



Local: 863-614-1900★ Toll Free: 866-770-4930 ★ Fax: 888-782-3072
e-mail: telephoneman@telephonemanofamerica.com
TelephonemanOfAmerica.com or shop.telephonemanofamerica.com

Nortel Norstar Voice Mail

Why get voice mail?

Voice mail is a great productivity enhancer for you and your office staff. Never miss an important call if you're out of the office or away from your desk. Other staff members do not have to take time away from their jobs in order to take down a message on a notepad. And callers that leave messages in voice mail can take as much time as they want to leave a detailed communiqué instead of having to play "phone tag" when the message is important.

Statistics show that callers would rather leave a voice mail than having their message relayed (and possibly misplaced) by someone they do not know. Also, voice mail can improve a company's image by making it appear larger, more professional, and technologically up-to-date.

How does it work?

The voice mail comes with number of ports and numbers of mailboxes and attaches to the Norstar system through either a digital extension or a fiber connection (an expansion card is required). The number of channels equals the number of people who can be in the voice mail simultaneously: four external callers leaving messages, four internal staff members checking their messages, or any combination thereof. Callers can be transferred into an employee's voice mailbox by any user on the system easily. Once a message has been left, the user's phone displays "Message for you" on the LCD and the

message can then be easily checked, saved, copied, forwarded, or erased by following simple command prompts. Norstar voice mail systems also contain many more advanced functions designed to help improve your business' communications - such as external call transfer and remote notification functionality. To discover the many functions of voice mail

Automated Attendant and Custom Call Routing

Nine out of ten companies prefer a receptionist or other staff member to answer the phone and then transfer the call accordingly. But what if all your staff is busy or if someone calls your business after hours? The Automated Attendant (AA) in this case can be programmed to answer the calls for you after a few rings to give your staff a chance to answer first. In the case of after hour's calls, of if you prefer the AA to answer all calls instead of your staff, it can be programmed to pick up immediately and play your greeting. A simple example of an AA greeting could be:

"Thank you for calling [my company]. If you know your party's extension please dial it now, press zero for the operator, or pound (#) for the company directory."

The AA can be programmed to have different greetings according to the time of day, or holiday schedules. The caller is then transferred to the appropriate person's extension or group of extensions.