norstar
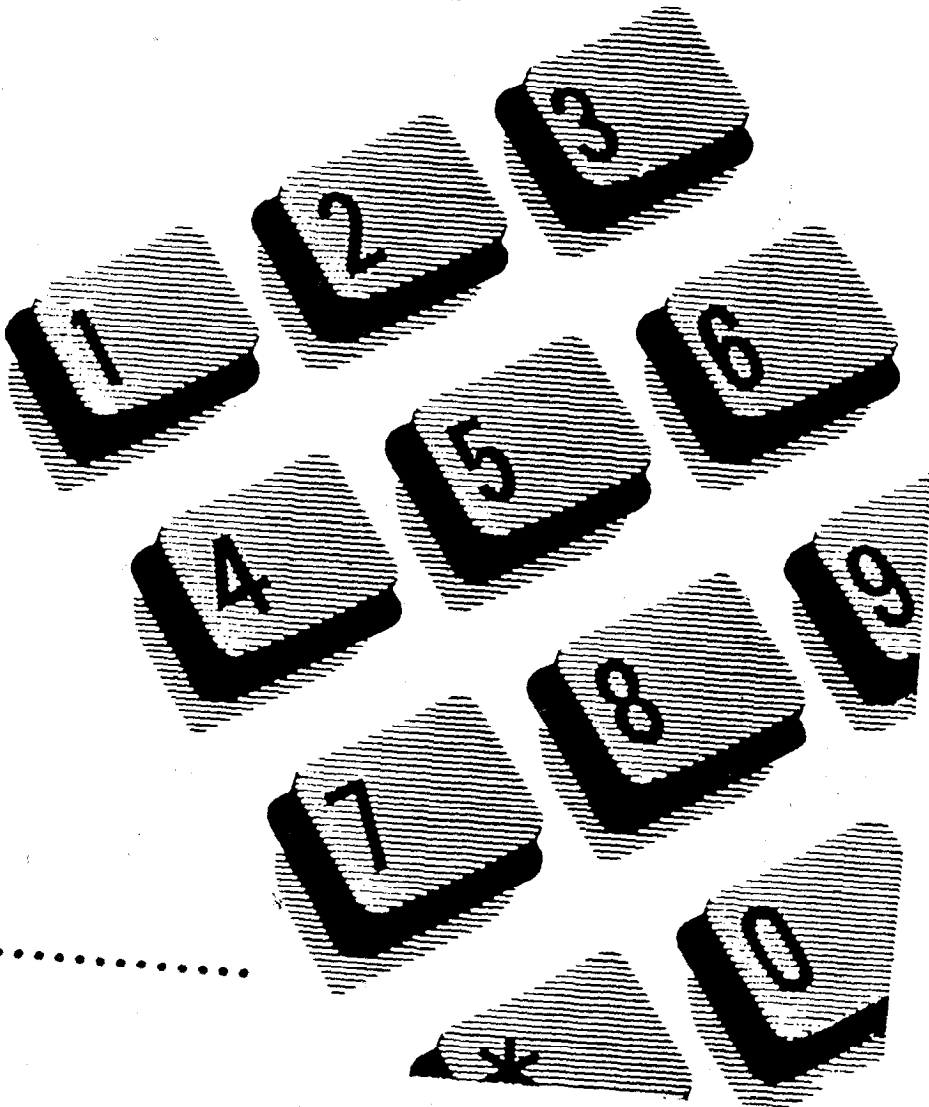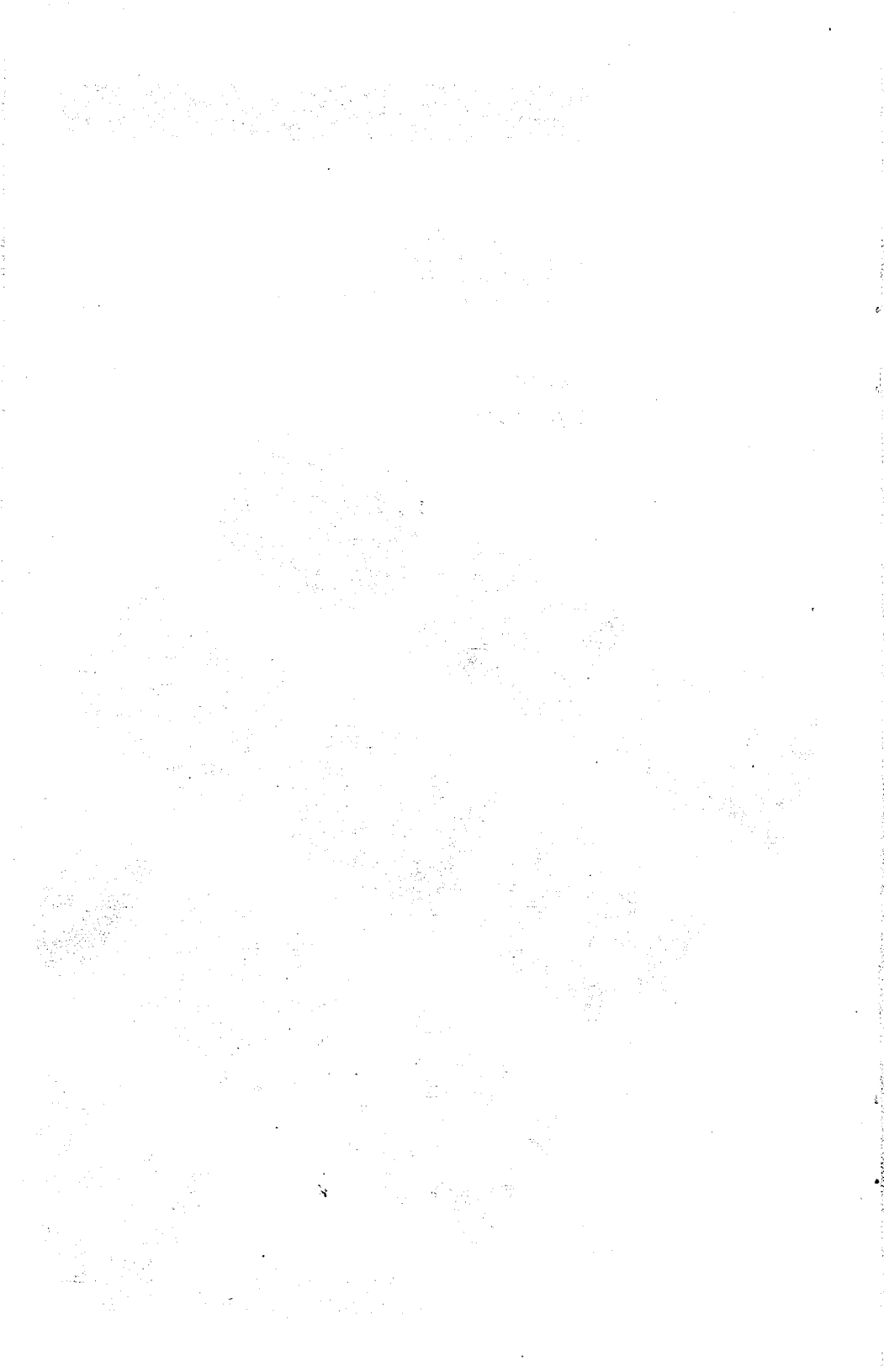
StarTalk
User Card

Learning About StarTalk

This Card shows you how to start using StarTalk. It explains the Feature Codes, how to initialize your mailbox, and explains some of the features that you can use right away.

All Norstar telephones provide StarTalk voice prompts. On telephones with display buttons, the voice prompts are delayed approximately five seconds. If you don't see an option on your telephone display, you can wait for the voice prompt to announce the additional options.

You can use StarTalk features by pressing the display buttons or the dialpad buttons on your Norstar telephone. This Card shows you both buttons.

So when you see a button like this: (PLAY)

or a button like this: [2^ABC]

you can press either one to activate the StarTalk feature.

Before You Start Using StarTalk

Before you start using StarTalk, ensure you have:

☐ initialized your mailbox

☐ recorded your primary greeting, and your alternate greeting, if required

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Feature Codes

You Need To Know About the Feature Codes Feature Codes are only used when you use StarTalk from a Norstar display telephone. A Feature Code is used to leave a message, open your mailbox, determine StarTalk's Intercom Number, and transfer a call to a mailbox. There are four frequently used Feature Codes:

Leave Message ⌐Feature⌐ ⌐9ᵂˣʸ⌐ ⌐8ᵀᵁⱽ⌐ ⌐0ᵠᶻ⌐

Open Mailbox ⌐Feature⌐ ⌐9ᵂˣʸ⌐ ⌐8ᵀᵁⱽ⌐ ⌐1⌐

Determine StarTalk's Intercom Number ⌐Feature⌐ ⌐9ᵂˣʸ⌐ ⌐8ᵀᵁⱽ⌐ ⌐5ᴶᴷᴸ⌐

Transfer ⌐Feature⌐ ⌐9ᵂˣʸ⌐ ⌐8ᵀᵁⱽ⌐ ⌐6ᴹᴺᴼ⌐

Feature Codes can be programmed onto your Norstar telephone using ⌐Feature⌐ ⌐*⌐ ⌐3ᴰᴱᶠ⌐ and labelled as "Leave Message" and "Open Mailbox".

Note: For more information about programming a Feature Code memory button, refer to the StarTalk **Reference Guide, Section** 2.

When you are away from the office, you can access StarTalk using the dialpad of any tone dial telephone.

The Feature Codes that appear in this card are StarTalk default codes. Feature Codes are assigned during installation. For more information about Feature Codes, see your System Coordinator. If your company is not using the default Feature Codes, ask the Coordinator what the StarTalk Feature Codes are, and record them in Table 1.

Operation	New Feature Code
Leave Message	Feature 9 __ __
Open Mailbox	Feature 9 __ __
StarTalk Intercom Number	Feature 9 __ __
Transfer	Feature 9 __ __

Mailbox Features

Your Mailbox   Before you can use your mailbox, you must:

- open your mailbox
- change your password
- record your name in the Company Directory
- record your personal mailbox greeting(s)

This is called initializing your mailbox.

Initializing a Mailbox   To open and initialize your mailbox:

1. Press **[Feature]** **[9wxy]** **[8tuv]** **[1]**

2. Enter the default password **[0oz]** **[0oz]** **[0oz]** **[0oz]**

3. To end the password, press **(O K)** or **[#]**

4. The display, or the StarTalk voice prompt, asks you to enter your new personal mailbox password.

5. Using the dialpad, enter your new mailbox password. Your password can be from 4 to 8 digits long, but it cannot start with zero.

6. To end your password, press **(O K)** or **[#]**

7. After you have accepted your password, you are asked to record your name in the Company Directory. At the tone, record your name.

8. To end your recording, press **(O K)** or **[#]**

9. To accept your recording, press **(O K)** or **[#]**

You are now ready to record your personal mailbox greetings. Once your greetings are recorded, you have the option of selecting either your primary or alternate greeting. If you do not select a greeting, your primary greeting plays automatically.

To end your StarTalk session, replace the handset or press **[Rls]**

Note: Initializing a mailbox is only done the first time you open your mailbox. A mailbox must be initialized by its owner before voice messages can be received.

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Mailbox Features

Your Mailbox Greeting   Each mailbox has a primary and alternate greeting recorded by the mailbox owner. After you have recorded your personal mailbox greetings, you can choose which greeting you play to callers reaching your mailbox.

Recording a Greeting   To record your greetings, you must first open your mailbox using the Open Mailbox Feature Code. Once you have opened your mailbox:

1. Press   (ADMIN) or |8™|

2. To select Greeting Options, press   (GREET) or |2^|

3. To record your greeting, press   (RECORD) or |1|

4. Select which greeting you are going to record.
   Note: You can choose to record either your primary or alternate mailbox greeting, shown on the display as (PRIME) and (ALT)

5. To record your greeting, press   (YES) or |1|

6. At the tone, record your greeting. Remember to speak clearly, at a pace that is easy to understand.

7. To end your greeting, press   (OK) or |#|

8. To accept this recording, press   (OK) or |#|

Choosing a Mailbox Greeting   After the mailbox greeting is recorded, you can choose which greeting you are going to use. If you do not choose a mailbox greeting, StarTalk automatically plays your primary greeting. To choose a mailbox greeting you must open your mailbox using the Open Mailbox Feature Code. Once you have opened your mailbox:

1. Press   (ADMIN) or |8™|

2. To select Greeting Options, press   (GREET) or |2^|

3. Press   (CHOOSE) or |2^|

4. Select which mailbox greeting your mailbox is going to use.

Listening To Messages

Each time you open your mailbox, StarTalk plays any Broadcast messages left by your System Coordinator, and informs you of how many other messages are in your mailbox. Messages are played beginning with any Urgent messages, followed by the first message left in your mailbox.

To listen to messages, you must open your mailbox using the Open Mailbox Feature Code. Once you have opened your mailbox:

1. To listen to your new messages, press

   (PLAY)   or |2^{ABC}|

   To listen to your saved messages, press |6^{MNO}|

Your first message starts to play. While listening to a message, or after a message has played, you can:

Replay the message:	(<< <)(<< <) or |1| |1|
Back up 9 seconds:	(<< <) or |1|
Pause and Continue:	(STOP)(PLAY) or |2^{ABC}| to pause then|2^{ABC}| to continue
Forward 9 seconds:	(> >>) or |3^{DEF}|
Skip to the end of message:	(> >>)(> >>) or |3^{DEF}| |3^{DEF}|

Play the previous message: ‖4 GHI‖

Forward the message: (COPY)   or   ‖5 JKL‖

Skip to the next message: (NEXT)   or   ‖6 MNO‖

Play time and date stamp: ‖7 PRS‖

Save a message: ‖7 PRS‖ ‖7 PRS‖

Erase the message: (ERASE)   or   ‖8 TUV‖

Reply to the message: (REPLY)   or   ‖9 WXY‖

Volume control: ‖ ∙ ‖

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

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Off-premise Message Notification

Off-premise Message Notification, to a telephone number outside your business or to a pager, alerts you when messages are left in your mailbox. Off-premise Message Notification is enabled in the StarTalk Class of Service designation by your System Coordinator.

Note: You can direct your message notification to any tone dial telephone.

Setting Up Off-premise Message Notification

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

1. Open the mailbox admin menu, press   (ADMIN)   or [8^{TUV}]

2. Open the message notification menu, press   [6^{MNO}]

3. To set up message notification, press   (ADMIN)   or [1]

4. To select a line, press   (LINE)   or [1]

   Note: You can also select line, pool or intercom. For more information about Setting Up Off-premise Message Notification, refer to the StarTalk **Reference Guide.**

5. Enter a line, pool or IC number, press   (OK)   or [#]

6. To accept the line, pool or IC number, press   (OK)   or [#]

7. Enter the destination telephone number, press
     (OK)   or [#]

   Note: While you are entering a telephone number, you can press a dialpad number to represent dial tone recognition or other telephone number options. When StarTalk is installed with PBX or Centrex and you want to access an outside line, you must enter the command to recognize dial tone. For example, enter [9^{WX}] to access an outside line, press [#] then enter [4^{GHI}] to recognize dial tone, press [2^{ABC}] followed by the destination number, press [#] and any required pauses. Each pause entered is four seconds long. For definitions of Pause, Recognize Dial Tone and Enter More Digits, refer to the StarTalk **Reference Guide, Glossary.**

8. To end the telephone number, press   (OK)   or [#]

9. To accept the telephone number, press   (OK)   or [#]

10. To accept the destination type telephone, press   (OK) or [#] and move to step 12.
    To change the destination type to pager, press   (CHNG) or [1]

    Note: The destination type can be either telephone or pager. StarTalk automatically selects telephone. When the pager destination type is selected, a pause must be inserted. The number of pauses required depends on the pager system being used.

    For more information about destination number DTMF Tone Commands refer to **Appendix A**, in the StarTalk **Reference Guide**.

11. To accept the destination type, press   (OK) or [#]

    If the message destination type is a telephone, you must set a start time.

12. Enter the time when Off-premise Message Notification is to start.
    Note: This is a four-digit field. Any single digit hour and minute must be preceded by a zero.

13. Press   (AM) or [1]
       (PM) or [2ABC]

14. To accept the start time, press   (OK) or [#]

15. Enter the time when Off-premise Message Notification is to stop.
    Note: This is a four-digit field. Any single digit hour and minute must be preceded by a zero.

16. Press   (AM) or [1]
       (PM) or [2ABC]

17. To accept the stop time, press   (OK) or [#]

18. To accept the message type NEW, press   (O K)   or |#|
     To change the message type to URGENT, press

                                   (C H N G)   or |1|

     Note: 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.

19. To accept the message type, press   (O K)   or |#|

     To end this StarTalk session, press |Ris|

     Off-premise Message Notification begins as soon as the start time is
     reached. It is a good idea to set the start time to the time when you know
     you will be at the destination phone number. You will be called whenever
     you receive a message.

Disabling Off-premise Message Notification

To disable Off-premise Message Notification, you must first open your mailbox using the Open Mailbox Feature Code. Once your mailbox is open:

1. Open the mailbox admin menu, press   (A D M I N)   or |8ᵀᵁᵛ|

2. To access the message notification menu, press |6ᴹᴺᴼ|

3. To listen to the options, press   (S E L E C T)   or |2ᴬᴮᶜ|

4. To disable message notification, press   (C H N G)   or |1|

To end this StarTalk session, press |Ris|

Off-premise Message Notification is disabled.

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Changing Off-premise Message Notification

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

1. Open the mailbox admin menu, press   (ADMIN)   or   [8 TUV]

2. Open the message notification menu, press   [6 MNO]

3. To change message notification, press   (ADMIN)   or   [1]

4. To select a line, press   (LINE)   or   [1]
   Note: You can also select line, pool or intercom.

5. Press   (CHNG)   or   [1]

   If you do not wish to change the line, press   (OK)   or   [#]

6. Enter the new line number.

7. To end the line number, press   (OK)   or   [#]

8. To accept the line number, press   (OK)   or   [#]

9. Press   (CHNG)   or   [1]

   If you do not wish to change the destination telephone number, press   (NEXT)   or   [#]

10. Enter the new destination telephone number.
    Note: While you are entering a telephone number, you can press a dialpad number to represent pause, dial tone recognition or other telephone number sequence options.

11. To end the telephone number, press   (OK)   or   [#]

12. To accept the telephone number, press   (OK)   or   [#]

13. To change the destination type, press   (CHNG)   or   [1]
    Note: The destination type can be either telephone or pager. StarTalk automatically selects telephone.

14. To accept the destination type, press   (OK)   or   [#]

15. To change the start time, press   (CHNG)   or   [1]

     If you do not wish to change the time, press (NEXT)   or   [#]

16. Enter the time when Off-premise Message Notification is to start.
     Note: This is a four-digit field. Any single digit hour and minute must be preceded by a zero.

17. Press   (A M)   or   [1]

               (P M)   or   [2ABC]

18. To accept the start time, press   (O K)   or   [#]

19. To change the stop time, press   (CHNG)   or   [1]

     If you do not wish to change the time, press (NEXT)   or   [#]

20. Enter the time when Off-premise Message Notification is to stop.
     Note: This is a four-digit field. Any single digit hour and minute must be preceded by a zero.

21. Press   (A M)   or   [1]

               (P M)   or   [2ABC]

22. To accept the stop time, press   (O K)   or   [#]

23. To change the message type, press   (CHNG)   or   [1]

24. To accept the message type, press   (O K)   or   [#]

To end this StarTalk session, press [Rls]

Leaving a Mailbox Message

Leaving a Message

You can leave a message directly in any StarTalk mailbox, as long as that mailbox has been initialized by the mailbox owner. To leave a message, you can use the Leave Message Feature or the Open Mailbox Feature.

Message Delivery Options

StarTalk provides you with four message delivery options, which are:

Certified   (**CERT**) or ▢1   This delivery option sends you notification that your message has been received and read.

Urgent   (**URGENT**) or ▢2^ABC   This delivery option marks the message, and plays it before playing other messages left in your mailbox.

Private   (**PRIV**) or ▢3^DEF   This delivery option prevents a message from being forwarded to another mailbox.

Normal   (**SEND**) or ▢#   This delivery option sends a message to a mailbox. Normal messages are played in the order in which they are received, and can be forwarded to other mailboxes.

After you have recorded your mailbox message, press ▢3^GHI to access delivery options. To use one of the delivery options, press the appropriate delivery option number.

Note: When leaving a message, you can press ▢9^WXY to listen to StarTalk voice prompts in the alternate language.

To leave a mailbox message:

1. Press [Feature] [9ʷˣʸ][8ᵀᵁᵛ][0ᵒᶻ]

2. Enter the mailbox number or Group List number.
    Note: If you do not know the mailbox number, press (D I R) or
    [#] to use the Company Directory. For details about Group List
    numbers, see your System Coordinator.

3. Once you have entered the mailbox number, the display shows the
    mailbox owner's name.

4. To leave your message, press (O K) or [2ᴬᴮᶜ]

5. At the sound of the tone, record your message. Remember to speak
    clearly, at a pace that is easy to understand.

6. To end your recording, press (O K) or [#]
    Note: After you have recorded your message, you can replay the
    message or record the message again.

7. For delivery options, press [3ᴰᴱᶠ]

8. To send your message, press (S E N D) or [#]

You can also replace the handset to send your message. When you
replace the handset to send your message, the message is sent using the
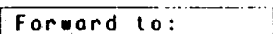NORMAL delivery option.

Forwarding Calls

When you are not available to answer your phone, you can forward your Norstar telephone directly to StarTalk. Once you have forwarded your telephone, StarTalk answers your incoming calls and transfers them directly into your mailbox.

Before you can forward your calls to StarTalk, you must know the StarTalk Intercom Number. If you do not know StarTalk's Intercom Number:

Press [Feature] [9ᵂˣʸ][8ᵀᵁᵛ][5ᴶᴷᴸ]

The number that appears on your Norstar display is the StarTalk Intercom Number.

To Forward your calls to StarTalk:

1. Press [Call Fwd.] or [Feature] [4ᴳᴴᴵ]

2. The display shows: [Forward to:]

3. Enter the StarTalk Intercom Number.

All calls to your telephone will now be answered by StarTalk.

Cancelling Call Forward

To cancel Call Forward, use one of the methods presented here:

1. [Call Fwd.]

2. [Feature][#][4ᴳᴴᴵ]

3. (CANCEL)

Transferring a Call To a 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 [Feature] [9ʷˣʸ][8ᵀᵁⱽ][6ᴹᴺᴼ]
   Note: Do not press hold.

2. Enter the mailbox number or use the Company Directory.

3. Press [Rls] or replace the handset.

Transferring a Mailbox Owner To StarTalk

You can transfer a mailbox owner to the Open Mailbox Feature. For example, mailbox owners can be transferred to their mailbox to change greetings or retrieve messages. To transfer a mailbox owner to StarTalk from your Norstar telephone:

1. Press (TRANSFER) or [Feature] [7ᴾᴿˢ][0ᵒᶻ]
   Note: The call is put on hold automatically. **Do not press hold.**

2. Enter StarTalk's Intercom Number.

3. Press [Rls] or replace the handset.

Assigning the Target Attendant

The Target Attendant is assigned to answer a telephone when the caller reaches a mailbox, and presses [0] to speak with the operator. You can assign any valid extension as the Target Attendant. To change from the Operator to the Target Attendant once you have opened your mailbox:

1. Press **(ADMIN)** or **[8ᵀᵁⱽ]**

2. Press **[5ᴶᴷᴸ]**

3. Press **(CHNG)** or **[1]**

4. Enter <desired extension>

5. Press **(QUIT)** or **[·]**

The Target Attendant is now changed from the StarTalk Operator to your personal operator.

Using the Company Directory

The StarTalk Company Directory is a list of mailbox owners who have been enabled by the System Coordinator to appear in the Company Directory. Membership in the Directory is established by mailbox owners when they initialize their mailboxes. You can find any initialized mailbox by searching the Company Directory.

You can use the Directory when the:

Norstar display shows: **(DIR)**
or
StarTalk voice prompt announces: Press **[#]** to use the Directory.

When using the Directory, enter the first four letters of a mailbox owner's last name using the dialpad of any tone dial telephone. If you are using the Directory from your Norstar telephone, the name of the mailbox owner appears on the display. To accept the mailbox owner, press **(OK)** or **[#]**

The mailbox owner's name is announced or appears on the display. If you do not want the person who is announced, press **(NEXT)** or **[1]** to hear the next matching name.

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 **(OK)** or **[#]**

StarTalk Time Savers

Quick Reference Tips

- Use the programmable buttons on your Norstar telephone for StarTalk's Intercom Number. This will allow you to quickly and easily forward your calls directly into your StarTalk mailbox.

- Whenever you are unsure of StarTalk's Intercom Number, press `Feature` `9` `8` `5` The StarTalk Intercom Number will appear on your Norstar display.

- If you get lost using one of the StarTalk options, press `*` to replay the option list. When a Norstar one or two line display is being used, pressing `*` backs up the display to the previous display prompt.

- To use StarTalk from a single line display telephone, call StarTalk's Intercom Number and follow the voice prompts.

- To save time, you can interrupt most prompts by pressing `#` or selecting a StarTalk option. You cannot interrupt prompts that are informing you of an error.

Other Features

For more information on other StarTalk features, refer to the StarTalk Reference Guide. This Guide explains such features as:

Automated Attendant
Group Lists
Forwarding a Message
Passwords
Company Directory Name List
Language Selection
General Delivery Mailbox
Envelope Information
Selecting Mailbox Greetings

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StarTalk Flash
Quick Reference Guide
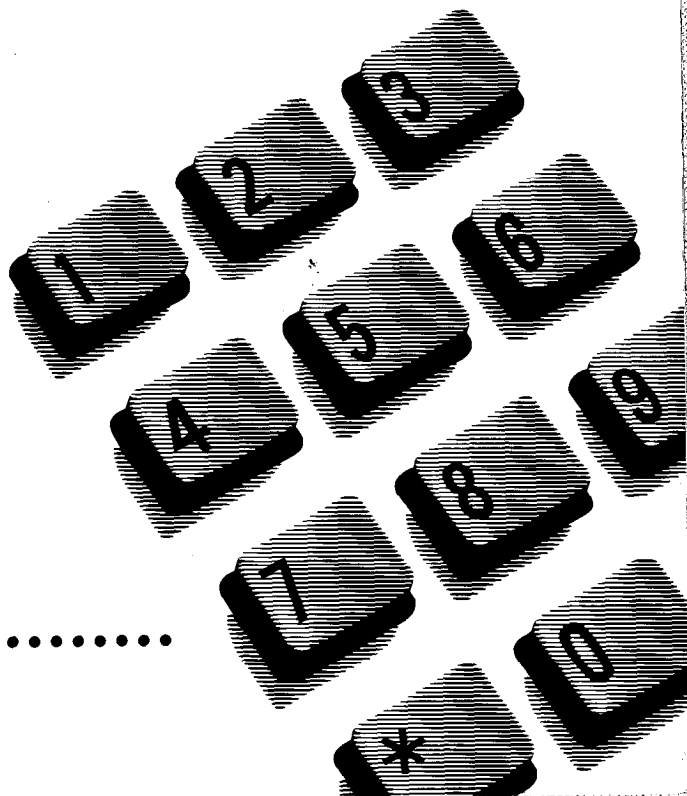
Initializing your Mailbox

You can begin to use StarTalk Flash as soon as you initialize your mailbox.

To open and initialize your mailbox, follow these steps:

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

2. Press [0] [0] [0] [0] (the default password) and press OK or [#].

3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press OK or [#].

4. Enter your new mailbox password again and press OK or [#].

5. At the tone, record your name in the Company Directory.

6. Press [Rls] to end this session.

Personal Mailbox greetings

You can record Primary, Alternate or optional Personalized greetings. Your Primary Mailbox greeting is for everyday use. Your Alternate Mailbox greeting is for times when you are away from the office. If your company subscribes to Caller ID, you can record Personalized Mailbox greetings. For Personalized Mailbox greetings, you program StarTalk Flash to recognize a specific incoming telephone number. Your Personalized Mailbox greeting plays to callers from that number.

StarTalk Flash Feature Codes

Feature Codes are used to access the different StarTalk Flash operations.

Operation	Default Feature Code	Custom Feature Code
Leave a Message	Feature 9 8 0	Feature 9 _ _
Open Mailbox	Feature 9 8 1	Feature 9 _ _
StarTalk extension number	Feature 9 8 5	Feature 9 _ _
Transfer	Feature 9 8 6	Feature 9 _ _
Interrupt	Feature 9 8 7	Feature 9 _ _

Feature Code descriptions

- Leave Message Feature Code - Use to leave a message in an initialized StarTalk Flash mailbox.

- Open Mailbox Feature Code - Use to open your mailbox.

- StarTalk extension number Feature Code - Use to determine the StarTalk extension number in order to forward your Norstar telephone to StarTalk Flash.

- Transfer Feature Code - Use to transfer a call to a mailbox.

- Interrupt Feature Code - Use to interrupt a caller listening to your Personal Mailbox greeting or leaving a message.

Forwarding your calls to StarTalk Flash

When you are not available to answer your telephone, you can forward your calls directly to StarTalk Flash.

1. Press [Feature] [9] [8] [5] . Record the StarTalk Flash DN.
2. Press [Feature] [4] .
3. Enter the StarTalk Flash DN.

To cancel call forward:

1. Press [Feature] [#] [4] .
   or
   Press CANCEL

Setting up Call Forward Remotely

1. Call the Automated Attendant or your Norstar telephone from any tone dial telephone and press [*] [*] while the greeting plays.
2. Enter your Mailbox number/password and press [#] .
3. Press [8] , then press [2] and then press [3] .
4. Press [1] to enable or disable Call Forward.
5. Replace the handset to end the session.

Frequently used dialpad keys

- to replay the StarTalk Flash Options, press ⁕ ⁕

- to back up the display to the previous display prompt from a single-line display, press ⁕

- to interrupt most voice prompts or enter an option, press #
  to speak to the Operator, press ⓪

StarTalk Flash features

For more information on all the StarTalk Flash features, refer to the *StarTalk Flash Reference Guide*. This guide explains the following features in detail:

- Automated Attendant

- Alternate language

- Company Directory

- Leaving a mailbox message

- Off-premise Message Notification

- Personal Mailbox greetings

- Replying to a message

- Sending a message using a Group List

- Transferring calls to StarTalk Flash

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ailbox, follow these steps:

to open your mailbox.

lefault password) and press OK

four to eight digits long that
Enter your new mailbox
or #.

password again and press OK or

name in the Company Directory.
sion.

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lbox greeting is for everyday use.
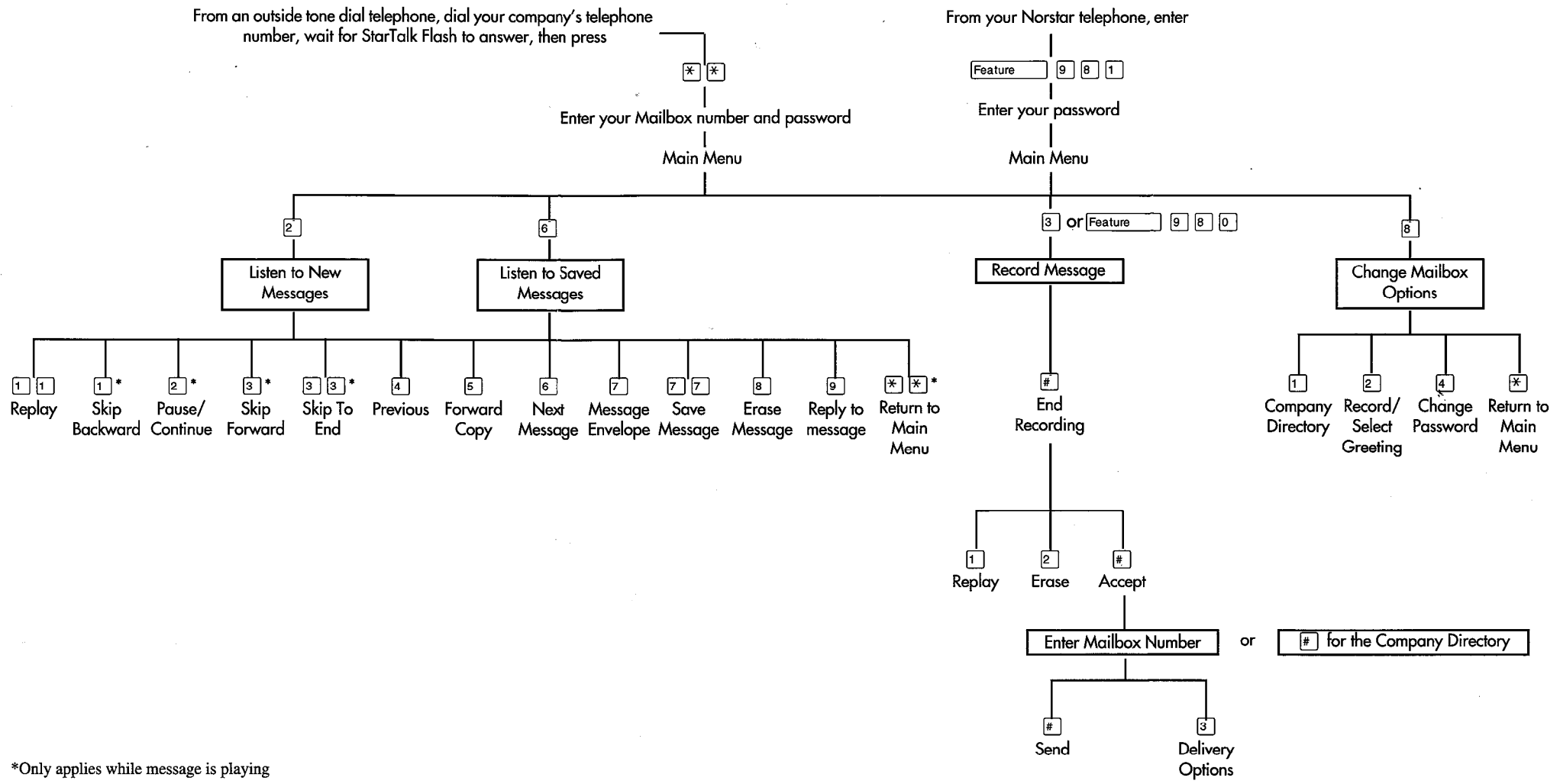ting is for times when you are
company subscribes to Caller ID,
Mailbox greetings. For
gs, you program StarTalk Flash to
g telephone number. Your
g plays to callers from that

hada

*Only applies while message is playing

From an outside tone dial telephone, dial your company's telephone
number, wait for StarTalk Flash to answer, then press

[*] [*]

Enter your Mailbox number and password

Main Menu

From your Norstar telephone, enter

[Feature] [9] [8] [1]

Enter your password

Main Menu

[2]

Listen to New
Messages

[6]

Listen to Saved
Messages

[1] [1]
Replay

[1] *
Skip
Backward

[2] *
Pause/
Continue

[3] *
Skip
Forward

[3] [3] *
Skip To
End

[4]
Previous

[5]
Forward
Copy

[6]
Next
Message

[7]
Message
Envelope

[7] [7]
Save
Message

[8]
Erase
Message

[9]
Reply to
message

[*] [*] *
Return to
Main
Menu

[3] or [Feature] [9] [8] [0]

Record Message

[#]
End
Recording

[1]
Replay

[2]
Erase

[#]
Accept

Enter Mailbox Number   or   [#] for the Company Directory

[#]
Send

[3]
Delivery
Options

[8]

Change Mailbox
Options

[1]
Company
Directory

[2]
Record/
Select
Greeting

[4]
Change
Password

[*]
Return to
Main
Menu