to Information Messages and Leave Message Points.

Note: Destination types appear in bold type. **HOME** represents returning the call to the Home Menu, **DISC** represents disconnecting the call.
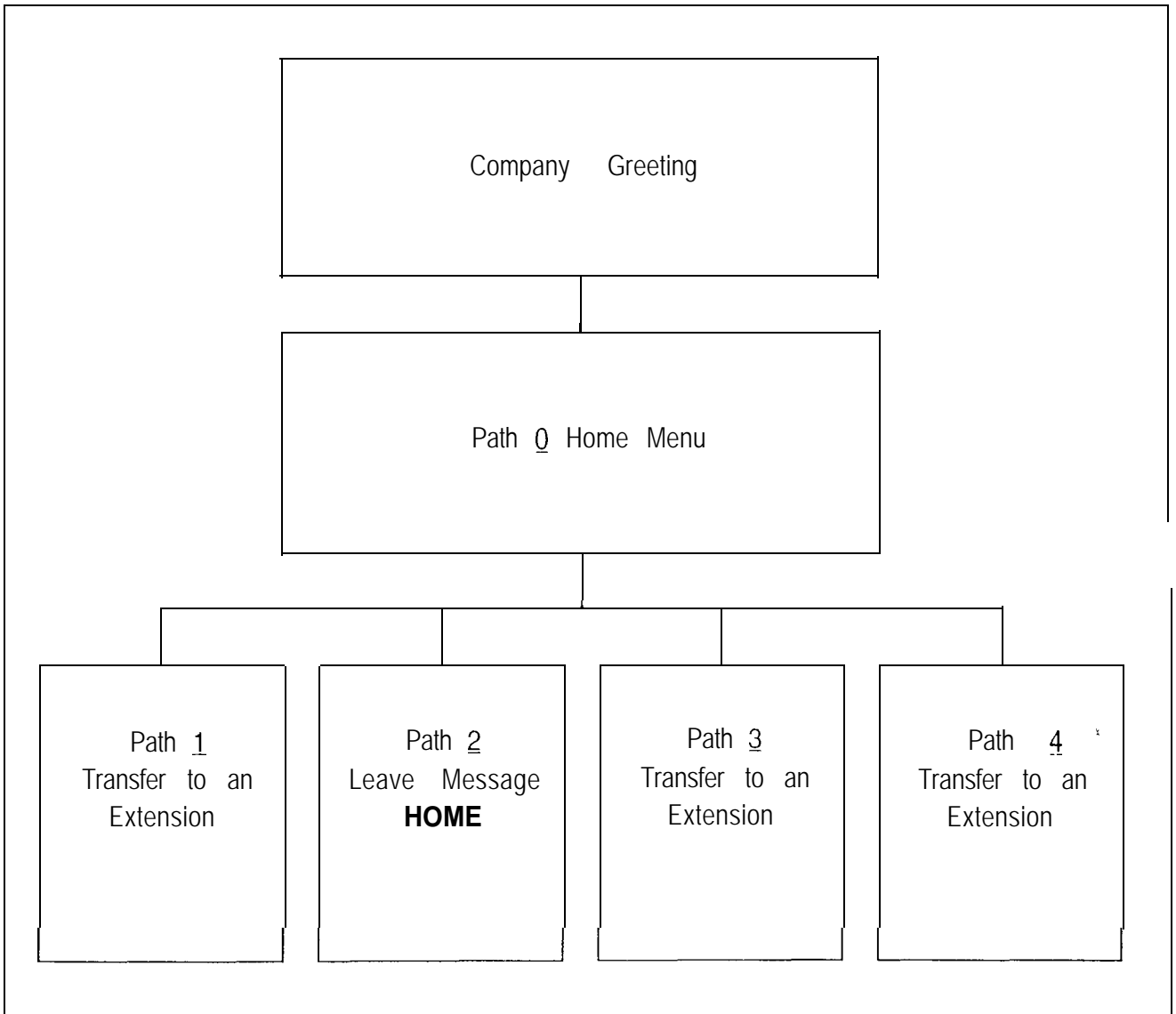
Preparing to set up CCR

```
                    ┌─────────────────────────────┐
                    │                             │
                    │     Company    Greeting     │
                    │                             │
                    └─────────────────────────────┘
                                   │
                    ┌─────────────────────────────┐
                    │                             │
                    │     Path 0  Home  Menu      │
                    │                             │
                    └─────────────────────────────┘
                                   │
      ┌────────────────┬───────────┴──────────┬────────────────┐
┌──────────┐   ┌──────────┐         ┌──────────┐    ┌──────────┐
│ Path 1   │   │ Path 2   │         │ Path 3   │    │ Path 4   │
│Transfer to an│Leave  Message      │Transfer to an│ Transfer to an
│ Extension│   │  HOME    │         │ Extension│    │ Extension│
└──────────┘   └──────────┘         └──────────┘    └──────────┘
```
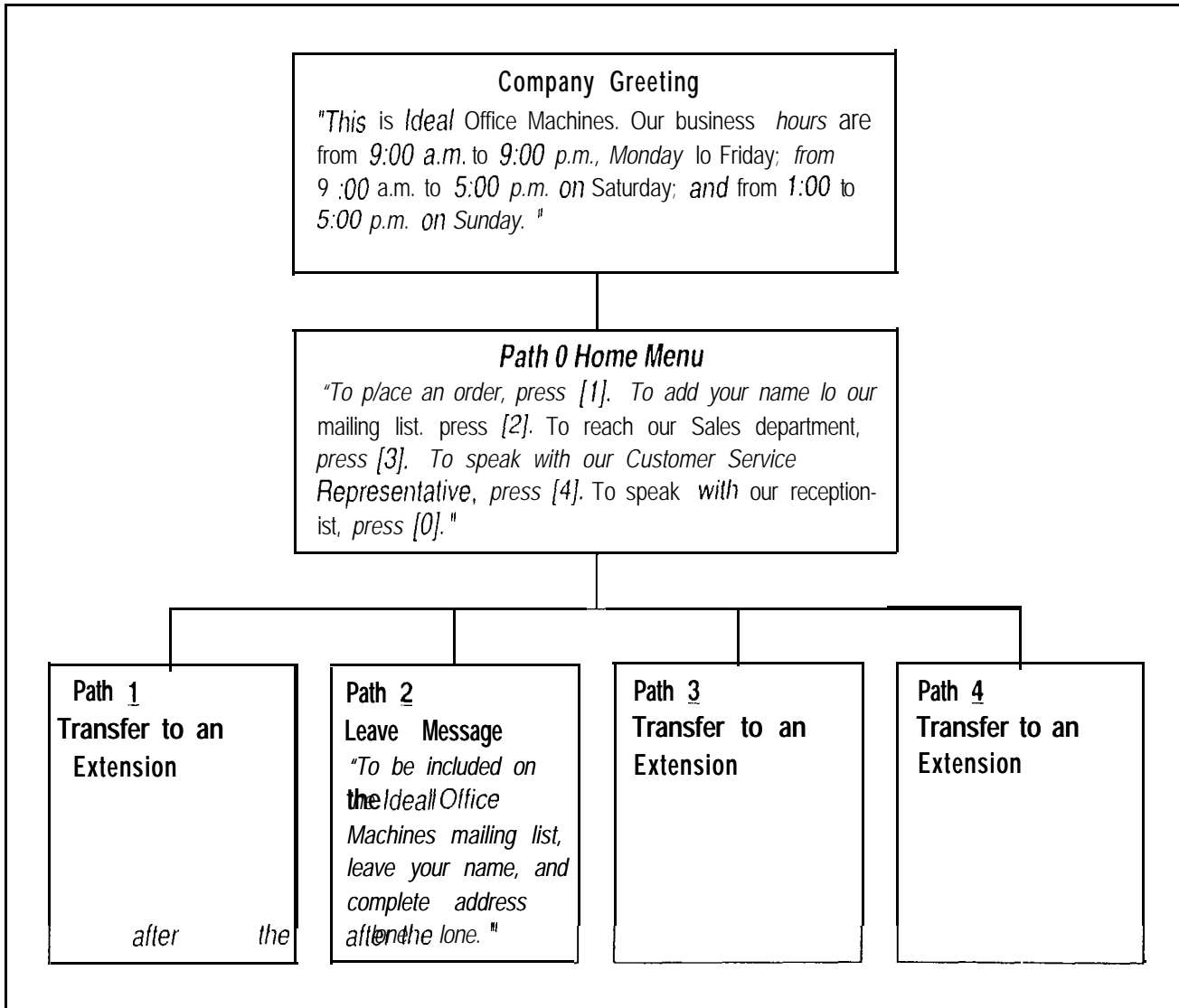
Figure 4.1 — Sample CCR Tree Paths, including Points and Destination types

Figure 4.2 shows a sample CCR Tree, including the Company Greeting, the Home Menu voice prompt, and voice prompts for each of the four Paths.

Company Greeting
"This is Ideal Office Machines. Our business hours are from 9:00 a.m. to 9:00 p.m., Monday lo Friday; from 9 :00 a.m. to 5:00 p.m. on Saturday; and from 1:00 to 5:00 p.m. on Sunday. "

Path 0 Home Menu
"To place an order, press [1]. To add your name lo our mailing list. press [2]. To reach our Sales department, press [3]. To speak with our Customer Service Representative, press [4]. To speak with our reception-ist, press [0]."

Path 1
Transfer to an Extension

after   the

Path 2
Leave Message
"To be included on the Ideall Office Machines mailing list, leave your name, and complete address after the lone. "

Path 3
Transfer to an Extension

Path 4
Transfer to an Extension

Figure 4.2 – A Sample CCR Tree

Designing the CCR Tree

Designing the CCR Tree involves:

- • determining frequently requested departments
- • determining frequently called extensions
- • making a list of goods and services for promotion in Information Messages
- · selecting mailboxes assigned to Leave Message Points
- · determining call Destination types
- · recording the prompts and messages

This section describes the kind of information you require to assemble the CCR Tree. It also provides you with step-by-step examples of how you can assemble a CCR Tree.

Note: Refer to the **StarTalk Mini Programming Record. You** should photocopy this record, and use the photocopy as an outline as you proceed through this section.

Where to begin

Before you begin assembling the CCR Tree, ensure you have a copy of the **StarTalk Mini Programming Record.** Constructing the CCR Tree involves three steps.

Step One

The first step in building the CCR Tree involves assigning options to the Home Menu. The options you assign can be a transfer to a mailbox or extension, or an Information Message. The Home Menu is Path 0. For example:

Path <u>0</u>: "To place an order, press *[1]. To* add your name to *our* mailing *list,* press *[2]. To reach our Sales department, press [3]. To speak with our Customer Service Representative, press [4]. To speak with our receptionist, press [0]."*

If the Home Menu is an Information Message, the call is disconnected after the message is finished playing.

After you have determined how many options you want to offer in the Home Menu, you must determine where the option will direct the caller.

Options are an Information Message, a Transfer Point, and a Leave Message Point.

Step Two Step two involves assigning Destination types to options transferring a caller to an Information Message, or a Leave Message Point. The Destination type allows a caller to:

- return to the Home Menu
- disconnect the call

After the Information Message plays, StarTalk automatically performs the Destination type you assigned.

Preparing to set up CCR

Step Three Step three involves preparing the voice menus and messages you want to record. The Programming Record provides a space to record the message voice prompts for the Home Menu and a place to record the option messages.

The Home Menu voice prompt you record should include all the options available in the Menu. For example:

Path 0: *"To place an order, press [1]. To add your name to our mailing list, press [2]. To reach our Sales department, press [3]. To speak with our Customer Service Representative, press [4]. To speak with our receptionist, press [0]."*

You must prepare a prompt for each Information Message and Leave Message Point.

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CCR

Setting up StarTalk   5

Introduction   This section describes the tasks you perform to set up StarTalk. Setting up StarTalk involves:

- setting the Date and Time
- setting up the Company Greeting Table
- determining which company lines will be answered by StarTalk
- recording your Company Greetings
- assigning a greeting to the Greeting Table
- disabling the Voice Mail option
- re-enabling the Voice Mail option
- disabling the General Delivery Mailbox
- re-enabling the General Delivery Mailbox
- number of rings before StarTalk answers
- language availability

Before you can begin to use StarTalk, you must determine how your Norstar Business Communication system is set up. Refer to **Section 3: Preparing to set up StarTalk**.

Important: To set up StarTalk in your company you require a Norstar M7310 or M7324 two-line display telephone. You cannot set up StarTalk from a Norstar M7100 or M7208 single-line display telephone.

Before you start   Before you begin the StarTalk set up, ensure you have:

1. Read **Section 3: Preparing to set up StarTalk**.
2. Read **Section 8: Setting up Custom Call Routing (CCR)**.
3. A completed **StarTalk Mini Programming Record**.
4. Verified StarTalk Feature Code availability.
5. An M7310 or M7324 two-line display telephone.

For more information about what you need to set up StarTalk, refer to **Section 3: Preparing to set up StarTalk**.

Setting StarTalk Date and Time

The StarTalk Date and Time is independent of the Norstar Date and Time. The StarTalk Date and Time appears on all messages left in a mailbox. This Date and Time stamp is called Envelope Information.

After the StarTalk Date and Time is set, it does not have to be changed unless there is a time change associated with a season. StarTalk can store the Date and Time for several weeks when the power is interrupted.

To set StarTalk's Date and Time:

1.   Press   [Feature] [9] [8] [4]

The display shows:

```
Log:
QUIT     RETRY     OK
```

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press O K
The display shows:

```
<date>
CHNG               NEXT
```

4.   Press CHNG
The display shows:

```
Enter yymmdd:
RETRY
```
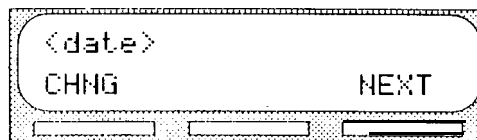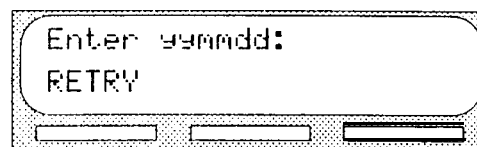
5.   Enter   <the year, month, and day>
Note: This is a six-digit field. Any single-digit month or day must be preceded by a zero. For example, February 7, 1992 must be entered as 920207.

6.   Press NEXT
The display changes to show the time

7.   Press   CHNG
      The display shows:

```
Enter hhmm:
RETRY
```

8.   Enter   <the time in hours and minutes
      Note: This is a four-digit field. Any single-digit hour or minute must have
      a zero preceding the number. For example, 2:03 must be entered as
      0203.

      The display shows:

```
Enter hhmm:<time>
RETRY       AM        PM
```

9.   Press AM or PM

      The display shows:

```
<time>
CHNG                NEXT
```
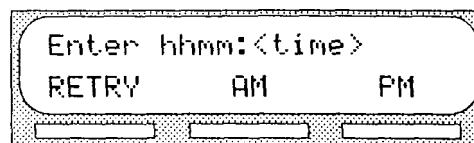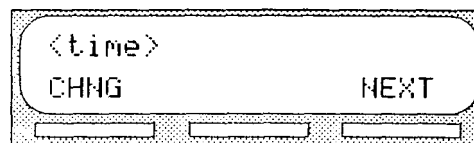
      Note: To return to the date display, press NEXT

To end the StarTalk session, press [Rls]

Setting
up
StarTalk

Setting up the Greeting Table .

The StarTalk Greeting Table stores the greetings played by the Automated Attendant to incoming callers. This Greeting Table is divided into four sections. The four sections represent your Company Greeting for:

- Morning
- Afternoon
- Evening
- Non-business

Note: Table **7.1** in **Section** 7 shows time segments for the Morning, Afternoon, Evening, and Non-business Hours Greetings.

StarTalk can store a total of 10 greetings in memory, but only four greetings can be assigned to the Greeting Table at any one time. The greeting numbers assigned to the Table can be any greeting that you record and number from 1 to 10. Only greetings 9 and 10 can be used to replace the Automated Attendant menu prompt.

Note: For more information about the Automated Attendant menu prompt, refer to **Section 7, Setting the operator status.**

How the Greeting Table is organized

You can record four Company Greetings for the table. There is a total of four greetings stored on the Greeting Table at any one time. A number from 1 to 10 must be assigned to any greeting that is used in the Greeting Table.

We recommend using greetings 1 through 8 as your daily business greetings, and greetings 9 and 10 as special greetings. For example, for the New Year Holiday you could record the greeting:

"Thank you for calling Incare Incorporated. We are closed for the New Year Holiday. We hope your holiday is happy and safe. We will be open Monday to resume our regular business hours. Happy New Year."

This greeting would be recorded as greeting number 10, and assigned to the Greeting Table for the Non-business Hours Greeting. When the Business Status is set to NO, the holiday greeting number 10 would play on the Greeting Table. For more information about selecting greetings, refer to **Assigning a greeting to the Greeting Table,** later in this section.

Determining Greeting Table information

To set up your company's Greeting Table, you first need to:

- record your Company Greetings
- determine the greeting numbers that you will assign to the table

When you are setting up your company's Greeting Table information, use the Greeting Table summary provided in the **StarTalk Mini Programming Record.** The Programming Record will assist you in organizing your Company Greeting information.

Preparing your greetings

Before you record your Company Greetings, determine the type of greetings to be used on the different company lines and what you would like the greetings to say. You must prepare at least four greetings for the Greeting Table. As you record your greetings, number them from 1 to 4.

The four greetings will reflect the Morning, Afternoon, Evening and Non-business Hours. You must number each greeting 1 to 4. For example:

1) Morning Greeting: "Good *Morning. You have reached Touchstone Marketing.*"

2) Afternoon Greeting: "*Good Afternoon. You have reached Touchstone Marketing.*"

3) Evening Greeting: " *Good Evening. You have reached* Touchstone Marketing."

4) Non-business Hours Greeting: " *You have reached Touchstone Marketing. Our business hours are Monday to Friday from 8:00 am to 5:00 pm. Please stay on the tine* and leave a message. Thank you *for calling.* "

When you are using Guest Mailboxes to make customer announcements or provide ordering information, you must inform callers they can select these mailboxes immediately by entering the mailbox number. For example, if you set up mailbox 17 to provide order taking and product introduction services, you would record your Company Greeting to say:

"*Good Morning. You have reached Touchstone Marketing. To listen to our product service information and place an order, press* ● *7 7.* "

After you have determined what your Company Greetings will be, practice recording your greetings. Remember to speak slowly and clearly, at a pace that is easy to understand. Try to use a tone that will encourage callers to use your StarTalk service. For the best recording results, record your greetings directly into the handset.

If you are using a primary and alternate language, remember to record your Company Greetings in both languages, and include the Automated Attendant option number ⑨ to select the alternate language prompts.

Setting up StarTalk

If you are using a primary and alternate language it is a good idea to record the option ⑨ instruction in the **alternate** language. For example, if you are using English as your primary language and French as your alternate language, your main greeting would be in English and the option ⑨ instruction would be in French. For example:

"Good Morning. This is Touchstone Marketing. [To use our voice *messaging service in French, please press 9].* "

The greeting enclosed inside the brackets would be recorded in French,

important: Since the Automated Attendant does not announce an alternate language option, your greeting must instruct a caller to press ⑨ to use the alternate language.

Although StarTalk can store 10 greetings in total, the sections **Preparing your greetings** and **Recording the Company Greetings** only show you how to prepare the first four Company Greetings. You can use the steps presented in these sections to record any additional greetings.

important: You must prepare at least four greetings. These greetings automatically play on the Greeting Table. Additional greetings will not play until the greetings are assigned to the Greeting Table.

StarTalk greetings can be one to 10 minutes in duration. If you need to change the greeting time, you must change the Class of Service of the System Coordinator Mailbox. The default Class of Service for the System Coordinator Mailbox is 7. This has a maximum greeting length of 10 minutes. For instructions about changing a mailbox Class of Service, refer to **Section 10, Changing a mailbox Class of Service.**

Recording the When you are recording your Company Greetings, do not use the Norstar
Company Handsfree Feature. For better results, speak directly into the telephone
Greetings handset.

To record a Company Greeting:

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

The display shows:

```
Log:
QUIT      RETRV      OK
```

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press OK
The display shows:

```
Admin
MBOX      AA      OTHR
```

4.   Press AA
The display shows:

```
Auto Atdt Admin
GRTG    TABLE    LINES
```

5.   Press GRTG
The display shows:

```
Greeting admin
GRTG                AA
```
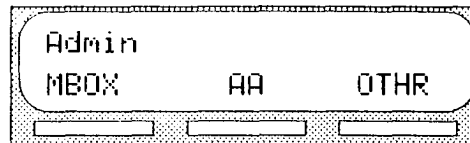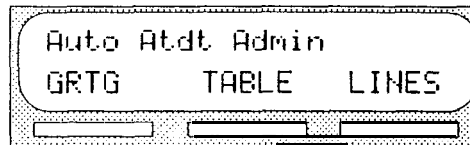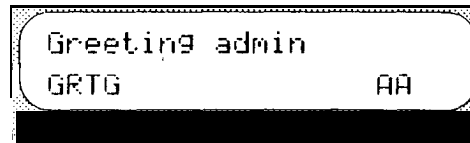
Note: Pressing AA changes the display to show:
Return to AA: Y For more information, refer to **Section 7,**
Changing the Automated Attendant status.

6.   Press GRTG
The display shows:

```
Greeting:
RETRV          .      OK
```
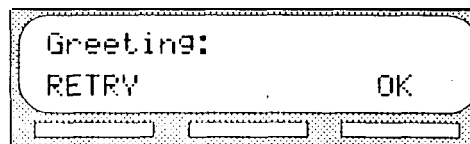
7.   Enter   <the greeting number to be recorded>
Note: This number can be any number from 1 to 10. You do not have to
record your Company Greetings in numerical order, but they must be
numbered.

8.   Press O K

The display shows:

```
┌─────────────────────────┐
│  Greeting 1             │
│  RETRY    PLAY    REC   │
│  └──────┘ └──────┘ └────┘│
└─────────────────────────┘
```
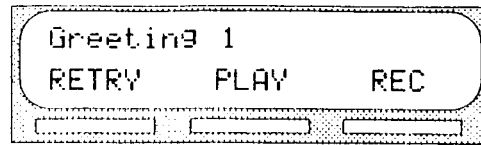
9.   **Press** REC

10.   At the spund of the tone, record your greeting.
Note: When you have finished recording your greeting, do **not** hang up the handset.

11.   Press   OK to end your recording.

The display shows:

```
┌─────────────────────────┐
│  Accept greeting?       │
│  RETRY    PLAY    OK    │
│  └──────┘ └──────┘ └────┘│
└─────────────────────────┘
```

Note: To listen to the greeting, press PLAY If you replay the greeting and the greeting is unclear or there is background noise, you can re-record the greeting. To record the greeting again, press RETRY

12.   To accept the greeting, press OK

To end this StarTalk session, press [Rls]

You are returned to the Auto Atdt Admin display. Repeat steps 5 through 11 for greetings 2, 3, and 4, and any other numbered greeting you want to record.

Note: Greetings 1 through 4 are assigned by default to the Greeting Table. This means that greeting number 1 will be played in the Greeting Table as the Morning Greeting.

Assigning a greeting to the Greeting Table

Greetings 1 through 4 are the default greetings played on the Greeting Table. The numbered greetings you recorded from 1 to 4 will play automatically. You do not have to assign greetings 1 to 4 to the Table, but you must select the language preference.

Before you begin assigning greetings to the Greeting Table, ensure you have recorded all the greetings that you will need.

Language preference
The language preference you select determines which language the Automated Attendant uses. There are two language types: primary and alternate.

To assign greetings and language preference to the Greeting Table:

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

      The display shows:

      ```
      Log:
      QUIT      RETRY      OK
      ```

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press OK
      The display shows:

      ```
      Admin
      MBOX      AA      OTHR
      ```

4.   Press AA
      The display shows:

      ```
      Auto Atdt Admin
      GRTG      TABLE      LINES
      ```

5.   Press TABLE
      The display shows:

      ```
      Morning: 1
      CHNG      PLAY      NEXT
      ```
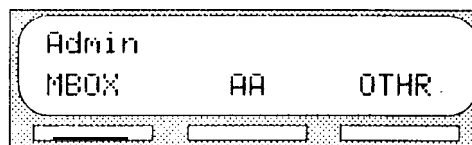
6.   Press CHNG
      Note: If you are not changing the default greeting number, press NEXT to go to the Afternoon Greeting display.

7.   Enter   <the greeting number from 1 to 10>

Setting up StarTalk

8.   Press OK
The display shows:

```
╭─────────────────────────╮
│  Morning: <9reeting #>  │
│  CHNG      PLAY    NEXT  │
╰─────────────────────────╯
```

9.   Press NEXT
The display shows:

```
╭─────────────────────────╮
│  Afternoon: 2           │
│  CHNG      PLAY    NEXT  │
╰─────────────────────────╯
```

To continue assigning the Afternoon, Evening, and Non-business Hours Greetings to the Greeting Table, follow steps 7 through 10.

When all your greetings have been assigned to the Greeting Table, you must select the language preference.

From the Non-business Hours display:

10.   Press NEXT
The display shows:

```
╭─────────────────────────╮
│  Lan9 Pref: Pri         │
│  CHNG              NEXT  │
╰─────────────────────────╯
```
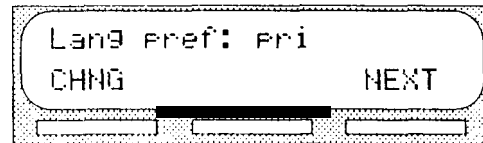
Note: You can set the language preference for the Greeting Table. This setting determines which language the Automated Attendant uses when answering incoming calls. This can be changed at any time. If the StarTalk bilingual option is set to NO, this display is not shown.

11.   To change the language preference, press CHNG
The display changes to show: Lan9 Pref: alt.

To return to the Auto Atdt. Admin display and continue adding greetings to the Greeting Table, press OK and repeat steps 5 through 12.

To end the StarTalk set up session, press [Rls]

Configuring the lines

StarTalk is able to answer all your company's incoming telephone lines, or just those lines you designate. Determining how your company fines are going to be answered is called line configuration.

Each telephone line to be answered by StarTalk must be added to the StarTalk Configuration. StarTalk will not answer any lines until the lines are added to the StarTalk Configuration, and line answer is set to YES.

Note: For more information about line answering, refer to **Section 7, Assigning StarTalk Line Answering.**

Setting up StarTalk

Adding lines

To add a line, and assign it to the Greeting Table:

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

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press OK
      The display shows:

```
Admin
MBOX        AA       OTHR
```

4.   Press AA
      The display shows:

```
Auto Atdt Admin
GRTG     TABLE    LINES
```

5.   Press L.NES
      ·The display shows:

```
Line number:
RETRY              OK
```

6.   Enter <the line number>
      Note: For information about the incoming line numbers used in your company, refer to your **StarTalk Mini Programming Record.**

7.   Press O K

The display shows:

```
+-----------------------------------+
| Line: 1               Ans: N      |
| CHNG        RINGS       NEXT      |
+-----------------------------------+
```
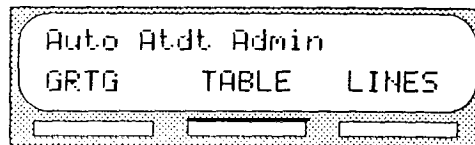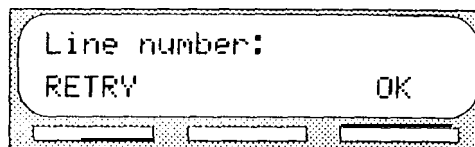
8.   Press   CHNG to change answer from N to Y.

Note: Press RINGS to move to the Line: 1   Rings: 0 display.

Repeat steps 5 through 8 to continue entering StarTalk lines and assigning the lines to the Greeting Table.

9.   Press ☐

The display shows:

```
+-----------------------------------+
| Auto Atdt Admin                   |
| GRTG       TABLE       LINES      |
+-----------------------------------+
```
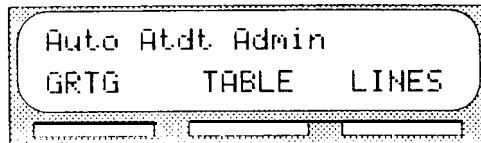
To end this StarTalk session, press [Rls]

Assigning the number of rings before StarTalk answers

You can assign StarTalk to answer incoming calls after a specified number of rings. The number of rings ranges from zero to 12. If the number of rings is left at zero, StarTalk answers immediately. To assign or change the number of rings before StarTalk answers:

1.   Press   [Feature]   [9] [8] [3]
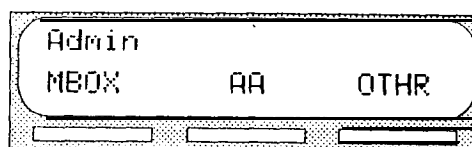
2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press OK
      The display shows:

```
Admin
MBOX        AA       OTHR
```

4.   Press AA
      The display shows:

```
Auto Atdt Admin
GRTG      TABLE     LINES
```

5.   Press LINES
      The display shows:

```
Line number:
RETRY               OK
```

6.   Enter   <the line number>
      Note: For information about the incoming line numbers used in your company, refer to your **StarTalk Mini Programming Record.**

7.   Press OK
      The display shows:

```
Line: 1              Ans:Y
CHNG      RINGS      NEXT
```
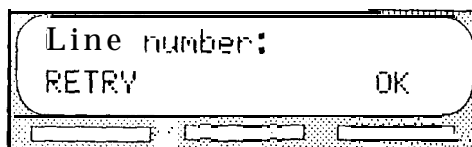
Setting up StarTalk

8.   Press R I NGS
      The display shows:

```
  Line: 1          Rings:0
  CHNG        ANS      NEXT
```

9.   Press CHNG
      The display shows:

```
  No of rings:
  RETRY              OK
```
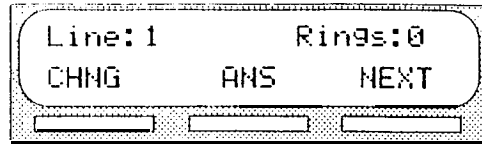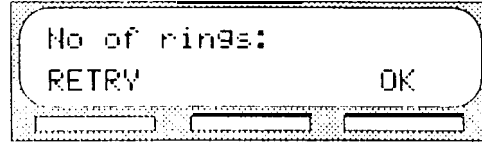
10.   Enter   <the number of rings>
       Note: The number of rings ranges from zero to 12. When Class or CMS
       is used with DR5 software, the Automated Attendant must be set to
       answer after a minimum of two rings.   After two rings, calling line
       infomation appears on the display.

11.   Press OK
       The display shows:

```
  Line: 1          Rings:<3>
  CHNG        ANS      NEXT
```
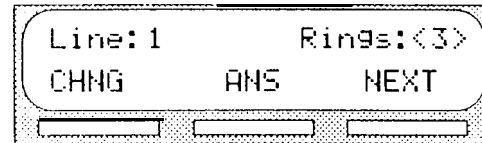
12.   Press   NEXT to view Line: 2
       Note: Pressing ANS returns the display to the Line: 2   Rings:0
       display.

Repeat steps 9 through 12 to continue entering the number of rings before
StarTalk answers lines.

13.   Press ⌈*⌉
       The display shows:

```
  Auto Atdt Admin
  GRTG     TABLE    LINES
```
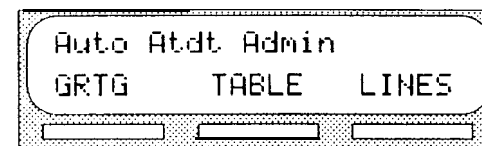
To end this StarTalk session, press ⌈Ris⌉

Viewing and changing line configuration

At any time after a line has been assigned to StarTalk, you can view the StarTalk answer option and change whether or not it is answered by StarTalk.

To view a line, and change the StarTalk answer option:

1. Press [Feature] [9] [8] [3]
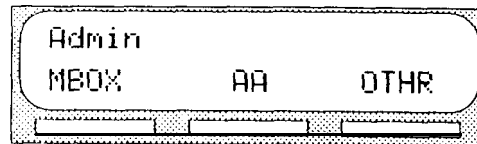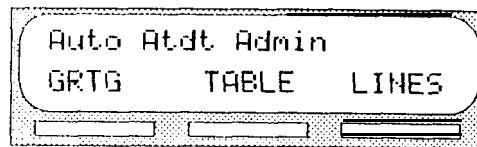
2. Enter   <the System Coordinator Mailbox and password combination>

3. Press OK
    The display shows:

    ```
    Admin
    MBOX        AA        OTHR
    ```

4. Press AA
    The display shows:

    ```
    Auto Atdt Admin
    GRTG      TABLE     LINES
    ```

5. Press LINES
    The display shows:

    ```
    Line number:
    RETRY                 OK
    ```

6. Enter <the line number>
    Note: For information about the incoming line numbers used in your company, refer to your **StarTalk Mini Programming Record.**

7. Press O K
    The display shows:

    ```
    Line: 1              Ans:N
    CHNG      RINGS      NEXT
    ```
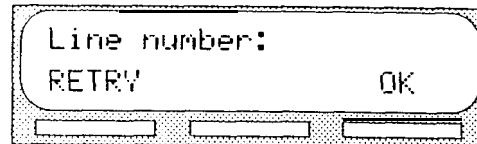
8. Press   CHNG to change answer from PI to Y.

9. Press NEXT
    The display shows:

    ```
    Line:2               Ans:N
    CHNG      RINGS      NEXT
    ```

10. Use the NEXT and CHNG buttons to view and change the configuration of all the incoming lines in your company.

To end this StarTalk session, press [Rls]

Setting up StarTalk

Assigning the Voice Mail option

The default status for assigning the Voice Mail option is enabled. The Voice Mail option may be enabled or disabled at any time. When disabled, callers cannot leave messages in any mailboxes. Callers can access Information Mailboxes. When enabled, callers can access all mailboxes.

To assign the Voice Mail option:

1. Press [Feature   ] [9] [8] [3]
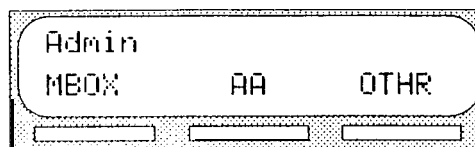
2. Enter <the System Coordinator Mailbox and password combination>

3. Press OK
    The display shows:

    ```
    Admin
    MBOX        AA        OTHR
    ```

4. Press [4]
    The display shows:

    ```
    Voice Mail:<Y>
    CHNG                  OK
    ```
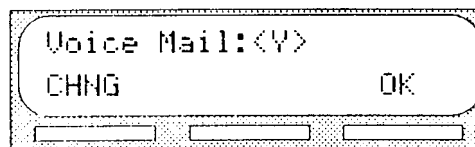
    Note: Press CHNG to change the Y to an N

5. Press OK

When the Voice Mail option is enabled, callers who try to reach an extension that is busy or does not answer will be transferred to the extehsion's mailbox. When the Voice Mail option is disabled, callers hear the Automated Attendànt voice prompt. At any time, callers can press zero [0] to reach the operator.

Note: If the operator is not available, the Automated Attendant voice prompt plays.   . . .

To end this StarTalk session, press [Rls]

Assigning the General Delivery Mailbox

The default status for the General Delivery Mailbox is enabled. The General Delivery Mailbox can be disabled or enabled as required by your company.

To assign the General Delivery Mailbox:

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

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press O K
       The display shows:

```
┌─────────────────────────────┐
│  Admin                      │
│  MBOX        AA      OTHR   │
│  ▭▭▭    ▭▭▭    ▭▭▭         │
└─────────────────────────────┘
```

4.   Press [6]
       The display shows:

```
┌─────────────────────────────┐
│  Gen Delivery:<Y>           │
│  CHNG               OK      │
│  ▭▭▭    ▭▭▭    ▭▭▭         │
└─────────────────────────────┘
```
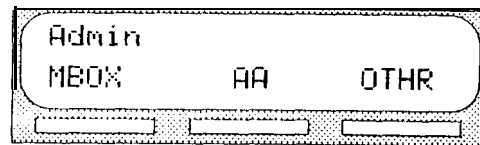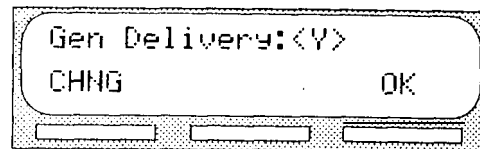
Note: Press CHNG to change the Y to an N

5.   Press O K

When enabled, callers who reach the General Delivery Mailbox can leave a message. When disabled, callers will hear the Automated Attendant voice prompt. At any time, callers can press zero [0] to reach the operator.

Note: If the operator is not available, the Automated Attendant voice prompt plays.

To end this StarTalk session, press [Rls]

Setting up StarTalk

Changing StarTalk's
language
availability

When StarTalk was first installed, the language of the StarTalk Automated Attendant was set by the installer.

To change the StarTalk language availability as well as the primary and alternate languages:

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

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press OK
      The display shows:

      ```
      Admin
      MBOX        AA        OTHR
      ```

4.   Press [2]
      The display shows:

      ```
      Bilingual: N
      CHNG                  NEXT
      ```
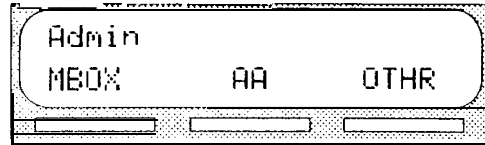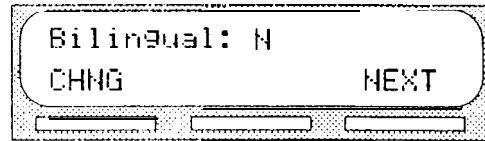
5.   Press CHNG
      Note: Pressing CHNG changes the N to a Y When a Y is shown, pressing CHNG changes the Y to an N

6.   Press NEXT
      The display shows:

      ```
      Prim lang: eng
      CHNG                    OK
      ```
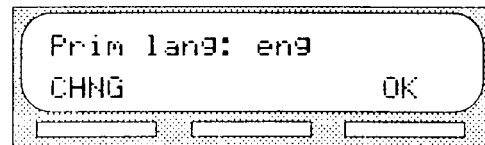
7.   Press CHNG to select the alternate language. In this example, English is used as the primary language and is abbreviated as eng. The alternate language can be either French, fre or Spanish, spa.

      Note: Pressing OK returns the display to the Admin display prompt.

To end the StarTalk session press [Rls]

When the StarTalk bilingual option is set to NO, there is no alternate language capability, and all the Classes of Service are assigned the primary language selected. This means, a caller who presses [9] when using the Automated Attendant is told the command is not recognized.

Setting up mailboxes 6

Introduction This section describes the tasks you need to perform to set up StarTalk mailboxes. Setting up StarTalk mailboxes involves:

- initializing the Special Mailboxes
- registering Personal Mailboxes
- recording Information Mailbox messages

Setting up mailboxes

Registering Personal Mailboxes

Registering a mailbox adds a mailbox number on StarTalk. A Personal Mailbox can be a User or Guest Mailbox. Each mailbox must be assigned a Class of Service that determines the special features available.

User Mailboxes
User Mailboxes can be assigned to each user who has an operating Norstar extension. User Mailboxes store the messages for users who are unable to answer their telephone.

When you establish User Mailbox numbers, you should assign the same number as the user's Norstar extension.

Guest Mailboxes
Guest Mailboxes are assigned to users who do not have an operating Norstar extension. These mailboxes act just like the User Mailboxes, receiving and storing messages.

When you establish Guest Mailboxes, you should assign mailbox numbers beginning with the same number. For example, all Guest Mailboxes could start with the number four. Assigning a leading digit helps you identify **the mailbox type.**

Information Mailboxes

Information Mailboxes relay important company or department messages. Information Mailboxes do not have an operating extension. Information Mailboxes should be established as needed. The number of Information Mailboxes you assign is determined by requests from the users.

When you establish Information Mailboxes, we recommend you assign mailbox numbers beginning with the same number. For example, all Information Mailboxes could start with the number three. Assigning a first digit helps you identify the mailbox type.

Setting
up
mailboxes

Class of Service

A mailbox cannot be added to StarTalk without a Class of Service. For a summary of StarTalk Class of Service values, refer to Figure 6.1. Class of service values cannot be customized for the StarTalk Mini. A Class of Service outlines the special features of a mailbox. There are 8 Classes of Service that specify:

Language prompts

StarTalk is enabled with English and French, or English and Spanish. When this feature is designated as Y, Classes of Service 1, 3, 5, and 7 reflect the primary language, and Classes of Service 2, 4, 6, and 8 reflect the alternate language.

Maximum mailbox message time

This establishes the total message time available to a mailbox. The maximum message time is 20 minutes.

Maximum message length

This establishes the maximum length of an incoming message. The message length ranges from two to seven minutes.

Message retention period

This establishes the amount of time messages are saved in a mailbox. The message retention period ranges from seven days to indefinite.

Personal greeting

This establishes whether a mailbox owner is able to record personal primary and alternate greetings.

Greeting length

This establishes the length of a re-corded mailbox greeting. **A** mailbox greeting length ranges from one to 10 minutes.

Group Lists

This establishes whether a mailbox can be assigned to a Group List.

Off-premise Message Notification

This allows messages to be directed to another Norstar extension, any telephone number, or to **a** pager.

Retry interval

This establishes the amount of time between attempts to notify the recipient of a new or urgent message. The retry interval ranges from five to 30 minutes.

Number of attempts

This establishes the number of attempts StarTalk will make to notify the recipient of a new or urgent message. The number of attempts-value ranges from three to nine.

Mailbox Overrides   Mailbox Overrides allow you to change the default for optional parameters. The default for both optional parameters is YES. This can be changed at any time.

Include in Company Directory

This includes the mailbox number, and the mailbox owner's name in the Company Directory.

Message Waiting Notification

This establishes a message notification for a mailbox owner with a "Message for you" display prompt.

Class of Service values:	1	2	3	4	5	6	7	8
Prompt language	P	A	P	A	P	A	P	A
Max. mailbox message time (in minutes)	15	15	15	15	5	5	20	20
Max. 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
Personal greeting	Y	Y	Y	Y	Y	Y	Y	Y
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Group Lists	Y	Y	Y	Y	Y	Y	Y	Y
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	15	15	30	30
Number of attempts	3	3	5	5	7	7	9	9

Setting up mailboxes

Figure 6.1 — Class of Service Summary

0 = indefinite retention
P = primary language
A = alternate language

Note: Class of Service numbers 2, 4, 6, and 8 are alternate language Classes of Service. This means when you assign a mailbox with an even number Class of Service, the mailbox uses the alternate language.

Before
you register
the
mailboxes

Before you begin adding mailboxes, ensure you have completed the Mailbox List on the **StarTalk Mini Programming Record.** When you register user mailboxes, we recommend using mailbox numbers that are the same as the extension numbers currently used in your company. For example, extension number 27 would have a mailbox number assigned as 27.

When you are registering Guest or Information Mailboxes, we recommend you select a leading digit different than the User Mailboxes. This will help you identify the mailbox type. For example, all Guest Mailboxes could have a leading digit of four, and all Information Mailboxes could have a leading digit of three.

When you are completing the Mailbox List, you need to determine:

· Class of Service
· Company Directory option
● Message Waiting Notification

The Company Directory option and Message Waiting Notification are not included in a class of Service. When you are adding a mailbox, you can override these options.

The Company Directory option defaults to YES. When the Company Directory' option is NO, a mailbox owner's name is not included in the Company Directory, nor can a mailbox owner be selected from the Company Directory. This means the mailbox is not included in the Directory Report. Even though the Company Directory name is not included, the mailbox owner must still record their name when initializing a mailbox.

The Message Waiting Notification defaults to YES. This means StarTalk will leave a "Message for you" notification on a Norstar telephone display. When the Message Waiting Notification is changed to NO, StarTalk will not leave a "Message for you" notification on a Norstar telephone display.

The Message Waiting Notification must be set to NO when you add Guest Mailboxes. These mailboxes do not have an operating Norstar extension.

Note: StarTalk can store a maximum of 24 mailboxes including **Special,** Personal and Information Mailboxes.

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mailboxes

Both Guest and Information Mailboxes can be included on your mailbox list. The extension of a Guest and Information Mailbox appears as a blank on the StarTalk Directory Report.

Figure 6.2 provides a sample Mailbox Number List, which also includes Guest and Information Mailboxes.

Mailbox Number	Extension	Class of Service	Name	Company Directory Yes or No	Message Waiting Yes or No
20	20	01	Apple,B	No	Yes
21	21	01	Harper,D	Yes	Yes
22	22	03	Dias,M	No	Yes
23	23	02	Franco,M	No	Yes
24	24	01	Kosten,B	Yes	Yes
26	26	01	Tomes,N	Yes	Yes
40		01	Guest, A	Yes	No
30		08	Sales Information	Yes	No

Figure 6.2 — Sample Mailbox Number List

Note: When adding Information Mailboxes, you should assign a Class of Service that has the maximum message length. To accommodate an average Information Mailbox recorded message, you should assign a Class of Service between 3 and 4. These Classes of Service offer a message length of 7 minutes.

Adding   Before you add StarTalk mailboxes, ensure your Mailbox Number List is
Personal   prepared.
Mailboxes

To add a mailbox:

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

      The display shows:
```
Log:
QUIT      RETRY      OK
```

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press O K
      The display shows:
```
Admin
MBOX        AA        OTHR
```

4.   Press MBOX
      The display shows:
```
Mailbox  Admin
ADD         DEL       CHNG
```

5.   Press ADD
      The display shows:
```
Mbox:
RETRY              QUIT
```

6.   Enter   <the mailbox number>

      The display shows:
```
Ext:
RETRY              QUIT
```
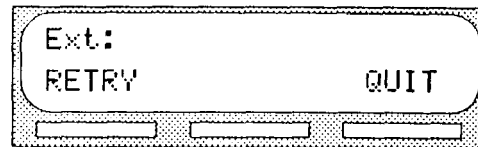
7.   Enter <the extension number>

      The display shows:
```
Service class:
```
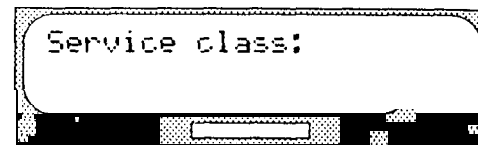
Setting
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mailboxes

8.   Enter   <a Class of Service from 1 to 8>

The display shows:

```
Name: _
RETRY      BKSP        OK
```

9.   Enter   <the mailbox owner last name and first name initial>
Important: This is a maximum 16 character field. To enter a name, you
must press the number on the dialpad associated with the letter you
want. The letters appear on the display in the order that they appear on
the dialpad button. To select the next letter on a button, press the button
again. To advance one space, press [#]   To backspace, press BKSP
A comma must be entered to separate the last name from the first initial.
To enter a comma, press [#] [#]

10.   Press O K
The display shows:

```
Directory?
YES          NO
```

11.   Press YES   or   NO
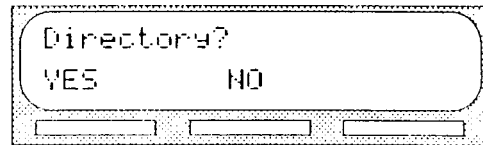This is a Directory Override. Pressing YES means the mailbox owner's
name is always played in the Company Directory. Pressing NO means
a mailbox owner's name does not appear in the Company Directory.

The display shows:

```
Msg waiting?
YES          NO
```

12.   Press YES or NO
This establishes whether or not a message notification appears on the
Norstar display. Pressing YES means a "Message for you" notification
appears on the display. Pressing NO means there is no display
notification of a message. When a Guest Mailbox is added, this should
be set to NO.

The display shows:

```
Mailbox Admin
ADD         DEL        CHNG
```

Repeat steps 5 through 12 to add another mailbox. To end this StarTalk
session, press [Rls]

How a Guest Mailbox can be used

Guest Mailboxes can be used to provide a temporary employee with StarTalk services, allow client access to internal messaging and call routing, or they can be used to allow customers to make telephone orders.

Depending on your business, you might decide to use Guest Mailboxes for:

- personal catalogue shopping orders
- listing classes or seminars and providing callers with the ability to register by telephone
- providing frequent customers access to StarTalk services

Guest Mailboxes can also be used for making customer reservations, and even reserving a tee off time for a game of golf. How you decide to use a Guest Mailbox is as limitless as your imagination.

Setting up a Guest Mailbox for any of the above suggestions is easy. The following section shows you how to add a Guest Mailbox. The example shown provides you with a suggestion of how to set up a Guest Mailbox for an announcement and order taking capability.

When you are providing services that allow a customer to call into a mailbox, you record the mailbox number in the Company Greeting. This allows a caller to transfer directly to the mailbox.

Setting
up
mailboxes

Example 1 – Announcing Courses and Seminars (Telephone Registration)

To use a Guest Mailbox to provide telephone registration, you first need to determine a telephone number. The mailbox number you assign does not have a working Norstar extension number. Next, you must determine what the mailbox greeting will say. For example:

"This month we *are* pleased to provide the following courses: Jazz Dancing made Easy, *Intermediate Jazz Dancing,* Warming *Up for that* Big Performance, and Beginners' Ballet.   If you are *interested* in any of these *courses,* please leave your name and telephone number after   *the* fone.   One of our instructors *will* contact you *with* more information."

Note: You can even include the time and date the classes are being offered. This example is applicable to Guest Mailboxes being used with ordering capability.

After you have determined what the announcement will say, you must record a company greeting to inform callers this mailbox is available. For example:

"Good *Morning.* This is On Your Toes Dance School. To reach *the* dance studio, press 46. To register for our fall classes, press   28. To reach our company operator, press 0. "

Note: The extension number 46 in this example is an operating Norstar extension. If this extension has a mailbox, it would be added in the same way that a personal user mailbox is added.

The last thing you must do is determine a Class of Service. When you assign a Class of Service for a Guest Mailbox being used as an order mailbox, you should choose one that allows for the maximum mailbox greeting recording and message time available. In the example shown here, a mailbox Class of Service between 7 and 8 would be appropriate. Refer to Class of Service values in Figure 6.1, earlier in this section.

Adding Guest Mailboxes

Guest Mailboxes are added to StarTalk for mailbox owners who are using StarTalk services without an extension.

To add a Guest Mailbox:

1. Press [Feature] [9] [8] [3]
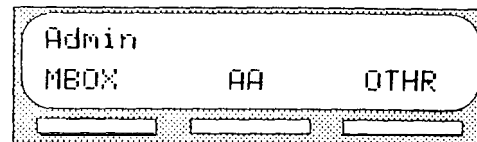
    The display shows:

    ```
    Log:
    QUIT      RETRY      OK
    ```

2. Enter <the System Coordinator Mailbox and password combination>

3. Press OK
    The display shows:

    ```
    Admin
    MBOX        AA        OTHR
    ```

4. Press MBOX
    The display shows:

    ```
    Mailbox  Admin
    ADD        DEL        CHNG
    ```

5. Press ADD
    The display shows:

    ```
    Mbox:
    RETRY              QUIT
    ```

6. Enter <the Guest Mailbox number>

    The display shows:

    ```
    Ext:
    RETRY              QUIT
    ```

7. Press [*]
    The display shows:

    ```
    Service class:
    ```

8. Enter <a Class of Service from 1 to 8>

    The display shows:

    ```
    Name:_
    RETRY     BKSP      OK
    ```
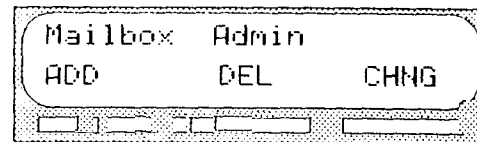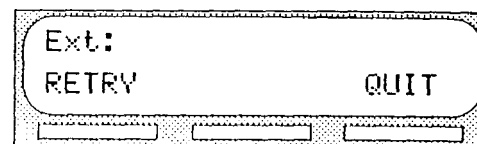
Setting up mailboxes
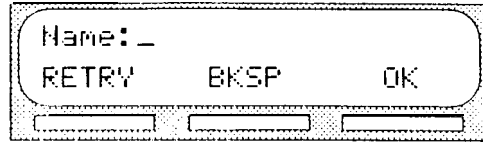
9. Enter   <the mailbox owner, last name first>
    Important: This is a maximum 16 character field. To enter a name you must press the number on the dialpad associated with the letter you want. The letters appear on the display in the order that they appear on the dialpad button. To select the next letter on a button, press the button again. To advance one space, press [#] To backspace, press BKSP A comma must be entered after the last name. To enter a comma, press [#] [#]

10. Press O K
    The display shows:

    ```
    Directory?
    YES       NO
    ```

11. Press YES or NO
    This is a Directory Override. Pressing YES means the mailbox owner's name is always played in the Company Directory. Pressing NO means a mailbox owner's name is not played in the Company Directory.

    The display shows:

    ```
    Msg waiting?
    YES       NO
    ```
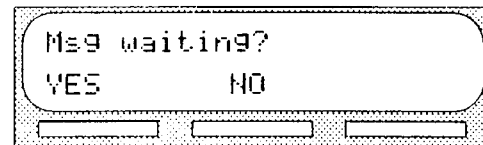
12. Press MO
    The display shows:

    ```
    Mailbox Admin
    ADD       DEL       CHNG
    ```

Repeat steps 5 through 12 to add another Guest Mailbox. To end this StarTalk session, press [Rls]

Using Information Mailboxes

Information Mailboxes provide messages and announcements to callers. Information Mailboxes are registered by the System Coordinator, and are either maintained by you or a StarTalk user.

Information Mailboxes can be used to:

- announce sales
- provide product lists
- announce special events

Note: A caller is automatically disconnected after listening to an information message. Information Mailbox Greetings can be recorded by you or by the user assigned the Information Mailbox. Refer to the **StarTalk Mini Reference Guide** for instructions about recording Information Greetings. For information about the CCR Information Mailbox, refer to **Section 8: Setting up Custom Call Routing (CCR).**

When you use the Information Mailbox feature, you must ensure the mailboxes are accessible to callers. You can make outside callers aware of your company's Information Mailboxes by using the following methods:

- Advertise the Automated Attendant main number, and record a Company Greeting informing the caller of all the Information Mailbox services. You can also provide a list of your company's Information Mailboxes in brochures and yellow pages advertising.

  Recording all the Information Mailboxes in the Company Greeting is only applicable with a small number of mailboxes, for example three or four. If you record several mailboxes, callers might forget the mailbox numbers, and become frustrated when presented with all the other options.

- Assign the operator as the transfer point for all Information Mailbox inquiries. In this case, you would record a statement in the Company Greeting that indicates to callers about pressing zero to reach company information. For example:

  "Good Afternoon. This is On Your Toes Dance Studio. To reach our studio, press 46. To listen to one of our special announcements, press [0] to reach the operator."

  When a caller presses zero, the operator provides a list of the different Information Mailboxes, and transfers the caller accordingly.

Setting
up
mailboxes

When the operator is not available, the Automated Attendant voice prompt plays.

You can always select the mailbox option to include Information Mailboxes in the Company Directory.

Important: You must make the Information Mailboxes easy for a caller to find. You can do this using your company's operator, or the StarTalk Company Directory.

Adding Information Mailboxes

Before you can add an Information Mailbox, you must determine an appropriate Class of Service. The Class of Service must have adequate message length available to accommodate an information greeting. A Class of Service of 7 or 8 is appropriate for most Information Mailboxes. These Classes of Service defaults allow 10 minutes for a recorded greeting.

To add an Information Mailbox:

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

The display shows:

```
 Log:
 QUIT      RETRY      OK
```

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   **Press OK**
The display shows:

```
 Admin
 MBOX       AA        OTHR
```

4.   **Press MBOX**
The display shows:

```
 Mailbox  Admin
 ADD       DEL       CHNG
```

5.   Press [1]
The display shows:

```
 Info mbox admin
 ADD       DEL       CHNG
```
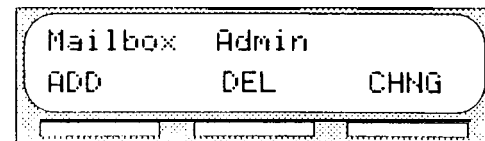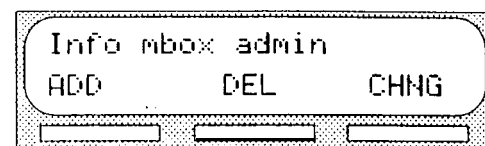
6.   Press   ADD

7.   Enter   <the Information Mailbox number>

8.   Enter   <a Class of Service from 1 to 8>

The display shows:

```
Name: _
RETRY      BKSP      OK
```

9.   Enter   <the mailbox name>
Important: This is a maximum 16 character field. To enter a name you must press the number on the dialpad associated with the letter you want. The letters appear on the display in the order that they appear on the dialpad button. To select the next letter on a button, press the button again. To advance one space, press #   To backspace, press BKSP

10.   Press OK
The display shows:

```
Directory?
YES        NO
```
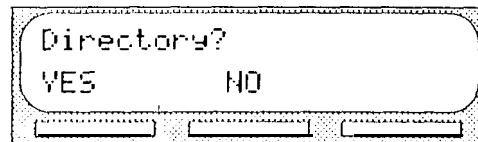
11.   Press   YES or NO
This is a Directory Override. Pressing YES means the Information Mailbox is always played in the Company Directory.   Pressing NO means the Information Mailbox name is not played in the Company Directory.

You must repeat steps 6 through 11 to add each Information Mailbox.

To end the StarTalk session, press Rls

Setting up mailboxes

Special Mailboxes

There are two Special Mailboxes that you use as System Coordinator:

- General Delivery Mailbox   number 10
- System Coordinator Mailbox   number 12

Note: When the DN length is 2 and the leading digit is 1, the Special Mailboxes default to 20 and 22. For more information about the StarTalk default values, refer to **Appendix B.**

All the Special Mailboxes are protected by a password that you establish. The password for each mailbox is determined when you initialize the mailbox with StarTalk. For more information about mailbox passwords, refer to **About the passwords,** later in this section.

The General Delivery Mailbox defaults to Class of Service 1. The System Coordinator Mailbox defaults to a Class of Service 7. The Class of Service can be changed at any time. Refer to **Section 10, Changing a mailbox Class of Service.**

General Delivery
The General Delivery Mailbox is used to store messages from callers when the operator is not available, when Personal Mailboxes are full, or from callers using a rotary dial telephone. The General Delivery Mailbox has a default greeting, but you can replace this greeting with one you record. Refer to **Recording a Special Mailbox Greeting,** later in this section.

Messages left in the General Delivery Mailbox must be forwarded to the appropriate StarTalk mailbox. Only the System Coordinator, receptionist, or designated operator can access the messages in the General Delivery Mailbox.

Note: We recommend assigning the StarTalk designated operator the General Delivery Mailbox number. Refer to **Setting up the operator's mailbox,** later in this section.

The General Delivery Mailbox can be disabled if your company does not require the service of this Special Mailbox. For more information, refer to **Section 5, Assigning the General Delivery Mailbox.**

System Coordinator Mailbox
The System Coordinator Mailbox is used as your own Personal Mailbox. This is the only mailbox that is able to send Broadcast Messages. Only the System Coordinator is able to access the System Coordinator Mailbox. Ensure that you listen to messages sent to you in the System Coordinator Mailbox.

The Special Mailboxes must be initialized before they can be used by your co-workers. Refer **to Section 6, Initializing the Special Mailboxes.**

Note: The mailbox numbers used here for the Special Mailboxes are the StarTalk default mailbox numbers based on a two-digit DN length. The mailbox number length is determined in the initial StarTalk set up. Mailbox numbers can range from two to seven digits. For more information about the StarTalk defaults, refer to **Appendix B**.

Setting
up
mailboxes

Initializing the Special Mailboxes

Before the System Coordinator Mailbox or any StarTalk Personal Mailbox can be used, it is necessary to initialize the mailbox. Initializing a mailbox involves:

, changing the default password

• recording the mailbox name in the Company Directory

· recording a mailbox greeting

· selecting a mailbox greeting

A Personal Mailbox cannot receive messages until it is initialized. All the Special Mailboxes must have the default password changed and the name of the mailbox recorded in the Company Directory. Ensure you write down and keep the passwords for the Special Mailboxes in a safe place.

The General Delivery Mailbox can receive messages before it is initialized. You must initialize this mailbox before you can retrieve any messages from it.

Note: The steps for initializing Special Mailboxes and Personal Mailboxes are the same.

A mailbox is only initialized once. After a mailbox is initialized, the mailbox owner can change the password and re-record the Company Directory name using the Mailbox Administration options in the mailbox. For more information refer to the **StarTalk Mini Reference Guide, Mailbox options.**

About the passwords

Each mailbox registered with StarTalk is protected by a password that is ، established by the mailbox owner. When you add a mailbox to StarTalk, the password 0000 is automatically assigned. This is called the default password.

To use a mailbox, a mailbox owner must change the default password. The new password must be between four and eight digits in length.

Note: A mailbox password cannot start with zero, and must be no longer than eight digits.

If a mailbox owner cannot remember their password, you can reset the mailbox password to the default password 0000. Refer to **Section 10, Resetting a mailbox password.**

Recording the mailbox in the Company Directory

The Company Directory stores a list of mailbox owners in your company, Before a mailbox can receive messages, the mailbox owner's name must be recorded in the Company Directory. Whether or not a mailbox appears in the Directory is determined by the Company Directory override established by the System Coordinator.

Before You begin

Before you begin to initialize the Special Mailboxes, prepare the passwords that you will use to open the mailboxes. Remember, the passwords must be between four and eight digits in length and cannot start with zero (0). Ensure that you write down and keep the password for each Special Mailbox in a safe place. The General Delivery Mailbox password should be provided to your receptionist or designated operator.

Setting up mailboxes

To initialize the Special, Information, or Personal Mailboxes:

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

     The display shows:

     ```
     Log:
     QUIT     RETRY     OK
     ```

     Note: Unless you have assigned an extension to the Special Mailboxes, the Log: display prompt always appears. If the Pswd: prompt appears, press OTHR

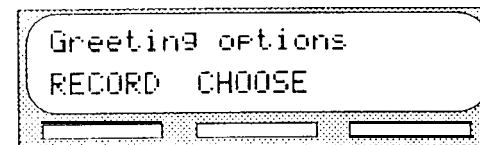2.   Enter   <the mailbox number and the default password 0000>

3.   Press OK
     The display shows:

     ```
     Must change pswd
     ```
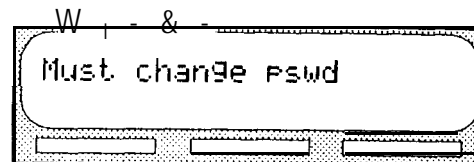
4.   Enter <the new password>
     Note: The password must be between four and eight digits long. A password cannot start with zero (0).

5.   Press O K
     The display shows:

     ```
     Accept password?
     YES      NO      QUIT
     ```
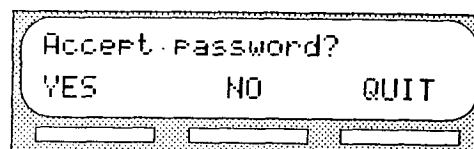
6.   Press YES

The display shows: ```
                      ┌─────────────────────────┐
                      │ Must record name   │
                      │   │
                      │   - - - - - │ │
                      │ ┌────┐ ┌────┐ ┌────┐ │
                      └─────────────────────────┘
                      ```

7.    The display changes to:

```
┌─────────────────────────┐
│ Record name:            │
│                         │
│ ┌────┐ ┌────┐ ┌────┐    │
└─────────────────────────┘
```

8.   At the sound of the tone, record your name.
      When recording a mailbox name in the Company Directory, you should
      also include the extension number. Remember to speak slowly and
      clearly, at a pace that is easy to understand.

9.   Press OK to end the recording.

      The display shows: ```
                            ┌─────────────────────────┐
                            │ Accept name?   │
                            │ RETRY   PLAY   OK   │
                            │ ┌───┐ ┌────┐ ┌────┐   │
                            └─────────────────────────┘
                            ```

10   To accept the recording, press OK
      Note: If the recording is not acceptable, press RETRY You are
      returned to the Record name display where you can re-record the
      Company Directory name.

When you have completed recording the Company Directory name, you are
returned to the mailbox's administration display prompt. You are now ready to
record the mailbox greeting.

You must repeat steps 1 through 10 to initialize each Special Mailbox.
To end this StarTalk session, press Rls

Recording a Special Mailbox Greeting

You must record a greeting for each Special Mailbox. This greeting is played to callers who choose to leave a message in the Special Mailboxes.

Your greetings should describe which mailbox has been reached and instruct callers on leaving messages. For example, you might record your General Delivery Mailbox greeting to say:

"Hello. You have reached *Bridge* Stone's General Delivery Mailbox. At *the* sound of fhe tone, p/ease leave *the* name of the person you are calling and your message. Your message *will* be returned as soon as possible. "

Before you record the Special Mailbox Greetings, prepare a greeting for each mailbox. Include the Special Mailbox name in your greeting. Remember to speak clearly, at a pace that is easy to understand.

To record a Special Mailbox Greeting:
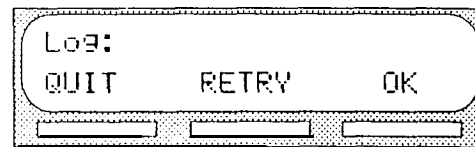
1. Press [Feature] [9] [8] [1]

    The display shows:

    ```
    Log:
    QUIT        RETRY        OK
    ```

    Note: Unless you have assigned an extension to the Special Mailboxes, the Log: display prompt always appears. If the Pswd: prompt appears, press OTHR

2. Enter <the Special Mailbox number and password>

3. Press O K
    The display shows:

    ```
    0 new        0 saved
    PLAY        REC        ADMIN
    ```

4. Press ADMIN
    The display shows:

    ```
    Mailbox admin
    GREET        PSWD        QUIT
    ```

5.   Press   GREET
      The display shows:

      Greeting options
      RECORD CHOOSE
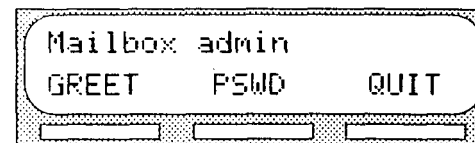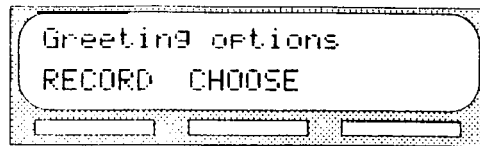
6.   Press   RECORD
      The display shows:
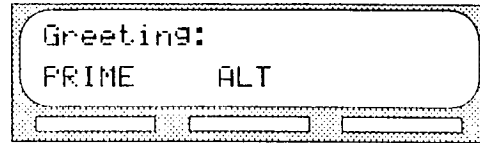
      Greeting:
      PRIME   ALT

7.   Press   PRIME
      Note: The primary greeting is represented by PRIME   The alternate
      greeting is represented by ALT

8.   The display shows:
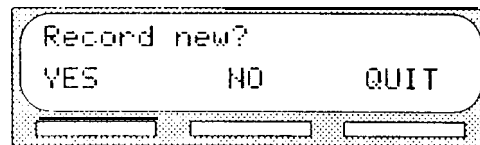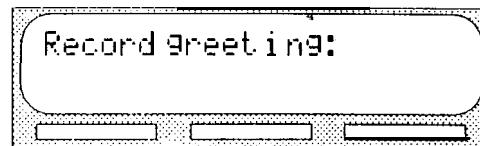
      Not recorded

      The display changes to show:

      Record new?
      YES   NO   QUIT

9.   Press   YES
      The display shows:

      Record greeting:

10.   At the tone, record your greeting.

Setting
up
mailboxes

11.   Press OK to end your recording.

The display shows:

```
┌─────────────────────────────┐
│  Accept greeting?           │
│  RETRY      PLAY      OK     │
│  ▭▭▭▭     ▭▭▭▭     ▭▭▭▭    │
└─────────────────────────────┘
```

12.   Press OK to accept the greeting.
       If for some reason you are not satisfied with this greeting, press RETRY
       and re-record the greeting.

For each Special Mailbox Greeting, follow steps 1 through 12. To end this
StarTalk session, press [Rls]

Note: After the primary and alternate greetings are recorded, you must select a
greeting to play. Refer to the next section, **Selecting a Special Mailbox
Greeting.** If you do not select a greeting to play, the primary greeting plays
automatically.

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mailboxes

Selecting a Special Mailbox Greeting

For a primary or alternate greeting to play, you must select a greeting. If you do not choose a greeting, the primary greeting will automatically play. If you choose the alternate greeting, remember to change back to the primary greeting at the appropriate time.

To choose a primary-or alternate greeting:
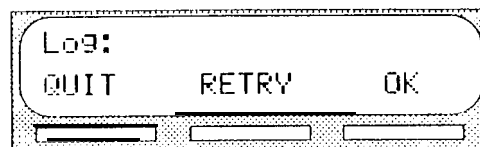
1. Press   [Feature] [9] [8] [1]

    The display shows:

    ```
    Log:
    QUIT      RETRY      OK
    ```

    Note: Unless you have assigned an extension to the Special Mailboxes, the Log: display prompt always appears. If the Pswd: prompt appears, press OTHR

2. Enter   <the Special Mailbox number and password>

3. **Press** OK
    The display shows:

    ```
    0 new       0 saved
    PLAY      REC      ADMIN
    ```

4. Press ADMIN
    The display shows:

    ```
    Mailbox admin
    GREET     PSWD      QUIT
    ```

5. Press GREET
    The display shows:

    ```
    Greeting options
    RECORD  CHOOSE
    ```

6. Press CHOOSE
    The display shows:

    ```
    Use greeting:
    PRIME      ALT      QUIT
    ```

7.   Select the greeting you want played.
     Note: If you select a greeting that is not yet recorded, you are trans-
     ferred back to the Greeting option display to record the greeting.

To end this StarTalk session, press ⌐Rls⌐

The Special Mailbox Greetings are now selected and will play each time a caller
reaches a Special Mailbox. If you have selected an alternate mailbox greeting
for a Special Mailbox, remember to select the primary greeting when the
situation changes.

Note: The procedure for selecting a Personal Mailbox Greeting is the same as
for selecting a Special Mailbox Greeting.

Setting
up
mailboxes

♦

Setting up the operator's mailbox

When the operator is not available, all calls that request the operator are transferred to the General Delivery Mailbox. Your company's designated StarTalk operator should be assigned the General Delivery Mailbox number.

To change the mailbox extension:

1.   Press   Feature   9   8   3

   The display shows:

   ```
   Log:
   QUIT      RETRY      OK
   ```

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press OK
   The display shows:

   ```
   Admin
   MBOX      AA      OTHR
   ```

4.   Press MBOX
   The display shows:

   ```
   Mailbox  Admin
   ADD       DEL       CHNG
   ```

5.   Press CHNG
   The display shows:

   ```
   Mbox:
   DIR                 QUIT
   ```

6.   Enter <the General Delivery Mailbox number>-

   The display shows:

   ```
   Password
   RESET               NEXT
   ```

7.   Press NEXT
   The display shows:

   ```
   Ext: 10
   CHNG                NEXT
   ```

8.   Press CHNG
      The display shows:

```
Ext:
RETRY                QUIT
```

9.   Enter   <the designated operator's extension number>
      The display changes to show:

```
Ext: 21
CHNG                 NEXT
```
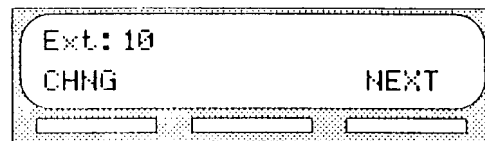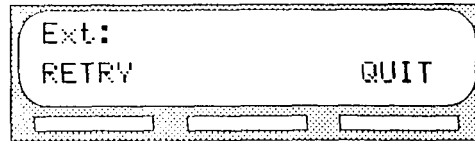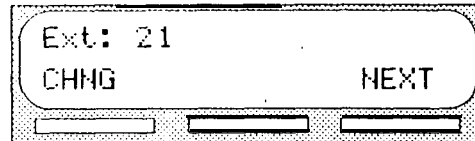
Note: The extension number shown in step 9 is only an example. The extension number that you enter can be any operating extension number on your Norstar Business Communication System.

To end this StarTalk session, press ⌊Rls⌋

Setting up mailboxes

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Setting the StarTalk status   7

Introduction Setting the operator status determines if your company's receptionist or designated operator is available to take calls. This section describes how to:

- sign ON and OFF your receptionist or designated operator
- change the operator password
- set your Company's Business Hours
- change the Business Status
- enable StarTalk Line Answering
- change the receptionist or designated operator's extension
- set the return to Automated Attendant Status

Setting the
StarTalk
status

Attendant Sign ON/OFF The Attendant Sign ON/OFF Feature determines whether an operator is available. Each day, the receptionist or designated StarTalk operator must sign on in the morning, and sign off in the evening.

When your company receptionist or designated operator is available, the attendant status must be set to YES. When your company receptionist or designated operator goes for lunch, coffee breaks or leaves in the afternoon, the attendant status must be set to NO.

When the attendant status is set to NO, any caller who requests an operator is informed the operator is not available, and is transferred to the options menu to dial another extension, or leave a message.

AtoZ KELLATRONICS, INC.

tel: 800.766.3425   fax: 800.720.1172
318.773.8888   318.773.8899

www.kellatronics.com   info@kellatronics.com

Setting the operator status

Setting the operator status determines if your company receptionist or designated operator is available. The operator status should be set to YES when an operator is available. To set the operator status:

1.   Press   [Feature]   [9] [8] [2]

2.   Enter   [6] [7] [3] [7] [2] [8] [6] [7] (OPERATOR)
      Note: This is the default operator password. To change the operator password, refer to **Changing the operator password,** later in this section.

3.   Press O K
      The display shows:

      ```
      Atdt avail: N
      CHNG              NEXT
      ```
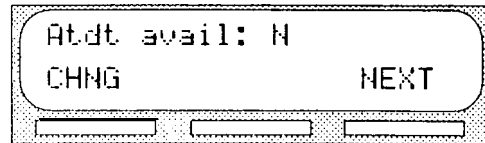
4.   Press CHNG
      Note: Pressing CHNG changes the N to a Y. When your company receptionist or designated operator is available, the operator status should be set to Y. When an operator is not available, the operator status should be set to N.

To end this StarTalk session, press [Rls]

Setting the
StarTalk
status

Changing the operator password

The operator password can be changed at any time.

To change the operator password:

1.   Press   [Feature]   [9]   [8]   [2]

2.   Enter   [6]   [7]   [3]   [7]   [2]   [8]   [6]   [7]   (OPERATOR)
     Note: This is the default operator password.

3.   Press OK

4.   Press   [7]
     The display shows:

     ```
     Pswd:
     RETRY                OK
     ```
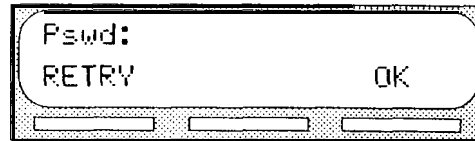
5.   Enter   <the new operator password>
     Note: A valid password is between four and eight digits. The operator password cannot begin with a zero (0).

6.   Press   OK

To end this StarTalk session, press [Rls]

Resetting the operator password

A forgotten operator password cannot be recovered. The password must be reset to the default password OPERATOR.

To reset the operator password:

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

2.   Press [7]

2.   Enter   [7] [3] [7] [3] [8] [6] [7] [3] [7] [7] [7] [9] [3]
      (RESETOPERPSWD)

4.   Press OK
      The display shows:

```
Password reset?
YES          NO
```

5.   Press YES

The operator password will reset to OPERATOR.

This StarTalk session ends automatically.

Changing the Business Status

The Business Status corresponds to when you open your business in the morning and when you close your business in the afternoon. StarTalk uses the Business Status to determine when the Non-business Hours Greeting is played.

StarTalk's internal clock automatically regulates which greetings are played, For example, if you come into your company at 8:00 a.m., you would set the Business Status to YES. After the business is open, the Morning Greeting is played. The Afternoon Greeting automatically plays after 12:00 p.m.

When your business closes, you must set the Business Status to NO. When the Business Status is set to NO, the Non-business Hours Greeting is played. Table **7.1** summarizes the default greeting times. For more information about greeting times, refer to **Setting your company's Business Hours,** later in this section.

Morning	12:00 a.m.	to	12:00 (noon),
Afternoon	12:00 p.m.	to	06:00 p.m. :
Evening	06:00 p.m.	to	12:00 (midnight)
Non-business	Plays when Business Status is set to NO		

Table 7.1 − Greeting Time Summary

Setting the StarTalk status

Note: The Evening Greeting plays automatically after 6:00 p.m. and continues to play until you change the Business Status to NO. When the Business Status is set to NO, your Non-business Hours Greeting plays.

Setting the Business Status

The Business Status corresponds to when your business is open or closed. When the Business Status is set to NO, the Non-business Hours Greeting plays.

Instruct your company's receptionist, or designated operator, to change the Business Status in the morning when your company opens, and again in the evening when your company closes for the day.

To set the Business Status:

1.   Press Feature 9   8   2

2.   Enter   <the operator password>
      Note: The default password is ⬜ 7 ⬜   7 2 ⬜   ⬜   ⬜
      (OPERATOR)

3.   Press OK
      The display shows:

      ┌─────────────────────────┐
      │ Atdt avail: Y   │
      │ CHNG   NEXT   │
      │ ▭▭▭   ▭▭▭   ▭▭▭   │
      └─────────────────────────┘

4.   Press NEXT
      The display shows:

      ┌─────────────────────────┐
      │ Business open:N   │
      │ CHNG   NEXT   │
      │ ▭▭▭   ▭▭▭   ▭▭▭   │
      └─────────────────────────┘
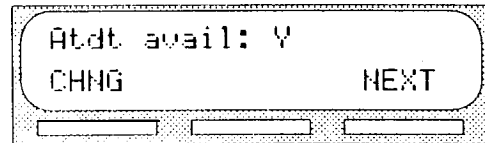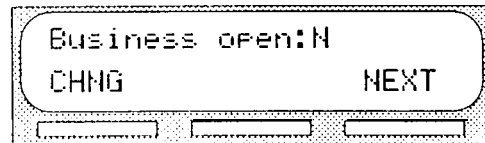
5.   Press CHNG
      Note: This changes the t-I to a Y

To end this StarTalk session, press Rls

Setting your company's Business Hours

Setting the Business Hours determines when each greeting is played. Business Hours are divided into four categories, Morning, Afternoon, Evening, and Non-business.

To set the Business Hours:

1. Press [Feature] [9] [8] [2]

2. Enter   <the operator password>
   Note: The default password is [6] [7] [3] [7] [2] [8] [6] [7] (OPERATOR)

3. Press OK
   The display shows:

   ```
   Atdt avail: Y
   CHNG              NEXT
   ```

4. Press NEXT until the display shows:

   ```
   Morning:<12:00 am>
   CHNG              NEXT
   ```
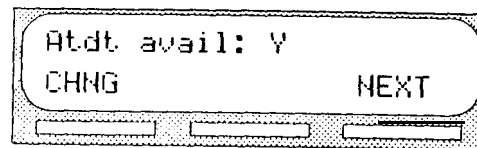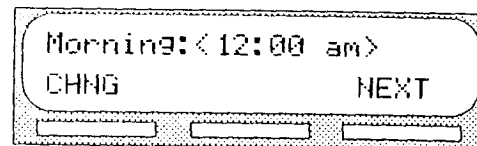
5. Press CHNG

6. Enter   <the Morning start time>

   The display shows:

   ```
   Enter hhmm:<0800>
   RETRY      AM      PM
   ```
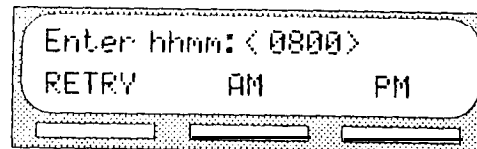
   Note: This is a four-digit field. Any single-digit hour must be preceded by a zero (0).

7. Press AM
   The display shows:

   ```
   <8:00 am>
   RETRY              OK
   ```

8. Press OK
   The display shows:

   ```
   Aftnoon:<12:00 pm>
   CHNG              NEXT
   ```
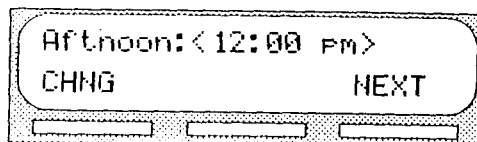
9.   **Press CHNG**

10. Enter <the Afternoon start time>

The display shows:
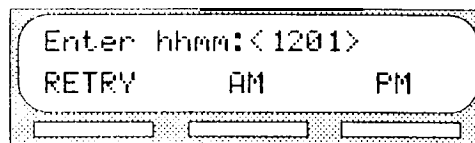
```
Enter hhmm:<1201>
RETRY     AM      PM
```

11. Press PM
The display shows:

```
<12:01 pm>
RETRY            OK
```

12. Press OK
The display shows:

```
Evening:<06:00 pm>
CHNG            NEXT
```

13. Press CHNG

14. Enter   <the Evening start time>

The display shows:

```
Enter hhmm:<0430>
RETRY     AM      PM
```
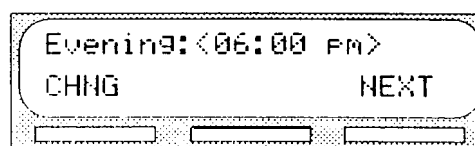
15. Press PM
The display shows:

```
<4:30 pm>
RETRY            OK
```

Note: The Evening start time must be p.m.

16. Press OK

This StarTalk session ends automatically.

Assigning StarTalk Line Answering

StarTalk can answer all your company lines included in line configuration. When Line Answering is enabled, StarTalk answers all incoming calls and presents each caller with the Company Greeting and Automated Attendant menu options. You can designate whether or not StarTalk answers your company lines. When Line Answering is disabled, StarTalk will not answer incoming calls; all incoming calls must be answered and routed by your company receptionist.

Note: For more information about line configuration, refer to **Section 5, Configuringthelines.**

To assign Line Answering:

1.   Press   [Feature] [9] [8] [2]
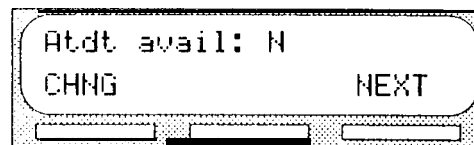
2.   Enter   <the operator password>
      Note: The default password is [6] [7] [3] [7] ⬜   [8] [6] [7]
      (OPERATOR)

3.   Press OK
      The display shows:

      ```
      Atdt avail: N
      CHNG              NEXT
      ```

4.   Press NEXT
      The display shows:

      ```
      Business open:N
      CHNG              NEXT
      ```

5.   Press NEXT
      The display shows:

      ```
      Answer lines?Y       .
      CHNG              NEXT
      ```
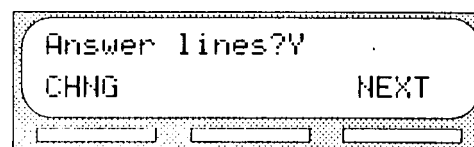
      Note: Pressing CHNG changes the Y to an N. When answer lines is set to N, the display shows: Disabling...   When answer lines is set to Y, the display shows: Enabling...

To end this StarTalk session, press [Ris]

Changing the operator default extension

Whenever a user requests to speak to your company receptionist, or designated operator, StarTalk puts the request through to the operator's extension. For example, if StarTalk Mini is operating on a two-digit Norstar DN length, this extension number is 21. You can change the receptionist or designated operator extension.

Note: Requesting to speak to your company receptionist or designated operator is available when the Automated Attendant voice prompt announces the option, and the Attendant availability is set to YES.

To change the operator default extension:

1. Press [Feature] [9] [8] [2]

2. Enter   <the operator password>
    Note: The default password is [6] [7] [3] ☐   [2] ☐   [6] ☐
    (OPERATOR)

3. Press OK
    The display shows:

    ```
    Atdt avail: V
    CHNG              NEXT
    ```

4. Press NEXT until the display shows:

    ```
    Atdt: (none)
    CHNG              NEXT
    ```

5. Press CHNG
    The display shows:

    ```
    Ext:
    RETRV             QUIT
    ```
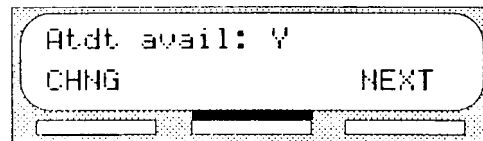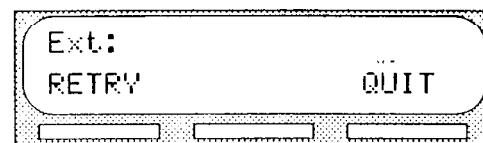
6.   Enter   <the operator extension number>
      Note: This extension number must be the same digit length as the Norstar DN length.

To end this StarTalk session, press ⌐Rls⌐

The display automatically returns to the Norstar Date and Time. Any user requesting an operator is transferred to the new extension.

Important: Whenever the operator's extension number is changed, you must change the extension number of the General Delivery Mailbox to the new extension number of the operator.

Setting the
StarTalk
status

Changing the Automated Attendant status

The Automated Attendant menu prompt plays after the Company Greeting, and also after a caller leaves a message in a mailbox. The Automated Attendant menu prompt provides a caller with a list of options such as entering a mailbox number, accessing the Company Directory, or reaching the operator. You can turn the default Automated Attendant menu prompt off at any time, and record a customized menu prompt for your company.

When the Return to Automated Attendant prompt is set to NO, the caller is not provided with any more options after leaving a message. Instead, after hearing the voice prompt "Message delivered", the caller hears the voice prompt "Exiting the system, Goodbye", and the StarTalk session ends.

You might want to disable the Automated Attendant prompt to prevent callers from establishing lengthy StarTalk sessions. You might also want to set the Automated Attendant prompt to NO if you are using Norstar Centrex software. For details, refer to **Appendix A: StarTalk/Norstar feature compatibility.**

To change the Automated Attendant menu prompt status:

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

2. Enter   <the System Coordinator Mailbox and password combination>

3. Press O K
    The display shows:

    ```
    Admin
    MBOX        AA        OTHR
    ```

4. Press AA
    The display shows:

    ```
    Auto Atdt Admin
    GRTG       TABLE      LINES
    ```

5. Press GRTG
    The display shows:

    ```
    Greeting admin
    GRTG                   AA
    ```
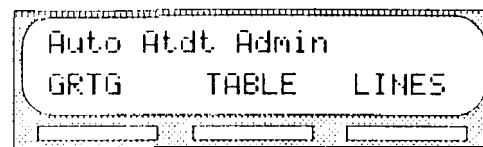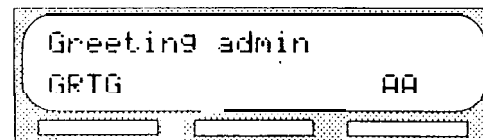
6.   Press AA

The display shows:

```
 /Return to AA:Y         \
|                         |
| CHNG            NEXT     |
 \                       /
   [___]    [___]    [====]
```

7.   Press CHNG

Note: Changing the 'Y' to an N prevents the caller from returning to the Automated Attendant menu prompt after leaving a message.

To end this StarTalk session, press [Rls]

Setting the
StarTalk
status

Recording the Customized Automated Attendant menu prompt

The Automated Attendant menu prompt plays after the Company Greeting, and when a user accesses the Automated Attendant after completing a StarTalk session. When you set the Automated Attendant menu prompt to NO, you must record a Customized Automated Attendant menu prompt to replace the prerecorded option list.

Note: The Automated Attendant menu prompt tells the caller: "Using the *dialpad*, please enter the *extension* you wish to *call*. To *use the* directory, press #. To leave a message, press *. To reach an operator, press 0." You can record a Custoinized Automated Attendant menu prompt to include Company Greeting information as well as any information unique to your company.

Your Customized Automated Attendant menu prompt uses greetings 9 and 10. If greetings 9 and 10 are recorded as Company-Greetings, StarTalk erases the greetings, and allows you to record your Customized Automated Attendant menu prompts. Greeting 9 becomes the alternate greeting, and greeting 10 becomes the primary greeting. These new greetings must provide the caller with a list of options, such as choosing the alternate language, accessing the Company Directory, or reaching an operator.

Note: When you have Customized Automated Attendant menu prompts recorded, and you try to record greeting 9 or 10, StarTalk tells you this is an invalid greeting.

To record the Customized Automated Attendant menu prompt:

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

    The display shows:

    ```
    Log:
    QUIT     RETRY     OK
    ```

2. Enter   <the System Coordinator Mailbox and password combination>

3. Press OK
    The display shows:

    ```
    Admin
    MBOX        AA        OTHR
    ```

4. Press AA
    The display shows:

    ```
    Auto Atdt Admin
    GRTG      TABLE     LINES
    ```

5.   Press GRTG
     The display shows:

     ```
     Greeting admin
     GRTG              AA
     ```
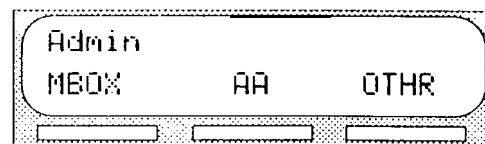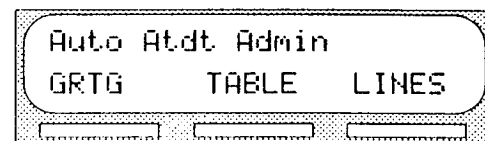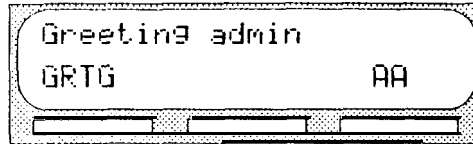
6.   Press AA

7.   Press NEXT
     The display shows:

     ```
     AA menu prompt:V
     CHNG              OK
     ```
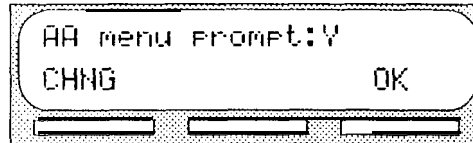
     Note: When an N appears and you no longer want to use the Custom-
     ized Automated Attendant menu prompt, press CHNG to return to the
     default Automated Attendant menu prompt.

8.   Press CHNG
     The display shows:

     ```
     Prompt:
     PRIME     ALT
     ```
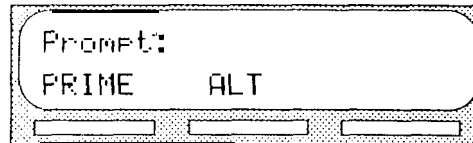
     Note: To record the alternate prompt, press ALT

9.   Press PRIME
     The display shows:

     ```
     Prompt: prime
     PLAY      REC      QUIT
     ```
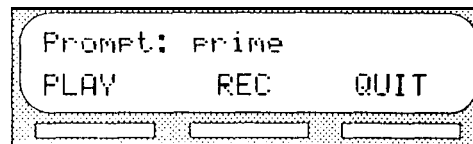
     Note: To record the alternate prompt, press [*] and follow the
     instructions that appear on the display.

10. Press REC At the tone, record your prompt.
     When recording your prompt, be sure to include instructions such as,
     press [0] to reach an operator, press [9] to choose the alternate
     language, and press [#] to access the Company Directory. Remember
     to speak slowly and clearly, at a pace that is easy to understand.

11. Press O K
     The display changes to show:

     ```
     Accept prompt?
     RETRY     PLAY     OK
     ```

Setting the
StarTalk
status

12.   To accept the recording, press OK

    Note: If the recording is not acceptable, press RETRY You are returned to the Record prompt display where you can re-record the prompt.

    Important: Recording the Customized Automated Attendant menu prompt overrides a previously recorded version of greeting 9 as the alternate greeting, or greeting 10 as the primary greeting. Changing the Automated Attendant menu prompt status to Y enables you to record and assign greetings 9 and 10 through the Greeting Table.

To end this StarTalk session, press ⌊Rls⌋

Setting the
StarTalk
status

Setting up Custom Call Routing (CCR) 8

Introduction This section describes the tasks you perform to set up a Custom Call Routing Tree on a bilingual StarTalk system. Building a CCR Tree involves:

- recording the Home Menu prompt
- recording prompts
- adding an Information Message
- recording Information Messages
- assigning the Destination type
- adding a Transfer Point
- assigning an extension number
- adding a Leave Message Point
- saving a CCR Tree
- enabling a CCR Tree
- testing a CCR Tree

Before you can begin to build the CCR Tree, you must determine how to design your Tree. Refer to **Section 4: Preparing to set up Custom Call Routing (CCR)** and the **StarTalk Mini Programming Record.**

Important: To set up CCR in your company, you require a Norstar M7310 or M7324 two-line display telephone. You cannot set up CCR from a Norstar M7100 or M7208 single-line display telephone.

Before you start Before you begin the CCR set up, ensure you have:

- Read **Section 4: Preparing to set up Custom Call Routing (CCR)**
- Completed the **StarTalk Mini Programming Record**
- An M7310 or M7324 two-line display telephone
- An RS-232 terminal (Optional)
- An RS-232 printer (Optional)

Setting up CCR

Building a Tree

To build a CCR Tree, you must record the Home Menu prompt or Home Information prompt.

You can also choose from the following:

- add an Information Message
- record the Information Point messages
- assign the Destination type
- add a Transfer Point
- assign the extension number
- add a Leave Message Point
- assign the mailbox number

After these steps are completed, you must save the Tree. A CCR Tree must be saved before it can be enabled.

Important: When you start building a CCR Tree, you can save the Tree at any time. If you end the CCR session at any point before you save the Tree, the Tree is automatically saved as Tree 5. A Tree must be saved when all steps are completed. All steps must be completed before a Tree can be put into service. For more information about Tree 5, refer to **Section 9, Accessing the Workspace.**

Caution: After you have recorded voice prompts and messages, **Do not replace the handset.** If you want to use the Handsfree feature, remember to press the Handsfree button before replacing the handset.

Setting
up
CCR

Recording the Home Menu voice prompt

To record the Home Menu voice prompt:

1. Press [Feature] [9] [8] [3]
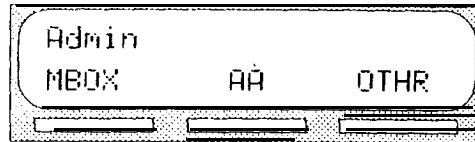
   The display shows:

   ```
   Log:
   QUIT      RETRY      OK
   ```

2. Enter   <the System Coordinator Mailbox and password combination>

3. Press OK
   The display shows:

   ```
   Admin
   MBOX        AA        OTHR
   ```

4. Press OTHR
   The display shows:

   ```
   Admin
   GLIST      CCR
   ```

5. Press CCR
   The display shows:

   ```
   CCR Admin
   ADMIN
   ```

6. Press ADMIN
   The display shows:

   ```
   CCR tree:
   RETRY              OK
   ```

7. Enter <1>

8. Press OK
   The display shows:

   ```
   New tree: <1>
   BUILD              QUIT
   ```
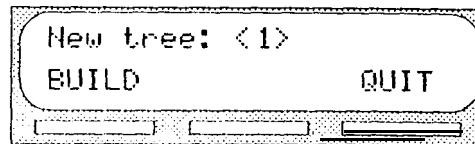
9. Press BUILD
   The display shows:

   ```
   0          Home/Menu
   REC        OTHR       OK
   ```
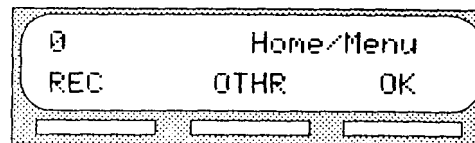
   Note: When Home/Menu appears, pressing OTHR changes the display to show Home/Info.

Setting
up
CCR

10.   Press REC

The display shows:

```
Rec Pri Prompt:
| RETRY              OK  - 7
```
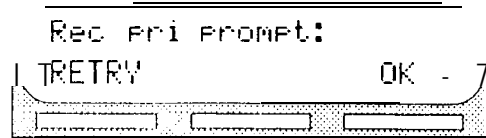
At the tone, record your primary language Home Menu voice prompt.

11.   Press   OK to end the recording.

The display shows:

```
Accept Prompt?
RETRY     PLAY      OK
```
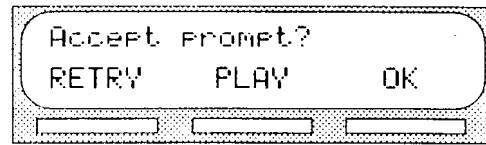
Note: Press PLAY to replay your recording.

12.   Press   OK to accept the recording.

The display shows:

```
Rec alt Prompt?
YES          NO
```
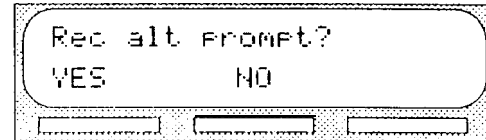
13.   Press NO

The display shows:

```
Path:
RETRY     END      OK
```
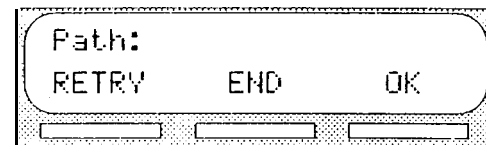
Note: If you want to record an alternate language Home Menu voice
prompt, press YES and follow the instructions that appear on the
display. To save the Tree press END For information about saving a
Tree, refer to **Saving a** CCR **Tree,** later in this section.

This completes recording the primary and alternate language Home Menu voice
prompts. You are now ready to add either an Information Message, a Leave
Message Point, or a Transfer Point. For more information about designing a
Tree, refer to **Section 4: Preparing to set up Custom Call Routing (CCR).**

Setting
up
CCR

Adding an Information Message

The Information Message provides a caller with single-digit access to a message describing goods or services available from your company. To add an Information Message, begin from this display:
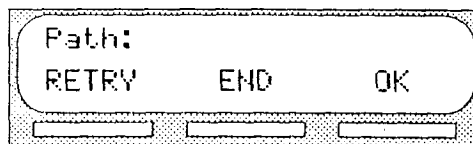
```
Path:
RETRV     END      OK
```

1. Enter <the Path number>

2. Press OK
   The display shows:
   ```
   <X>
                INFO    OTHR
   ```
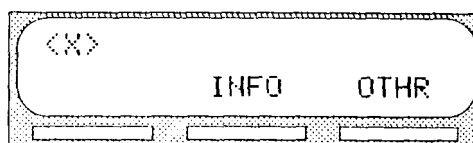
   Note: The X shown in step 2 represents the Path number.

3. Press INFO
   The display shows:
   ```
   Primary message
   REC
   ```

4. Press REC
   The display shows:
   ```
   Rec pri message:
   RETRV     PAUSE     OK
   ```
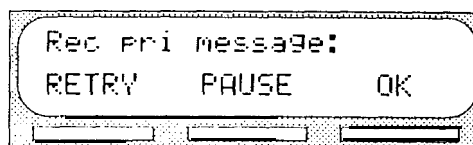
   At the tone, record your primary language Information Message.

   To temporarily stop your message, press PAUSE or ②

   To continue recording your message, press CONT or ②

   To re-record your message, press RETRV

5. Press OK to end the recording.

   The display shows:
   ```
   Accept message?
   RETRV     PLAY     OK
   ```

Setting
up
CCR

6.   Press OK to accept the recording.

The display shows:

```
┌─────────────────────────┐
│  Rec alt message?       │
│  YES          NO        │
│                         │
│  ▭▭▭▭  ▭▭▭▭  ▭▭▭▭        │
└─────────────────────────┘
```

7.   Press NO
The display shows:

```
┌─────────────────────────┐
│  Destination:           │
│            HOME    DISC  │
│                         │
│  ▭▭▭▭  ▭▭▭▭  ▭▭▭▭        │
└─────────────────────────┘
```
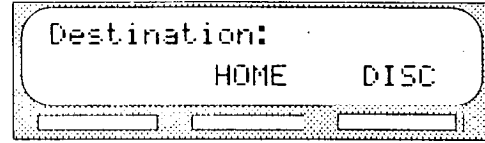
Note: If you want to record an Information Message in the alternate language, press YES and follow the instructions that appear on the display.

This completes recording the primary and alternate language Information Messages. You are now ready to assign the Destination type. For more information about designing a Tree, refer to **Section 4: Preparing to set up Custom Call Routing (CCR).**

Setting
up
CCR

Assigning the Destination type

The Destination type determines where the caller is transferred after listening to an Information Message or leaving a message in a mailbox. The two destination choices are:

*   the Home Menu
·   to disconnect the call

To assign the Destination type:

8.   Press   HOME to return the caller to the Home Menu.

Note: Pressing DISC disconnects the call.

The display shows:

```
Path:
RETRY      END      OK
```
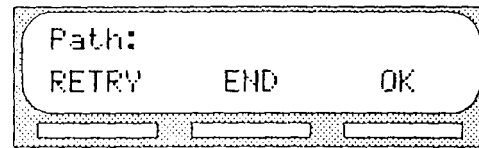
Note: To save the Tree press END For information about saving a Tree refer to **Saving a** CCR **Tree,** later in this section.

This completes assigning the Destination. You are now ready to add either an Information Message, a Leave Message Point, or a Transfer Point. For more information about designing a Tree, refer to **Section 4: Preparing to set up Custom Call Routing (CCR).**

Setting up CCR

Adding a
Transfer
Point

A Transfer Point is where the caller is transferred to an extension. You add a Transfer Point by giving it a Path number and assigning an extension. To add a Transfer Point; begin from this display:
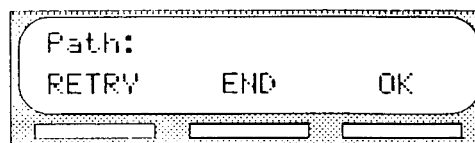
```
  Path:
  RETRY        END        OK
```

1.   Enter   <the Path number>

2.   Press OK
      The display shows:

```
  <X>
               INFO      OTHR
```
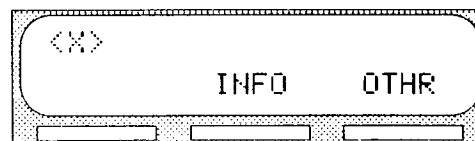
Note: The X shown in step 2 represents the Path number.

3.   Press OTHR
      The display shows:

```
  <X>
  XFER        LVMSG      ERASE
```
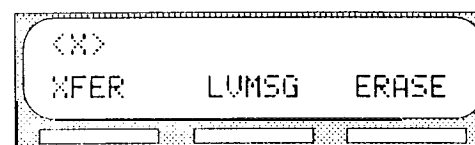
4.   Press XFER
      The display shows::

```
  Ext:
  RETRY                   OK
```
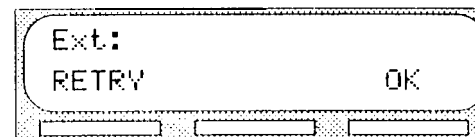
5.   Enter   <the extension number>

      Note: The display returns to the Path: prompt. Press END to save the Tree. For information about saving a Tree, refer to **Saving a CCR Tree,** later in this section.

This completes adding a Transfer Point. You are now ready to add either an Information Message, a Leave Message Point, or a Transfer Point. For more information about designing a tree, refer to **Section 4: Preparing to set up Custom Call Routing (CCR).**

Adding a
Leave
Message
Point

The Leave Message Point is where the caller is forwarded to a mailbox to leave a message. You create a Leave Message Point by giving it a Path number **and-.** assigning a mailbox number.

Important: Ensure the mailbox is initialized before assigning the mailbox number to a CCR Tree.

To add a Leave Message Point, begin from this display:
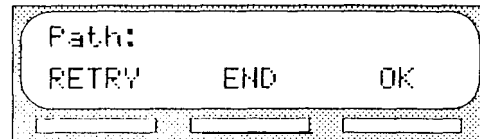
```
Path:
RETRY      END       OK
```

1.   Enter <the path number>

2.   Press OK
      The display shows:
```
<X>
              INFO     OTHR
```
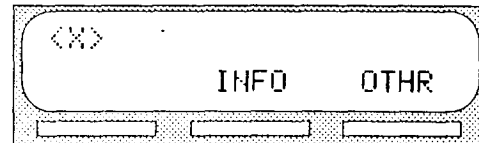
3.   Press OTHR
      The display shows:
```
<X>
XFER      LVMSG     ERASE
```
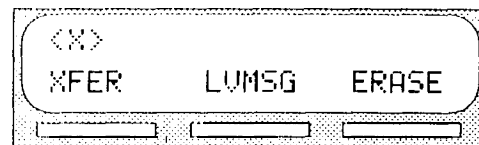
4.   Press LVMSG
      The display shows:
```
Mbox:
DIR                  OK
```
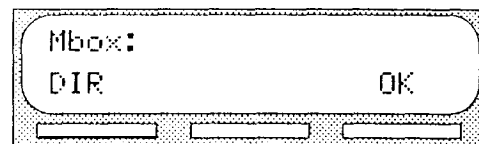
      · **Note:** To access the Company Directory, press DIE
      To erase your entry and re-enter, press [*]

5.   Enter   <the mailbox number>

      The display shows:
```
Destination:
              HOME      DISC
```

This completes assigning the mailbox number. You are now ready **to assign** the Destination. For more information about designing a Tree, refer to **Section 4: Preparing to set up Custom Call Routing (CCR).**

Assigning the Destination type

The Destination type determines where the caller is transferred after listening to an Information Message or leaving a message in a mailbox. The two Destination choices are the Home Menu or to disconnect the call. To assign the Destination type:

6.   Press   HOME to return the caller to the Home Menu.

Note: Pressing DISC disconnects the call.

The display shows:

```
Path:
RETRY        END          OK
```
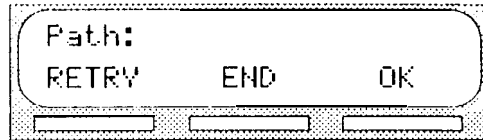
Note: To save the Tree, press END

This completes assigning the Destination type. You are now ready to save the Custom Call Routing Tree. For more information about saving a Tree, refer to **Saving a** CCR **Tree,** later in this'section.

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Saving a CCR Tree

You must save the CCR Tree before it can be enabled.

To save a CCR Tree, begin from this display:

```
/ Path:                    \
| RETRY       Et-ID      OK |
_____/
```

1. Press END
    The display shows:

```
/ Tree <1>                 \
| SAVE      PRINT     QUIT  |
_____/
```
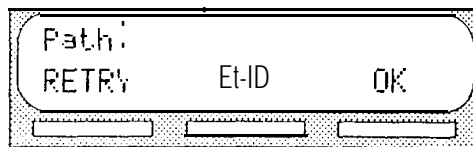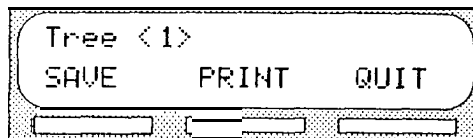
2. Press SAVE
    The display shows:

```
/ Save as tree <1>         \
| YES                 QUIT  |
_____/
```

3. Press YES
    The display shows:

```
/ Tree saved               \
|                          |
_____/
```
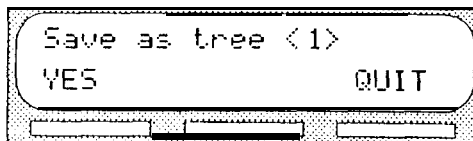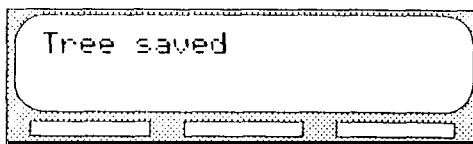
This completes saving the CCR Tree. You are now ready to enable the CCR Tree.

Enabling a CCR Tree

Before incoming callers can access a CCR Tree, you must:

- assign the lines to the Greeting Table
- assign the Tree to the Greeting Table

Note: For more information about the Greeting Table, refer to **Section** 5 in this guide:

To assign a Tree to a Greeting Table:

1. Press   [Feature   ] [9] [8] [3]
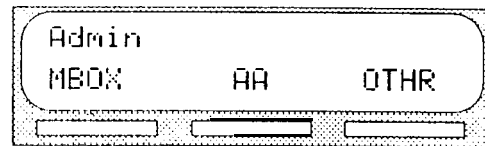
    The display shows:

    ```
    Log:
    QUIT      RETRY      OK
    ```

2. Enter   <the System Coordinator mailbox and password combination>

3. Press O K
    The display shows:

    ```
    Admin
    MBOX        AA       OTHR
    ```

4. Press AA
    The display shows:

    ```
    Auto Atdt Admin
    GRTG      TABLE     LINES
    ```

5. Press TABLE
    The display shows:

    ```
    Morning: <X>
    CHNG      PLAY      NEXT
    ```

6. Press   NEXT until the display shows:

    ```
    CCR tree: <1>
    ENABLE              OK
    ```
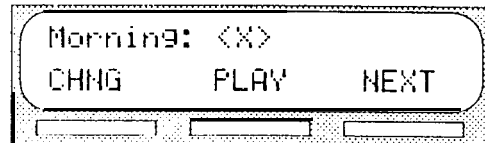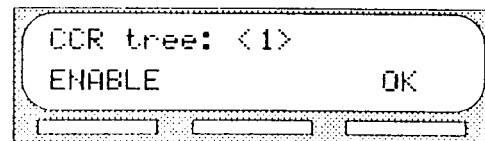
7. **Press ENABLE**

8. **Press OK**
    The display shows:

```
Auto Atdt Admin
GRTG      TABLE     LINES
```
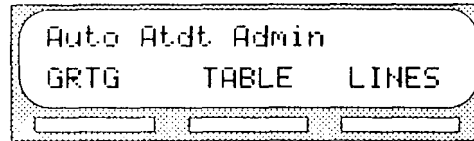
This completes assigning the Greeting Table, and enabling the CCR Tree,

To end this CCR session, press [Rls]

Testing a CCR Tree

After the CCR Tree is built, saved, and enabled, you can test the Tree to ensure it is working properly. Verify the Tree by calling the company number and routing yourself along each Tree Path. Options to verify also include:

*   the Home Menu routes the call as designed
*   each transfer routes the caller to the intended extension or mailbox
*   each message provides the correct information
·   messages are courteous and easy to understand

This completes the steps required to put the CCR Tree into service.

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up
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CCR

Administering Custom Call Routing (CCR) 9

Introduction   You can make changes to the Custom Call Routing Tree at any time. This section describes what types of changes can be made, and how to make them.

Changing a CCR Tree includes:

- disabling a Tree
- accessing the Workspace
- deleting a Tree
- erasing a Path
- adding a Point
- changing an Information Message
- changing the transfer extension
- changing a Leave Message Point
- changing the Destination type

Note: After you have recorded voice prompts and messages,   **Do not replace the handset.** If you want to use the Handsfree feature, remember to press the Handsfree button before replacing the handset. After the Tree is saved, it must be assigned to the Greeting Table before it is in service.

Before you change a CCR Tree, you must re-design your CCR Tree. Refer to **Section 4: Preparing to set up Custom Call Routing (CCR),** and the **StarTalk Mini Programming Record.**

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Disabling a Tree

You must disable a Tree before making any changes to ensure that service will not be disrupted. Disabling a Tree puts the Tree out of service.

Note: To redesign a Tree, refer to **Section 4: Preparing to set up Custom Call Routing (CCR),** and the **StarTalk Mini Programming Record.**

To disable a Tree:

1.   Press   `Feature` `9` `8` `3`
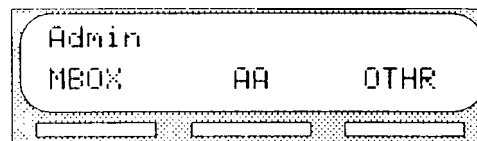
The display shows:

```
Log:
QUIT      RETRY     OK
```

2.   Enter   <the System Coordinator password and mailbox combination>

3   . Press O K
The display shows:

```
Admin
MBOX      AA      OTHR
```

4.   Press AA
The display shows:

```
Auto Atdt Admin
GRTG     TABLE    LINES
```

5.   Press TABLE

6.   Press ᴴEᴌT until
the display shows:

```
/ CCR tree: <1>
  DISABLE            OK
```

7.   Press ᴰ I ᔆᴀᴮᴸE
The display shows:

```
/ Tree disabled
```

The display changes to show:

```
/ CCR tree: <1>
  ENABLE             OK
```

8.   Press OK
The display shows:

```
/ Auto Atdt Admin
  GRTG     TABLE    LINES
```
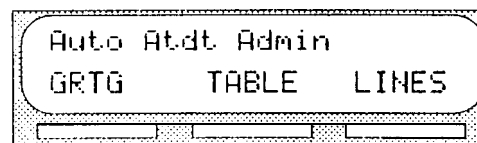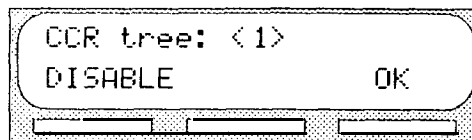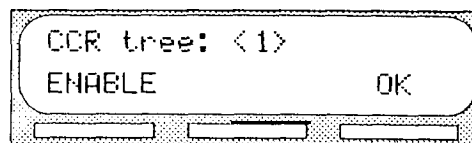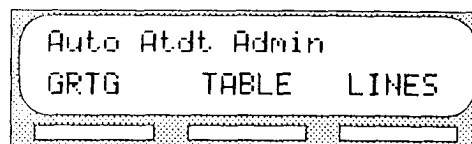
To end this StarTalk session, press [Rls]

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Accessing the Workspace

If you made changes to a Tree but did not save it, the Tree is stored as Tree 5 in the Workspace. You can access the Workspace, continue to make changes, and save the Tree as Tree number 1.

To access the Workspace:

1.   Press   [Feature _] [9] [8] [3]
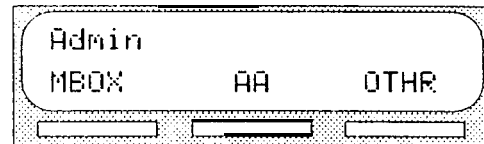
The display shows:

```
Log:
QUIT      RETRY       OK
```

2.   Enter   <the System Coordinator password and mailbox combination>

3.   Press OK
The display shows:

```
Admin
MBOX        AA        OTHR
```

4.   Press OTHR
The display shows:

```
Admin
GLIST      CCR
```

5.   Press CCR
The display shows:

```
CCR Admin
ADMIN
```

6.   Press ADMIN
The display shows:

```
CCR Tree:
RETRV               OK
```

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7.   Enter <Tree number 5>
        The display changes to show:

```
CCR Tree: <5>
RETRY              OK
```

8.   Press OK
        The display shows:

```
Tree <5>
CHNG      PRINT      QUIT
```

9.   Press CHNG
        The display shows:

```
Path:
RETRY      END      OK
```
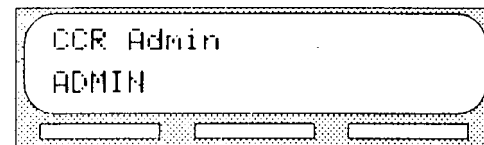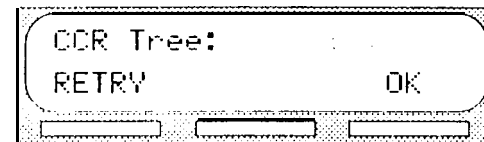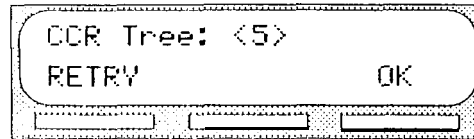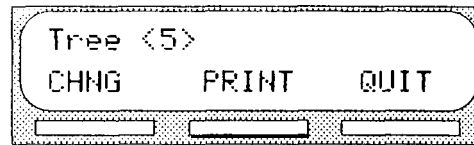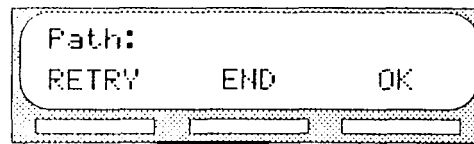
10.   Enter   <the Path number> you want to change.

11.   Press O K

        Note: Continue making the changes you require according to the steps
        provided in this section or follow the options that appear on the display.
        Be sure to save the Tree as Tree number 1.

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Deleting
a Tree

You must disable a Tree before deleting it to ensure that service is not disrupted.

To delete a Tree:

1.   Press [Feature] [9] [8] [3]
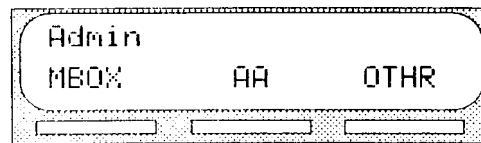
       The display shows:

```
Log:
QUIT      RETRY      OK
```

2.   Enter   <the System Coordinator password and mailbox combination>

3.   Press OK
       The display shows:

```
Admin
MBOX       AA       OTHR
```

4.   Press OTHR
       The display shows:

```
Admin
GLIST     CCR
```

5.   Press CCR
       The display shows:

```
CCR Admin
ADMIN
```

6.   Press ADMIN
       The display shows:

```
CCR tree:
RETRY              OK
```
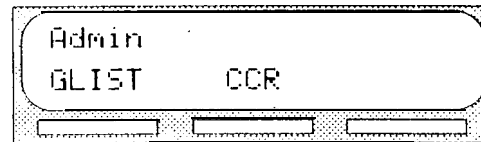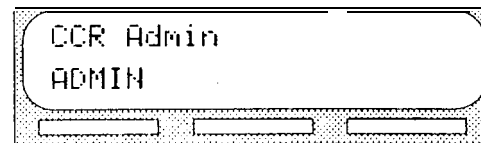
7.   Enter   <the Tree number> you want to delete.
      Note: The Tree number is 1 or 5.

      The display changes to show:

```
CCR tree: <X>
RETRV                OK
```

8.   Press O K
      The display shows:

```
Tree <X>
CHNG      PRINT     QUIT
```
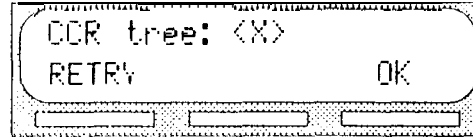
9.   Press [8]
      The display changes to show:

```
Delete tree <X>?
YES        NO
```
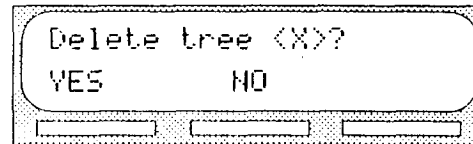
10.   Press YES
      The display shows:
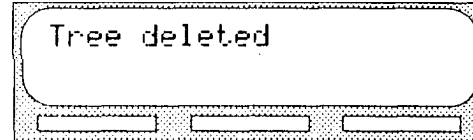
```
Tree deleted
```

      The display changes to show:

```
CCR Admin
ADMIN
```
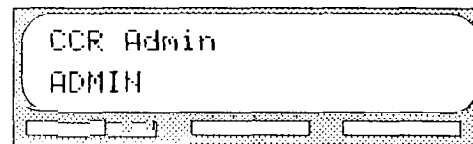
      To end this StarTalk session, press [Rls]

Erasing a Path

When you erase a Path, all following messages, prompts, and Points on this Path are also erased. When erased, a Path cannot be recovered.

To erase a Path:

1.   Press   [Feature]   [9] [8] [3]
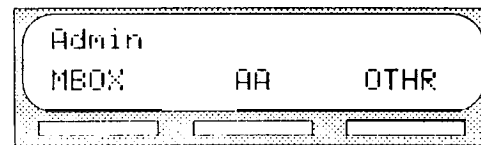
The display shows:

```
Los:
QUIT       RETRY       OK
```

2.   Enter <the System Coordinator password and mailbox combination>

3.   Press OK
The display shows:

```
Admin
MBOX        AA        OTHR
```

4.   Press OTHR
The display shows:

```
Admin
GLIST       CCR
```

5.   Press CCR
The display shows:

```
CCR Admin
ADMIN
```

6.   Press ADMIN
The display shows:

```
CCR tree:
RETRY              OK
```
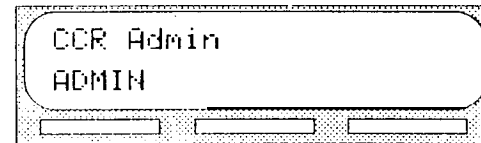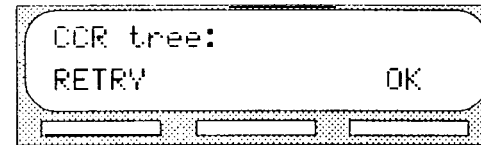
7.   Enter   <the tree number>
Note: The Tree number can be 1 or 5.

The display changes to show:

```
CCR tree: <X>
RETRY              OK
```

8. Press Ü K
   The display shows:

   ```
   Tree <X>
   CHNG      PRINT      QUIT
   ```

9. Press CHNG
   The display shows:

   ```
   Path:
   RETRY      END      OK
   ```
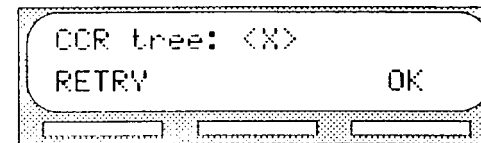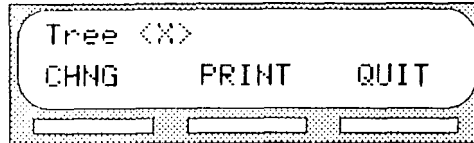
10. Enter   <the Path number> you want to delete.

11. Press OK
    The display shows:

    ```
    <X>                  <Xfer>
    CHNG      ERASE      OK
    ```

    Note: The X shown in step 11 represents the path number.

12. Press ERASE
    The display shows:
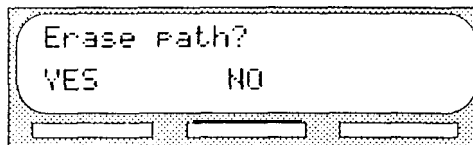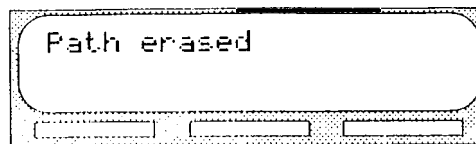
    ```
    Erase path?
    YES          NO
    ```

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13.   Press YES
       The display shows:

```
┌─────────────────────────┐
│  Path erased            │
│                         │
│  ▭▭▭    ▭▭▭    ▭▭▭       │
└─────────────────────────┘
```

The display changes to show:

```
┌─────────────────────────┐
│  Path:                  │
│  RETRY      END      OK │
│  ▭▭▭    ▭▭▭    ▭▭▭       │
└─────────────────────────┘
```

14.   Press E ND
       The display shows:

```
┌─────────────────────────┐
│  Tree <X>               │
│  SAVE     PRINT    QUIT │
│  ▭▭▭    ▭▭▭    ▭▭▭       │
└─────────────────────────┘
```

15.   Press SAVE
       The display shows:

```
┌─────────────────────────┐
│  Save as tree <X>       │
│  YES              QUIT  │
│  ▭▭▭    ▭▭▭    ▭▭▭       │
└─────────────────────────┘
```
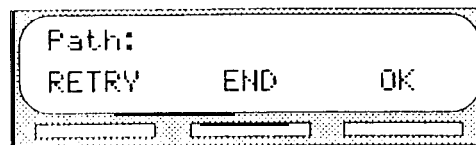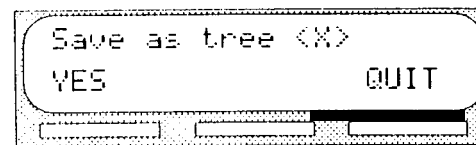
16.   Press YES
       The display shows:

```
┌─────────────────────────┐
│  Tree saved             │
│                         │
│  ▭▭▭    ▭▭▭    ▭▭▭       │
└─────────────────────────┘
```

Note: When Tree 1 is enabled, Tree 5 cannot be saved to replace Tree 1. The new tree is saved as Tree 5 in the workspace.

The display changes to show:

```
┌─────────────────────────┐
│  CCR Admin              │
│  ADMIN                  │
│  ▭▭▭    ▭▭▭    ▭▭▭       │
└─────────────────────────┘
```
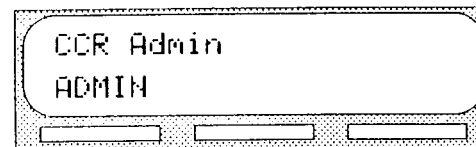
To end this StarTalk session, press [Rls]

Adding a Point

Adding a Point applies to a:

*   Information Message
·   Transfer Point
·   Leave Message Point

To add a Point:

1. Press [Feature] [9] [8] [3]
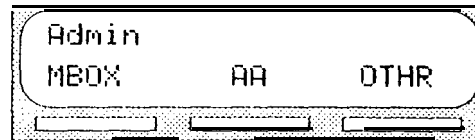
    The display shows:

    ```
    Log:
    QUIT      RETRY      OK
    ```

2. Enter   <the System Coordinator password and mailbox combination>

3. Press OK
    The display shows:

    ```
    Admin
    MBOX      AA      OTHR
    ```

4. Press OTHR
    The display shows:

    ```
    Admin
    GLIST      CCR
    ```

5. Press CCR
    The display shows:

    ```
    CCR Admin
    ADMIN
    ```

6. Press ADMIN
    The display shows:

    ```
    CCR tree:
    RETRY            OK
    ```

7. Enter   <the Tree number>
    Note: The Tree number can be 1 or 5.

8.   **Press** OK
The display shows:

```
Tree <X>
CHNG      PRINT      QUIT
```

9.   Press CHNG
The display shows:

```
Path:
RETRY      END      OK
```
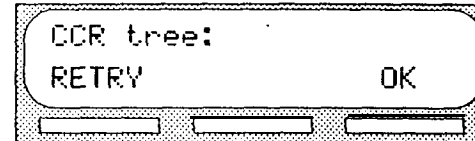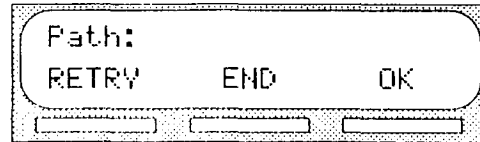
10.   Enter   <the Path number> you want to add.

11.   Press OK
The display shows:

```
<X>
          INFO      OTHR
```

Note: The X shown in step 11 represents the Path number.
To add an Information Message, press INFO To add a Transfer Point,
or a Leave Message Point, press OTHR and follow the instructions that
appear on the display.

Note: For more information about Points, refer to **Section 8: Setting
up Custom Call Routing (CCR).**

To end this StarTalk session, press [Ris]

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Changing an Information Message

As often as needed, you can re-record the primary and alternate language information Messages.

To change an Information Message:

1. Press [Feature] [9] [8] [3]
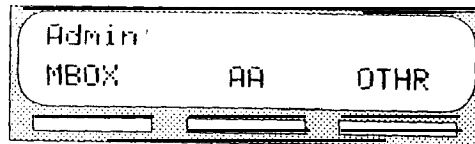
    The display shows:

    > Log:
    > QUIT   RETRY   OK

2. Enter <the System Coordinator password and mailbox combination>

3. Press OK
    The display shows:

    > Admin
    > MBOX   AA   OTHR

4. Press OTHR
    The display shows:

    > Admin
    > GLIST   CCR

5. Press CCR
    The display shows:

    > CCR Admin
    > ADMIN

6. Press ADMIN
    The display shows:

    > CCR tree:
    > RETRY   OK

7. Enter <the Tree number>
    Note: The Tree number can be 1 or 5.
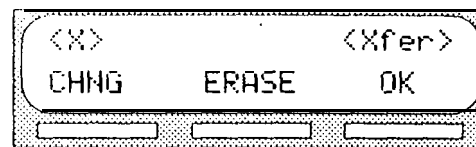
8. Press OK
    The display shows:

    > Tree <X>
   > CHNG   PRINT   QUIT

9.   Press CHNG
The display shows:

```
Path:
RETRY        END        OK
```

10.   Enter   <the Path number> you want to change.

11.   Press OK
The display shows:

```
<X>                      <Info>
CHNG       ERASE      OK
```
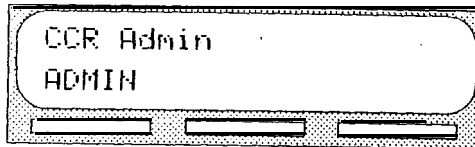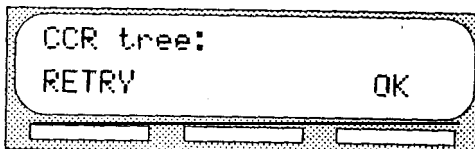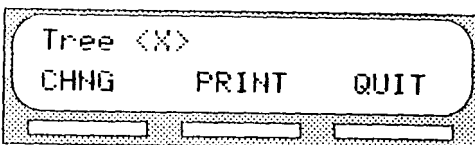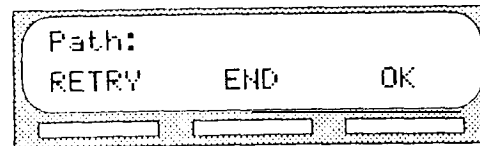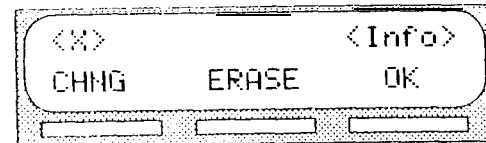
Note: The X shown in step 11 represents the Path number.

12.   Press CHNG
The display shows:

```
Primary rec?
REC        PLAY       NEXT
```

13.   Press REC
The display shows:

```
Rec pri message:
RETRY                    OK
```
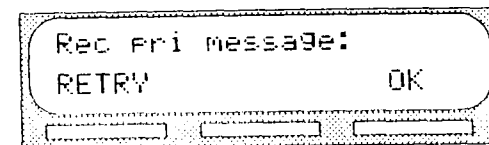
At the tone, record your primary language Information Message.

14.   Press OK to end your recording.

The display shows:

```
Accept message?
RETRY      PLAY       OK
```

15.   Press OK to accept your recording.

The display shows:

```
Alternate rec?
REC        PLAY       NEXT
```

Note: To record an alternate language Information Message, press
REC and follow the instructions that appear on the display.

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16.   **Press NEXT**
       The display shows:
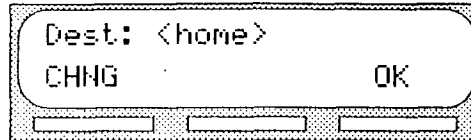
```
Dest: <home>
CHNG                    OK
```

Note: Pressing CHNG changes the display to show:
HOME DISC Pressing HOME returns the caller to the Home Menu.
Pressing **DISC:** disconnects the call.

17.   **Press OK**
       The display shows:
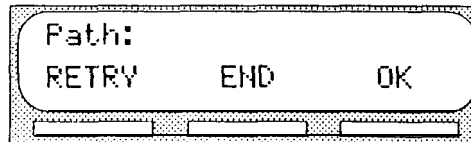
```
Path:
RETRY       END        OK
```

18.   **Press END**
       The display shows:
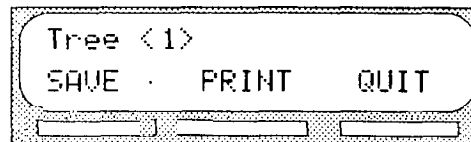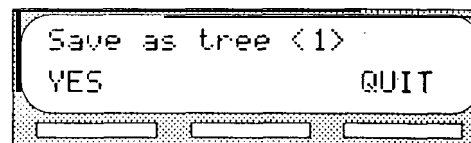
```
Tree <1>
SAVE  ·  PRINT     QUIT
```

19.   **Press SAVE**
       The display shows:

```
Save as tree <1>
YES                    QUIT
```

20.   **Press YES**
       The display shows:

```
⁂ Tree saved
```

The display changes to show:

```
CCR Admin
ADMIN
```
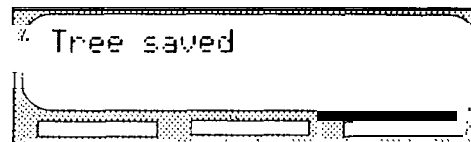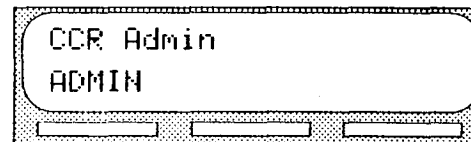
To end this **StarTalk** session, press [Ris]

Changing the transfer extension

You can change where and how a call is transferred to an extension.

To change the extension:

1. Press [Feature] [9] [8] [3]
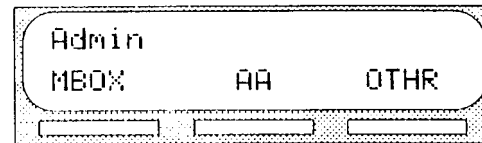
   The display shows:

   ```
   Log:
   QUIT        RETRY       OK
   ```

2. Enter   <the System Coordinator password and mailbox combination>

3. Press OK
   The display shows:

   ```
   Admin
   MBOX        AA          OTHR
   ```

4. Press OTHR
   The display shows:

   ```
   Admin
   GLIST       CCR
   ```

5. Press CCR
   The display shows:

   ```
   CCR Admin
   ADMIN
   ```

6. Press ADMIN
   The display shows:

   ```
   CCR tree:
   RETRY                   OK
   ```

7. Enter   <the Tree number>
   Note: The Tree number can be 1 or 5.

8. Press OK
    The display shows:

    ```
    Tree <X>
    CHNG      PRINT      QUIT
    ```

9. Press CHNG
    The display shows:

    ```
    Path:
    RETRY      END      OK
    ```

10. Enter   <the Path number> you want to change.

11. Press OK
    The display shows:

    ```
    <X>                <Xfer>
    CHNG      ERASE      OK
    ```

12. Press CHNG
    The display shows:

    ```
    Ext: <X>
    CHNG               NEXT
    ```
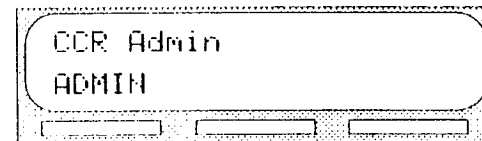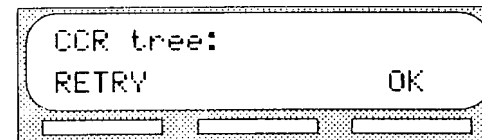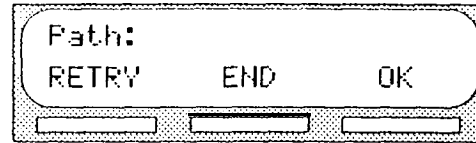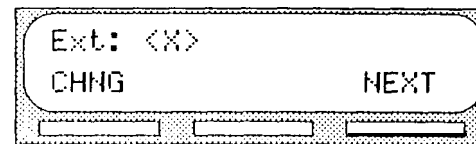
    Note: The X shown in step 12 represents the current extension.

13. Press CHNG
    The display shows:
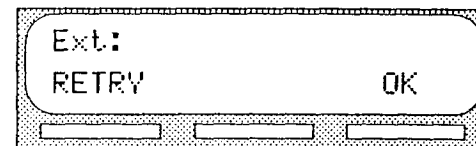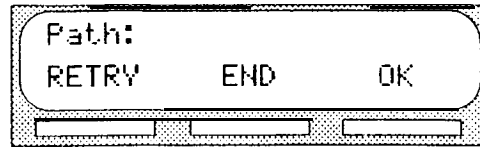
    ```
    Ext:
    RETRY              OK
    ```

14. Enter   <the new extension number>

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CCR

15. Press NEXT
The display shows:

```
Path:
RETRY        END         OK
```

16. Press END
The display shows:

```
Tree <X>
SAVE       PRINT      QUIT
```

17. Press SAVE
The display shows:

```
Save as tree <X>
YES                    QUIT
```

18. Press YES
The display shows:

```
Tree saved
```

The display changes to show:

```
CCR Admin
ADMIN
```
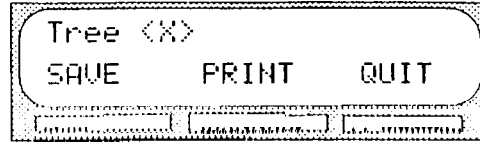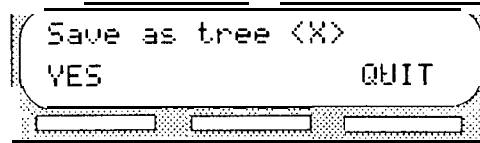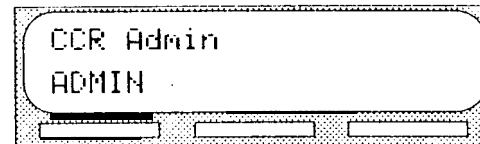
To end this StarTalk session, press [Rls]

Changing the Leave Message Point

The Leave Message Point is where the call is forwarded to a mailbox to leave a message. You can change the mailbox number to re-direct the call.

Important: Ensure the mailbox is initialized before assigning the mailbox number to a CCR Tree.

To change the mailbox number:

1.   Press   [Feature] [9] [8] [3]
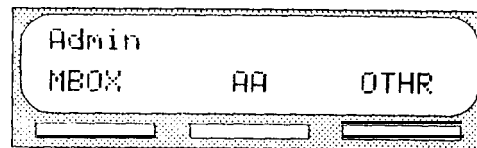
   The display shows:

   ```
   Log:
   QUIT      RETRY      OK
   ```

2.   Enter   <the System Coordinator password and mailbox combination>

3.   Press O K
   The display shows:

   ```
   Admin
   MBOX        AA        OTHR
   ```

4.   Press OTHR
   The display shows:

   ```
   Admin
   GLIST        CCR
   ```

5.   Press CCR
   The display shows:

   ```
   CCR Admin
   ADMIN
   ```

6.   Press ADMIN
   The display shows:

   ```
   CCR tree:
   RETRY              OK
   ```

7.   Enter <the Tree number>
   Note: The Tree number can be 1 or 5.

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8.   Press OK
The display shows:

```
Tree <X>
CHNG      PRINT      QUIT
```

9.   Press CHNG
The display shows:

```
Path:
RETRY      END      OK
```

10.   Enter   <the Path number> you want to change.

11.   Press OK
The display shows:

```
<X>                    <LvMsg>
CHNG      ERASE      OK
```

12.   Press CHNG
The display shows:

```
Mbox: <X>
CHNG               NEXT
```
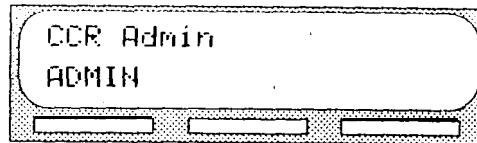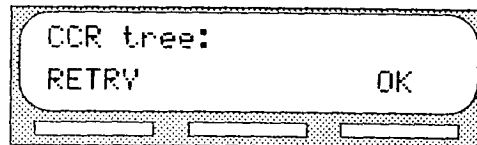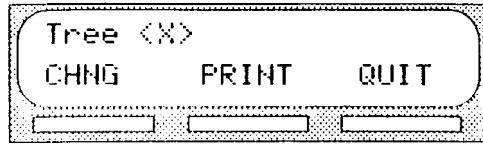
Note: The X shown in step 12 represents the current mailbox number.

13.   Press CHNG

14.   Enter   <the new mailbox number>

The display shows:

```
Dest: <home>
CHNG               OK
```

Note: Pressing CHNG changes the display to show:
HOME DISC   Pressing HOME returns the caller to the Home Menu.
Pressing DISC disconnects the call.

15.   Press ☐ K
       The display shows:

```
/ Path:
  RETRY        END         OK
```

16.   Press END
       The display shows:

```
/ Tree <X>
  SAVE       PRINT      QUIT
```

17.   Press SAVE
       The display shows:

```
/ Save as tree <X>
  YES                  QUIT
```

18.   Press YES
       The display shows:

```
/ Tree saved
```

       The display changes to show:

```
/ CCR Admin
  ADMIN
```

To end this StarTalk session, press [rls]

Administering CCR

Changing the Destination type

The call destination determines where the caller goes after listening to an Information Message or a Leave Message optic@. You have two choices: the Home Menu Point or to disconnect the call.

Note: Only Information Messages, and Leave Message Points require a Destination type.

To change the Destination type:

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

The display shows:

```
┌─────────────────────────┐
│  Log:          ··        │
│  QUIT     RETRY     OK   │
│ ┌──────┐ ┌──────┐ ┌────┐ │
│ └──────┘ └──────┘ └────┘ │
└─────────────────────────┘
```

2.   Enter   <the System Coordinator password and mailbox combination>

3.   Press O K
The display shows:

```
┌─────────────────────────┐
│  Admin                   │
│  MBOX      AA      OTHR  │
│ ┌──────┐ ┌──────┐ ┌────┐ │
│ └──────┘ └──────┘ └────┘ │
└─────────────────────────┘
```

4.   Press OTHR
The display shows:

```
┌─────────────────────────┐
│  Admin                   │
│  GLIST      CCR          │
│ ┌──────┐ ┌──────┐ ┌────┐ │
│ └──────┘ └──────┘ └────┘ │
└─────────────────────────┘
```

5.   Press CCR
The display shows:

```
┌─────────────────────────┐
│  CCR Admin               │
│  ADMIN                   │
│ ┌──────┐ ┌──────┐ ┌────┐ │
│ └──────┘ └──────┘ └────┘ │
└─────────────────────────┘
```

6.   Press   ADMIN
The display shows:

```
┌─────────────────────────┐
│  CCR tree:               │
│  RETRY            OK     │
│ ┌──────┐ ┌──────┐ ┌────┐ │
│ └──────┘ └──────┘ └────┘ │
└─────────────────────────┘
```

7.   Enter <the Tree number>
Note: The Tree number can be 1 or 5.

8   Press O K
     The display shows:

```
Tree <X>
CHNG      PRINT      QUIT
```

9.   Press CHNG
     The display shows:

```
Path:
RETRY      END        OK
```

10. Enter <the Path number> you want to change,

11. Press OK
     The display shows:

```
<X>                   <Info>
CHNG      ERASE      OK
```
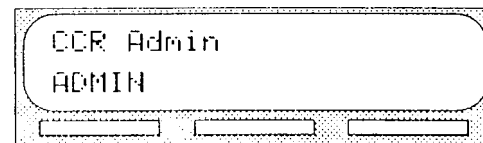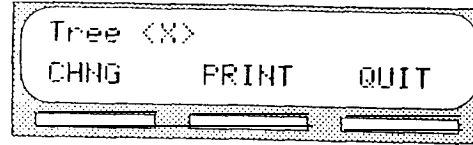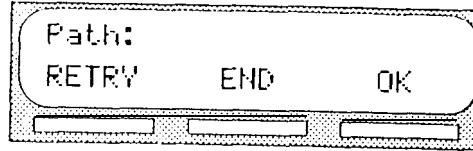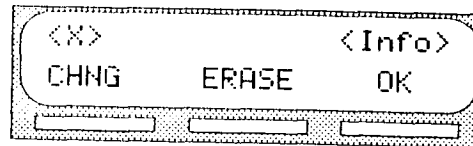
Note: The display shows <Info> if you are changing an Information
Message Point or <Lvmsg> if you are changing a Leave Message
Point.

12. Press CHNG

13. Press NEXT until the display shows:

```
Dest: <home>
CHNG                  OK
```
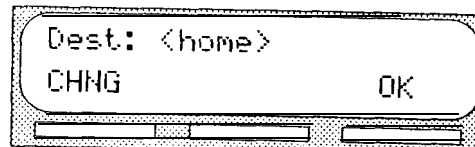
14. Press CHNG
     . The display shows:

```
Destination:
              HOME      DISC
```
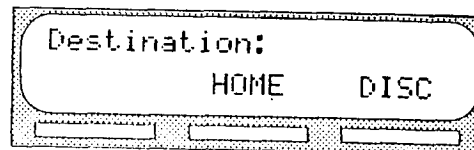
15. Press HOME to return the caller to the Home Menu Point.
     Note: Pressing DISC disconnects the call.

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16. Press   OK
     The display shows:

```
┌─────────────────────────┐
│ Path:                   │
│ RETRY      END      OK  │
│ ▭▭▭▭▭   ▭▭▭▭▭   ▭▭▭▭▭   │
└─────────────────────────┘
```

17. Press E ND
     The display shows:
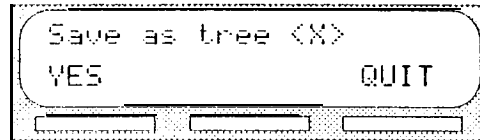
```
┌─────────────────────────┐
│ Tree <X>                │
│ SAVE     PRINT    QUIT  │
│ ▭▭▭▭▭   ▭▭▭▭▭   ▭▭▭▭▭   │
└─────────────────────────┘
```

18. Press SAVE
     The display shows:

```
┌─────────────────────────┐
│ Save as tree <X>        │
│ YES              QUIT   │
│ ▭▭▭▭▭   ▭▭▭▭▭   ▭▭▭▭▭   │
└─────────────────────────┘
```

19. Press YES
     The display shows:

```
┌─────────────────────────┐
│ Tree saved              │
│                         │
│ ▭▭▭▭▭   ▭▭▭▭▭   ▭▭▭▭▭   │
└─────────────────────────┘
```

     The display changes to show:

```
┌─────────────────────────┐
│ CCR Admin               │
│ ADMIN                   │
│ ▭▭▭▭▭   ▭▭▭▭▭   ▭▭▭▭▭   │
└─────────────────────────┘
```
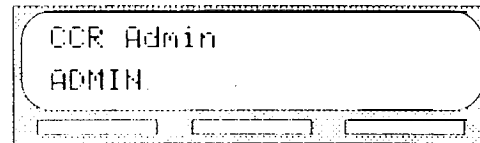
To end this StarTalk session, press [Rls]

Administering the mailboxes   10

Introduction   This section describes the steps for administering the StarTalk mailboxes.
Mailbox administration involves:

- listening to messages left in the Special Mailboxes
- replying to messages left in the Special Mailboxes
- routing messages left in the General Delivery Mailbox
- adding, changing, and deleting Personal Mailboxes
- resetting mailbox passwords

Note: If you lose the System Coordinator's password, it can be reset. Refer to
Troubleshooting StarTalk 'A mailbox owner lost the mailbox password'.

The Special Mailboxes

Special Mailbox administration involves listening to messages, attending to each
message, and then deleting the message from the mailbox. It is very important
that messages left in the Special Mailboxes are attended to daily.

When a message is left in the General Delivery Mailbox for a mailbox owner,
you can send the message from the General Delivery Mailbox to the owner's
mailbox.

Administering
the
mailboxes

Listening to
messages
left in the
Special
Mailboxes

Messages left in the Special Mailboxes should be listened to daily. When the message has played and you have attended to the message, delete the message from the mailbox. This ensures availability of message space in the Message Storage Pack.

When a message is left by a mailbox owner you can save the message, reply to the message by calling the message sender, send a reply message, or send a copy of the message with a message introduction to another mailbox.

Volume
control

You can adjust the volume while a message is playing in any mailbox. Pressing [*] increases the volume by 3 dB. The volume can be increased to a maximum of 9 dB. When the volume reaches 9 dB the next time you press [*], the volume returns to 3 dB for all external calls and 0 dB for all internal calls.

Note: Volume control does not apply to system prompts. Messages play at the adjusted volume while the system prompts play at the preset volume.

Delivery
options

When leaving a message in a mailbox, StarTalk provides you with four Delivery options: Certified, Urgent, Private, and Normal. The Certified Delivery option notifies you that your message has been received and read. The Urgent Delivery option ensures a message plays before other messages in a mailbox. The Private Delivery option prevents a message from being forwarded to another mailbox. The Normal Delivery option sends a message to a mailbox. Normal messages are played in the order they are received. Normal messages can be forwarded to other mailboxes.

Administering
the
mailboxes

Opening the There are two Special Mailboxes, the System Coordinator Mailbox and the
Special General Delivery Mailbox. To open a Special Mailbox, you need the Special
Mailboxes Mailbox password.

To listen to messages left in a Special Mailbox:

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

The display shows:

```
Los:
QUIT        RETRY        OK
```

Note: If the display shows the Fwd: prompt, press OTHR so the
display shows the Los: prompt.

2.   Enter   <the Special Mailbox number and password combination>

3.   Press OK
The display shows:

```
0 new          0 saved
PLAY      REC        ADMIN
```
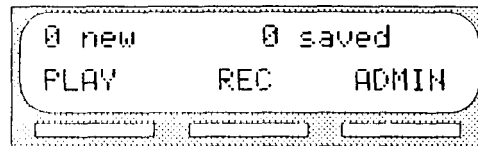
4.   Press PLAY

5.   The first message in the mailbox is played. After the message plays, the
display shows:

```
End of message
REPLY     ERASE        NEXT
```

Note: If the message was left by an outside caller or an individual in your
company who did not have an extension or mailbox, the option display
line shows: COPY ERASE NEXT

After a message has played you can:

Press NEXT to listen to the next message
Press REPLY to reply to the message sender
Press ERASE to erase the message
Press [1] to replay the message
Press [4] to listen to the previous message
Press [5] to forward the message

Press ⁷ to listen to the message envelope
Press ⁷ ⁷ to save the message

When you have listened to all the messages, press Rls to end the session.

Copying
a message
to a StarTalk
mailbox

You can copy a message left in the Special Mailboxes or any Personal Mailbox to any mailbox owner with an initialized mailbox using StarTalk's COPY feature.

When a message is left by an outside caller or an individual in your company who does not have a mailbox, the display line options always show the COPY feature, When a message is left by a caller who has a mailbox initialized with StarTalk, the display line options always show the REPLY feature.

To send a copy of a message to a mailbox owner, you must open the mailbox and listen to the message. After the message has played:

1. Press COPY
    The display shows:

    ```
    Record intro?
    YES        NO
    ```
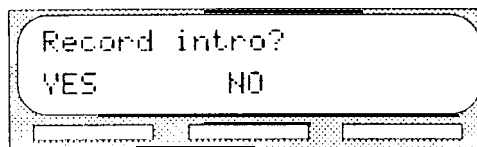
    Note: If the display does not show the COPY option, press ⁵

2. Press YES At the sound of the tone, record the message introduction.

    Note: To copy the message without an introduction, press NO The'
    display changes to show: Mbox:
    Important: The introduction to a message must be more than three seconds long.

3. **Press OK**
    The display shows:

    ```
    Accept  intro?
    RETRY    PLAY    SEND
    ```

    Note: To listen to your introduction before you send the message, press PLAY If you want to record the introduction again, press RETRY

4. Press SEND
    The display shows:

    ```
    Mbox:
    DIR            QUIT
    ```
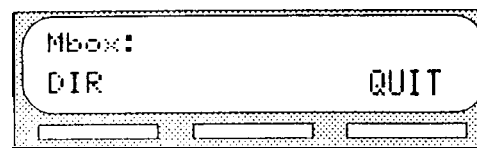
5.   Enter   <the mailbox number that is to receive the message>
     or
     Press   DIR to use the Company Directory.

     The display shows:

     ```
     <Name>
     OPTS                SEND
     ```
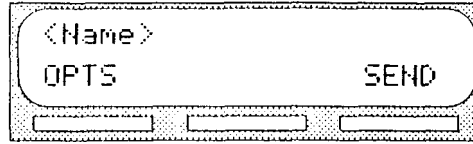
     Note: To deliver your introduction and message without using the
     Delivery options, press SEND

6.   Press OPTS
     The display shows:
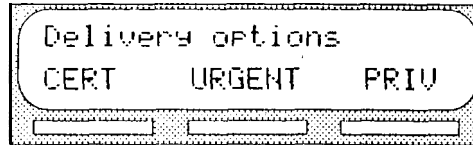
     ```
     Delivery options
     CERT     URGENT     PRIV
     ```

     To mark a message Certified, press CERT To mark a message Urgent,
     press URGENT To mark a message Private, press PRIV
     To send the message, press [#] To cancel Delivery options, or return
     to the options menu, press [*]

7.   Press SEND
     The display shows:

     ```
     Msg delivered
     ```

     The display changes to show:

     ```
     Forward copy
     MBOX                QUIT
     ```
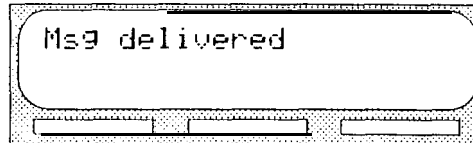
     Note: Press MBOX to forward a copy of theis message to another
     mailbox.

To end this StarTalk session, press [Rls]

Administering
the
mailboxes

Replying to a message

When a message is left in one of the Special Mailboxes or any Personal Mailbox and the message is sent by a mailbox owner, you can use the reply option to respond to the message. You can reply by calling the message sender, or by sending your own message to the message sender.

Calling the message sender

To reply to a message by calling the message sender, you must first open the mailbox and listen to the message. After the message has played:

1.   Press REPLY
      The display shows:

```
Reply to msg
MSG       CALL      QUIT
```
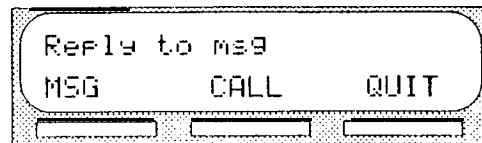
2 .   To call the message sender, press CALL
      Note: To call a message sender, they must have a registered StarTalk mailbox and an operating Norstar extension. Once you press CALL you are transferred to the message sender's extension.

Once you have called the message sender, your session with StarTalk has ended. To continue listening to messages left in the Special Mailboxes you must open the Special Mailbox using the Open Mailbox Feature Code. Refer to **Opening the Special Mailboxes,** earlier in this section.

Replying to messages in the General Delivery Mailbox

When you are listening to messages left in the General Delivery Mailbox, you can forward, or copy the message to another StarTalk mailbox. When you forward the message, you can record a message introduction that includes the date and time the message was left. To find the date and time, press [7] while the message is playing, or after you have finished listening to the message.

Administering the mailboxes

Replying by sending a message   To reply to a message sender with a message, you must open the mailbox using the Open Mailbox Feature Code and listen to the message. After the message has played:

1.   Press REPLY
     The display shows:

     ```
     Reply to msg
     MSG        CALL       QUIT
     ```
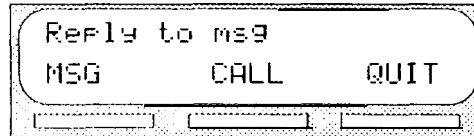
2.   **Press MSG**

3.   At the tone, record your message reply.

4.   Press OK to end your recording.

     The display shows:

     ```
     Accept rec?
     RETRY    PLAY       OK
     ```

     Note: To listen to your message before sending it, press PLAY To record your message again, press RETRY

5.   Press OK to accept your recording
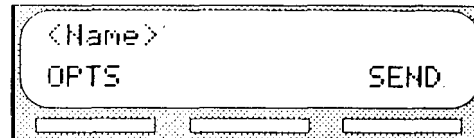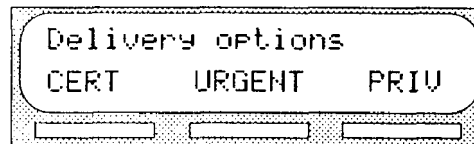
     The display shows:

     ```
     <Name>
     OPTS               SEND
     ```

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the
mailboxes

6.   Press OPTS
     The display shows:

     ```
     Delivery options
     CERT    URGENT    PRIV
     ```

     To mark a message Certified, press CERT To mark a message Urgent, press URGENT To mark a message Private, press PRIV To send the message, press [#]   To cancel Delivery options, or return to the options menu, press [*]

     After the message is marked with a Delivery option, ypu can mark the message with a second option or press SEND The display changes to show: Msg delivered

     To end this StarTalk session, press [Rls]

Personal Mailboxes

Personal Mailboxes can be added, changed, or deleted from StarTalk at any time. A Personal Mailbox is administered by the mailbox owner. For more information on Personal Mailbox options and administration, refer to the **StarTalk Mini Reference Guide.**

Personal Mailboxes require very little administration. Sometimes a mailbox owner might forget a password. When this occurs, you should reset the password to 0000.

New mailboxes can be added to StarTalk whenever they are required. Before you add a new mailbox, ensure that you have all the necessary mailbox information. You should complete a Mailbox List outlining the:

- new mailbox number
- extension number
- mailbox owner's name (Last name and first initial)
- Class of Service
- Company Directory and Message Waiting Overrides

Note: Refer to your **StarTalk Mini Programming Record** Mailbox List.

Adding a new mailbox

Administering the mailboxes

To add a mailbox:

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

2. Enter <the System Coordinator Mailbox and password combination>

3. Press OK
   The display shows:

   ```
   Admin
   MBOX        AA        OTHR
   ```

4.   Press MBOX
      The display shows:

      ```
      Mailbox  Admin
      ADD        DEL      CHNG
      ```

5.   Press ADD
      The display shows:

      ```
      Mbox:
      RETRY            QUIT
      ```

6.   Enter   <the mailbox number>

      The display shows:

      ```
      Ext:
      RETRY            QUIT
      ```
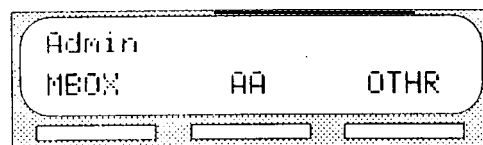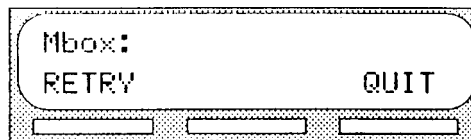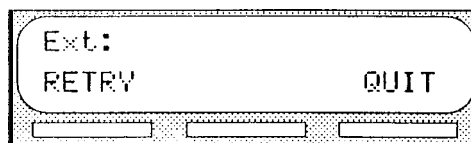
      Note: StarTalk allows only one extension number per mailbox.

7.   Enter   <the extension number>

      The display shows:
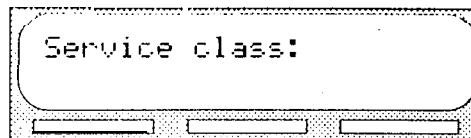
      ```
      Service class:
      ```

8.   Enter   <a Class of Service from 1 to 8>

      The display shows:

      ```
      Name:_
      RETRY    BKSP    OK
      ```

9.   Enter   <the mailbox owner last name and first initial5
      Important: This is a maximum 16 character field. To enter a **name you**
      must press the number on the dialpad associated with the letter you
      want. The letters appear in the order that they appear on the dialpad
      button. To select the next letter on a button, press the button again. To
      advance one space, press [#] To backspace, press BKSP A comma
      should be entered to separate the last name and the first initial. To enter
      a comma, press [#] [#]

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the
mailboxes

10.   Press 0   K
The display shows:

```
Directory?
YES          NO
```
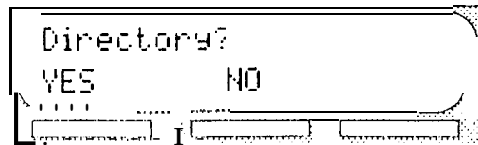
II.   Press YES or NO
This is a Directory Override. Pressing YES means the user name is always played in the Company Directory. Pressing NO means a mailbox owner's name is not played in the Company Directory.

The display shows:

```
Msg waiting?
YES          NO
```
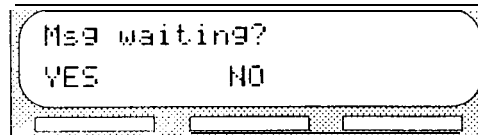
12.   Press YES or NO
Pressing YES means a "Message for you" notification is shown on the display after a message has been left in your mailbox. Pressing NO means no message will be shown. If this is a mailbox without an extension, press NO

The display
returns to:

```
Mailbox Admin
ADD      DEL      CHNG
```

Repeat steps 5 through 12 for each mailbox. To end this StarTalk session press [Rls]

Changing mailbox options

After a mailbox is registered with StarTalk, you can change the:

- extension
- Class of Service
- mailbox owner's name
- Company Directory override
- Message Waiting Notification
- password

Changing To change a mailbox extension:
a mailbox
extension 1.   Press [Feature] [9] [8] [3]

The display shows:

```
Log:
QUIT      RETRY      OK
```

2.   Enter <the System Coordinator Mailbox and password combination>

3.   Press OK
The display shows:

```
Admin
MBOX       AA       OTHR
```

4.   Press MBOX
The display shows:

```
Mailbox  Admin
ADD       DEL      CHNG
```

5.   Press CHNG
The display shows:

```
Mbox:
DIR                 QUIT
```

6.   Enter <the mailbox number>

The display shows:

```
Password
RESET              NEXT
```

7.   Press NEXT
The display shows:

```
Ext: <47>
CHNG               NEXT
```
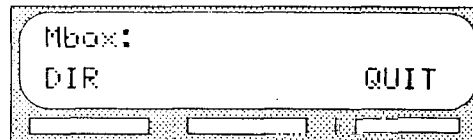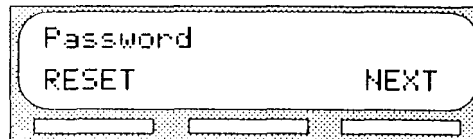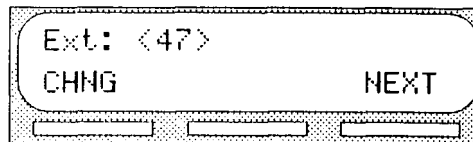
Note: The extension number shown is only an example.
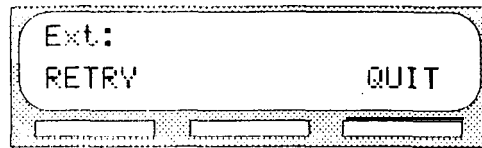
8.   Press CHNG
      The display shows:

      ```
      Ext:
      RETRY                QUIT
      ```

9.   Enter   <the new extension number>
      The display changes to show:

      ```
      Ext: <48>
      CHNG                NEXT
      ```
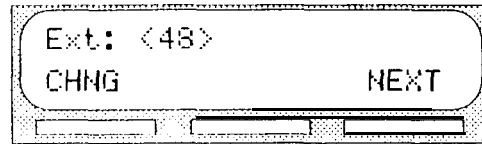
To end this StarTalk session, press [Rls]

Changing a mailbox Class of Service

To change a mailbox Class of Service:

1. Press [Feature   ] [9] [8] [3]
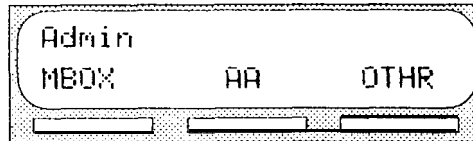
2. Enter   <the System Coordinator Mailbox and password combination>

3. Press OK
    The display shows:

    ```
    Admin
    MBOX      AA      OTHR
    ```
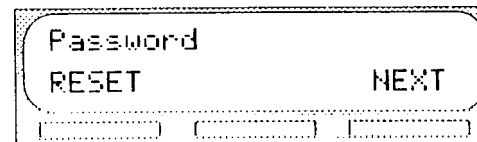
4. Press MBOX
    The display shows:

    ```
    Mailbox  Admin
    ADD       DEL     CHNG
    ```

5. Press CHNG
    The display shows:

    ```
    Mbox:
    DIR              QUIT
    ```

6. Enter <the mailbox number>

    The display shows:

    ```
    Password
    RESET            NEXT
    ```

7. Press NEXT
    The display shows:

    ```
    Ext: 48
    CHNG             NEXT
    ```

8. Press NEXT
    The display shows:

    ```
    Service class:1
    CHNG             NEXT
    ```
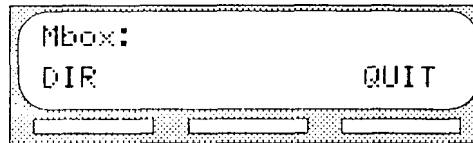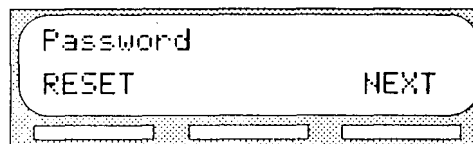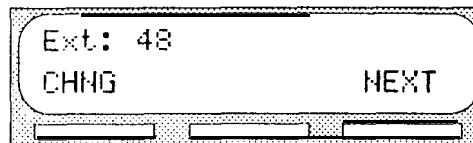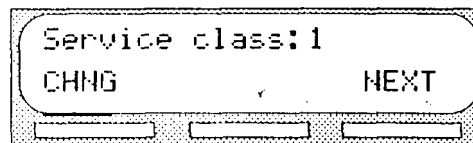
Administering the mailboxes

9.   Press CHNG
      The display shows:

```
Service class:
```
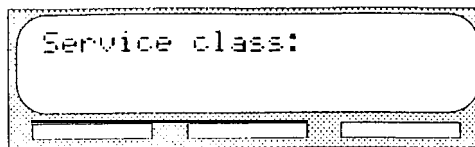
10.   Enter <Class of Service from 1 to 8>

To end this StarTalk session, press [Ris]

Changing a To change a mailbox owner's name:
mailbox
owner's name 1.   Press   [Feature] [9] [8] [3]
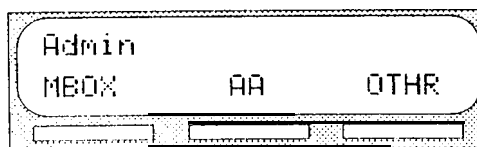
2.   Enter <the System Coordinator Mailbox and password combination>

3.   Press O K
      The display shows:

```
Admin
MBOX        AA        OTHR
```

4.   Press MBOX
      The display shows:

```
Mailbox  Admin
ADD        DEL        CHNG
```

5.   Press CHNG
      The display shows:

```
Mbox:
DIR                    QUIT
```

6.   Enter   <the mailbox number>

      The display shows:

```
Password
RESET                  NEXT
```

7. Press NEXT
    The display shows:

    ```
    Ext: 46
    CHNG              NEXT
    ```

8. Press NEXT
    The display shows:

    ```
    Service class:1
    CHNG              NEXT
    ```

9. Press NEXT
    The display shows:

    ```
    <mailbox owner's name>
    CHNG              NEXT
    ```
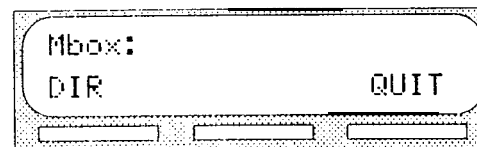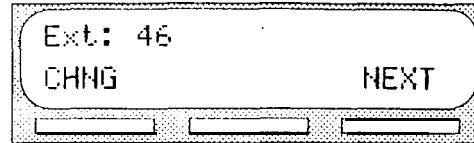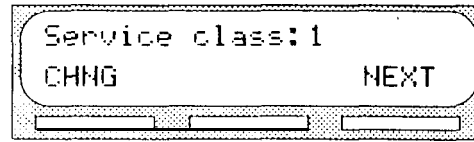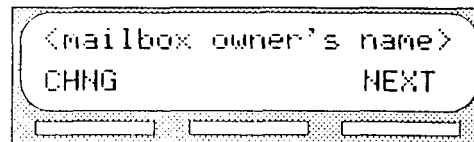
10. Press CHNG
    The display shows:

    ```
    Name:_
    RETRY    BKSP     OK
    ```

11. Enter <the mailbox owner's last name and first initial>

12. Press O K
    The display shows:

    ```
    <mailbox owner's name>
    CHNG              NEXT
    ```

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the
mailboxes
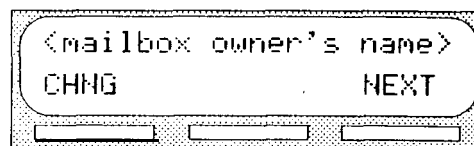
Note: The display numbers shown in these steps are only examples.

To end this StarTalk session, press [Rls]

Changing
Mailbox
Overrides

To change the Company Directory Override and Message Waiting Notification:
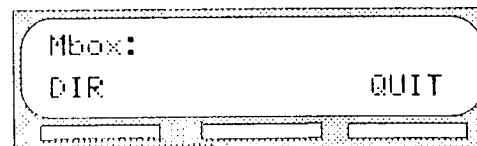
1. Press [Feature____] [9] [8] [3]
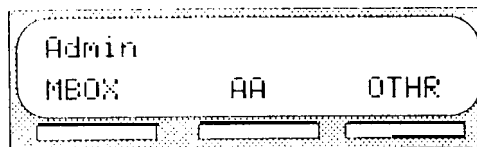
2. Enter <the System Coordinator Mailbox and password combination>
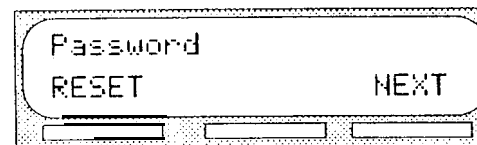
3. **Press** OK
    The display shows:

    ```
    Admin
    MBOX        AA        OTHR
    ```

4. Press MBOX
    The display shows:

    ```
    Mailbox  Admin
    ADD        DEL        CHNG
    ```

5. Press CHNG
    The display shows:

    ```
    Mbox:
    DIR                    QUIT
    ```

6. Enter <the mailbox number>

    The display shows:

    ```
    Password
    RESET                  NEXT
    ```

7. Press NEXT
    The display shows:

    ```
    Ext: 46
    CHNG                   NEXT
    ```

8. Press NEXT
    The display shows:

    ```
    Service class: 1
    CHNG                   NEXT
    ```

9. Press NEXT
    The display shows:

    ```
    JACKSEN,C
    CHNG                   NEXT
    ```

10.   **Press NEXT**
      The display shows:

```
Directory: Y
CHNG                    NEXT
```
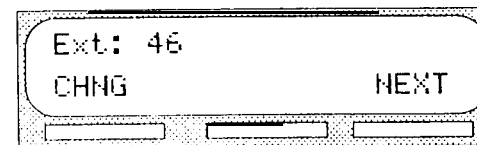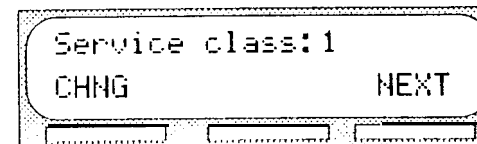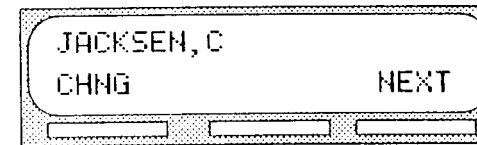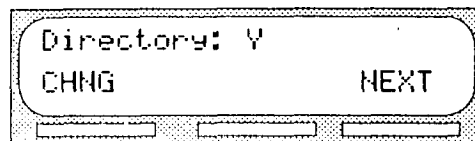
Note: To change the Company Directory Override, press CHNG When a Y is shown on the display, the mailbox owner's name is included in the Company Directory. When an N is shown on the display, the mailbox owner's name is not included in the Company Directory.

11.   **Press NEXT**
      The display shows:

```
Msg waiting: Y
CHNG                      OK
```
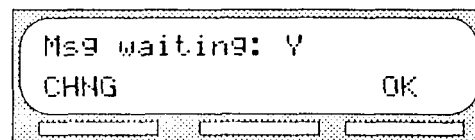
Note: To change the Message Waiting Notification, press CHNG When a Y is shown on the display, a "Message for you" notification appears on the display when a message is left in a mailbox. When an N is shown, the "Message for you" notification does not appear.

12.   Press OK
      The display shows:

```
Mailbox Admin
ADD        DEL      CHNG
```
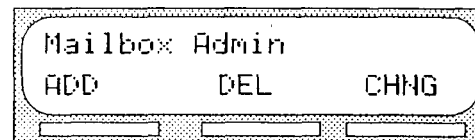
To end the StarTalk session, press [Rls]

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the
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**Resetting
a mailbox
password**

Resetting a mailbox password changes it to the default password 0000. A password only needs to be reset when the mailbox owner forgets the password, After a mailbox password has been reset, you must instruct the mailbox owner to change the default password.

Important: A mailbox cannot receive messages until the default password is changed.

To reset a mailbox password:

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

2. Enter   <the System Coordinator Mailbox and password combination>
   Note: If the System Coordinator password has been lost, refer to **Troubleshooting StarTalk 'A mailbox owner lost the mailbox password'.**

3. Press OK
   The display shows:

   ```
   Admin
   MBOX        AA        OTHR
   ```

4. Press MBOX
   The display shows:

   ```
   Mailbox  Admin
   ADD        DEL        CHNG
   ```

5. Press CHNG
   The display shows:

   ```
   Mbox:
   DIR                    QUIT
   ```
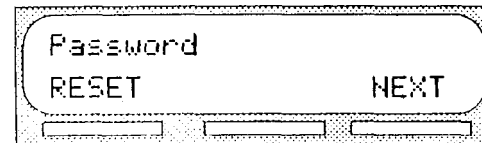
6. Enter   <the mailbox number>

   The display shows:

   ```
   Password
   RESET                  NEXT
   ```

7. Press RESET
   The display changes to show: Password reset.

To end the StarTalk session, press [Rls]

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the
mailboxes

Deleting a mailbox

Before you delete a mailbox, ensure the mailbox owner has listened to all the messages. When a mailbox is deleted, all the messages stored in that mailbox are also deleted.
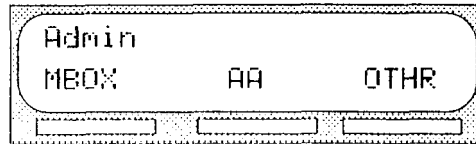
To delete a mailbox:

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

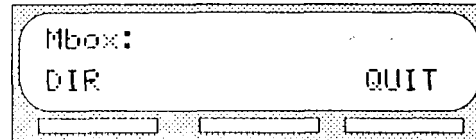2.   Enter   <the System Coordinator Mailbox and password combination>

3.   **Press O K**
      The display shows:

```
  Admin
  MBOX        AA         OTHR
```

4.   Press MBOX
      The display shows:

```
  Mailbox· Admin
  ADD        DEL        CHNG
```

5.   Press DEL
      The display shows:

```
  Mbox:
  DIR                   QUIT
```

6.   Enter   <the mailbox number to be deleted>

      The display shows:

```
  <mailbox owner's name>
  DEL                   QUIT
```
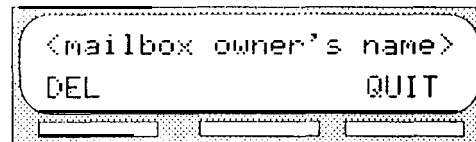
7.   Press DEL
      The display shows:

```
  Mailbox deleted
```
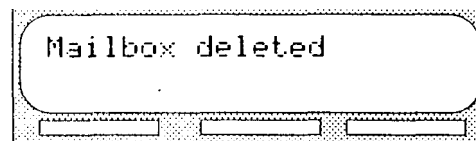
After the mailbox has been deleted, the display returns to the
Mailbox Admin display prompt.

To end the StarTalk session, press [Rls]

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Sending a message to more than one mailbox 11

Introduction

Apart from the day to day messages that you send, there might be times when you need to send a Broadcast Message to all mailbox owners, or a Group Message to a designated group of mailboxes.

This section describes the steps you need to:

- send a Broadcast Message
- create or delete a Group List
- change the members of a Group List
- view the members of a Group List
- send a Group Message

Broadcast Messages

Broadcast Messages are recorded by you and played on all mailboxes initialized with StarTalk. A mailbox owner does not have to select a Broadcast Message to play. The message is played automatically when mailbox owners open their mailboxes.

A Broadcast Message is played only once for each mailbox owner, and cannot be interrupted. A mailbox must be initialized to receive a Broadcast Message,

Sending
a message
to several
mailboxes

When to send a Broadcast Message

A Broadcast Message ensures the same message information is delivered to each mailbox, and eliminates having to record and send the same message several times. Broadcast Messages can be sent to announce meetings, special company events, and reminders.

Sending a Broadcast Message

To send a Broadcast Message, you must first open your System Coordinator Mailbox.

To send a Broadcast message:

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

2.   Enter   <the System Coordinator password>
      Note: If you are sending a Broadcast Message from a Norstar telephone that is not yours, you must press OTHR The display shows the Log: prompt. Enter your mailbox and password combination.

3.   Press OK

4.   The display shows the number of messages left in your mailbox.

5.   After five seconds, the voice prompt announces the other options.

6.   Press [9]
      The display shows:

```
Record message:
```

7.   At the sound of the tone, record your message.
      Note: When you record your Broadcast Message, remember to speak clearly, at a pace that is easy to understand. Do not forget to include all the important points of your message.

8.   Press OK to end your recording.

      The display shows:

```
Accept rec?
RETRY      PLAY      OK
```

      Note: To listen to your message before sending it, press PLAY To record your message again, press RETRY

9.   Press   OK to accept your recording. The display changes to show:
      Msg delivered

Your message is delivered to all initialized mailboxes registered with StarTalk.

To end this StarTalk session, press [Ris.]

Sending a message to several mailboxes

Group Messages

Before you can send a Group Message, you must first define a Group List. A Group List contains all the mailbox numbers that receive a group message, For example, you might group all mailboxes from the Accounting department into one Group List, and all mailboxes from Shipping into another.

Important: The Group List feature was enabled during installation. If this option is disabled, you must reset StarTalk to enable the feature. For instructions on resetting StarTalk, refer to **Appendix C.**

Preparing a Group List

Preparing a Group List is just like setting up a new mailbox. A Group List is assigned a Group List number and name. The leading digit for Group Lists was assigned during installation. The next two digits are automatically assigned by StarTalk when you add the Group List. The Group List numbers are assigned in sequential order. You must assign the Group List name. A Group List is set up using the StarTalk Configuration Feature Code 983.

You can have a total of two Group Lists. Each Group List can contain a maximum of 24 mailboxes. Before you begin to add Group Lists, you must prepare a Group Mailbox member list. This list should contain:

•	leading digit	assigned during installation
·	Group List name	maximum 16 characters long
•	mailbox numbers	included in the group

Note: For more information about Groups Lists, refer to **Section 3, StarTalk initialization verification.**

A number from 0 to 9 can be assigned as the Group List leading digit. For example, if the leading digit is 0, the Group List numbers are 001 or 002. Or if the leading digit is 5, the Group List numbers are 501 or 502. The leading digit defaults to 9 when a number is not assigned. This means, the **Group** List default numbers are 901 or 902.

Note: The Group List numbers are always three digits long. When your DN length is 2 and the leading digit is 1, the Special Mailboxes default to **20** and **22.** For more information about the StarTalk default values, refer to **Appendix B.**

Sending a message to several mailboxes

The Group List number acts like a mailbox number when you leave a message
for the mailboxes in the Group List. Table 11.1 shows a sample Group List.

Group List No.	Name	Mailbox No.
901	Sales	2 4
		23
		3 3
9 0 2	Shipping	2 7
		21

Table 11 .1 — Sample Group Mailbox List

important: A Group List can only include mailbox numbers. A Group List
cannot include another Group List number.

For a mailbox to be added to a Group List, the mailbox must be initialized. If a
mailbox is not initialized when you are adding it to a Group List, you must end
your StarTalk session and have the mailbox initialized. When you return to add
that mailbox to the Group List, you must select CHNG from the Group List
display. Refer to **Changing a Group List,** later in this section.

When a Group List is established, you can change the mailboxes included in the
List, record a new List name, view the Group List, or delete the Group List.
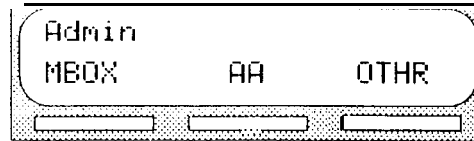
**Sending
a message
to several
mailboxes**

Adding
a Group List

To add a Group List:

1.   Press [Fea ture____] [9] [8] [3]

2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press OK
      The display shows:

      ```
       Admin
       MBOX        AA         OTHR
      ```

4.   Press OTHR
      The display shows:

      ```
       Admin
       GLIST      CCR
      ```

5.   Press GLIST
      The display shows:

      ```
       Group List Admin
       ADD        DEL        CHNG
      ```

6.   Press ADD
      The display shows:

      ```
       GList: 901
                              OK
      ```
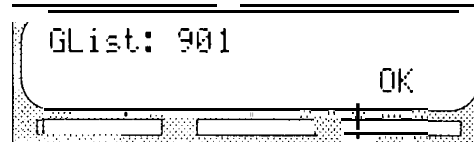
      Note: StarTalk automatically assigns a Group List number. The display shown in step 6 shows the Group List number. In this display, 901 is used only as an example.

7.   Press OK
      The display shows:

      ```
       Record name:
       RETRY                  OK
      ```

8.   At the sound of the tone, record the Group List name.

Sending
a message
to several
mailboxes

9. Press OK to end your recording.
    Note: This Group List name is played to any caller who leaves a
    message for the mailboxes in the group. Remember to speak clearly, at
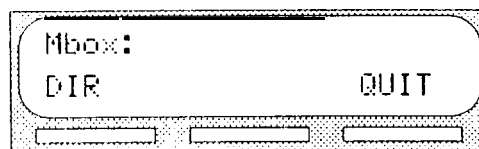   a pace that is easy to understand.

    The display shows:

    ```
    ┌──────────────────────────────┐
    │  Accept name?                │
    │  RETRY     PLAY      OK       │
    │ ┌────────┐ ┌────────┐ ┌──────┐│
    └──────────────────────────────┘
    ```
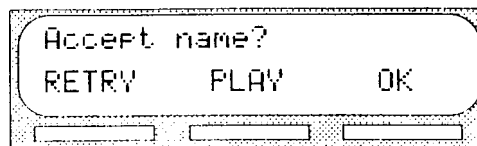
    Note: To listen to your recording, press PLAY To record the name
    again, press RETRY

10. Press OK to accept the recording.

11. Enter   <the Group List name>
    Note: The Group List name is a maximum 16 characters.

12. Press O K
    The display shows:

    ```
    ┌──────────────────────────────┐
    │  Mbox:                       │
    │  DIR                  QUIT    │
    │ ┌────────┐ ┌────────┐ ┌──────┐│
    └──────────────────────────────┘
    ```

13. Enter   <the mailbox number included in the Group List>
    Note: If you do not know a mailbox number, press DIR This allows you
    to select a name and mailbox number from the Company Directory.

14. After entering a mailbox number, the display shows the name of the
    mailbox owner.

15. Press ADD
    The display
    returns to:

    ```
    ┌──────────────────────────────┐
    │  Mbox:                       │
    │  DIR                  QUIT    │
    │ ┌────────┐ ┌────────┐ ┌──────┐│
    └──────────────────────────────┘
    ```
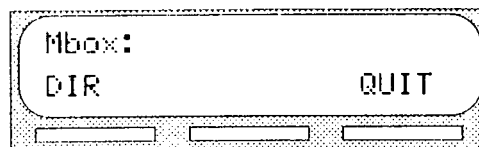
To add additional mailboxes to the Group List, repeat steps 13 through 15.

Note: Mailboxes must be initialized before you can add them to a Group List.

When you have finished adding mailbox numbers to the Group List,
press QUIT at the Mbox: display. To create another Group List, repeat
steps 5 through 15. To end your StarTalk Group List session, press Rls
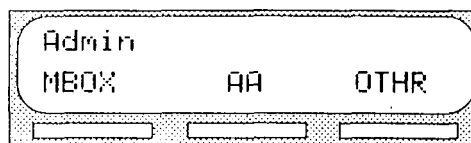
Sending
a message
to several
mailboxes

Changing a Group List name and Company Directory recording

A Group List name and Company Directory recording can be changed at any time. You cannot change a Group List number. To change a Group List number, you must delete the Group List and add new member mailbox numbers as a new Group List. Refer to **Adding a Group List,** earlier in this section.

To change a Group List name and Company Directory recording:
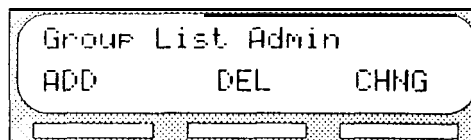
1. Press [Feature] [9] [8] [3]

2. Enter   <the System Coordinator Mailbox'and password combination>

3. Press O K
   The display shows:

   ```
   Admin
   MBOX      AA      OTHR
   ```

4. Press OTHR
   The display shows:

   ```
   Admit-i
   GLIST     CCR
   ```

5. Press GLIST
   The display shows:

   ```
   Group List Admin
   ADD       DEL      CHNG
   ```

6. Press CHNG
   The display shows:

   ```
   GList:
   RETRY              QUIT
   ```

7. Enter   <the Group List number you want to change>

   The display shows:

   ```
   SHIPPING
   CHNG               NEXT
   ```
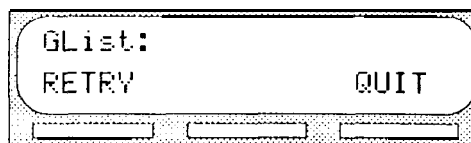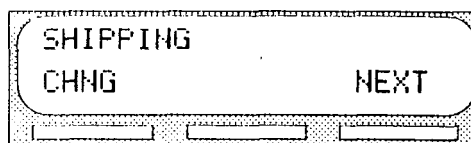
   Note: The display shown in step 6 shows the Group List name. In this display, Shipping is used only as an example.

8. To change the Group List name, press CHNG
   Note: If you are not changing the Group List name, press NEXT

9.   Enter   <the new Group List name>

10.   Press O K

11.   p r e s s NEXT
The display shows:

```
Recorded name
REC        PLAY        NEXT
```

Note: When you change the Group List name, **you must** make a new
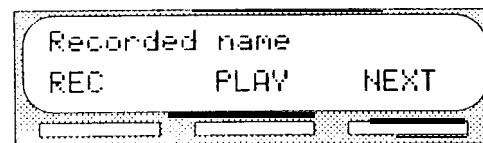recording of the Group List name.

12.   Press REC

13.   At the sound of the tone, record the new Group List name.

14.   Press   OK to end your recording.

The display shows:

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

Note: To listen to your recording, press PLAY To record the name
again, press RETRY

15.   Press OK
The display shows:

```
Recorded name
REC        PLAY        NEXT
```

To end this StarTalk session, press [Ris]

Changing the members of a Group List

Member mailbox numbers can be added to or deleted from an existing Group List at any time. Mailboxes must be initialized before they can be added to a Group List. To create a new Group List, refer **to Adding a Group List,** earlier in this section.

To change the members of an existing Group List:

1.   Press   [Feature   ] [9] [8] [3]
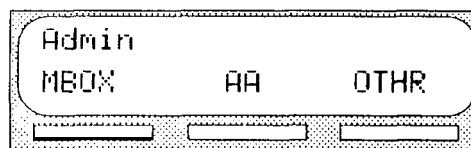
2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press OK
      The display shows:

```
Admin
MBOX        AA        OTHR
```

4.   Press OTHR
      The display shows:

```
Admin
ADMIN    CCR
```

5.   Press GLIST
      The display shows:

```
Group List Admin
ADD        DEL        CHNG
```

6.   Press CHNG
      The display shows:

```
GList:
RETRY               QUIT
```

7.   Enter   <the Group List number you want to change>

      The display shows:

```
SHIPPING
CHNG               NEXT
```

8.   Press NEXT until
      the display shows:

```
GList members
ADD        DEL        VIEW
```
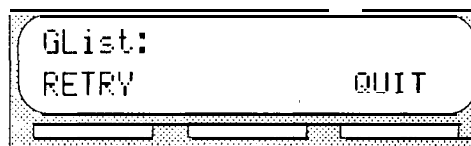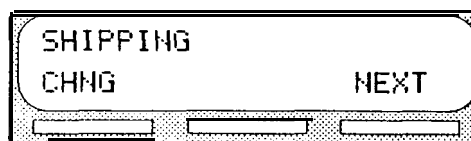
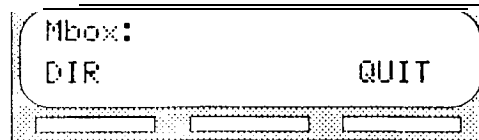9.   To add a mailbox number to the Group List, press ADD

The display shows:

```
Mbox:
DIR                QUIT
```

10.   Enter   <the mailbox number to be included in the Group List>
      Note: If you do not know a mailbox number, press DIR   This allows
      you to select a name and mailbox number from the Company Directory.
      Mailboxes must be initialized before you can add them to a Group List.
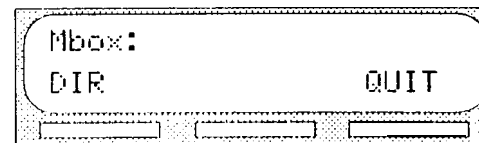
      After adding a mailbox number to the Group List, the display shows:

```
GList members
ADD        DEL        VIEW
```

      Note: To add more mailbox numbers to the Group List, repeat steps 9
      and 10.

11.   To delete a mailbox number from the Group List, press DEL

The display shows:

```
Mbox:
DIR                QUIT
```

12.   Enter   <the mailbox number to be deleted from the Group List>

13.   After deleting a mailbox number from the Group List, the display shows:

```
GLi st members
ADD        DEL        VIEW
```

      Note: To delete more mailbox numbers from the Group List, repeat
      steps 11 and 12.

When you have finished changing the members of the Group List, press [Ris]
to end the StarTalk session.
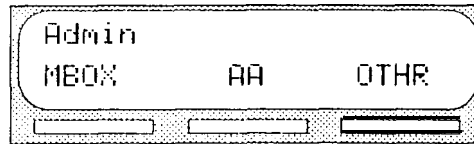
**Sending
a message
to several
mailboxes**

Viewing the members of a Group List

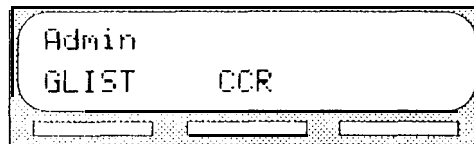To view the member mailbox numbers included in a Group List, you need the Group List number.

To view a Group List:

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

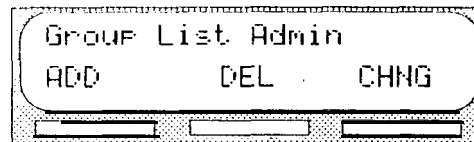2.   Enter   <the System Coordinator Mailbox and password combination>

3.   Press O K
      The display shows:

```
Admin
MBOX        AA        OTHR
```

4.   Press OTHR
      The display shows:

```
Admin
GLIST      CCR
```

5.   Press GLI ET
      The display shows:
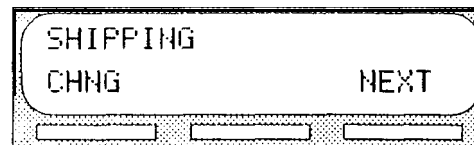
```
Group List Admin
ADD        DEL       CHNG
```

6.   Press CHNG
      The display shows:

```
GList:
RETRV                QUIT
```

7.   Enter   <the Group List number you want to view>

      The display shows:

```
SHIPPING
CHNG                 NEXT
```

8.   Press NEXT until
      the display shows:

```
GList members
ADD        DEL       VIEW
```

9. Press VIEW
    The display shows:

```
 ┌─────────────────────────┐
 │ <member mailbox owner>  │
 │ DEL              NEXT   │
 └─────────────────────────┘
```
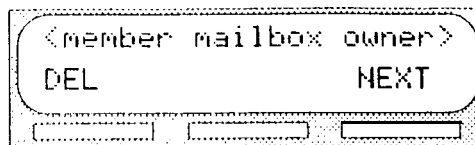
10. Press NEXT to view the next Group List mailbox member.
    When all the Group List members have been shown,

    the display shows:

```
 ┌─────────────────────────┐
 │ GList members          │
 │ ADD       DEL     VIEW │
 └─────────────────────────┘
```
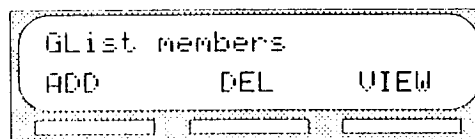
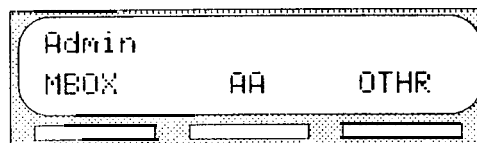To end the StarTalk session press [Rls]

Deleting a Group List

You can delete a Group List at any time. When you delete the Group List, you remove the Group List name and delete the Group List member mailbox numbers. The Group List number is automatically re-assigned by StarTalk the next time you add a Group List.

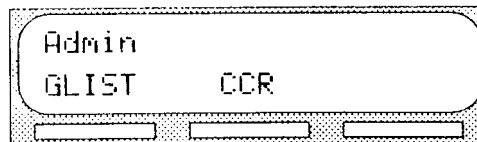Note: Deleting a Group List does not delete any of the mailboxes from StarTalk that were included in the List.

To delete a Group List:

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

2. Enter   <the System Coordinator Mailbox and password combination>

3. Press OK
    The display shows:

```
 ┌─────────────────────────┐
 │ Admin                  │
 │ MBOX      AA      OTHR │
 └─────────────────────────┘
```

4. Press OTHR
    ·The display shows:

```
 ┌─────────────────────────┐
 │ Admin                  │
 │ GLIST     CCR          │
 └─────────────────────────┘
```

Sending
a message
to several
mailboxes

5. **Press** GL **I** ST

    The display shows:

    Group L i st Admi n

    ADD   DEL   CHNG

6. Press DEL

    The display shows:

    GList:

    RETRY   QUIT

7. Enter   <the Group List number you want deleted>

    The display shows:

    <Group List Name>

    DEL   QUIT
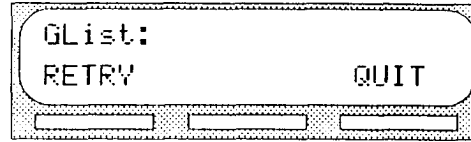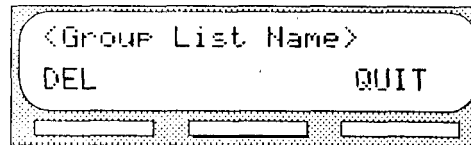
8. Press DEL

    The display shows:

    GList deleted

To end the StarTalk session, press [Ris]

Sending
a message
to several
mailboxes
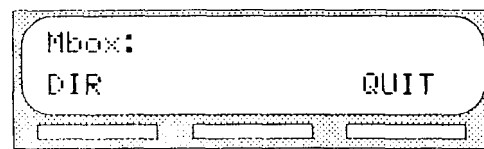
Sending a Group Message

A Group Message can be sent whenever you want to notify a special group of mailboxes of a pending event or company notice that only pertains to that group. When a mailbox owner sends a message to the Group List where their mailbox is registered, their mailbox does not receive the message.

A Group Message can only be sent to a Group List registered with StarTalk. Before you send a Group Message, ensure you have added the Group List, and the List contains all the mailboxes that are to receive a message. Refer to **Preparing a Group List,** earlier in this section.

To send a Group Message from your Norstar telephone:

1.   Press   [Feature] [9] [8] [0]

The display shows:

```
┌─────────────────────────┐
│  Mbox:                  │
│  DIR              QUIT   │
└─────────────────────────┘
```

2.   Enter   <the Group List number>

3.   The display shows the Group List name.

4.   Press OK

5.   At the sound of the tone, record your message.
      Note: When you record your message, do not forget to include all the message particulars. Remember to speak directly into the handset, speak clearly and at a pace that is easy to understand.

‑6.   To end your recording, press OK

When you have finished recording your message, you can:

Press RETRY to record your message again

Press PLAY to replay your message

Press OK to accept and send your message

To end this StarTalk session, press [Rls]

Note: A Group List Message must be selected to play. Unlike a Broadcast Message, it does not play automatically.

Sending
a message
to several
mailboxes

StarTalk Reports   12

Introduction StarTalk Reports are used to view StarTalk programming, status and the available message time. There are six StarTalk Reports:

- Directory Report
- Numeric Subscriber Mailbox Report
- System Group List Report
- Message Usage Report
- Mailbox Activity Report
- CCR Tree Report

This section describes the StarTalk Reports, and explains how to generate them.

Note: To print the StarTalk Reports, you must have a printer connected to the RS-232 port on the StarTalk Mini module.

StarTalk
Reports

The different Reports

The different Reports allow you to view StarTalk storage capacity, the Company Directory List, mailbox owners, Group Lists, individual mailbox activity and CCR programming and data. StarTalk Reports are numbered from 1 to 5. Only the report number appears on the Norstar display. The CCR Tree Report does not have a number.

Directory Report (1)

This report shows the mailbox owners listed in the Company Directory. This report provides the mailbox owner's name, mailbox, extension, whether or not mailbox owners recorded their name in the Company Directory, and if they have a greeting recorded for their mailbox. Figure 12.1 shows a sample Directory Report.

DIRECTORY REPORT				Date: 12/1 4/92
Subscriber	MB	Ext	Name Recorded	Greeting Recorded
BLACK,K	24	24	Y	Y
BROWN,A	23	23	Y	Y
DAVIES,R	33	33	Y	Y
GENERAL DELIVERY,MB	10	10	N	N
GUEST, ONE	20		N	Y
SMITH,E	21	21	Y	Y
SYSTEM MANAGER, MB	12	12	Y	Y
WHITE,W	22	22	Y	Y

Figure 12.1 - Directory Report

Note: The Directory Report appears in alphabetical order.

Numeric Subscriber Mailbox Report (2)

This report is a numeric list of all the mailbox owners who have a registered StarTalk mailbox. This reports shows the mailbox owner name and corresponding mailbox number. Figure 12.2 shows a sample Numeric Subscriber Report..

NUMERIC SUBSCRIBER MAILBOX REPORT	Date: 12/14/92
MB	Subscriber
10	GENERAL DELIVERY,MB
12	SYSTEM MANAGER,MB
21	SMITH,E
22	WHITE,W
23	BROWN,A
24	BLACK,K
27	TAYLOR,K

Figure 12.2 - Numeric Subscriber Report

System Group List Report (3)

This report shows the Group List number, the Group List name, the mailbox numbers included in the Group List, and the mailbox owner name. Figure 12.3 shows a sample System Group List Report.

SYSTEM GROUP LIST REPORT			Date: 12/1 4/92
No	Name	MB	MB Name
901	SALES	24	BLACK,K
		23	BROWN,A
		33	DAVIES,R
902	SHIPPING	27	TAYLOR,K
		21	SMITH,E

Figure 12.3 -- Systern Group List Report

Message Usage Report (4)

This report shows the total minutes of message storage time available.
Figure 12.4 shows a sample Message Usage Report.

MESSAGE USAGE REPORT	Date: 12/1 4/92
	Minutes
Current storage available	41

Figure 12.4 -- Message Usage Report

When this report shows less than 20 minutes of message storage time available, you should send a Broadcast Message telling users to delete any   unnecessary messages in their mailboxes. For instructions on sending a Broadcast Message, refer to **Section 11: Sending a message to more than one mailbox.**

**StarTalk
Reports**

Mailbox Activity Report (5)

This report shows the mailbox number, mailbox owner's name, the last date of access, and information about the messages left in a mailbox. This report covers mailbox usage over a period of seven days. This is a two page report. Figure 12.5 shows a sample page 1 of the Mailbox Activity Report.

Mailbox Activity Report   Date: July 8 92

Mailbox 10
Name GENERAL_DELIVERY, MB
Last access date May 15

	Tues	Mon	Sun	Sat	Fri	Thur	Wedn
No. of messages recorded	0	0	0	0	0	0	0
Total length of messages	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Average length of message	0.0	0.0	0.0	0.0	0.0	0.0	0.0
No. of times maximum message length reached (recorded by sender):	0	0	0	0	0	0	0
No. of messages received	2	0	1	4	3	2	5
Total length of messages	0.7	0.0	0.0	0.9	0.3	0.5	1.1
Average length of messages	0.3	0.0	0.0	0.2	0.1	0.2	0.2
No. of accesses	0	0	0	0	0	0	0
Connect time in mailbox Total minutes	0	0	0	0	0	0	0
Average minutes/access	0	0	0	0	0	0	0
Average time before messages heard	0	0	0	0	0	0	0
Average time before messages deleted	0	0	0	0	0	0	0
No. of times 3 bad passwords entered	0	0	0	0	0	0	0

Figure 12.5 — Mailbox Activity Report

Note: The starting point of this report follows the last full day of activity. For example, if the last full day of activity is Friday, the next report begins on Saturday.

StarTalk
Reports

Mailbox Activity Report
CUMULATIVE   AVERAGE   **Date Last Cleared:** 6/9/92

No. of messages recorded   0

Total length of messages   0.0

Average length of message   0.0

No. of times maximum
  message length reached   0
  (recorded by sender):

No. of messages received   2

Total length of messages   0.5

Average length of message   0.1

No. of accesses   0

Connect time in mailbox

 Total minutes   0

 Average minutes/access   0

 Average time before
  messages heard   0

Average time before
  messages deleted   0

No. of times 3 bad   0
passwords entered

Primary Greeting Recorded - No

Alternate Greeting Recorded - No

Figure 12.6 - Mailbox Activity Report

Figure **12.6** shows a sample page 2 of the Mailbox Activity Report.

Note: Each line total indicates a cumulative average of the mailbox activity.

You can print this report for individual mailboxes or all mailboxes registered with StarTalk. When you are printing the Mailbox Activity Report for all the mailboxes, ensure the printer has enough paper. Because of the size of this Report, we recommend that you print at night or during a non-busy time. To get the full benefit of this report, we recommend you print it on the same day each week and reset the statistics after each printing. To print the Mailbox Activity Report, you must enter a mailbox number or press ALL

The Tree Report

This report shows the Tree number, the current date, the last date changes were made, and the Tree status. The report also shows the Points on the Tree, assignments made to the Points, and any areas that need administering.
Figure 12.7 shows a sample Tree Report.

```
TREE  REPORT                                                      Date: 5/30/92
   Tree # 1        Last  Modified: 02/22/92              Status:  Enabled

   Path            Description        Parameter          Dest       Caution
   ········        ··············     ·············      ····       ···········
   0               Menu               Pri Prompt Rec                Alt Prompt Not Rec
   1               Blind  Xfer        Ext. 24
   2               Leave Msg          Mbox 30            Home       Mbox Not Init
   3               Blind  Xfer        Ext. 23
   4               Blind  Xfer        Ext. 35
```

Figure 12.7 — Sample Tree Report

StarTalk
Reports

Printing StarTalk Reports

You can print StarTalk Reports whenever you need them. StarTalk Reports are printed using the Configuration Feature Code 983. Before you begin to print your reports, ensure the printer is turned on, and there is enough paper in the printer.

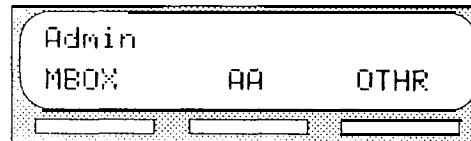To print a StarTalk Report 1 to 5:

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

The display shows:

```
Log:
QUIT      RETRY      OK
```

2.   Enter <the system coordinator Mailbox and password combination>

3.   Press OK
The display shows:

```
Admin
MBOX      AA      OTHR
```

4.   Press [7]
The display shows:

```
Report: 1
PRINT              NEXT
```
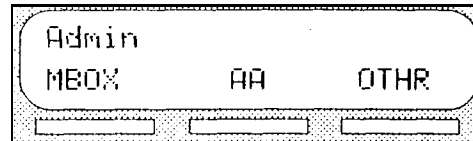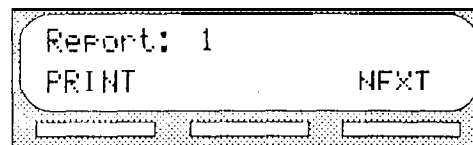
Note: Only the report number is shown on the display. The report numbers appear in the number sequence from 1 to 5. To see the next report number on the display, press NEXT

For more information about printing the CCR Tree Report, refer to **Printing the Tree Reports** later in this section.

StarTalk
Reports

5.   Press   PRINT
The display shows:

~~~
Printing...
~~~

Note: When you are printing Report 5, the display changes to show:

~~~
Mbox:
ALL        RESET      QUIT
~~~
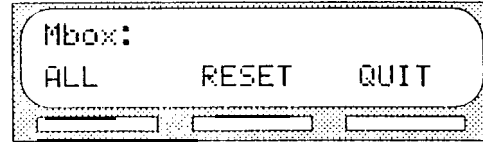
Enter   <the mailbox number or press ALL > Report 5 begins to print automatically.

When the report is finished printing, the display changes to show:

~~~
Report: 5
PRINT                 NEXT
~~~
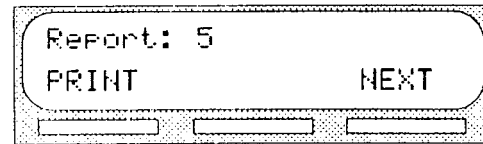
Note: To stop the printer, press [*]

6.   To reset the Mailbox Activity report, press PRINT

The display shows:

~~~
Mbox:
ALL        RESET      QUIT
~~~

7.   Press   RESET
The display shows:

~~~
Stats reset
~~~

To end this StarTalk session, press [Rls]

Printing the Tree Reports

You can print the CCR Tree Reports whenever you need them. The CCR tree Reports are printed using the Configuration Feature Code 983. Before you begin to print your reports, ensure the printer is turned on, and there is enough paper in the printer.

To print a CCR Report:

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

    The display shows:

    ```
    Log:
    QUIT      RETRY      OK
    ```

2. Enter   <the system coordinator mailbox and password combination>

3. Press OK
    The display shows:

    ```
    Admin
    MBOX        AA        OTHR
    ```

4. Press OTHR
    The display shows:

    ```
    Admin
    GLIST      CCR
    ```

5. Press CCR
    The display shows:

    ```
    CCR Admin
    ADMIN
    ```

6. Press ADMIN
    The display shows:

    ```
    CCR tree:
    RETRY             OK
    ```

7. Enter   <the Tree number>
    Note: The Tree number can be 1 or 5.

StarTalk
Reports

8. P r e s s   OK
    The display shows:

```
Tree <X>
CHNG       PRINT      QUIT
```

9. **Press PRINT**
    The display shows:

```
Printing...
```

When the Report is finished printing, the display changes to show:

```
Tree <X>
CHNG       PRINT      QUIT
```
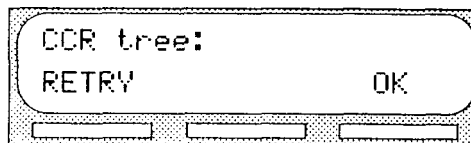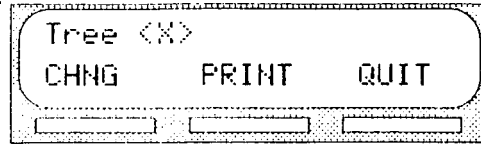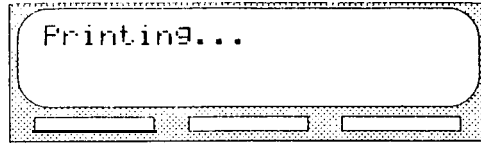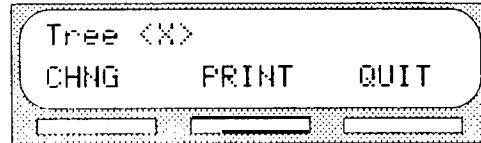
When you are finished printing, press QUIT

StarTalk
Reports

AtoZ KELLATRONICS, INC.

tel: 800.766.3425   fax: 800.720.1172
318.773.8888   318.773.8899
www.kellatronics.com   info@kellatronics.com

Troubleshooting StarTalk 13

Introduction

Troubleshooting StarTalk is separated into three sections:

- system trouble
- operating trouble
- Custom Call Routing (CCR) trouble

System trouble

System troubles are problems occurring to more than one user, and to both internal and external callers.

Automated Attendant does not answer any calls

1. Verify that you have assigned the lines to the Greeting Table, and the line is designated as Y. This means that StarTalk is set to answer the line.

2. It might be that all the StarTalk channels are busy. Try calling back. Your call will be answered when a channel is available.

3. Verify that greetings 1 to 4 have been recorded. These greetings default to the Greeting Tables and must be recorded for the Automated Attendant to operate. Refer to **Section 5: Setting up StarTalk**.

If you find that the StarTalk channels are frequently busy, this might be a good indication that there is too much activity. Contact your sales representative.

Trouble-
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StarTalk

Call log information is lost

The Automated Attendant must be set to answer after two or more rings for StarTalk to record call log information related to an incoming call.

The Automated Attendant transfers some callers to the General Delivery Mailbox.

For StarTalk to work, it requires a tone dial telephone signal and a minimum voice level. StarTalk waits for a caller to respond. If a response is not received, the caller is transferred to the receptionist or designated operator. If the receptionist or designated operator is not available, the caller is automatically transferred to the General Delivery Mailbox. The caller is also transferred to the General Delivery Mailbox if an extension does not have a mailbox.

For StarTalk to transfer calls correctly, each mailbox must have a unique extension number. To verify that all mailboxes have unique extension numbers, print the Directory Report (Report 2). For instructions on printing reports, refer to **Section 12, Printing StarTalk Reports.**

Greetings are played at the wrong time of day

There are three possible causes for this problem:

1.   The Business open is set to NO. Change the Business open to YES. Refer to **Section 7, Setting the Business Status.**

2.   StarTalk's internal calendar/clock is not set to the correct time. Reset the StarTalk date and time. Refer to **Section 5: Setting up StarTalk.**

3.   It might be that the wrong greeting numbers have been assigned to the Greeting Table.

Greetings are played on the wrong line

To verify that your line information is correct, refer to the **StarTalk Mini Programming Record.** If you find the information is incorrect, you must re-assign lines to the Greeting Table. Refer to **Section 5: Setting up StarTalk.**

A telephone cannot be forwarded to StarTalk

If you are attempting to forward your telephone to StarTalk and the display shows: Forward denied you might be forwarding to the wrong extension. Verify that you are calling the right extension using Feature Code 985.

Feature 981 produces a "LOG" prompt on the Norstar display   Whenever the Log prompt appears on the display, it can be caused by the station not having an assigned mailbox. If the extension does not have an assigned mailbox, StarTalk will request both a mailbox number and a password.

Norstar DN's and Mailbox Numbers are different lengths   For StarTalk to operate, it must have a mailbox number length that is the same as the Norstar DN length. If these lengths differ, you must change the StarTalk mailbox number length. Refer **to Appendix C: Resetting StarTalk.**

Operating trouble

The following conditions list some problems that might be encountered with the operation of StarTalk.

Mailboxes are not accepting messages   A mailbox will not accept messages when:

1. The mailbox is not initialized.
   A mailbox cannot receive messages until it has been initialized by the mailbox owner. Instruct owners to initialize their mailboxes. Refer users to the **StarTalk Mini User Card,** or provide instructions from **Section 6** in this guide.

2. A mailbox is full.
   If a mailbox is full, instruct the mailbox owner to delete all or some of the messages in the mailbox.

3. The Message Storage Pack is full.
   StarTalk notifies you when the Message Storage Pack is reaching its capacity. To determine if the Message Storage Pack is full, print the Message Usage Report. This report shows you the available minutes of storage remaining on StarTalk.

Trouble-
shooting
StarTalk

Messages are being lost in a mailbox   If messages are being removed that are recent (less than seven days), check the message retention period in the mailbox Class of Service. To check the Class of Service, refer to **Changing a mailbox Class of Service, Section 10.**

A mailbox owner lost the mailbox password

A forgotten password cannot be recovered. The password associated with the mailbox must be reset to the default password 0000. After **a** password has been reset to the default password, the mailbox owner must change the default password in order to use the mailbox.

To reset a password refer to **Section 10: Administering the mailboxes.**

If the System Coordinator password has been lost:

1.   Press [Feature] [9] [8] [5]
2.   Press [9]
3.   Enter [7] [3] [7] [3] [8] [7] [6] [7] [7] ⬛   [3]
      (RESETSMPSWD)
4.   Press OK
5.   Press YES

A mailbox is not in the Company Directory

Check to ensure the mailbox has been initialized. If the mailbox is not initialized, it does not appear in the Company Directory. You should check to ensure the Company Directory Override is set to YES. Refer to **Section 10: Administering the mailboxes.**

Calls are being answered by the wrong mailbox

All ringing CO lines will be answered by StarTalk **if** the station is forwarded to StarTalk using Norstar Call Forward All Calls or Call Forward No Answer. For a complete description of Norstar feature compatibility, refer to **Appendix A.**

A mailbox can't be added to StarTalk

Ensure the mailbox is not already registered with StarTalk. Mailbox numbers must be unique. StarTalk can store up to 24 mailboxes, including the System Coordinator Mailbox and the General Delivery Mailbox. Refer to the **StarTalk Mini Programming Record.**

Trouble-
shooting
StarTalk

You cannot enter a name for a mailbox

Names should be entered as last name, then first name initial. All names should have a comma (,) separating the first and last names. The maximum length of the name entered, including comma, is 16 characters. Refer to **Section 10: Administering the mailboxes.**

Incomplete messages are received in a mailbox or "Message delivered" prompt plays when recording a message or StarTalk sessions end unexpectedly

When any of these three situations occur, it could be due to a problem called Talk Off. Talk Off occurs when StarTalk interprets certain voice patterns as Dual Tone Multi Frequency (DTMF) tones. DTMF tones are produced when keys are pressed on a dial tone telephone. When you press a key on the dialpad during a StarTalk session, StarTalk receives a DTMF tone and performs the correct operation. For example, after entering your mailbox password you can press the [#] button. The DTMF tone sent to StarTalk indicates that you are finished entering your password.

Some voice patterns are the same as DTMF tones. This can cause StarTalk to function incorrectly. For example, if in the middle of a message you said something that sounded the same as the DTMF tone created by pressing the In] button the recording session would end. Correcting Talk Off requires adjustments to your Norstar system. Contact your sales representative.

You cannot create a Group List

The maximum number of Group Lists that can be created is two. The StarTalk Group List must be enabled during installation. If the Group List feature is not enabled, you cannot create a Group List. To enable this feature, you must reset StarTalk. For instructions on resetting StarTalk, refer to **Appendix C.**

Trouble-shooting StarTalk

♦

CCR trouble

The following conditions describe problems that may occur while operating Custom Call Routing. Ensure that you check the Custom Call Routing Tree Report regularly.

Note: For more information about Reports, refer to **Section 12: StarTalk Reports.**

StarTalk does not accept a Path number

If you enter an incorrect digit while assigning a Path number, an error message appears. There are two possible causes:

1. An incorrect Path number was entered. Only numbers 1 through 8 may be used as Path numbers. Ensure that 0 (zero) and 9 are not used as Path numbers.

2. The maximum number of Paths have been added.

Interruptions while building or changing the Tree

If you press ⌜Rls⌟ by mistake, there is a power outage, or there is no screen activity, all data is automatically saved to Tree 5. Tree 5 is designated as the Workspace for building or changing a Tree. Until the Tree number 1 is assigned, all data remains in Tree 5.

The Tree cannot be saved

The Tree cannot be saved while it is in use. You must disable the Tree before adding a Point, deleting a Point, or changing a Point type.

Note: While the Tree is enabled, you can save the Tree after changing a recording, a mailbox number, an extension, or the Destination type. For more information about saving the Tree, refer to **Section 8: Setting up Custom Call Routing (CCR).**

Trouble-
shooting
StarTalk

The Tree cannot be deleted   The Tree cannot be deleted while it is in use. The Tree must be disabled before it can be deleted.

Note: For more information about deleting the Tree, refer to   **Section 9: Administering Custom Call Routing (CCR).**

The Tree cannot be enabled   The Tree must be saved before it can be enabled, and it should be   completed before it is saved. To complete the Tree you ensure:

1.   The Tree contains the Home Menu Point with an Action Point below it.

2.   The Tree contains a Leave Message Point to a mailbox which has been initialized.

3.   The Tree contains a Leave Message Point to a mailbox which has not been deleted.

No Paths are available   The 'no paths available' error message appears when all Paths are assigned. There is a maximum of eight Paths on the Tree.

The Leave Message Point mailbox is full   A mailbox will not accept messages when the mailbox is full. If a mailbox is full, instruct the mailbox owner to delete all or some of the messages in the mailbox.

Note: If more message time is required, the Class of Service of the mailbox can be changed. For more information about the mailbox Class of Service, refer to **Appendix B**.

Deleting a mailbox   You must not delete a mailbox that is used in a CCR Tree. If you delete a Leave Message Point mailbox, the messages will automatically go to the General Delivery Mailbox.

Note: For more information about the General Delivery Mailbox, refer to the **Section 6.**

Trouble-
shooting
StarTalk

Trouble-
shooting
StarTalk

Appendix A: StarTalk/Norstar feature compatibility

Introduction

This appendix describes how Norstar features interact with StarTalk. The section is organized in alphabetical order, according to the Norstar feature.

Norstar feature   StarTalk compatibility

Analog Terminal Adapter

An analog single-line set can be connected to Norstar using an Analog Terminal Adapter. This type of set, working with DTMF tones, allows access to StarTalk options through the dialpad only. There is no message waiting notification availability.

Rotary dial cannot be used internally with StarTalk.

Answer Keys

Answer keys allow a set to answer calls sent to another set. Answer keys do not affect StarTalk operation on external calls. External calls are sent to the called set's mailbox. Non-ringing answer keys do not affect external calls.

For internal calls, when an answer key appears on another set and there is no CFAC or CFNA, the caller receives the mailbox of the called set.

When the set that has the answer key is CFAC to StarTalk, the caller is sent to the mailbox of the CFAC set. **For example:** If set A has a Ringing Answer Key for set B and set A is CFAC to StarTalk DN, when a caller attempts to reach set B and there is no answer, the caller is transferred to set A's mailbox.

When the set that has the answer key is CFNA to StarTalk, the caller receives the mailbox of the called set. **For example:** If set A has a ringing answer key for set B and set A is CFNA 3 rings to the StarTalk DN, the call is transferred to set B and receives set B's mailbox.

Appendix

Autodial (Inside)	All users on the Norstar system can program StarTalk's DN. StarTalk's DN is determined using Feature Code 985.
	The System Coordinator can use autodial for Busy Lamp Field (BLF) indication for all voice channels. This allows StarTalk channels to be monitored during busy periods.
Automatic Set Relocation	Must be set to NO when changing the StarTalk DN and StarTalk RJ 11 teladapt cords.
Call Forward All Calls	Any ringing line or answer key appearance on a set is forwarded to the DN specified by the call forwarded set.
	When CFAC is in use, a caller receives the mailbox of the CFAC set immediately.
Call Forward No Answer	Any ringing line appearance on a set is CFNA to the DN specified after the programmed number of rings.
	Call Forward No Answer is not applicable in an Automated Attendant application. If DRT is being used for StarTalk answering, ensure that the number of rings for CFNA on any of the sets is equal to or higher than the number of rings for DRT.
	CFNA takes precedence over DRT and Transfer Callback if it has a lower number of rings.
Camp On	The Camp On feature cannot be used to access StarTalk. If a user calls the StarTalk DN and there is no answer, the user cannot invoke the Camp On feature. Instead, the user should be advised to wait a few moments and try the StarTalk DN again.
	The Camp On feature is only available on Norstar Modular KSUs using Modular DR3, DR4, DR5 or Centrex software.
Date and Time	The Norstar Date and Time is independent of the StarTalk Date and Time.

Delayed Ring Transfer (DRT)

To use StarTalk as a secondary line answering position, you set DRT by:

1. Assigning the StarTalk DN as the prime set for the specified lines that are to be DRT to StarTalk.
2. Setting the Norstar DRT to YES.
3. Setting DRT Delay from one to six (inclusive) rings.
4. Assigning a Greeting table to each line that is to be DRT to StarTalk.
5. Setting the StarTalk Answer option to NO for the lines that are to be DRT to StarTalk.

When DRT is being used for StarTalk Answering, and Norstar sets with a Ringing Line Appearance are forwarded to StarTalk, a caller receives the mailbox of the CFAC set immediately.

Disconnect Supervision

When a KSU has Disconnect Supervision and a caller hangs up after reaching the Automated Attendant, Norstar immediately senses this and breaks the connection. This results in fewer 'phantom' messages in the General Delivery Mailbox and prevents StarTalk ports from being occupied.

The Disconnect Supervision feature is only available on Norstar Modular KSUs and trunk modules with the DS suffix on their labels and DR3, DR4 or DR5 software.

Do Not Disturb (DND)

Stops all tones and ringing to a set. When a call is transferred to a set with DND invoked, the call appears as a flashing indicator on an available line. The Automated Attendant announces to the caller that the party being called is unavailable, and continues with a set of instructions for leaving a message in a mailbox, or. reaching another person.

Feature Timeout

StarTalk has a timeout of up to two minutes. This feature is independent of the Norstar timeout.

Hold

A user cannot put a StarTalk session on hold. If the hold button is pressed during a StarTalk session, StarTalk is disconnected. This is true for all instances, excepting those when Automatic Hold is used to transfer a caller to a mailbox or an extension. StarTalk ignores Held Line Reminder tones.

Appendix

Intercom Numbers	An inside user can access StarTalk using an intercom button and pressing the StarTalk DN. Access to the StarTalk Feature Codes and "Message For You" indication requires an intercom button on the set.
	An intercom button is required to notify a set of an incoming transfer.
Language Choice	StarTalk's language capability is independent of Norstar's language selection for a set. StarTalk language availability is determined by the Class of Service assigned to a mailbox.
	Note: StarTalk language option is invoked after a user has invoked a StarTalk session.
Lines	Lines can be assigned to the StarTalk Automated Attendant using Feature Code 983. When a line programmed for the Automated Attendant appears on a set, that line rings when StarTalk transfers the call. When a line programmed to be answered by the Automated Attendant does not appear on a set, a call is transferred to an intercom line appearing on the set.
Message Send/Reply/Waiting	Any message notification left by an internal caller can be replied to using the StarTalk message reply options. StarTalk cannot receive messages.
	Note: Replying to a message from an M7100 or M7208 requires the user to press Feature 65.
Night Service	When Night Service is activated and StarTalk's prime DN is specified as the Night Ring set for an incoming line, a caller immediately hears the StarTalk Automated Attendant.
Prime Set (Multiple)	When configuring lines, StarTalk can be designated as the prime set.
Priority Call	Ends a StarTalk session.
Privacy (DR2)	When StarTalk has answered a line, that line cannot be accessed by another set. The display shows "Line in use."

Appendix

Privacy (DR3)	Lines that DRT to StarTalk or that StarTalk is set to answer, must be set for Privacy ON. This ensures that StarTalk sessions involve only one user and StarTalk. The default for lines is Privacy ON.
	The Privacy feature is only available on Norstar Modular KSUs using Modular DR3, DR4, DR5 or Centrex software.
Private Line	When private lines are assigned to a set programmed to ring, CFNA to StarTalk is answered by the set's Personal Mailbox. If a private line is the only appearance on that set, StarTalk transfers calls through the intercom key.
	Note: If the private line is not programmed to ring, CFNA is not invoked.
Release Button	Ends a StarTalk session
Ringing Line Preference	Ringing lines programmed to Norstar sets are recognized by StarTalk. Features such as CFNA and CFAC to StarTalk are not recognized by non-ringing lines programmed to Norstar sets. Refer to the CFNA, CFAC and Answer Keys.
Selective Call Forward	Refer to Do Not Disturb.
Service Modes	The Service Modes feature allows the Norstar System to be programmed to forward all incoming calls to StarTalk during specific time periods, such as lunch time or non-business hours.
	The Service Modes feature is only available on Norstar Modular KSUs using Modular DR3, DR4, DR5 or Centrex software.
Template	StarTalk is compatible with all templates (Square, PBX, Centrex and Hybrid).
Transfer Callback	Calls through the Automated Attendant that are transferred to a set without CFNA are routed by Transfer Callback to StarTalk after the designated number of rings. The CFNA/Transfer Callback feature programmed to the lesser value takes precedence

Appendix

'Norstar only' DN

When installing StarTalk with Norstar Centrex and Centrext, all StarTalk DNs **must be** set to 'Norstar only'. For example, when Transfer is evoked, even to another telephone in the system with its own prime line, Norstar Centrex software transfers through the Central Office. To ensure transfers to StarTalk are routed through the Norstar system, all StarTalk DNs must be set to 'Norstar only'.

Note: For more information about Norstar and Centrex, refer to the **Norstar Centrex Installer Guide** or **Norstar Centrext Installer Guide.**

Appendix

Appendix B: Configuration data definition

Data field	Values/Range	Default
System Coordinator's password	four to eight digits in length	0000 (four zeros)
Special Mailbox types:	Two-digit Seven-digit	Two-digit *
General Delivery Mailbox	10 1000000	10
System Coordinator's Mailbox	12 1000002	12
Attendant Extension number	any valid Norstar extension	none
CO **Line Greeting assignment:**		
Line number	1- 184	
Greeting Table:		
Greeting Table number	1	1
Number of rings	o- 12	0
Greeting used:		
Morning	1- 10	1
Afternoon	1- 10	2
Evening	1- 10	3
Non-business	1- 10	4
Primary language	P = primary	P
	A = alternate	

. When the Group List leading digit is assigned as 1, the Special Mailboxes default to 20 and 22.

Appendix

Data field	Values/Range	Default
Extension mailbox data base:		
Extension leading digit	o - 9	none
Digits in extension	two to seven digits	2
Mailbox leading digit	o - 9	none
Digits in mailbox	two to seven digits	2

System Coordinator Mailbox and password combinations		
Norstar DN length	**StarTalk mailbox number length**	**Default**
2	2	120000
3	3	1020000
4	4	10020000
5	5	100020000
6	6	1000020000
7	7	10000020000

Data element	Values/Range	Default
Maximum number of mailboxes	24**	
Class of Service:		
Class of Service number	l-8	none
Prompt language	1 = Pri	none
	2 = Alt	
Max. mailbox message time	5-20 min	none
Max. message length	2-7 min	none
Max. greeting length	l-10 min	none
Message retention time	7 days - indefinite	none
Group Lists:		
Group List number *	001 -002 901 -902	901 - 902
Maximum number of members	22	

* Group list numbers are three digits in length regardless of the DN length.
** Including Special Mailboxes.

Appendix

Hardware Specifications

Number of ports	1
Number of voice channels	2
Message storage	90 minutes

Data element	Value
Response time at the Home Menu	2 1/2 seconds
Maximum number of Trees	1
Maximum number of Paths	8

Group **List leading digit**	Group **List range**
0	001 and 002
1	101 and 102
2	201 and 202
3	301 and 302
4	401 and 402
5	501 and 502
6	601 and 602
7	701 and 702
8	801 and 802
9	901 and 902

Default Feature Codes for StarTalk

Leave Message	Feature 980
Open Mailbox	Feature 981
Operator Status	Feature 982
Configuration	Feature 983
Date & Time	Feature 984
StarTalk Directory Number	Feature 985
Transfer	Feature 986

Appendix

Class of Service values:	1	2	3	4	5	6	7	8
Prompt language	P	A	P	A	P	A	P	A
Max. mailbox message time (in minutes)	15	15	15	15	5	5	20	20
Max. 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
Personal greeting	Y	Y	Y	Y	Y	Y	Y	Y
Greeting length (in minutes)	1	1	1	1	1	1	10	10
Group Lists	Y	Y	Y	Y	Y	Y	Y	Y
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (in minutes)	5	5	10	10	15	15	30	30
Number of attempts	3	3	5	5	7	7	9	9

0 = INDEFINITE RETENTION
P = PRIMARY
A = ALTERNATE

Note: When StarTalk's bilingual language capability is disabled, all Classes of Service default to the primary language. Refer to your **StarTalk Mini Installation Guide.**

Configuration default menus

The Main menu appearing on the M7310 and M7324 telephone display varies according to the optional software applications enabled with StarTalk. The following are examples of the different Main menus that appear.

StarTalk Mini without Group Lists:

The display shows:

```
 Admin
 MBOX       AA      CCR
```
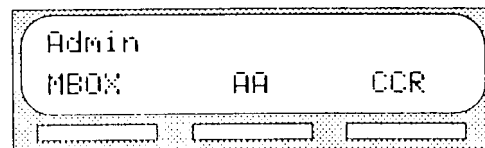
StarTalk with Group Lists:

The display shows:

```
 Admin
 MBOX       AA      OTHR
```
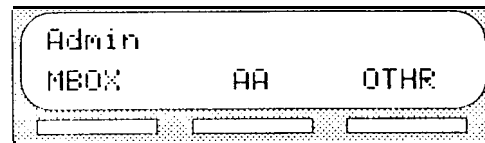
Appendix C: Resetting StarTalk

Introduction   For StarTalk to work, the Norstar intercom number length must be the same as the StarTalk mailbox number length. If the Norstar intercom number length is different from the StarTalk mailbox number length, you must change the StarTalk mailbox number length.

This appendix covers the procedures for resetting StarTalk. After you reset StarTalk, you must:

* initialize StarTalk
- configure your Company's telephone lines
- enter Greeting Table information
- record Company Greetings
- add mailboxes
- initialize the Special Mailboxes

Sections 5 and 6 in this guide cover the procedures for configuring lines, entering Greeting Table information, recording Company Greetings, adding mailboxes, and initializing the Special Mailboxes.

Important: Resetting StarTalk erases all the Company Greetings, Greeting Table and mailbox information. Before you reset StarTalk, ensure that you have a copy of the current StarTalk set up. Refer to your completed StarTalk Mini Programming Record.

Appendix

AtoZ KELLATRONICS, INC.

tel: 800.766.3425   fax: 800.720.1172

318.773.8888   318.773.8899

www.kellatronics.com   info@kellatronics.com

Resetting StarTalk

To reset StarTalk:

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

2. Enter   <the system coordinator mailbox and password combination>
   Note: If you are resetting StarTalk before you have performed the initial set up, you must enter the default password 0000.

3. Press OK
   The display shows:

   ```
   Admin
   MBOX        AA        OTHR
   ```

4. Press [1]
   The display shows:

   ```
   Pswd:
   RETRY              OK
   ```
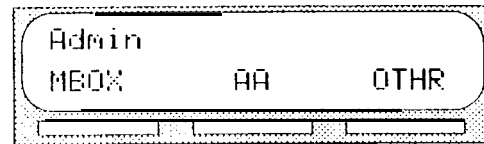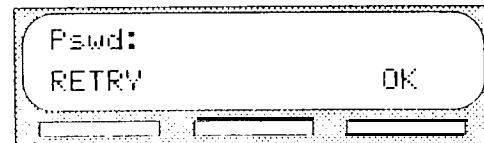
5. Enter [7] [3] [4] [6] [7] [8] ☐ [5] ☐   (REINSTALL)
   Important: This password should not be made available to a user.

6. Press OK
   The display shows:

   ```
   Reset database?
   YES        NO
   ```

7. Press YES

After you press YES StarTalk begins to reset. When StarTalk is finished, the display changes to show: System ready and Exit You are now ready to initialize StarTalk. Refer to **Initializing StarTalk**, later in this appendix.

Appendix

Initializing StarTalk

When StarTalk was first installed, the initialization was completed by the installer. You only need to initialize StarTalk if you have reset the Module to accommodate a new StarTalk mailbox number length. This is usually only necessary if your Norstar system is upgraded or expanded.

To initialize StarTalk:

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

The display shows:

```
Pswd:
RETRY                    OK
```
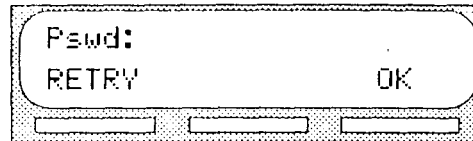
2.   Enter   [2] [6] [6] [3] [4] E I   (C O N F I G)

3.   Press O K
The display shows:
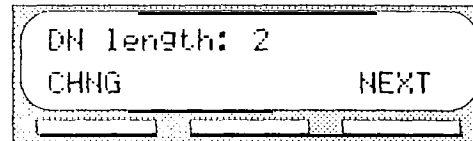
```
DN length: 2
CHNG                   NEXT
```

Note: To change the mailbox number length, press CHNG and enter the new DN length. The mailbox DN length MUST be the same as the Norstar DN length. The mailbox number range is between two and seven digits.

4.   Press NEXT
The display shows:

```
Bilingua l?
YES          NO
```
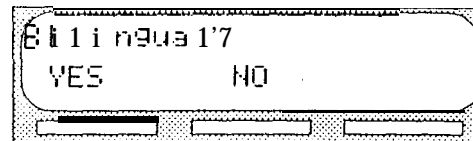
5.   Select the bilingual capability.-

The display shows:

```
Primary lang?
ENG          [ALT]
```

Appendix
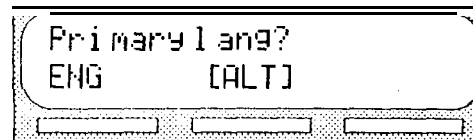
Note: [ALT] means either FRE or SPA will appear. English is abbreviated ENG French is abbreviated FRE Spanish is abbreviated SPA

7.   Select the primary language.

The display shows:

```
Group lists? Y
CHNG              OK
```
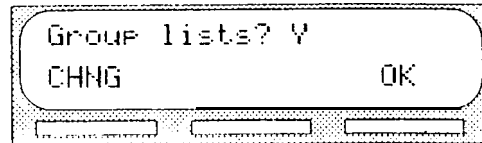
Note: To change the Y to an N, press CHNG

8.   Press   OK to enable Group List capability.

The display shows:

```
Leading digit: <9>
CHNG              OK
```
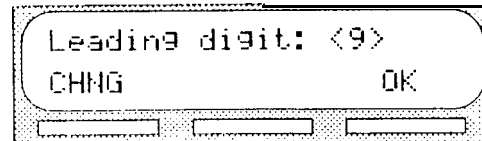
Note: To change the Group List leading digit, press CHNG and enter a
leading digit from 0 to 9.

9.   Press OK
The display shows:

```
System config
RETRY              OK
```

10.   Press O K
The display shows:

```
Configuring...
```
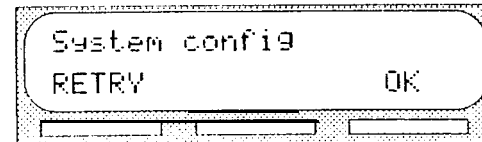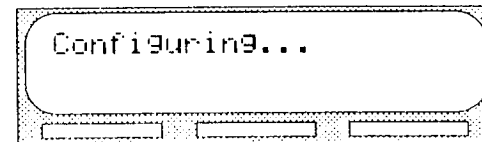
Initialization takes five to seven minutes. When StarTalk has completed the
initialization, the display shows: System ready and Exit.

After StarTalk initial configuration is completed, the display returns to the
Norstar date and time. You are now ready to enter your StarTalk Greeting
Table and mailbox information. Refer to your **StarTalk Mini Programming
Record** and **Section 5: Setting up StarTalk**.

Appendix

Appendix D: **Norstar** configuration tips

Introduction

This appendix describes some Norstar configuration enhancements that, if used, can maximize the efficiency of StarTalk.

Ringing lines and answer keys

If two or more telephones have a ringing line appearance of the same outside telephone line, and one of these telephones is programmed with Norstar's Call Forward All Calls (CFAC) or Call Forward No Answer (CFNA) features, then all incoming calls on the outside line are directed to the Personal Mailbox of the programmed telephone.

For example, if a marketing secretary's telephone has a ringing line appearance of the marketing director's telephone, and the secretary's telephone is call forwarded to StarTalk, then all incoming calls are immediately transferred into the secretary's Personal Mailbox. This is also true if the secretary's telephone is CFNA to StarTalk and if the number of specified rings on the secretary's telephone is less than the specified rings on the marketing director's telephone.

Note: CFAC and CFNA do not affect calls on a telephone's non-ringing lines, For example, if a secretary's telephone has a non-ringing appearance of another telephone's outside line, and the secretary's telephone is CFAC or CFNA to StarTalk, incoming calls on this line are not affected.

Appendix

Ringing answer button

When one or more telephones have a ringing answer button for another telephone, and one of these is Call Forwarded or Call Forward No Answer to StarTalk, all incoming calls will be directed into the Personal Mailbox of the forwarded telephone.

If two or more of these telephones are CFAC to StarTalk, all calls will be directed to the Personal Mailbox of the telephone that is connected to the lowest numbered station port on the Norstar system.

Note: Norstar's Call Forward All Calls and Call Forward No Answer features do not affect calls on a telephone's non-ringing answer button.

Delayed answering by StarTalk's Automated , Attendant

StarTalk's Automated Attendant can answer any call on specified incoming telephone lines after a specified number of rings. StarTalk answers incoming calls when:

The telephone service representative programs StarTalk to be the prime telephone for one or more designated incoming telephone lines. Norstar's Delay Ring Transfer (DRT) feature transfers unanswered calls on these lines to StarTalk's Automated Attendant after the specified number of rings.

Note: Norstar's DRT feature only applies to incoming calls on the assigned line. It does not affect any intercom calls between sets.

Appendix

Using Norstar CFAC and CFNA

When a user does not want to take any calls for a period of time, the user's telephone can be forwarded to the user's Personal Mailbox using Norstar's Call Forward All Calls feature. When forwarded, all calls to the user's extension are transferred directly into the user's Personal Mailbox.

To Call Forward to a mailbox:

1. Press   [Feature   ] [9] [8] [5]
    Note: This is the Feature Code for determining StarTalk's directory number (DN). The directory number appears on the telephone.

2. Press   [Feature   ] [4]
    or
    Press   [Call Fwd   ]

3. Enter   <the StarTalk directory number>

To cancel Call Forward:

Press   [Feature   ] [#] [4]
or
Press   CANCEL
or
Press   [Call Fwd   ]

Note: No other telephone on the Norstar system can have a ringing line appearance of the user's lines or a ringing answer button of the forwarded telephone.

Appendix

Appendix

Appendix E: StarTalk
error messages

Introduction This appendix describes the error messages that are shown when an incorrect action is performed. The error messages shown here are presented in alphabetical order.
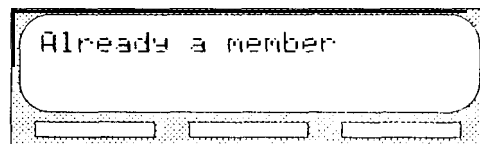
Display	Description
Already a member	Appears when trying to add a mailbox again to a Group List. A mailbox cannot be assigned to the same Group List twice.
Cannot delete	Appears when trying to delete a Special Mailbox. The System Coordinator and General Delivery mailboxes cannot be deleted.
Cannot nest	Appears when a Group List number is entered as a mailbox member of another Group List. A Group List number cannot be added to a Group List.
Ext assigned	Appears when assigning more than one extension to a mailbox.
Extension needed	Appears when assigning the destination extension from a Transfer Point.
Incomplete tree	Appears when trying to save a Tree before all data is entered.
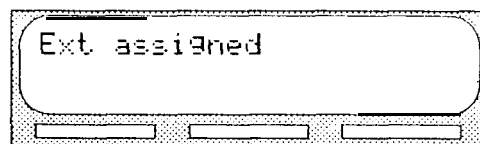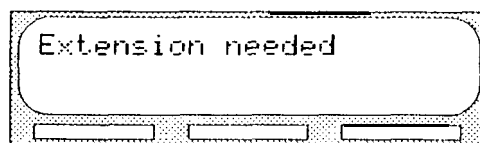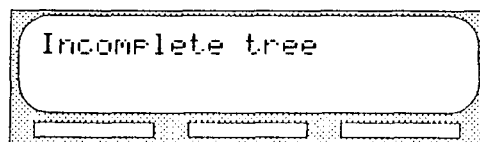
Appendix

```
┌─────────────────────────────┐
│ Info mailbox                │
│                             │
│ ▭▭▭▭  ▭▭▭▭  ▭▭▭▭            │
└─────────────────────────────┘
```
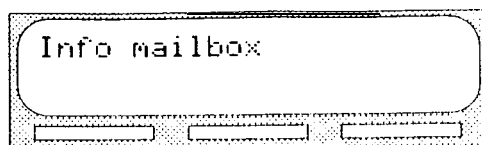
Appears when trying to change an Information Mailbox from the Mailbox Admin menu using Feature 983.

```
┌─────────────────────────────┐
│ Intro too short             │
│                             │
│ ▭▭▭▭  ▭▭▭▭  ▭▭▭▭            │
└─────────────────────────────┘
```
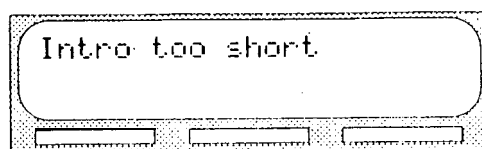
Appears when the introduction to a message being forwarded is less than three seconds long.

```
┌─────────────────────────────┐
│ Invalid class               │
│                             │
│ ▭▭▭▭  ▭▭▭▭  ▭▭▭▭            │
└─────────────────────────────┘
```
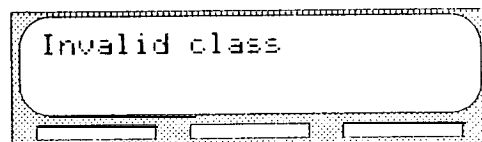
Appears when an incorrect Class of Service is entered while adding or changing a mailbox Class of Service using Feature Code 983.

```
┌─────────────────────────────┐
│ Invalid config              │
│                             │
│ ▭▭▭▭  ▭▭▭▭  ▭▭▭▭            │
└─────────────────────────────┘
```
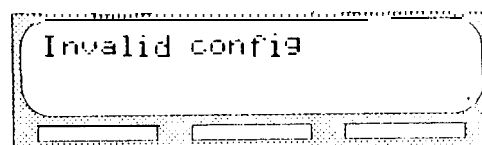
Appears during the StarTalk installation when entering a DN length of 1, 8 or 9. The valid DN length is from 2 to 7 digits. The StarTalk mailbox number length must match the Norstar DN digit length.

```
┌─────────────────────────────┐
│ Invalid date                │
│                             │
│ ▭▭▭▭  ▭▭▭▭  ▭▭▭▭            │
└─────────────────────────────┘
```

Appears when an incorrect date is entered using Feature Code 984. The date must be entered as yymmdd.

```
┌─────────────────────────────┐
│ Invalid ext                 │
│                             │
│ ▭▭▭▭  ▭▭▭▭  ▭▭▭▭            │
└─────────────────────────────┘
```
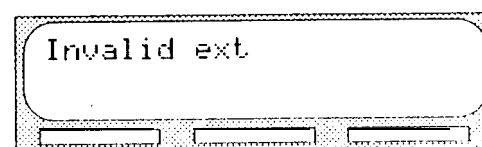
Appears when an incorrect extension is entered. Check the DN length or use the Company Directory.

```
┌─────────────────────────────┐
│ Invalid glist               │
│                             │
│ ▭▭▭▭  ▭▭▭▭  ▭▭▭▭            │
└─────────────────────────────┘
```
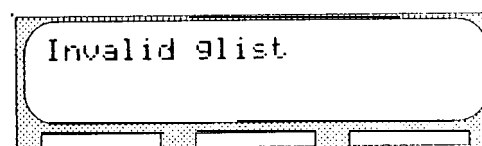
Appears when an incorrect Group List number was entered while changing or deleting a Group List number using Feature Code 983.

```
┌─────────────────────────────┐
│ Invalid greeting            │
│                             │
│ ▭▭▭▭  ▭▭▭▭  ▭▭▭▭            │
└─────────────────────────────┘
```
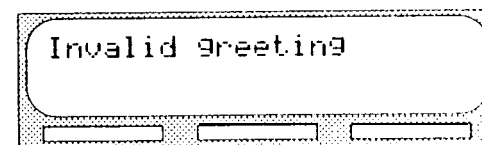
Appears when an incorrect greeting number is entered. Greeting numbers must be a number from 1 to 10.

Appendix

Invalid key
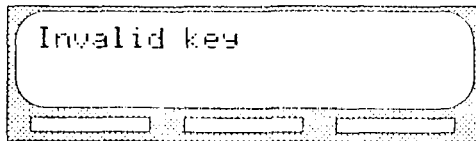
Appears when the selected option is not valid for the command display shown.

Invalid line
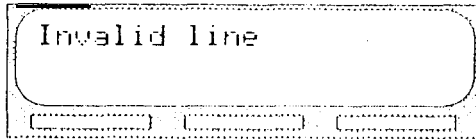
Appears when a line number is entered that exceeds 184. Norstar Modular supports line numbers from 1 to 184. Norstar Compact supports line numbers from 1 to 6.

Invalid mailbox
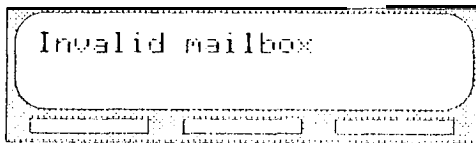
Appears when an incorrect mailbox number is entered.

Invalid number
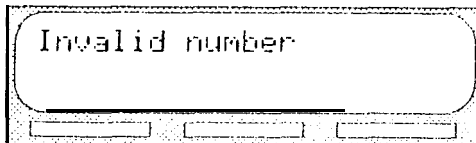
Appears when entering an incorrect line pool number, or an incorrect number of channels while configuring Outdialing. Also appears when entering more than the maximum number of digits allowed for a telephone number. The maximum number of digits allowed for a telephone number is 24.

Invalid password
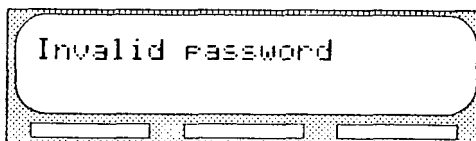
Appears when an incorrect mailbox password is entered.

Invalid path
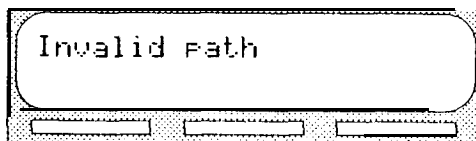
Appears when entering an incorrect number to represent a Path. The Path number must be 0 to 8.

Appendix

Invalid time
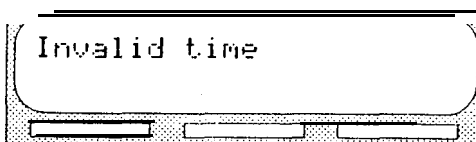
Appears when an incorrect time is entered using Feature Code 984. The time must be entered as hhmm.

```
Mbox nearly ful l
```
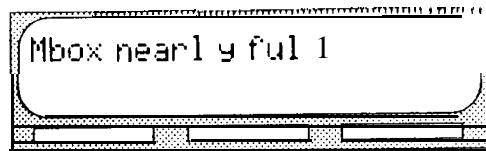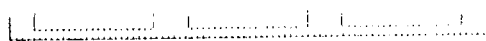
Appears when the maximum message storage time is almost reached in a mailbox. This is determined by the Class of Service. The mailbox owner should delete any unnecessarily stored messages in the mailbox.

```
Mbox needed
```
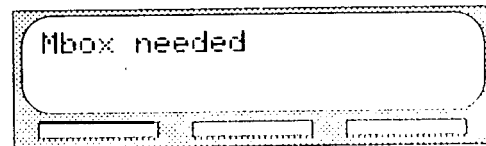
Appears when adding a leave message point to a mailbox that is not assigned.

```
Mbox not init
```
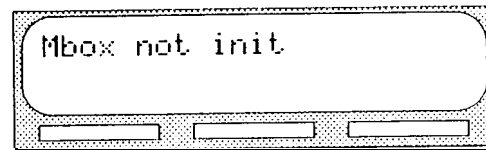
Appears when a message is sent to a mailbox that is not initialized.

```
┌─────────────────────────────┐
│ ╭─────────────────────────╮ │
│ │ Msg too complex         │ │
│ ╰─────────────────────────╯ │
│ �_____  _____  _____  │
└─────────────────────────────┘
```

Appears when the message being recorded has too many Forward(s) and Reply(s) inserted.

```
┌─────────────────────────────┐
│ ╭─────────────────────────╮ │
│ │ Msg too short           │ │
│ ╰─────────────────────────╯ │
│ _____  _____  _____  │
└─────────────────────────────┘
```

Appears when a recorded message is less than three seconds long.

```
┌─────────────────────────────┐
│ ╭─────────────────────────╮ │
│ │ Must change pswd        │ │
│ ╰─────────────────────────╯ │
│ _____  _____  _____  │
└─────────────────────────────┘
```
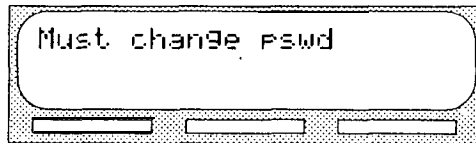
Appears when entering a mailbox that is not initialized. Initializing a mailbox includes changing the default password.

```
┌─────────────────────────────┐
│ ╭─────────────────────────╮ │
│ │ Must record name        │ │
│ ╰─────────────────────────╯ │
│ _____  _____  _____  │
└─────────────────────────────┘
```
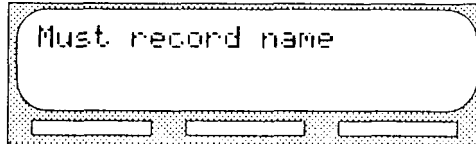
Appears when a mailbox owner's name is not included in the Company Directory.

```
┌─────────────────────────────┐
│            │ long           │
│            │                │
│ _____  _____  __  _____  │
└─────────────────────────────┘
```
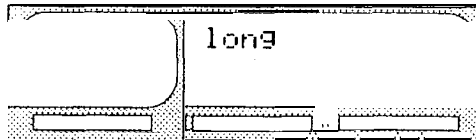
Appears when adding or changing a mailbox owner's name and the characters exceed the allowable limit of 16. The maximum field length includes the comma.

```
┌─────────────────────────────┐
│ No dir available          │ │
│                             │
│ _____  _____  _____   │
└─────────────────────────────┘
```

Appears when the Company Directory is empty. Either StarTalk mailboxes have not been initialized by the owners, or there are no mailboxes registered with StarTalk.

```
┌─────────────────────────────┐
│ ╭─────────────────────────╮ │
│ │ No glist avail          │ │
│ ╰─────────────────────────╯ │
│ _____  _____  _____   │
└─────────────────────────────┘
```
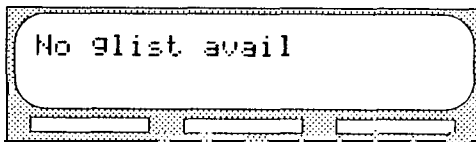
Appears when the maximum number of Group Lists have been assigned. The maximum number of Group Lists is two.

Appendix

```
┌─────────────────────────────┐
│ ╭─────────────────────────╮ │
│ │ No match                │ │
│ ╰─────────────────────────╯ │
│ _____  _____  _____   │
└─────────────────────────────┘
```
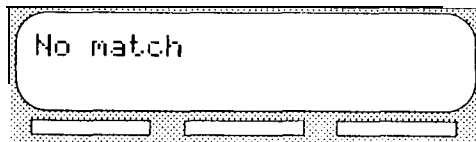
Appears when a mailbox owner is not found that is similar to the characters entered when using the Company Directory. Check the correct spelling of the mailbox owner's name.

```
No mbox avail
```
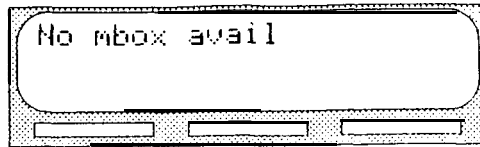
Appears when the maximum number of mailboxes is registered with StarTalk. The total number of mailboxes is 24 including the System Coordinator and General Delivery Mailboxes.

```
No msg notify
```

Appears when Message Notification is not enabled. Message Notification is assigned in the Class of Service.

```
No origin mbox
```
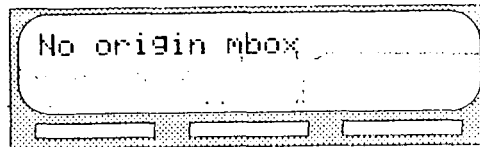
Appears when the message received by a mailbox is sent by someone who does not have a mailbox registered and initialized with StarTalk. These types of messages cannot use the StarTalk Reply option.

```
No party connect
```
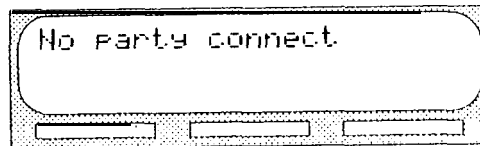
Appears when trying to transfer a call before establishing an active call.

```
No path avail
```
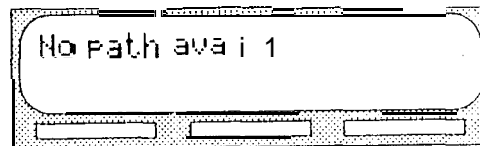
Appears when all of the Paths on a Tree are assigned. The maximum number of Paths per Tree is 8.

```
No previous msg
```
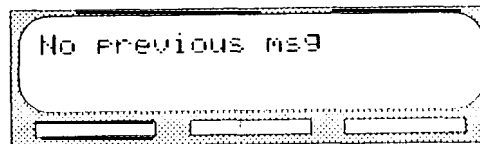
Appears while the first message in a mailbox is playing, and the command is entered to play the previous message.

Appendix

```
Not allowed
```
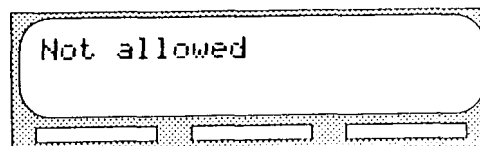
Appears when a user is not allowed access to a feature or Feature Code, or when a second user attempts to access the Configuration, Operator Status, or Date and Time Feature Codes.
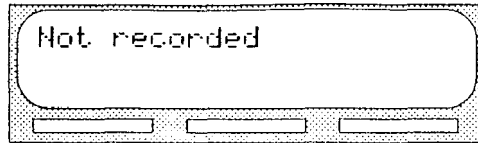
Not recorded	Appears when a primary or alternate greeting is selected before it is recorded.
Options cancel	Appears when Delivery options are canceled while sending a message.
Out of space	Appears when StarTalk's Message Storage Pack is full. You must delete old messages from the General Delivery Mailbox and have mailbox owners delete any unnecessarily stored messages from their mailboxes.
Pswd too long	Appears when a password entered exceeded eight digits. A password must be between four and eight digits in length.
Rec too complex	Appears when a recorded message reaches its maximum number of segments. This is caused by repeatedly using 'pause' and 'cont' while recording a message.
Rec too long	Appears when a recorded message is too long. Message or greeting length for a mailbox is determined by the Class of Service.
Rec too short	Appears when a recorded message is too short. Message or greeting length for a mailbox is determined by the Class of Service.
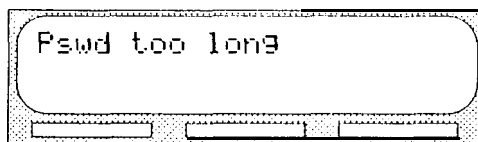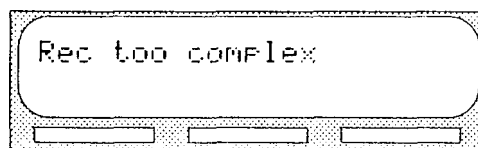
Appendix

Speak up
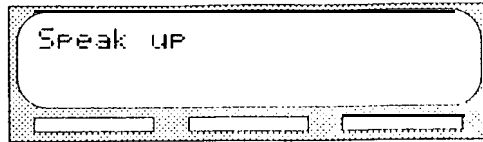
Appears when recording a greeting or message and the minimum volume level of StarTalk is not met. Do not use Handsfree. When recording a greeting or message, speak directly into the handset of your Norstar telephone.

StarTalk busy

Appears when the maximum number of users are accessing StarTalk.

User has no ext.

Appears when a working extension is not specified for the mailbox.

User has no mbox
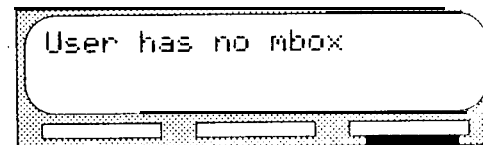
Appears when a mailbox has not been assigned to the requested extension. These calls are transferred into the General Delivery Mailbox.

Appendix

Appendix **F: StarTalk**
samples and tips

Sample StarTalk set ups

There are several ways to set up StarTalk in your company. How you choose to set up StarTalk depends on the type of Norstar Business Communication System, whether or not your company uses a Private Branch Exchange (PBX) or CENTREX, and how many incoming telephone lines you use.

This sample StarTalk set up describes four different StarTalk configurations. It also describes some useful application tips at the end.

Setting Up StarTalk in a small sized company

The On Your Toes Dance Studio has a Compact Norstar Business Communication system. The Norstar installer programmed both Norstar and StarTalk. The installer programmed StarTalk to be the Norstar Call Forward No Answer telephone for each extension. This means that any call not answered by a user is then transferred to the user's StarTalk mailbox.

Each mailbox owner has buttons programmed for StarTalk's Leave Message and Open Mailbox Feature Codes. This allows easy access to these frequently used features.

Each employee has been assigned a mailbox number that is the same as their Norstar extension number. Each mailbox owner has initialized their mailbox, and recorded and selected a personal greeting.

For the purpose of this example, we are going to look at how StarTalk and Norstar work together in call handling.

Appendix

The central receptionist
The On Your Toes Dance Studio's receptionist/registrar handles all calls from the studio's published telephone number, except when she is busy and unable to answer the telephone. When the receptionist is unable to answer the telephone within four rings, StarTalk's Automated Attendant answers the call. She has also been appointed StarTalk's designated operator. Whenever a caller presses ❏   to speak with StarTalk's operator, the caller is transferred back to the central receptionist/registrar.

Here is how On Your Toes Dance Studio's communication system works.

The On Your Toes Dance Studio's public telephone number is 5552468. StarTalk is the Prime set for each of the studio's two lines. Norstar's Delayed Ring Transfer (DRT) feature is used to forward unanswered lines to the StarTalk Automated Attendant. The DRT to Prime is set to YES, and the DRT Delay is set to four.

Note: Delayed Ring Transfer is a Norstar system-wide call handling feature. All lines on the Norstar programmed DRT to Prime are forwarded after four rings. In the Norstar Configuration, this is accomplished by setting the Prime set of the line to the StarTalk DN.

StarTalk uses the Greeting Table to answer all calls after four rings. Depending on the time of day, the different recorded greetings play for the Morning, Afternoon, and Evening. When the Business Status is NO, the Non-business Hours Greeting plays.

Greetings have been recorded by the System Coordinator and say:

Greeting No. 1
"Good Morning. You have reached On Your Toes Dance Studio. The studio is closed at this time. Please stay on the line to leave a message. "
(The StarTalk voice prompts play after the greeting. You can make Company Greetings up to five minutes long.)

Greeting No. 2
"Good Afternoon. You have reached On Your Toes Dance Studio. "

Greeting No. 3
"Good f vening. You have reached On Your Toes Dance Studio. "

Greeting No. 4   "You have reached On Your Toes Dance
                                        Studio. The studio is closed af *this* time.
                                        Please stay on *the* line to leave a message. "

The Greeting Table automatically answers calls using greetings 1 through 4.
Greetings 1 through 4 play until the System Coordinator assigns different
numbered greetings.

When the Greeting Table was configured, the primary language was set as
English.

Important: Lines used must be assigned to a Greeting Table before the
Greeting Table greetings are used.

This completes the StarTalk set up for the central receptionist. For complete
set up instructions, refer to **Section 5: Setting up StarTalk.**

The Costume Room
The Costume Room has one telephone with a StarTalk mailbox. Calls are
directed to the Costume Room attendant by the receptionist/registrar or the
Automated Attendant. When the attendant is not available, the caller is
forwarded to the Costume Room mailbox. The mailbox primary message says:

"You have reached the *Costume Room. No one is available to* take your call.
Please leave *your name* and number and a brief message after *the* tone and we
will return your *call* as soon as possible."

Appendix

setting Up
StarTalk
in a
medium
sized
company

The Bridge Stone Company is an engineering firm that has a Compact   Norstar Business Communication system. The Norstar installer programmed both Norstar and StarTalk. The installer programmed StarTalk to be the Norstar Call Forward No Answer telephone for each extension, This means that any call not answered by a user is then transferred to the user's StarTalk mailbox.
.

Each mailbox owner has buttons programmed for   StarTalk's Leave Message and Open Mailbox Feature Codes. This allows easy access to these frequently used features.

Each employee has been assigned a mailbox number that is the same as their Norstar extension number. Each mailbox owner has initialized their mailbox, and recorded and selected a personal greeting.

When the receptionist is not available, the Custom Call Routing application allows incoming caller to route their own call along a call path.

For the purpose of this example, we are going to look at how StarTalk, CCR and Norstar work together in call handling.

The central receptionist
Bridge Stone's central receptionist handles all calls from Bridge Stone's published telephone number, except when she is busy and unable to answer the telephone. When the receptionist is unable to answer the telephone within four rings, StarTalk's Automated Attendant answers the call. She has also been appointed StarTalk's designated operator. Whenever a caller presses ⓪ to speak with StarTalk's operator, the caller is transferred to the central reception-ist.

Here is how Bridge Stone's communication system works.

Bridge Stone's public telephone number is 55.51234. All lines appear on the central receptionist's telephone. StarTalk is the Prime set for each of the six lines. Norstar's Delayed Ring Transfer (DRT) feature is used to forward unanswered lines to the StarTalk Automated Attendant.

Note: Delayed Ring Transfer is a Norstar system-wide call handling feature. All lines on the Norstar programmed DRT to Prime are forwarded after four rings, In the Norstar Configuration, this is accomplished by setting the Prime set of the line to the StarTalk DN. The DRT to Prime is set to YES, and the DRT Delay is set to four.

StarTalk uses the Greeting Table to answer all calls after four rings. Depending on the time of day, the different recorded greetings play for the Morning, Afternoon, and Evening. When the Business Status is NO, the Non-business Hours Greeting plays.

Greetings have been recorded by the System Coordinator and say:

Greeting No. 1   *"Good Morning. You have reached Bridge Stone Engineering. "*
                                     (The StarTalk voice prompts play after the greeting. You can make Company Greetings up to five minutes long.)

Greeting No. 2   "Good *Afternoon. You have reached Bridge* Stone Engineering. "

Greeting No. 3   "Good Evening. You have *reached Bridge Stone Engineering. "*

Greeting No. 4   "You have reached *Bridge Stone Engineering. Our office is closed at this time. Please stay on the line to leave a message. "*

The Greeting Table automatically answers calls using greetings 1 through 4. Greetings 1 through 4 play until the System Coordinator assigns different numbered greetings.

When the Greeting Table was configured, the primary language was set as English.

Important: Lines used must be assigned to the Greeting Table before the Greeting Table greetings are used.

Following the company greeting the Home Menu Voice plays. This menu provides a list of single-digit options to a caller. A caller, after listening to the Home Menu selects an option by pressing a number on any tone dial telephone. For example:

Appendix

"To speak to our customer service representative, press [1]. To reach our sales department, press [2]. To reach our shipping and receiving department, press [3]. To speak with our receptionist, press [0]. "

This completes the StarTalk set up for the central receptionist. For complete set up instructions, refer to **Section** *5:* **Setting up StarTalk.**

The Customer Service and Sales Department
This department has two secretaries, two customer service representatives, two sales agents, a sales manager, and a customer service manager. StarTalk is set up to answer all calls with callers selecting either customer service or sales from the Home Menu voice prompt.

Incoming calls for customer service are transferred directly to the customer service secretary. Incoming calls for sales are transferred directly to the sales secretary.

The Managers
Bridge Stone Managers have a personal incoming telephone line that appears on their private telephone and their secretary's telephone. The managers have their secretaries answer all calls, and then transfer the calls to each manager's telephone.

When the managers are unavailable to take a call, the call rings back at the secretary's extension. The secretary handles the call by suggesting that the caller leave a voice message in the manager's Personal Mailbox. When the caller wants to leave a message, the secretary transfers the caller using CONF/ TRANSFER with StarTalk's Leave Message Feature Code or the Transfer Feature Code.

When StarTalk is set up in this manner, Norstar's Call Forward No Answer for the manager's set is not used. The secretary answers the manager's calls and uses Norstar's TRANSFER to transfer the caller to the manager's telephone. Norstar's TRANSFER CALLBACK returns the call back to the secretary's extension when a manager is not available to take a call.

Important: The secretary's telephone has a ringing line appearance. This telephone cannot be forwarded to another telephone.

Appendix

Shipping and Receiving
All the employees in this department share the same Norstar telephone. This department uses one outside line that is assigned to the loading dock. This line is assigned to Path 3 of the Home Menu.

The shipping and receiving department mailbox greeting informs callers they can leave a message or press 0 to speak with the receptionist.

StarTalk set up tips

StarTalk can be set up to be used in a number of different ways. The following suggestions show how you can use StarTalk's features in your company.

Note: Messages informing callers of immediate mailbox access should direct the caller to press [✱] followed by the mailbox number.

Setting up a StarTalk mailbox for customer orders.
You can set up a unique mailbox to handle customer orders. Instead of recording a Personal Mailbox Greeting, you can have a greeting that includes customer ordering information.

When the company greeting is recorded the customer must be informed about the mailbox availability. For instance, if a mailbox is being used to inform callers about product availability and ordering, the greeting would include:

"*. for information about new product availability, press ●   53, for information about the Marketing Management course, press *54...*"

The individual mailbox greetings would inform callers about the particulars of the product, and also instruct callers to leave their name and telephone numbers for ordering or to receive personal attention by a company employee,

Each mailbox set up for announcements would be added to StarTalk as a Guest Mailbox. These mailboxes do not have an operating Norstar extension.

Setting up a StarTalk mailbox for customer announcements.
You can set up a unique mailbox to be used for announcements to clients or customers. Instead of recording a Personal Mailbox Greeting, you can record the announcements and inform the callers to leave a message after the tone.

Assigning a special telephone number for direct access to StarTalk for company employees.
You can use an existing incoming telephone line or you can have a new line added to your existing line configuration. If you will be adding a new line, contact your telephone service representative.

Assigning special incoming telephone lines to StarTalk for frequent callers.
You can use an existing incoming telephone line or you can have a new line added to your existing line configuration. If you will be adding a new line, contact your telephone service representative.

Turning OFF the Automated Attendant

You can turn OFF the Automated Attendant at any time. The Automated Attendant is OFF when the line answer is designated as NO. When the Automated Attendant is OFF, you should disable the General Delivery Mailbox. This prevents callers from leaving a message unless they are deliberately transferred to a valid mailbox using Feature 986.

To turn OFF the Automated Attendant, refer to **Section 5, Viewing and changing line configuration.** To disable the General Delivery Mailbox, refer to **Section 5, Assigning the General Delivery Mailbox.**

Turning OFF the Voice Mail option

You can turn OFF the Voice Mail option at any time. When the Voice Mail option is turned OFF, StarTalk mailboxes cannot be accessed. When a caller tries to access an extension that is busy or does not answer, the Automated Attendant voice prompt plays.

To turn OFF the Voice Mail option, refer to **Section 5, Assigning the Voice Mail option.**

Appendix

AtoZ KELLATRONICS, INC.

tel: 800.766.3425   fax: 800.720.1172
818.773.8888   818.773.8899
www.kellatronics.com   info@kellatronics.com

Glossary

Administration
The tasks involved in maintaining the StarTalk mailboxes, greetings and set up configuration. Administration also involves setting up and maintaining the CCR Tree.

Alternate greeting
A greeting that is recorded for a Personal Mailbox and played only on exceptional occasions such as absence, illness, or vacation.

Analog Terminal Adapter
A Norstar product that allows for the connection of an analog device, such as a single-line telephone or a facsimile machine, to a Norstar KSU.

Attendant sign ON/OFF
The task that is performed by a company receptionist or designated operator that indicates to StarTalk when an "operator" is available to answer calls.

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

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

Business Status
A StarTalk setting that tells StarTalk whether a company is opened or closed for business.

Call Path
The route an incoming call takes along a CCR Tree. Each call path provides the caller with options and access to points.

Glossary

Call Transfer
A transfer directly connects the caller with the desired extension.

Class of Service
A predetermined number designation that specifies the StarTalk options for a mailbox.

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

Configuration
The tasks involved in setting up the different parameters of StarTalk. For example, configuring the telephone lines answered by StarTalk.

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

Conventions
The way certain information has been described. For example, using underlined text to represent second-line display prompt information.

Custom Call Routing Tree
Call paths that allow users to select options to direct their own calls.

Default
The parameters that are preset within the StarTalk Mini module.

Designated operator
An individual in a company who has been assigned to answer the StarTalk operator request option.

Destination
Where a call is transferred from an Information Message or a Leave Message Point. There are two destination types: Home Menu and disconnecting the caller.

Display
A one or two-line screen on a Norstar telephone that shows StarTalk commands and options.

Display buttons
The three buttons that appear on a Norstar two-line display. When pressed, these buttons select the specified StarTalk 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 or dialpad buttons.

Envelope information
A date and time stamp that appears on all messages left in a mailbox. When the message has been left by another mailbox owner, envelope information includes the message sender's name.

Extensions
A two to seven digit number that is used to reach a designated telephone.

Feature Code
A unique three-digit code that is used to access StarTalk features and options.

General Delivery Mailbox
One of the two Special Mailboxes used to collect messages for individuals in a company who have not been assigned Personal Mailboxes.

Greetings
There are three types of StarTalk greetings: Company Greetings and Personal Mailbox Greetings and Information Mailbox Greetings. Company Greetings are played by the Automated Attendant to incoming callers. Personal Mailbox Greetings are played to callers who want to leave a message in the selected mailbox. Information Mailbox Greetings are played to describe goods or services available to callers.

Greeting Table
A StarTalk unit for storing recorded greetings and the outside line number answered by StarTalk.

Group Lists
A collection of mailbox numbers that are assigned a special "Group" number by StarTalk. When a message is sent to a Group List, all mailboxes contained in the list receive the same message.

Guest Mailbox
A mailbox that is assigned to a user who does not have an extension.

Glossary

Home Menu

An introduction voice prompt can be a menu, or a message. The Home Menu provides a list of single-digit options to a caller. A caller, after listening to the Home Voice Menu, selects the option by pressing a number on any tone dial telephone. The Home Message can also provide information to a caller. After the Information Message plays, the call is disconnected.

Home Menu Voice prompt

A voice prompt that provides an Information Message or a list of number options. When pressed, these options route a caller to: a next level menu, an Information Message, a Leave Message Point, or an extension.

Information Mailbox

A mailbox that provides a caller with a message describing goods or services available from your company.

Initialize mailbox

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

Initializing StarTalk

Preparing the StarTalk settings that are used in mailbox number length and language preference. This also includes setting the StarTalk date and time.

Intercom number length

The number of digits in a Norstar extension and a StarTalk mailbox number, The intercom number length ranges from two to seven digits.

Leave Message

The StarTalk Feature Code used to leave messages in StarTalk mailboxes.

Leave Message Point

A point along a CCR Tree call path where the caller has the option to leave a message in a mailbox.

M7100 Telephone

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

M7208 Telephone

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

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

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

Mailbox
A storage place for messages on the StarTalk Mini system.

Mailbox List
Part of the **StarTalk Mini Programming Record** that contains mailbox information which includes mailbox number, assigned extension number, user name, and Directory Overrides.

Mailbox number length
The number of digits allowed in a mailbox number. The mailbox number length ranges from two to seven digits.

Mailbox Overrides
The two Mailbox Overrides are optional parameters in addition to the Class of. Service values. The Mailbox Overrides are: Include in Company Directory and Message Waiting Notification.

Menu Point
A point along a CCR Tree call path where voice prompts provide a caller with a list of options.

Message Delivery options
Message sending options that are stamped onto a message. There four Message Delivery options: Normal, Certified, Urgent and Private. A Message Delivery option can be assigned to a message after a user has selected a mailbox, or after recording a message.

Message Waiting Notification
A displayprompt that-informs a mailbox owner when a message has been left in a mailbox. This StarTalk feature is a Mailbox Override.

Glossary

Off-premise Message Notification
Allows you to direct your messages to any telephone number, extension or to a pager. This StarTalk feature is part of the Class of Service.

Operator default extension

The receptionist or StarTalk designated operator's default extension. This default is preset to None, and must be changed to any valid extension that operates on the Norstar Business Communication System.

Operator Status

The StarTalk indicator that determines if a company's receptionist or designated operator is available.

Option

A StarTalk choice that is given to a user through voice or display prompts.

Password

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

Path Number

An identification number assigned to a path on each CCR Tree. The number represents the sequence of digits that callers enter to route themselves along the call path.

Personal Mailboxes

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

Point

A point is an option along the call path of a CCR Tree. A point can be the Home Menu, a menu, an Information Message, a mailbox or an extension.

Primary greeting

The main greeting played in a Personal Mailbox to callers wanting to leave a message.

Programmable memory buttons

Buttons on the Norstar one and two-line display telephones that can store feature codes. and numbers.

Registering mailboxes

A System Coordinator task that adds mailboxes to StarTalk using the Configuration Feature Code.

Reports

The six different types of reports used to view StarTalk programming, and the amount of available message storage time as well as CCR programming and administration.

Glossary

Resetting passwords
A System Coordinator task that changes a mailbox password from its current setting back to the StarTalk default setting 0000 (four zeros).

Resetting StarTalk
Returning the StarTalk voice module to its original default settings.

Special Mailboxes
The two mailboxes used by the System Coordinator and designated StarTalk operator. The two Special Mailboxes are: System Coordinator and General Delivery.

StarTalk Mini Programming Record
The Norstar outline where StarTalk configuration and CCR Tree information is written down.

System Coordinator
The person responsible for configuring, updating, and maintaining the StarTalk Mini voice module.

System Coordinator Mailbox
One of the two Special Mailboxes used by the System Coordinator for sending Broadcast Messages. This is the System Coordinator's Personal Mailbox.

Tone dial telephone
A push button telephone that emits DTMF tones.

Transfer Point
A message that provides a single-digit option to access a mailbox or an extension.

Voice prompts
The prerecorded voice instructions that-are played when accessing the different StarTalk features and options. Voice prompt also enable a caller to proceed along the call path of the CCR Tree.

Glossary

Glossary

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AtoZ KELLATRONICS, INC.

tel: 800.766.3425   fax: 800.720.1172

318.773.8888   318.773.8899

www.kellatronics.com   info@kellatronics.com

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