



Vertex Communications Inc.

**Voicemail Quick Reference Guide
For the Nortel Norstar**



For additional assistance contact us at:

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Initialization of Your Voicemail Box

You must complete these 4 steps for your voicemail to begin accepting voicemail messages.

First you must log in.
(Feature 981)

1. Dial the feature button and 981 on the key pad or push the preprogrammed voicemail button.
2. Enter 0000 as the default password and push ok or #
3. You will be prompted to change your password.

Enter your new password then enter password again to confirm.
You will then be prompted to record your name

4. Lift the handset and as soon as you hear the BEEP say your first and last name, then press #.
Press PLAY or 1 to listen
Press REC or 2 to re-record
Press OK or # to accept the recording.
Press RLS to end this session.

Record Outgoing Greetings

1. Dial feature 981, or push the voicemail button.
2. Enter your password and press ok, or #.
3. Press Admin or 8 on the key pad.
4. Press Greet or 2 on the key pad.
5. Press Record or 1 on the key pad to record a greeting.

6. Press 2 to choose between prime and alternate greeting.
(Dial 1 for Prime or 2 for alternate greeting)
7. Press Yes or 1 on the key pad to record your greeting.
8. Press Ok or # to stop recording.
9. Press Ok or # to save.

Retrieving Messages

1. Dial feature 981, or push the voicemail button.
2. Enter your password, press Ok or # on the keypad.
3. Press Play or 2 on the key pad to listen.

Press 3 to fast forward

Press 4 to go to the previous message.

Press 5 to forward a copy of this message to another mail box

Press 6 to save and move to the next message.

Press 7 to play the date and time stamp.

Press 8 to erase the message.

Press 9 to reply to the message.

Transferring Calls Directly to Voicemail

While on a call you may transfer the caller directly to a person's voicemail box by dialing feature 986 or pressing the Voicemail Transfer button.
(Feature 986)

1. During the call press feature 986 or the voicemail transfer button.
2. Enter the person's mailbox number (extension number).
3. Press the RLS key or hang up.

Forwarding Calls

If you are away from the office and you would like all calls to go directly to voicemail without ringing your phone, you may call-forward all calls to voicemail.

To Forward Your Phone to Voicemail.

1. Press feature 984 on the key pad or press the Fwd to Voicemail button (Feature 984).
2. To unforward calls to voicemail press CANCEL

To Forward Your Phone to another Extension

1. Press feature 4 on the key pad or push the Call Fwd button.
2. Enter the extension number.
3. To cancel press CANCEL or feature # 4 on the key pad.

Changing Your Mailbox Password

Enter you voicemail box by dialing feature 981 on the key pad or push the voicemail button.

1. Enter your password and press OK or #.
2. Press ADMIN or 8 on the key pad.
3. Press PSWD or 4 on the key pad.
4. Enter your new password and press OK or #.
5. Enter password again to confirm.
6. Press OK or #.
7. Press RLS

Retrieving Messages From Outside

Dial your company's telephone number and when you hear the greeting:

1. Press * *
2. Enter your mail box number.
3. Enter your password.
(Follow the voice prompts)
4. Press 2 to listen to your messages.
Dial 1, 1 to replay.
Dial 1 to skip backwards.
Dial 2 to pause and continue.
Dial 3 to skip forward.
Dial 3, 3 to skip to the end.
Dial 4 to get previous message.
Dial 5 to forward a copy of the message
Dial 6 to get to the next message.
Dial 7 to get the message envelope (i.e. Date and Time).
Dial 7 7 to save message.
Dial 8 to erase message.
Dial 9 to reply to message.

Recording your Name for the Company Directory

1. Press Feature 981 or press the Voicemail button
2. Enter your Password
3. Press Admin or press 8
4. Press 1, to record your name
5. Press OK or # to accept recording
6. Press Release, to exit.