

If your Norstar Voice Mail system is connected to a Norstar ICS that is using Integrated Services Digital Network (ISDN) PRI lines, please read the information below that is not covered in any other Norstar Voice Mail documentation.

Using PRI lines with Norstar Voice Mail

Norstar ICS PRI lines cannot have an associated line number nor can they be part of a line pool. The only way to access or use a PRI line is to enter the PRI routing code before entering or dialing a telephone number.

The addition of the PRI routing code effects the following Norstar Voice Mail user features:

- Off-premise Message Notification to a phone number
- Off-premise Message Notification to a pager number
- Outbound Transfer to an external number
- Custom Call Routing (CCR) Tree external transfer points
- Preset fax to an external number (if FAX is installed)
- Printing or copying a fax message to an external fax machine (if FAX is installed)

In order to use a PRI line for outdialing the System Coordinator will specify a "dummy" line or line pool number when a User Mailbox is added to Norstar Voice Mail. The dummy line will not be used for dialing. The user must add the PRI routing code before any telephone number in order to access a PRI line for outdialing.

For example, the System Coordinator may set up mailbox 1234 to use the dummy line 10 for outdialing, but the mailbox owner must add the PRI routing code before the Outbound Transfer telephone number in order to access a PRI line. The result will be that dummy line 10 is ignored and Norstar Voice Mail uses a PRI line for the call. For more information on creating User mailboxes, refer to the *Norstar Voice Mail Set Up and Operation Guide*, "Creating Mailboxes".

The System Coordinator must instruct the Norstar Voice Mail mailbox owners to enter the PRI routing code before entering an external telephone number.

Note: The dummy line or line pool number provides the mailbox outdialing capabilities. If a dummy line or line pool is not assigned to the mailbox, the mailbox will not have any outdialing privileges. The same dummy line or line pool number can be used for all User mailboxes.

Programming a Custom Call Routing (CCR) Tree external transfer point

When you are programming a Custom Call Routing (CCR) Tree external transfer point, you must program a dummy line or line pool number for the outgoing line and then add the PRI routing code before the external telephone number. Norstar Voice Mail will ignore the dummy line or line pool number and access a PRI line. For more information on adding external transfer points to a CCR Tree, refer to the *Norstar Voice Mail Set Up and Operation Guide*.

Configuring the PRI access code for Norstar Voice Mail features

Some Norstar Voice Mail features require special programming to access PRI lines automatically. These features include

- Replying to a message via the **REPLY** key - The telephone number is provided by Caller ID (CLID) of the caller
- *AMIS message reply - The telephone number to reply to is provided by the AMIS site that sent the message
- *Fax-on-demand mailboxes (two call method) - The telephone number of the fax machine is entered by the external caller

* AMIS and FAX are Norstar Voice Mail options.

In order for these three features to function properly, the PRI access code must be prepended to the telephone number in order to access a PRI line. The PRI access code can be automatically added to these features by programming the PRI access code as the Access Code value in the Dialing Translation Parameters. With the PRI access code programmed as a Dialing Translation Parameter, all outgoing calls associated with the above three features will always use a PRI line to outdial. For more information about programming the Dialing Translation Parameters, refer to the *Norstar Voice Mail Set Up and Operation Guide*.

Using Dialing restrictions with PRI lines

You cannot place line restrictions on PRI lines. There are only two ways to restrict outdialing on PRI lines:

1. Through Norstar programming, assign the dialing restrictions to the telephone set of the user. Refer to your Norstar ICS System documentation for additional information.
2. Through Mailbox Admin, ensure Outdial is set to NONE. This restricts outdialing calls from the mailbox.

For more information on set based restrictions, refer to your Norstar ICS documentation,

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