

Norstar Admin Training

****To Start an Admin Session****

- Press Feature **266344 (config)
- At Password press 266344 (config)

To Set Time and Date

- Press Feature **266344 (config)
- Password 266344 (config)
- Press NEXT until you see *Time & Date*
- Press SHOW
- Press CHANGE to change *hour*
- Enter 2 digit hour
- Press CHANGE to select AM/PM
- Press ok
- Press NEXT
- Press CHANGE to change *Minutes*
- Enter 2 digit Minutes
- Press NEXT until you see *Year*
- Press CHANGE to change the year
- Press NEXT until you see *Month*
- Press CHANGE to change the month
- Press NEXT until you see *Day*
- Press CHANGE to change the day
- Press “RLS” when done

To Change Name on a Telephone

- Start your Admin Session
- Press SHOW
- Press SHOW SET: put in ext number
- Press SHOW
- Press NEXT
- Press NEXT
- Press CHANGE
- Use dial pad to enter name (seven characters long)
- Use # to advance letters
- Press NEXT
- Press “RLS” when done

Set Relocation

- Start your admin session
- Press NEXT to *System Programming*
- Press SHOW
- Press NEXT to *Feature Settings*
- Press SHOW
- Press NEXT to *Set Relocation*
- Press CHANGE to Y
- Press “RLS” when done

***Note: Change only 2 phones at a time.
After the telephones have been moved,
change it back to N...this is very important.

To Change Forwarding

- Start your Admin session
- Press SHOW
- Enter the extension number
- Press SHOW
- Press NEXT until *Capabilities*
- Press SHOW
- At *Fwd no answer* press SHOW
- Press CHANGE
- Enter extension number you want to forward to
- Press NEXT to change your delay
- Press HEADING to go back
- Press NEXT
- At *Fwd on Busy* press SHOW
- Press CHANGE
- Enter extension number you want to forward to when busy
- Press HEADING to go back
- Press “RLS” when done

System Speed Dial

- Start your Admin session
- Press NEXT to *System Speed Dial*
- Press SHOW
- Enter 2 digit Sp Dial Code (01-70)
- Press SHOW
- Press CHANGE
- Enter 9+ number
- Press OK
- Press NEXT to *Display Digits*
- Press CHANGE to N
- Press NEXT
- At Name press CHANGE
- Use dial pad to change name using # to advance letters (Up to 16 characters)
- Press NEXT
- Press “RLS” when done



VoiceMail Admin Cheat Sheet

To Start an Admin Session

- Press Feature 983
- At *LOG* press 1020000

To Add a Mailbox

- Press "MBOX"
- Press "ADD"
- Enter the extension #
- The type is *Subscriber*
- Press "OK"
- Enter the extension # again
- The Service Class is "1"
- Press "OK"
- Enter the name of the person (Last name 1st then first initial)
- Use # to advance letters
- Press "OK"
- Choose "YES" or "NO" if you want them in the directory
- Choose "YES" for message waiting
- Press "RLS"

To Delete a Mailbox

- Press "MBOX"
- Press "DEL"
- Enter the mailbox number (same as the extension number)
- Press "DEL"
- Press "RLS"

To Reset the Password

- Press "MBOX"
- Press "CHG"
- Enter the mailbox # (same as the extension number)
- 1st option on the display is *PASSWORD*
- Press "RESET"
- This resets password back to the default of *0000*

To Change the Name on the Mailbox

- Press "MBOX"
- Press "CHG"
- Enter the mailbox # (same as the extension number)
- Press "NEXT" until you see *NAME*
- Press "CHG"
- Enter the new name (last name 1st, then first initial)
- Use # to advance the letters
- Press "OK"
- Press "RLS"

To Change the Greetings in the Auto Attendant

- Press "AA"
- Press "GRTG"
- Press "GRTG"
- Enter your greeting #
- Press "OK"
- To review the Greeting press "PLAY"
- To change press "RECORD". At the tone re-record greeting. ****Don't forget to Review and Accept when done re-recording****

To Disable the CCR Tree

- Press "AA"
- Press "TABLE"
- Enter table number (usually table 1)
- Press "OK"
- Press "OK"
- Press "NEXT" until you reach CCR Tree Morning
- Press "CHANGE"
- Press "DISABLE"
- Press "NEXT"
- Press "DISABLE" for each of Morning, Afternoon, Evening and Non-Business
- Press "NEXT" until you return to "TABLE"

Voicemail Admin Cheat Sheet

To Change CCR Tree

You must disable CCR Tree in Table before making changes

- Press "OTHER"
- Press "CCR"
- Press "ADMIN"
- Enter Tree # and ok
- At Path enter 0-9 to make changes
- Enter Path 0 to change greeting
- Press "CHG"
- Lift handset and press "REC"
- Record greeting at tone and press "OK" when complete
- Press "OK" to accept greeting
- At Alternate Recording press "NO"
- Press "END"
- Press "SAVE"
- At Save Tree as __ enter "YES"

You must now go back to table and re-enable CCR Tree you changed

To Enable CCR Tree

- Press "AA"
- Press "TABLE"
- Enter Table number and press "OK"
- Press "OK"
- Press "NEXT" until you reach CCR Tree Morning
- Press "CHG"
- Enter CCR Tree number (you will see Tree Enabled)
- Press "NEXT" to enable Tree on Afternoon, Evening and Non-Business
- Press "RLS"