Contents

Norstar Voice Mail FAX User Guide   1
Learning about the Norstar Voice Mail FAX option   1
   About the virtual Fax line   2
Your Personal mailbox greeting   2
Recording a Greeting   3
Receiving a Fax message   4
   Retrieving Fax messages   5
Receiving a Fax message to your mailbox   6
Setting the Preset fax machine   6
Printing Fax messages   8
   Printing all the new or saved Fax messages in your mailbox   8
   Printing a Fax message   11
Fax cover sheet   15
   Fax forward cover page   15
Sending Fax messages   16
   Forwarding a Fax message to another mailbox   17
   Forwarding a Fax message to an external number   19
Fax System Group message (Fax Broadcast)   20
   About the Fax System Group List   20
   Sending a Fax System Group message (Fax Broadcast)   21
Norstar Voice Mail FAX User Guide

This guide explains how to use the Norstar Voice Mail FAX option with your personal mailbox. It explains how to receive, print and send fax documents (Fax messages).

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

To use Norstar Voice Mail FAX features, press the display buttons or the dialpad buttons on your Norstar telephone.

When you see a display button like this: PLAY, or a dialpad button like this:       ,
press either one to activate the Norstar Voice Mail feature. This guide shows you both methods.

Note: This document explains the Norstar Voice Mail features related to the FAX option. If you need instructions about how to use other Norstar Voice Mail Features, refer to your Norstar Voice Mail User Guide or your Norstar Voice Mail Reference Guide.

Learning about the Norstar Voice Mail FAX option

The Norstar Voice Mail FAX option allows you to use Fax features with your personal mailbox.

A fax document in a mailbox is called a Fax message. Fax messages can be either voice introduced or non-voice introduced. This means the caller can leave a Fax message in a mailbox with or without an introductory voice message. The Norstar Voice Mail FAX option allows a caller to leave a Fax message in a personal mailbox for a mailbox owner. The mailbox owner can:

• retrieve and print the Fax message on a fax machine
• forward the Fax message to another mailbox.
About the virtual Fax line

A line can be assigned to a mailbox to act as a virtual fax line. Any Fax messages sent to the virtual fax line bypass the greeting and Automated Attendant. The Fax message is sent immediately to your mailbox. This Fax message is accessed in the same way that you access other Fax messages. For more information about accessing Fax messages, refer to "Receiving a Fax message" on page 4.

See your System Coordinator for the telephone number of your virtual fax line. Then you can advise people of your new fax line number.

Your Personal mailbox greeting

In your Personal mailbox greeting, you must inform callers that they can leave Fax messages in your mailbox. Also inform callers that they must be calling from a fax machine telephone to send you a Fax message. The caller must press 6 and START/SEND on the fax machine. Norstar Voice Mail automatically receives and stores the Fax message in your mailbox. For example:

“Hello. You have reached Brian Purdy with Ideal Office Machines. I am in the office today, but I am currently away from the phone. Please leave your name, telephone number and a brief message after the tone.

If you want to send me a fax and you are calling from a fax machine telephone, press 6 and then press the START/SEND button on the fax machine.”

For more information about Personal mailbox greetings, refer to the Norstar Voice Mail User Guide or ask your System Coordinator.
Recording a Greeting

To record a Greeting:

1. Press Feature 9 8 1.

2. Enter your password and press OK or 0. Your unique password was determined when you first opened your mailbox and performed the initialization steps.
   If you are recording a greeting from a telephone 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. If you are using a single-line display telephone, press • at the Pswd: prompt to reach the Log: prompt.

3. Press ADMIN or 0.

4. Press GREET or 2.

5. Press REC or 3.

6. Press PRIME or 4.

   Note: Press ALT to record your Alternate Greeting. If you are changing your greeting, your current recorded Primary Greeting begins to play.

7. Press YES or 5.
Receiving a Fax message

You can receive two types of Fax messages: non-voice introduced and voice introduced. An introduction is a voice message the caller leaves with the Fax message. In a non-voice introduced Fax message, the caller only leaves the Fax message.

It is not possible for a caller to send a Fax message to your personal mailbox by using the autosend feature on their fax machine. If the caller attempts to use autosend, the call will be answered by a person, such as a receptionist or the mailbox owner. A call sent by autosend may also be answered by the Automated Attendant. If the Automated Attendant detects a fax tone, the call is transferred to the designated Fax Answering extension.

**Note:** If you answer a call and hear a fax tone, transfer the call to your mailbox by pressing Feature 9 8 6. Then you receive the Fax message in your mailbox.
When you receive a message in your mailbox, your telephone display shows:

![Message for you MSG](Image)

This display indicates that you have a new voice message or a Fax message in your mailbox. To check messages you must open your mailbox.

To open your mailbox:


![Pswd: OTHR RETRY OK](Image)

2. Enter your mailbox password and press `OK` or `#`.

![1 new 1 saved PLAY REC ADMIN](Image)

3. After you open your mailbox, the telephone display shows you the number of new and saved messages. In this example, there is one new message and one saved message. A voice prompt also plays, indicating the number of new and saved Fax messages.

An average Fax message, consisting of text only, uses 10 seconds of mailbox message time per page. A Fax message that contains graphics can use as much as two minutes of mailbox message time per page. After you have printed or forwarded your Fax messages, delete them from your mailbox.

**Retrieving Fax messages**

When you retrieve a Fax message, Norstar Voice Mail shows the fax identification number on the display. If the message is a voice introduced Fax message, the Fax identification number plays before the voice message.

To retrieve your Fax messages:

- Press `PLAY` or `#` to retrieve your new Fax messages.
- Press `#` until you find the saved Fax message you want to print.
Transferring a Fax message to your mailbox

When a caller is attempting to leave a Fax message in your mailbox and you answer the call, transfer the call to your mailbox. Inform the caller that you are transferring them to your mailbox.

To transfer a fax call to your mailbox:

1. Press 

   Do not put the call on hold.

   The caller hears your mailbox greeting.

   If you answer your telephone and hear a fax tone, transfer the fax call to your mailbox.

   While the call is active:

   1. Press 

      Do not put the call on hold.

   2. Enter your mailbox number.

      The Fax message is left in your mailbox.

Setting the Preset fax machine

Each personal mailbox can have a Preset fax machine assigned for printing Fax messages. When the Preset option is selected, the Fax messages are printed at the same fax machine every time.

To set up the Preset fax machine:

1. Press 

2. Enter your password and press OK or #.

3. Press ADMIN or #.

4. Press .

   Pswd: 
   OTHR RETRY OK
   0 new 0 saved
   PLAY REC ADMIN
   Mailbox admin
   GREET PSWD QUIT
5. This display appears if there is no preset fax machine. If the fax machine is preset, the display shows: Preset fax. You have the option of changing the preset fax telephone number.

6. Press PHONE or 1 to enter the fax telephone number. Press EXT or 2 to enter the fax extension number.

7. Enter the fax telephone number and press OK or .

8. Press OK or  to accept the fax telephone number represented here by the . Press ADD to add special characters to the fax telephone number. For information on adding special characters, refer to the Norstar Voice Mail User Guide.

9. Press  to end this session.
Printing Fax messages

Fax messages left in your mailbox can be printed to any fax machine. You can choose to print all of your Fax messages at once or print them individually.

If you print all of the Fax messages at once, you cannot listen to any voice introductions included with the Fax messages. However, the Fax messages remain as “new” in your mailbox giving you the option of listening to any voice content in the message later.

When you print each Fax message individually, you can listen to the introduction before you print the Fax message.

When you print all the Fax messages at once or individually, use one of the three options available:

• Preset prints the Fax messages on the Preset fax machine you assign.
• Other prints the Fax messages at a fax machine destination you enter.
• Manual requires opening your mailbox from a fax telephone. Locate the Fax message you want to print and follow the voice prompts. You are prompted to press START on the fax machine to receive the Fax message. All the Fax messages are printed on the fax machine you used to access your mailbox.

Printing all the new or saved Fax messages in your mailbox

You can print all the new or saved Fax messages in your mailbox at one time. You have three choices of where to print the faxes: Preset, Other or Manual. Fax messages are preceded by a cover sheet when the Preset or Other option is used. A cover sheet is not added when printing from a mailbox using the Manual feature. Refer to “Fax cover sheet” on page 15.
Printing all of the new or saved Fax messages on the Preset fax machine

To print all of the new or saved Fax messages on the Preset fax machine:

1. Press Feature 0 8 1.

2. Enter your password and press OK or #.


4. Press NEW or 1 to print all the new Fax messages. Press SAVED or 2 to print all the saved Fax messages.

5. Press PRESET or 1.

Note: To send the Fax messages to the Preset fax machine, the Preset fax machine telephone number must be entered. Refer to "Setting the Preset fax machine" on page 6.

Press # to end this session.

For information about changing the Preset fax machine, refer to "Setting the Preset fax machine" on page 6. After you end the session, Norstar Voice Mail prints the Fax messages on the Preset fax machine.
Printing all of the new or saved Fax messages using the Other option

To print all the new or saved Fax messages using the Other option:

1. Press Feature 0 0 1.

2. Enter your password and press OK or #.

3. Press 1 to print the new Fax messages.

4. Press NEW or 1 to print all the new Fax messages. Press SAVED or 2 to print all the saved Fax messages.

5. Press OTHR or 2.

6. Press PHONE or 1 to enter the fax telephone number. Press EXT or 2 to enter the fax extension number.

7. Enter the fax telephone number and press OK or #.

8. Press OK or # to accept the fax telephone number represented here by the <x>. Press ADD to add special characters to the fax telephone number. For information on adding special characters, refer to the Norstar Voice Mail User Guide.

9. Press Exit to end this session.

After you end the session, Norstar Voice Mail prints the Fax messages on the assigned fax machine.
Printing all of the new or saved Fax messages using the Manual option

To use the Manual option, you must first open your personal mailbox from a fax machine telephone.

To retrieve and print all your new or saved Fax messages using the Manual option:

1. From the fax machine telephone, call into a line that is answered by the Automated Attendant.

2. Press •• to access your mailbox while the Automated Attendant Greeting plays.

3. Enter your mailbox number and password and press £.

4. Press ⁄ to print your Fax messages.

5. If you have both new and saved Fax messages, you are given the option to print either all your new or all your saved Fax messages. Press ⁄ to print all your new Fax messages. Press £ to print all your saved Fax messages.

   **Note:** Step 5 is bypassed if you only have new Fax messages or if you only have saved Fax messages.

6. Press 3 to use the Manual option to print the new Fax messages.

7. Press START/SEND on the fax machine.

8. Replace the fax machine telephone handset.

9. This session will end after all the faxes have been printed on the fax machine you are using.

Printing a Fax message

You can print an individual Fax message from your mailbox. A cover sheet precedes the Fax message. Refer to "Fax cover sheet" on page 15.

You have three choices of where the Fax message is printed: Preset, Other and Manual. For more information about Fax message printing options, refer to "Printing Fax messages" on page 8.
Printing a Fax message on the Preset fax machine

To print a Fax message on the Preset fax machine:

1. Press Feature 0 8 1.

2. Enter your password and press OK or #.

3. Press PLAY or #.

4. The date that the fax was received and the Fax ID number appears on the display. Press 6 until you find the Fax message you want to print.

   **Note:** If the Fax message is preceded by a voice introduction, wait until the voice introduction is finished playing before printing it.

5. Press 1 to print the Fax message.

6. Press PRESET or 1. The Fax message is printed on the Preset fax machine.

7. Press Rls to end this session.

For information about changing the Preset fax machine, refer to "Setting the Preset fax machine" on page 6.
Printing a Fax message using the Other option

To print a Fax message using the Other option:

1. Press Feature 9 8 1.

2. Enter your password and press OK or £.

3. Press PLAY or £.

4. The date that the fax was received and the Fax ID number appears on the display. Press 6 until you find the Fax message you want to print.

5. Press 1 to print the Fax message. If the Fax message is preceded by a voice introduction, wait until the voice introduction is finished playing before pressing 1.

6. Press OTHR or 2.

7. Press PHONE or 1 to enter the fax telephone number. Press EXT or £ to enter the fax extension number.

8. Enter the fax telephone number and press OK or £.

9. Press OK or £ to accept the fax telephone number represented here by the <<>. Press ADD to add special characters to the fax telephone number. For information on adding special characters, refer to the Norstar Voice Mail User Guide.
Norstar Voice Mail prints the Fax message on the assigned fax machine.

**Printing a Fax message using the Manual option**

To print a Fax message using the Manual option, you must first call and open your personal mailbox from a fax machine telephone.

To print a Fax message using the Manual option:

1. Call into a line from the fax machine telephone that is answered by the Automated Attendant.
2. Press •• to access your mailbox while the Automated Attendant Greeting plays.
3. Enter your mailbox number and password and press £.
4. Press ¤ to listen to your new messages.
5. Press 6 to listen to your saved messages. Press 6 until you find the Fax message you want to print.
6. Press ‽ to print the Fax message.
7. Press 3 to use the Manual option.
8. Press START/SEND on the fax machine.
9. Replace the fax machine telephone handset.
10. This session will end after the Fax message has been printed on the fax machine you are using.
Fax cover sheet

A fax cover sheet is printed with each Fax message you print using the Preset and Other feature. The fax cover sheet contains the following information:

- the date and time the fax was printed
- the name and telephone number of the mailbox owner
- the destination fax number
- the Fax ID number (if a single Fax message is printed)
- the number of pages to follow

Note: A fax cover sheet is not added when printing a fax from a mailbox using the Manual feature.

Fax forward cover page

A fax forward cover page is called a Forward Cover Page. The Forward Cover Page contains the same information as a fax cover sheet and also includes:

- the recipient’s name
- the Fax ID number if the fax is forwarded to an external number

You may want to send the same Fax message to more than one person, but not to a Group List. For information refer to "Forwarding a Fax message to another mailbox" on page 17, or "Forwarding a Fax message to an external number" on page 19.
Sending Fax messages

A Fax message and a Fax message voice introduction can be sent to any personal mailbox. To send the Fax message you must call the personal mailbox from a fax machine telephone.

To leave a Fax message in a personal mailbox:

1. Place the document that you want to send on the fax machine.

2. From the fax machine telephone dial the Norstar telephone number of the person you want to send a fax to. Wait for the mailbox greeting or have the Norstar Voice Mail operator transfer you to the mailbox to leave a Fax message. If the person you are calling answers their telephone, tell them to transfer you to their mailbox so that you can send a fax.

3. After the mailbox greeting plays, wait for a beep and record an introduction for the Fax message. Do not hang up the telephone.

   \textbf{Note:} If you do not want to record a voice introduction, you can press \(\#\) at anytime during the mailbox greeting.

4. Press \(\#\).

5. Press \textsc{start/send} on the fax machine.

6. Replace the fax machine telephone handset. This session ends when the transmission is complete.
Forwarding a Fax message to another mailbox

You can forward a received Fax message to another mailbox and add an introductory message as a part of the new message. The message appears as a Fax message in the recipient’s mailbox. If you cannot forward a Fax message, ask your System Coordinator if your mailbox is set up to allow you to forward Fax messages.

You can also forward a received Fax Message to an external number. For information, refer to "Forwarding a Fax message to an external number" on page 19.

When a Fax message is forwarded, a new cover sheet is added to the original Fax message, becoming part of the new message. However, if the Fax message already has a Norstar-generated fax forward cover sheet, it is replaced by a new fax forward cover sheet. For more information, refer to "Fax forward cover page" on page 15.

To forward a Fax message to another mailbox:

1. Press 0886631.

2. Enter your password and press OK or □.

3. Press PLAY or □.

4. The date that the fax was received and the Fax ID number appears on the display. Press □ until you find the saved Fax message you want to forward.

5. Press COPY or □.

6. Press MBOX or □ to forward the Fax message to another mailbox.
7. Press **YES** or **1** to record an introduction to the Fax message.

**Note:** Press **NO** or **2** if you do not want to record an introduction to the forwarded Fax message, and go to step 10.

8. Record the introduction and press **OK** or **£** to end the recording.

**Note:** Press **RETRY** or **I** to re-record the introduction, or press **PAUSE** or **2** to pause while recording the introduction.

9. Press **OK** or **£** to accept the recording.

10. Enter the mailbox number where you want to forward the Fax message, or press **DIR** or **£** to use the Company Directory.

11. Press **SEND** or **£** to forward the message without a delivery option. Paul Wayne is an example of a mailbox owner in this display. Press **OPTS** or **3** to assign message Delivery options Certified, Urgent, Private or Timed Delivery.

12. To send this message to another mailbox owner, press **YES** or **1** and repeat steps 6 to 11. Press **QUIT** or **®** to end this session.
Forwarding a Fax message to an external number

You can also forward a received Fax message to an external number. However, no introductory message can be added to the Fax message.

To forward a Fax message to an external number:

1. Press Feature 9 8 1.
2. Enter your password and press OK or #.
3. Press PLAY or 2.
4. The date that the fax was received and the Fax ID number appears on the display. Press 6 until you find the Fax message you want to forward.
5. Press COPY or 6.
6. Press OTHR or 2.
7. You are prompted to enter the recipient’s name (maximum eight characters). Using the telephone dialpad, enter the name of the recipient. After each letter, you must press # to enter the next letter. If there is an error in the name, press RETRY and re-enter the name. Press OK to accept the name. For more information about using the Norstar dialpad, refer to the Norstar Voice Mail Reference Guide.
8. Press PHONE or 1 to enter the fax telephone number. Press EXT or 2 to enter the fax extension number.
A Fax System Group message can be sent whenever you want to notify a special group by way of a fax, of a pending event or company notice that only pertains to that group. All Fax System Group Lists are created by the System Coordinator.

**About the Fax System Group List**

A Fax System Group List is a collection of fax machines from other locations. When you send a Fax message to a Fax System Group List, each fax machine in the Fax System Group List receives the same Fax message. Ask your System Coordinator to publish a list of fax machines in each Fax System Group List.

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

- all the names of the recipients
- a list of the fax machine numbers
- the Fax System Group List name
Sending a Fax System Group message (Fax Broadcast)

Before you send a Fax System Group message, ensure that your System Coordinator has added the Fax System Group List, and the List contains all the fax machines that are to receive the Fax message.

To send a Fax System Group message from your Norstar telephone:

1. Press Feature [0] [8] [1].

2. Enter your password and press OK or [0].

3. Press PLAY or [2].

4. The date that the fax was received and the Fax ID number appears on the display. Press [6] until you find the Fax message you want to forward.

5. Press COPY or [5].

6. Press MBOX or [1] to forward the Fax message to another mailbox.

7. Press NO or [2].

Note: The Fax Group List recipients will not be able to hear the voice introduction.

8. Enter the Fax System Group List number.
