VPIM Digital Networking User Guide

Learning about VPIM Digital Networking

VPIM Digital Networking serves as a link between Norstar Voice Mail or Meridian Mail systems at different locations. Networking allows the exchange of Voice and Fax Messages between users at different sites connected on a network via Transmission Control Protocol/Internet Protocol (TCP/IP).

Note: Fax Messages can only be sent and received on Norstar Voice Mail systems that have the FAX option installed. Ask your System Coordinator for a list of FAX sites on the network.

VPIM Digital Networking is simple to use and allows you to send a mailbox message to any destination located on a network.

Note: When using VPIM Digital Networking to send a voice message to another site over the Internet, the voice message may be subject to interception by unauthorised parties.

Sending messages to mailboxes located at other sites requires you to know how to use Norstar Voice Mail. This includes knowing how to open your mailbox, record, send messages and retrieve messages. For Information about using Norstar Voice Mail Features, refer to your Norstar Voice Mail User Guide or Norstar Voice Mail Reference Guide.

Sending a message across a network is as easy as sending a message down the hall. There are two ways to send a network message, you can use:

- Network Delivery Mailbox
- Site-Based Addressing

Network Delivery Mailboxes are created by your System Coordinator.

Note: Network messages can be composed and sent only from your mailbox. A network message cannot be sent by using the Leave Message Feature Code (Feature 9 9 0 ).
Sending a network message

The figure above illustrates how network messages are sent between different company sites on the same network. In the example, Sue is working in the Vancouver office while Mark is in the Miami office.

If Sue wants to send Mark a message in Miami, she has two possible methods of delivery: she can send the message by using Site-Based Addressing or send it to Mark’s Network Delivery Mailbox. Since Mark has a Network Delivery Mailbox on the local Vancouver system, it is more convenient for Sue to send the message to Mark’s Network Delivery Mailbox.

Although Mark’s Network Delivery Mailbox appears on the Vancouver system the message is automatically delivered to his mailbox in Miami. The network delivery information, such as the site prefix for the Miami site and Mark’s mailbox number (4546) in Miami, was added to the Network Delivery Mailbox when it was created.

Sending a message to a Network Delivery Mailbox is as easy as sending a message to anyone at your site.
If Mark wants to send a message to Sue in Vancouver, he must use Site-Based Addressing. Sue does not have a Network Delivery Mailbox on the Miami system.

Mark needs two pieces of network delivery information before he can send the message. He must obtain the Vancouver site’s Site Prefix from the System Coordinator and he must have Sue’s mailbox number (2222) in Vancouver. After the message is recorded and the network delivery information is entered the network message is automatically delivered to Sue’s mailbox.

**Sending a network message using a Network Delivery Mailbox**

Network Delivery Mailboxes allow you to quickly and easily send messages to a mailbox at a remote location. Each Network Delivery Mailbox is assigned a local mailbox number and the destination site user’s name appears in the company directory. The Network Delivery Mailbox makes sending a message across the country as easy as sending it across the hall.

A Network Delivery Mailbox is the pre-programmed direct address to another mailbox located at a different site on the network. Network Delivery Mailboxes are created by your System Coordinator. Each Network Delivery Mailbox contains the destination site prefix and the destination site mailbox number. To send a message using a Network Delivery Mailbox, all you need is the mailbox number.

Ask your System Coordinator for a list of Network Delivery Mailboxes.

To send a message using a Network Delivery Mailbox:

1. Open your mailbox using 
   
   ![Feature](image)
   
   Pswd: OTHR RETRY OK
   
   0 new 4 saved
   
   PLAY REC ADMIN

2. Enter your mailbox password and press OK or £.

3. Press REC or 0.

4. At the tone record your message.
Sending a network message using Site-Based Addressing

Site-Based Addressing allows you to send a message to a mailbox at a different location on the network. When you use Site-Based Addressing to send your message, you must know the destination site’s network address and the mailbox number of the person you want to send the message to.

Ask your System Coordinator for a list of destination sites on your network.

To use Site-Based Addressing:

1. Open your mailbox using

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

3. Press REC or #.

4. At the tone, record your message.
5. Press OK or ¶ to end the recording.

6. Press OK or ¶ to accept the recording.

7. Press # #.

8. Press NETW.

Note: This display will appear only if AMIS is enabled. If AMIS is not enabled, this display is bypassed and the display in step 9 appears.

9. Enter the destination site’s Site Prefix and the destination mailbox number and press OK or ¶.

10. Press SEND to send the message as it is. Press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery. Press CC to send the message to another recipient.

**Replying to network messages**

When a network message is left in your mailbox, you can reply to the message using the Norstar Voice Mail message Reply Feature. To reply to a message you must first open your mailbox using the Open Mailbox Feature Code.

The network Reply Feature must be enabled in order to reply to a message. For more information, ask your System Coordinator.
To reply to a network message:

1. Open your mailbox using 
   
   Pswd: OTHR RETRY OK

2. Enter your mailbox password and press OK.

3. Press PLAY.

4. After you have listened to the message, press REPLY.

5. Press MSG.

6. Press SNDR to send your reply to the sender only, or press ALL to send your reply to all the people that received the message.

7. Record your reply message.

8. Press OK to end your recording.

9. Press OK to accept your recording.

10. Press SEND. Press OPTS to assign message Delivery Options Certified, Urgent or Timed. Press CC to send the message to another recipient.
Forwarding a Fax Message using Site-Based Addressing

You can forward a received Fax Message to a VPIM Digital Networking Site-Based Address and add an introductory voice message that will become part of the new message. The message will appear as a Fax Message in the destination mailbox.

You can also forward a received Fax Message to a Network Delivery Mailbox. Refer to "Forwarding a Fax Message to a Network Delivery Mailbox" on page 9.

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 cover sheet, it will be replaced by a new fax forward cover sheet. This cover sheet contains: the date and time the fax was created, the directory name and telephone number of the sender, the telephone number of the recipient, the fax Identification (ID) number and the number of pages to follow.

To forward a Fax Message using Site-Based Addressing:

1. Open your mailbox using 

2. Enter your mailbox password and press OK.

3. Press PLAY or ◹.

4. Press COPY or ◹ or press NEXT or ◹ until you find the Fax Message you want to forward.

5. Press MBOX or □ to forward the Fax Message.
6. Press **YES** or ⌘ to record an introduction to the Fax Message.

**Note:** Press **NO** or ⌘ if you do not wish to record an introduction to the forwarded Fax Message, and proceed to step 9.

7. Press **OK** to end the recording.

8. Press **OK** to accept the recording.


10. Press **NETW**.

**Note:** This display will appear only if AMIS is enabled. If AMIS is not enabled, this display is bypassed and the display in step 11 appears.

11. Enter the destination site prefix and the destination mailbox number and press **OK**.

12. Press **SEND** to send the message as it is. Press **OPTS** to assign message Delivery Options Certified, Urgent or Timed Delivery. Press **CC** to send the message to another recipient.

13. Press **SEND** to send the message now.
Forwarding a Fax Message to a Network Delivery Mailbox

You can forward a received Fax Message to a VPIM Digital Networking Network Delivery Mailbox and add an introductory voice message that will become part of the new message. The message will appear as a Fax Message in the destination mailbox.

You can also forward a received Fax Message using Site-Based Addressing, refer to "Forwarding a Fax Message using Site-Based Addressing" on page 7.

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 cover sheet, it will be replaced by a new fax forward cover sheet. This cover sheet contains: the date and time the fax was created, the directory name and telephone number of the sender, the telephone number of the recipient, the fax Identification (ID) number and the number of pages to follow.

To forward a Fax Message to a VPIM Digital Networking Network Delivery Mailbox:

1. Open your mailbox using Feature 981.
2. Enter your mailbox password and press OK.
3. Press PLAY or 2.
4. Press COPY or 6 or press NEXT or 8 until you find the Fax Message you want to forward.
5. Press MBOX or 1 to forward the Fax Message.
6. Press YES or \( ^{1} \) to record an introduction to the Fax Message.

**Note:** Press NO or \( ^{2} \) if you do not wish to record an introduction to the forwarded Fax Message, and proceed to step 9.

7. Press OK to end the recording.

8. Press OK to accept the recording.

9. Enter the Network Delivery Mailbox number.

10. Press SEND. Press OPTS to assign message Delivery Options Certified, Urgent or Timed. Press CC to send the message to another recipient.

**Note:** Miami, sales is only an example. The name that was assigned to the Network Delivery Mailbox will appear in the display.