



# Nortel Norstar Modular KSU with D/82 and D/42-NS

Norstar DR5 or higher

## Introduction

DUVOICE VM offers a complete integration with the Norstar Compact and Modular telephone system manufactured by Nortel. This file gives basic information on integrating the DuVoice VM with the Norstar. Refer to the Norstar DR5 Installer Guide or Norstar System Coordinator Guide.

## Switch Hardware Required

Norstar Compact or Modular with release R5 (DR5) or higher and One digital station for each of the Voicemail ports that are emulating a 7310 set. *Central Office Disconnect (COD) option on trunks*

**Note:** If the Norstar has Modular ICS software version 3.0 software, the message waiting lights will not work.

**Caution:** If the switch that you are using is currently programmed, changing the template will erase all programming on the entire PBX.

## VM specific programming for DV4 and DV2000

- I. Close the DuVoice programs Mailbox Admin and System Configuration
- II. Using Server control (Start>programs>DuVoice>server control) stop services (Stop light)  
**Caution:** Stopping or starting services while mailbox admin and/or system configuration are opened will cause the System to trap the DuVoice service. If this occurs you will need to reboot the computer
- III. Once system has stopped (red light on stoplight) open system configuration(start>DuVoice>system configuration) enter password to begin
- IV. Confirm that voice ports are running correct integration ( Norstar D/42-NS)  
**Note:** If VM port are listing anything other that Nortel Norstar D/42-NS or similar, Contact DuVoice Technical support @ 425-250-2393
- V. Double click on each VM port and enter the correct extension number that is connected to that VM port.  
**Note:** if extension numbers are not correct the PBX and VM will not integrate!
- VI. Close the system configuration window and confirm that mailbox admin and/or system configuration are closed
- VII. Restart the DuVoice service by selecting startup on the server control window (step a.)

# Telephone System Programming

The Northern Telecom Norstar Digital systems offer a highly functional integration with voice mail systems via Nortel Meridian 7310 set emulation. With the set on-hook press Feature \*\*266344 & password 266344 to enter System Programming. . Use the programming overlay to maneuver through menus.

## Voice Mail Port Extensions

### 1. Lines

Show Line: <001>

- a) Trunk/Line data
  - 1) Type: <loop>
  - 2) Line Type: <POOLA>
  - 3) Dial Mode: <TONE>
  - 4) Prime Set: <1st VM port extension #>

Note: Repeat this section for each line that will be answered by the DuVoice Voice Mail System

### 2. Terminals & Sets

Show Set: <VM Port #>

- a) Line Access
  - 1) Line 1: < change all lines to unassigned>
- b) Line Pool Access
  - 1) Line Pool A <YES>
  - 2) Line Pool B - I <NO>
- c) Prime Line <I/C>
- d) Intercom Keys <2>
- e) Answer DN's <unassigned>

Note: Repeat this section for each voice mail extension.

### 3. Terminals & Sets

- a) Show Set <VM port extension #>
- b) User Preferences < M7310 set>
- c) Button Programming <make sure that Handsfree/Mute is assigned>

Note: Repeat this section for each voice mail extension.

### 4. Terminals & Sets

- a) Show Set <VM port extension #>
- b) Capabilities
  - 1) Forward No Answer <next VM port's extension>
  - 2) Forward Delay <2>
  - 3) Forward On Busy <next VM port's extension>
  - 4) Forward Delay <2>
  - 5) Handsfree <Auto>
  - 6) Handsfree Ans Back <NO>

Note: Repeat this section for each voice mail extension.

## Phone extensions forwarding to mailboxes

### 1. Terminals & Sets

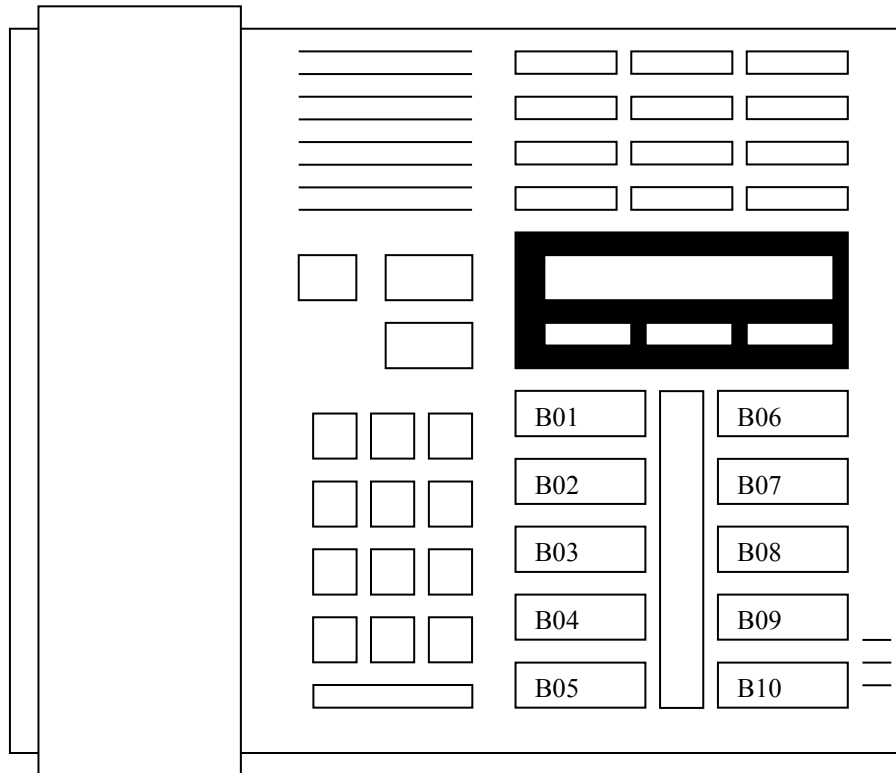
- a) Show Set <user extension #>
- b) Capabilities
  - 1) Forward No Answer <VM pilot #>
  - 2) Forward Delay <4>
  - 3) Forward On Busy <VM pilot #>
  - 4) Forward Delay <4>
  - 5) Handsfree <Auto>
  - 6) Handsfree Ans Back <NO>

Note: Repeat this section for each extension forwarding to a mailbox.

### Programmable Key Requirements see fig 1. Norstar telephone Model 7310

- A) Key 10 (bottom right) Handsfree/Mute [Required by D/42-NS]
- B) Key 09 (bottom right 1 up) Intercom [Required by D/42-NS]
- C) Key 08 (bottom right 2 up) Intercom
- D) Key 07 (bottom right 3 up) Transfer [Required by D/42-NS]

Note: Pressing Feature \*0 and touching a key will tell you what that key is programmed as



**Figure 1. Norstar Telephone Model 7310**

## Troubleshooting Norstar D/42-NS

Problem	Possible Cause/Suggested Solution
<b>D/42-NS will not answer</b>	<ul style="list-style-type: none"> <li>▪ Check for loose phone connections.</li> <li>▪ Line 1 key and Line 2 key are assigned to a line.</li> <li>▪ Full handsfree is not enabled (set to "NO").</li> <li>▪ Prime Line not set for intercom.</li> </ul>
<b>Cannot transfer a call</b>	<ul style="list-style-type: none"> <li>▪ Transfer key is not programmed as key B07.</li> <li>▪ Full handsfree is not enabled (set to "NO").</li> </ul>
<b>No message notification</b>	<ul style="list-style-type: none"> <li>▪ Check for Northern Telecom Norstar firmware DR5.</li> <li>▪ May be off-hook when attempting to enable.</li> <li>▪ Extension exceeded allowable message notification</li> </ul>
<b>Receiving two DTMF's</b>	<ul style="list-style-type: none"> <li>▪ Norstar switch has receive tones turned on.</li> <li>▪ Using long tones options to send DTMF.</li> </ul>
<b>Cannot dial</b>	<ul style="list-style-type: none"> <li>▪ Perhaps a leading 9 is needed to get an outside line.</li> <li>▪ Check to make sure key B10 is programmed for handsfree.</li> <li>▪ Check to make sure VM extension has handsfree enabled.</li> <li>▪ Key 1 may not be programmed for intercom key.</li> </ul>
<b>User login calls are not going into correct VM box</b>	<ul style="list-style-type: none"> <li>▪ Confirm voicemail port have the correct extensions programmed on each port (system configuration)</li> <li>▪ Confirm correct integration is loaded</li> </ul>
<b>RNA/BNA calls are not going into correct VM Box</b>	<ul style="list-style-type: none"> <li>▪ Confirm voicemail port have the correct extensions programmed on each port (system configuration)</li> <li>▪ Confirm correct integration is loaded</li> </ul>

**DuVoice Technical Support contact info: [support@DuVoice.com](mailto:support@DuVoice.com) or 425-250-2393**