

**Initializing and opening your mailbox for the first time**

To initialize and open your mailbox for the first time:

1. Press    .

Pswd:  
OTHR RETRY OK

2. Press     (the default password) and press OK or .

**Note:** If you are at another Norstar set, press OTHR or  to access the **LOG:** display prompt. From the **LOG:** prompt, enter your mailbox number and password as a continuous number. Your mailbox number is normally the same as your directory number. Your default password is    .

Must change Pswd

3. This display appears briefly to indicate that you must change your password.

Pswd:  
RETRY OK

4. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press OK or .

Again:  
RETRY OK

5. Enter your new mailbox password again and press OK or .

Record name:  
RETRY OK

6. At the tone, record your name in the Company Directory. Press OK to end your name. Press RETRY or  to erase and re-record your name.

**Note:** It is a good idea to include your mailbox number in your Company Directory recording. For example “*Paul Wayne, mailbox 5813*”.

Accept name?  
RETRY PLAY OK

7. Press OK or  to accept the recording. Press PLAY or  to listen to the recording. Press RETRY or  to erase and re-record your name.

0 new 0 saved  
PLAY REC ADMIN

8. Press  to end the session.

After your mailbox is initialized, record your Personal mailbox greetings. If you do not record any Personal greetings, your Company Directory name recording plays to callers who reach your mailbox.

## Opening your mailbox

Your mailbox can be opened from:

- your own directory number (DN)
- another Norstar Voice Mail DN
- an outside telephone (as shown in Opening your mailbox remotely)

### Opening a mailbox after it has been initialized

This section describes how to open:

- your mailbox from your own telephone
- your mailbox from another Norstar DN
- a Guest mailbox

After a mailbox is initialized, follow these steps to open it:

1. Press    .



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

**Note:** If you are at another Norstar DN, or if you are using a Guest mailbox, press **OTHR** or  to access the **Log:** display prompt. From the **Log:** prompt, enter your mailbox number and password as a continuous number. Your mailbox number is normally the same as your DN.

### Opening your mailbox remotely

If you are calling your Norstar Voice Mail mailbox from an outside telephone, press   during your greeting to open your mailbox. At the voice prompt, enter your mailbox number, password and press . Follow the voice prompts.

## Mailbox Password

Your password is from four to eight digits long and cannot start with zero. When you initialize Norstar Voice Mail, the default mailbox password is four zeros (0000). You are prompted to change this password.

It is recommended that you change your password every 30 days. By changing your password regularly, you decrease the chance that someone will discover your password and gain access to your system.

Keep a written copy of your password in a safe place, and avoid giving it to your co-workers. Your mailbox password is used to keep your voice messages private and confidential. For security reasons, it is a good idea to choose an uncommon password (not a predictable password like 1234 or 1111). If someone else knows your password, they can access your mailbox and listen to or delete your messages. They may also be able to access your Norstar Voice Mail system and use it fraudulently or disrupt service.

### Changing your mailbox password

You can change your mailbox password at any time. Remember to choose a password from four to eight digits long that does not start with zero.

To change your password:

1. Press     to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press OK or .

```
0 new  0 saved
PLAY  REC  ADMIN
```

3. Press ADMIN or .

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press PSWD or .

```
Pswd:
RETRY  OK
```

5. Enter your new mailbox password and press OK or .

```
Again:
RETRY  OK
```

6. Enter your new mailbox password again and press OK or .

```
Mailbox admin
GREET  PSWD  QUIT
```

7. Press  to end the session.

## Company Directory

The Company Directory is a list of mailbox owners on the Norstar Voice Mail system. Before your mailbox can be used to receive messages, you must record your name in the Company Directory. It is a good idea to include your mailbox number in your Company Directory recording. For example “*Paul Wayne, mailbox 5813*”.

This establishes your “voice” name in a directory that is used by other Norstar Voice Mail users and outside callers who use the Company Directory.

If you do not want your name in the Company Directory, ask your System Coordinator. The Company Directory feature can be disabled by the System Coordinator. If you are unsure whether or not you have this feature, ask your System Coordinator.

### Recording or changing your name in the Company Directory

Names included in the Company Directory can be changed at any time.

To change your name in the Company Directory:

1. Press     to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press OK or .

```
0 new  0 saved
PLAY  REC  ADMIN
```

3. Press ADMIN or .

```
Mailbox admin
GREET PSWD  QUIT
```

4. Press .

**Note:** This is a voice prompt option. It does not appear as a display button option on a two-line display telephone.

```
Record name:
RETRY  OK
```

5. At the tone, record your name. Press OK or  to end your recording. The recording of your name is automatically placed in the Company Directory.

```
Accept name?
RETRY  PLAY  OK
```

6. Press OK or  to accept your recording. Press PLAY or  to listen to the recording. Press RETRY or  to erase and re-record your name in the Company Directory.

```
Mailbox admin
GREET PSWD  QUIT
```

7. Press  to end the session.