DuVoice

Northern Telecom-Norstar Meridian DR4 or DR5 With VMI Units

Integration Notes

Switch Hardware Required

- Norstar DR4 or DR5 Control Unit with disconnect.
- Norstar VMI unit(s) 2 ports per VMI One Norstar Voice Message Interface unit (VMI) for each 2 **Duvoice voicemail** ports. This unit connects to the digital telephone ports of the Norstar system to provide standard, analog single-line telephone device connections.
- Connect external music source to music RCA jack. This will provide music on hold while a call is being transferred.

Switch Programming

To program the Norstar, use a M7310 or M7324 key telephone connected to the system.
Get the 2 digit Fea code assigned to the VMI(s) by Pressing [Fea] 9*3, then use this code to get the intercom numbers by pressing [Fea] 9XX (the Fea Code of the first VMI unit). Press [Next]. The phone display will show "DN1: xxx" where"xxx" is the Intercom Number for the first port on the first VMI unit. Press [Next] to see the Intercom number for the second port on this VMI unit.

Permissions Settings for the First Duvoice voicemail Port
- "Set lock: None" for this VMI port.
- "Full handsfree: N"
- "HF answerback: N"
- "Pickup group: NO"
- "Page zone: NO"
- "Aux. ringer: N."
- "Redirect ring: N."
- "Hotline: None."
- "Priority call: N."

Other Settings:
- Configure the Line Access Settings for all Duvoice voicemail Port to "Line pool access" using a line pool that allows outdialing. Set "Prime line: I/C" (for prime line = intercom).
- Set delayed ringing to the operator for any calls not answered by the Duvoice voicemail
- Set the call back to 6 rings.
- Leave "Send Message L*1", "Cancel Message L#1" and "Transfer L*70" at defaults for all VMI units.
- Change "Prefix" to "#" (pound) for all VMI units.
- Change "Disconnect" to "999" for all VMI units.

Duvoice voicemail hunt group
- Go to "Forward on busy" & "Forward no answr" dial the Intercom number of the second VMI port. Set "Forward delay: 2." Set the forwarding on the remaining ports.

Call Forwarding Stations
- Set VMI port 1 as the Call Forward No Answer and Call Forward Busy destination for all stations.

Auto Attendant
- If the Duvoice voicemail will be used as the primary or secondary auto attendant, assign the outside lines to the Duvoice voicemail. Be sure "Ring" appears.

Message Waiting Codes: On: ,&,*1Extension   Off: ,&,#1Extension
(These will automatically be set in the Duvoice voicemail when the switch code 629 Norstar VMI integration is selected)