



## **Vertex Communications Inc.**

### **Voicemail Quick Reference Guide**

**For the Nortel Norstar**



For Additional Assistance Contact Us At:

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## Voicemail Feature Codes

Feature 980 - “Leave Message” – Allows you to leave a message in a user’s mailbox without having to call their phone.

Feature 981 – “Open Mailbox” – Opens your mailbox to check messages or make mailbox changes.

Feature 984 – “Forward to Voicemail” – Forwards all your calls directly to your voice mailbox.


Feature 986 – “Transfer to Voicemail” – Allows you to transfer a call directly to a user’s voicemail box without having to transfer the call to their phone.

Feature 987 – “Interrupt” – Allows you to pull a call out of your voicemail box that has gone to your voicemail after ringing at your desk first.


## Initialization of Your Voicemail Box

Initializing your voice mail box is required so that your mailbox can begin receiving messages.



First you must log in.  
(Feature 981)

1. Dial the  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.  
Press RETRY to re-record.  
Press PLAY to listen.  
Press OK to accept the recording.  
Press  to end this session.

## Record Outgoing Greetings

1. Dial  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.
10. Press  to end this session.

## Retrieving Messages

1. Dial  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  986 or the voicemail transfer button.


(Feature 986)

1. During the call press  986 or the voicemail transfer button.
2. Enter the person's mailbox number (extension number).
3. Press the  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 ring your phone, you may call-forward all calls to voicemail.

To Forward Your Phone to Voicemail.


1. Press  984 on the key pad or push the fwd to voicemail button.
2. To unforward calls to voicemail press CANCEL

To Forward Your Phone to another Extension

1. Press  4 on the key pad or push the 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  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 

## 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.