



PHONE WORKS Kingston Limited

Comprehensive Communication & Cabling Specialists

Administrators Information Features

When programming your phone system, there will not be words above the soft keys indicating which button is heading, show, back or next. You need to use the buttons for Line 1 and Line 2 and the two buttons directly beside them.

Line 1 – Heading	Show – Beside Line 1
Line 2 – Back	Next – Beside Line 2

Changing Names on Phone Sets

1. Press **Feature * * 266344**
2. Password **266344**
3. Terminals and Sets, Press **Show**
4. Enter set number
5. Press **Show**
6. Press **Next** until display shows:
"Name: -----"
7. Press **CHNG**
8. Enter appropriate name (max. 7 letters)
9. Press next
Press **Rls** to end

Changing Time & Date

1. Press **Feature * * 266344**
2. Password **266344**
3. Press **Next** until the display shows Time and Date and press **Show**
4. Press **Next** to pick information you want to change: the hour, minutes, year, month or day.
5. Once you have the desired title you want to change on the display, press **CHNG** and enter the correct value.
6. Press **OK** to accept the new value.
7. Once you have corrected all of the information, press **Rls** to exit.

Programming System Speed Dials (01-70)

1. Press **Feature * * 266344**
2. Password **266344**
3. Press **Next** until the display shows "Sys speed dial"
4. Press **Show**
5. Begin your speed dial list with 01 (you can program from 01 up to 70)
6. Press **Show** - Display will read: "No number stored"
7. Press **CHNG** - Display will read: "#001"
8. Enter the Speed Dial number
9. Press **OK**
10. To program another speed dial press the **Heading** key to take you back to the list of speed dials and press **Next** to program the next speed dial
11. When you are finished entering all of your desired numbers press **Rls** to end

If you are changing your speed dial numbers make sure you know the code of the speed dial you wish to change.

If you are adding to an existing list, make sure you know which number you left off at. To use your newly programmed speed dials press the Speed Dial button or press Feature 0 and enter the speed dial code for the desired number.

Mailbox Administration

Adding Subscriber Mailboxes

1. Feature **983**
2. **Log:** 1020000 (3-digit DNs) or 120000 (2-digit DNs)
3. Press **MBOX**
4. Press **ADD**
5. **Mbox:** enter mailbox number to be added
6. **Type: subscriber** press **OK**
7. **EXT:** Dial station number
8. **Service Class:** Dial Class of service (1-16) per chart in installer guide
9. **Name:** enter name (last name, first name) per letter on keypad. Press # to enter each letter. Press # to enter a comma between last name and first name.
10. **Directory? YES** or **NO**
11. **Msg waiting: YES** or **NO** (to enable "message for you" display on your phone)
12. **Out dial - <none>** or press **CHNG** to assign a route, line or pool.
13. **Alt1 ext: <none>** or press **CHNG**
14. **Alt2 ext: <none>** or press **CHNG**
15. **Auto Logon: N** or press **CHNG** to **Y** (not recommended for security reasons)
16. **Msg Line: <none>** or press **CHNG** to assign an express messaging line
17. **Xfers: blind** or press **CHNG** for screened transfers

Adding Information Mailboxes

1. Feature **983**
2. **Log** = 1020000 (3-digit DNs) or 120000 (2-digit DNs)
3. Press **Mbox**
4. Press **ADD**
5. **Mbox**: enter mailbox number to be added
6. **Type: subscriber** press **Next**
7. **Type: information** press **OK**
8. **Service class**: dial class of service (1-16) per chart in installer guide
9. **Name**: Enter name (last name, first name) per letter on the keypad. Press # to enter each letter. Press # to enter a comma between last name and first name.
10. **Directory?** **YES** or **NO**

Deleting Mailboxes

1. Feature **983**
2. Press **Mbox**
3. **Mbox**: dial mailbox number to be deleted
4. Mailbox owners name is displayed: press **DEL** or **QUIT** to cancel

Changing Mailboxes

1. Feature **983**
2. **Log**: 1020000 (3-digit DNs) or 120000 (2-digit DNs)
3. Press **Mbox**
4. Press **CHNG**
5. **Mbox**: Dial mailbox number to be changed
6. **Password**: Press **RESET** to default password to 0000, to **Next** to continue.
7. **Ext**: Press **CHNG** to change that station assigned to this mailbox or **Next** to continue
8. **Service class**: Press **CHNG** to change class or service or **Next** to continue
9. Mailbox name is displayed. Press **CHNG** to change the mailbox owners name or **Next** to continue
10. **Directory**: Press **CHNG** to add or delete from company directory or **Next** to continue
11. **Msg waiting**: press **CHNG** to add or delete message waiting display or **Next** to continue
12. **Outdial**: Press **CHNG** to change out dialling options or **Next** to continue
13. **Alt1 Ext**: Press **CHNG** to change alternate extensions or **Next** to continue
14. **Alt2 Ext**: Press **CHNG** to change alternate 2 extension or **Next** to continue
15. **Auto Logon**: Press **CHNG** to change logon option or **Next** to continue
16. **Msg Line**: Press **CHNG** to change express messaging line or **Next** to continue
17. **Xfers**: Press **CHNG** to change transfer type or **Next** to continue

Greeting Administration

Company Greetings

1. Feature **983**
2. **Log**: Dial 1020000 (3-digit DNs) or 120000 (2-digit DNs)
3. Press **AA**
4. Press **GRTG**
5. Press **GRTG**
6. **Greeting**: Dial greeting number (1-40) (Greetings 1-4 are assigned to all 4 greeting tables by default. 1 = morning, 2 = afternoon, 3 = evening, 4 = Non business. All 40 greetings can be recorded but only 4 greetings at a time can be assigned to a greeting table).
7. **REC**: Record greeting after the tone

Notes about Greetings

*When the auto attendant answers a call, the company greeting plays first, followed immediately (if used) by the **AA** (auto attendant) menu prompt.*

There is a default customer greeting in the CallPilot. When customized greetings are recorded be sure to tell callers that they can dial # to use company directory.

The greetings played will depend on the greeting table assigned to the line, which allows a different company greeting to be played when a line is answered. This is useful when more than one company is sharing a Norstar phone system or when special use lines should be answered with a different greeting.

To Set Up a Greeting Table

1. Press **Feature 983** enter (1020000) the System Administrator Mailbox number and password, and then press **OK**.
2. Press **AA**
3. Press **TABLE**
4. Enter a Greeting Table number from 1 to 4 and press **OK**
5. Press **CHNG**
6. Press **REC**. At the tone record your primary Custom prompt. Remember to speak slowly and clearly at a pace that is easy to understand.
7. Press **OK**
8. To accept the recording, press **OK** or to re-record the prompt press, **RETRY**
9. Press **OK**
10. Press **CHNG** to assign a new greeting number to this Greeting Table or press **Next** to go to step 13, the afternoon greeting.
11. Enter a greeting number from 1 to 40 and press **OK**
12. Press **Next**

13. To continue assigning the Afternoon, Evening and Non-business Greetings to the Greeting Table, repeat steps 10 through 12 or if you are finished assigning Greetings press **NEXT** until you see the display in step 14 that you can assign a language preference from.
If you do not have the bilingual option enabled, the steps for setting a language preference are not available to you.
14. If you want to change the language preference for the Greeting Table, press **CHNG** or if you do not want to change the language reference press **NEXT**.

Changing the Business Status

To change the operator status:

1. **Feature 982**
2. **Pswd:** Operator (67372867)
3. **Atdt Avail:** **Y** or **N** if live attendant is available for dial '0' from auto attendant.
4. **Business Open:** **Y** or **N** (if N then the Business closed greetings play)
5. **Answer Lines:** **Y** or **N** (auto attendant answering status)
6. **Atdt:** Press **CHNG** to change attendant DN (dial "0" from auto attendant)