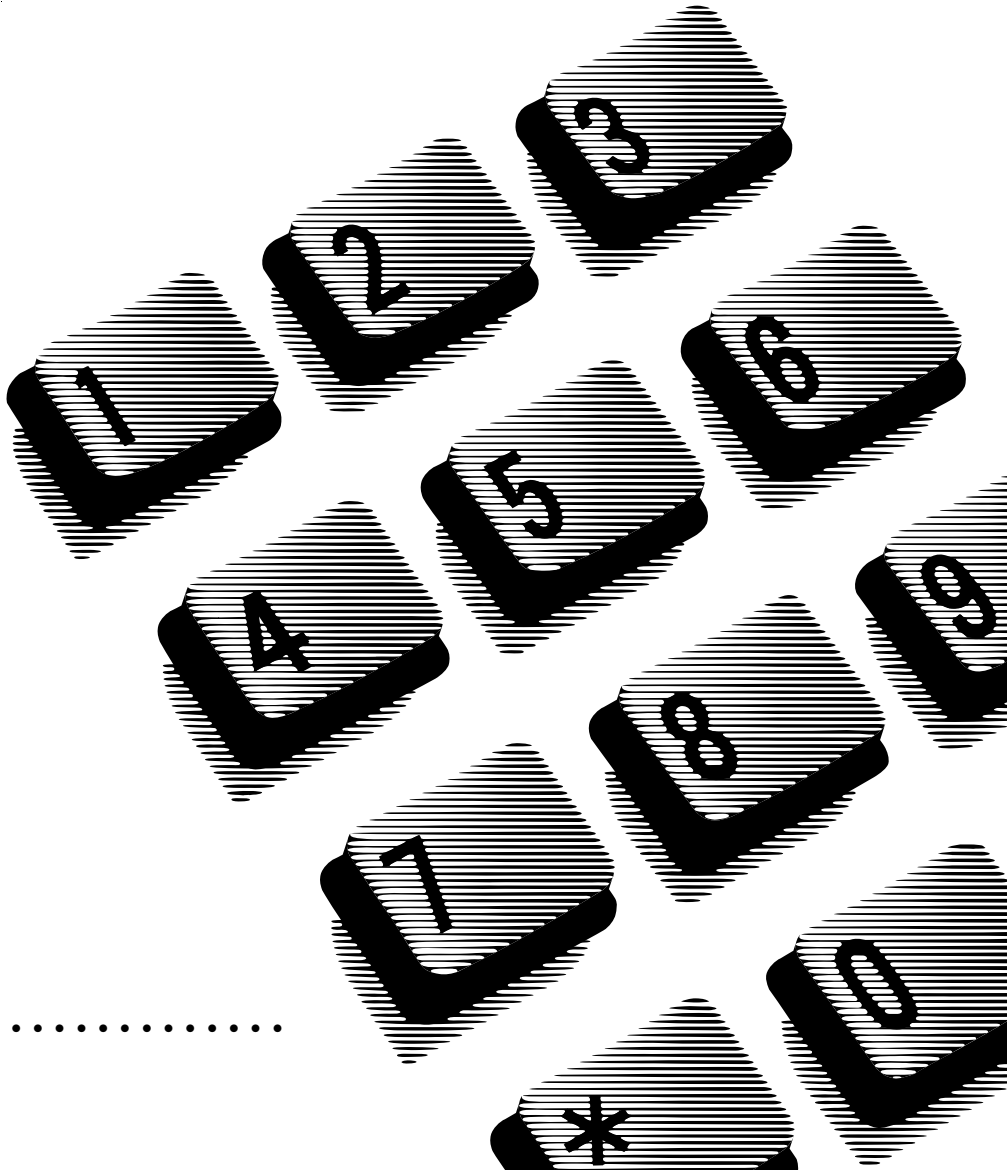


# NORTEL NORSTAR

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## Norstar Voice Mail AMIS User Guide



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# Norstar Voice Mail AMIS User Guide

## Learning About AMIS

The Audio Messaging Interchange Specification (AMIS) is a telecommunication industry solution to networking remote voice mail systems. AMIS provides communication among remote sites established on a network.

AMIS provides voice messaging to different mailboxes located at different sites on a communication network. A network, as it is referred to here, is a collection of offices, locations or sites connected by a telecommunication link. Each site on the network must have AMIS installed and be enabled to send, receive or reply to Network Messages.

Network voice messaging occurs between mailboxes located at different sites. For instance, a message recorded at an office in Cleveland, Ohio can be transferred directly to the appropriate mailbox at an office in Toronto, Ontario.

Each site on an AMIS network is assigned a Network Identification Number. This number distinguishes a site's country location, long distance and area codes and phone number.

AMIS is simple to use and allows you to send a mailbox message to any destination located on a network. 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 and retrieve messages. If you need instructions about how to use Norstar Voice Mail Features, refer to your *Norstar Voice Mail User Guide* or your *Norstar Voice Mail Reference Guide*.

Sending a message across an AMIS network is as easy as sending a voice message down the hall. There are three ways to send an AMIS Network Message. You can use:

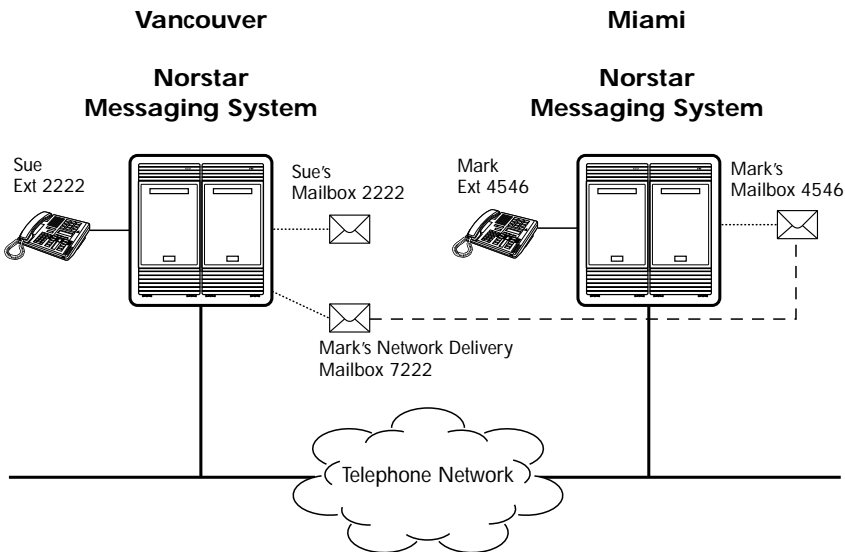
- Direct Addressing
- Site-Based Addressing
- Network Delivery Mailbox

See the figure "Sending a network message" on page 2 for an illustration of how AMIS network messages are sent.

The Site-Based Addressing information and the Network Delivery Mailbox numbers are set up by your System Coordinator.

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

### Sending a network message



The figure "Sending a network message" illustrates how network messages are sent between different company sites on the same network. In this example, Sue is working in the Vancouver office while Mark is working in the Miami office. To send AMIS messages they can use:

- Direct Addressing
- Site-Based Addressing
- Mark's Network Delivery Mailbox

If Mark in Miami wants to send a message to Sue in Vancouver, he must use either Direct Addressing or Site-Based Addressing. Mark cannot send a message using a Network Delivery Mailbox because Sue does not have a Network Delivery Mailbox on the Miami system.

### **Direct Addressing**

Direct Addressing allows you to specify where a voice message is being delivered. You can send a voice message to any person inside or outside of your company who has an AMIS address.

To use Direct Addressing, Mark needs two pieces of network delivery information before he can send the message. He must obtain the office phone number in Vancouver and he must know Sue's mailbox number. After he records the message and enters the network delivery information the network message is automatically delivered to Sue's mailbox.

### **Site-Based Addressing**

Site-Based Addressing allows you to specify where a voice message is being delivered. You can send a voice message to any person inside or outside of your company who has an AMIS address.

To use Site-Based Addressing, Mark needs two pieces of network delivery information before he can send the message. He must obtain Vancouver's site prefix from his Miami System Coordinator and he must have Sue's mailbox number (2222) in Vancouver. After he records the message and enters the network delivery information, the network message is automatically delivered to Sue's mailbox.

### **Network Delivery Mailbox**

Network Delivery Mailboxes allow callers at one site to quickly and easily send messages to a mailbox at a remote location. Each Network Delivery Mailbox is assigned a local mailbox number identifying the destination site phone number, Line or Pool number, and Destination Mailbox number.

When a Network Delivery Mailbox is selected, Norstar Voice Mail automatically sends the message to the specified network address and mailbox. Norstar Voice Mail automatically accesses the specified line, dials the destination site phone number and transmits the Network Message to the Target Mailbox. The user only records a voice message and selects the Network Delivery Mailbox number.

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. To send a Network Delivery Mailbox message to Mark in Miami, Sue only needs to know Mark's Network Delivery mailbox number (7222). Although Mark's Network Delivery Mailbox appears on the Vancouver system the message is automatically delivered to his mailbox in Miami.

## Sending an AMIS Network Message using Direct Addressing

Direct Addressing allows you to send a voice message to a mailbox at a different location on a network. To use Direct Addressing you must know the destination site's phone number and the mailbox number of the person you want to send a message to.

**Note:** Ask your System Coordinator for the destination site's phone number and mailbox numbers.

To use Direct Addressing:

1. Press Feature 9 8 1 .

Pswd:  
OTHR RETRY OK

2. Enter your password and press OK or # .

0 new 0 saved  
PLAY REC ADMIN

3. Press REC or 3 .

Record message:  
RETRY PAUSE OK

4. At the tone, record your message and press OK to end the recording.

Accept rec?  
RETRY PLAY OK

5. Press OK or # to accept the message. Press RETRY to erase and re-record the message. Press PLAY to play the message.

Mbox:  
DIR QUIT

6. Press # # .

Address Type?  
NETW AMIS

7. Press AMIS .

Dest Ph:  
RETRY OK

8. Enter the destination site phone number and press OK .

<x>  
ADD OK

9. Press OK to accept the destination phone number which is represented here by the <x> . Press ADD to add Pauses to the destination phone number.

Dest mb:  
RETRY      OK

10. Enter the destination mailbox number and press OK .

AMIS msg:  
OPTS    CC    OTHR

11. Press OTHR to go to the next display and review or 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.

Network msg:  
VIEW            SEND

12. Press VIEW if you want to review the destination phone number and destination mailbox number that you entered. Press SEND to send the message now.

Will deliver

0 new    0 saved  
PLAY    REC    ADMIN

13. Press RLs to end this session.



## Sending an AMIS 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 prefix and the mailbox number of the person you want to send the message to.

Ask your System Coordinator for a list of the AMIS site prefixes and mailbox numbers on your network.

To use Site-Based Addressing:

1. Press **Feature** **9** **8** **1** .

Pswd:  
OTHR RETRY OK

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

0 new 0 saved  
PLAY REC ADMIN

3. Press **REC** or **3** .

Record message:  
RETRY PAUSE OK

4. At the tone, record your message and press **OK** to end the recording.

Accept rec?  
RETRY PLAY OK

5. Press **OK** or **#** to accept the message. Press **RETRY** to erase and re-record the message. Press **PLAY** to play the message.

Mbox:  
DIR QUIT

6. Press **#** **#** .

Address Type?  
NETW AMIS

7. Press **NETW** .

Network:  
RETRY OK

8. Enter the AMIS site prefix and mailbox number and press **OK** or **#** .

```
<site name>  
OPTS  CC  SEND
```

9. 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.

```
Network msg  
OPTS  CC  SEND
```

10. Press SEND to send the message now.

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

11. Press Rls to end this session.

## Sending a Network Message using a Network Delivery Mailbox

A Network Delivery Mailbox is a pre-programmed direct address to another mailbox located at a different site on the AMIS network. Network Delivery Mailboxes are created by your System Coordinator. To send a message using a Network Delivery Mailbox, all you need is the Network Delivery Mailbox number. Ask your System Coordinator for a list of Network Delivery Mailboxes or ask your System Coordinator to create one for you.

To send a message using a Network Delivery Mailbox:

1. Press    .

Pswd:  
OTHR RETRY

2. Enter your password and press OK or .

0 new 0 saved  
PLAY REC ADMIN

3. Press REC or .

Record message:  
RETRY PAUSE

4. At the tone, record your message and press OK to end the recording.

Accept rec?  
RETRY PLAY

5. Press OK or  to accept the message. Press RETRY to erase and re-record the message. Press PLAY to play the message.

Mbox:  
DIR QUIT

6. Enter the Network Delivery Mailbox number.

Seattle,sales  
OPTS CC

7. Press SEND to send the message with a Normal Delivery Option. Press OPTS to assign message Delivery Options Certified, Urgent, or Timed Delivery. Press CC to send the message to another recipient. Seattlesales is an example. The Network Delivery Mailbox name appears in the display.

0 new 0 saved  
PLAY REC ADMIN

8. Press  to end this session.

## 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. The Reply Feature must be enabled in order to reply to a message. For more information, see your System Coordinator.

To reply to a Network Message:

1. Press **Feature** **9** **8** **1** .

Pswd:  
OTHR RETRY OK

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

1 new 2 saved  
PLAY REC ADMIN

3. Press **PLAY** or **2** . Press **6** to listen to your saved messages.

End of message  
REPLY ERASE NEXT

4. Press **REPLY** after listening to your message.

Reply network msg  
MSG QUIT

5. Press **MSG** .

Reply to:  
SNDR ALL

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.

Record message:  
RETRY PAUSE OK

7. At the tone, record your reply message and press **OK** to end the recording.

Accept rec?  
RETRY PLAY OK

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

AMIS msg:  
OPTS CC OTHR

9. Press **OTHR** to go to the next display and review or 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.

Network msg:  
VIEW            SEND

10. Press SEND to send the message now.  
Press VIEW if you want to review the  
number that you entered.

End of message  
REPLY ERASE NEXT

11. Press Rls to end this session.

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