

## Flash Feature Codes

Feature Codes are used to access the different Flash operations.

Operation	Default Feature Code	Custom Feature Code
Leave a Message	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="0"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/>
Open Mailbox	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="1"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/>
Flash extension number	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="5"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/>
Transfer	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="6"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/>
Interrupt	Feature <input type="text" value="9"/> <input type="text" value="8"/> <input type="text" value="7"/>	Feature <input type="text" value="9"/> <input type="text" value="___"/>

## Feature Code descriptions

- Leave Message Feature Code - Use to leave a message in an initialized Flash mailbox.
- Open Mailbox Feature Code - Use to open your mailbox.
- Flash extension number Feature Code - Use to determine the Flash extension number in order to forward your Norstar telephone to Flash.
- Transfer Feature Code - Use to transfer a call to a mailbox.
- Interrupt Feature Code - Use to interrupt a caller listening to your Personal Mailbox greeting or leaving a message.

## Forwarding your calls to Flash

When you are not available to answer your telephone, you can forward your calls directly to Flash.

1. Press Feature    . Record the Flash DN.
2. Press Feature  .
3. Enter the Flash DN.

To cancel call forward:

1. Press Feature   .  
or  
Press CANCEL

## Frequently used dialpad keys

- to replay the Flash Options, press
- to back up the display to the previous display prompt from a single-line display, press
- to interrupt most voice prompts or enter an option, press
- to speak to the Operator, press

## Flash features

For more information on all the Flash features, refer to the *Flash Reference Guide*. This guide explains the following features in detail:

- Automated Attendant\*
- Alternate language
- Company Directory
- Leaving a mailbox message
- Off-premise Message Notification
- Personal Mailbox greetings
- Replying to a message
- Sending a message using a Group List
- Transferring calls to Flash

\* The Automated Attendant is not available on the Flash Voice Mail Light system.

**NORTEL NORSTAR**

## Flash Quick Reference Guide



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[TelephoneMagic.com](http://TelephoneMagic.com)

## Initializing your Mailbox

You can begin to use Flash as soon as you initialize your mailbox.

To open and initialize your mailbox, follow these steps:

1. Press     to open your mailbox.
2. Press     (the default password) and press  or .
3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press  or .
4. At the tone, record your name in the Company Directory.
5. Press  to end this session.

## Personal Mailbox greetings

You can record Primary, Alternate or optional Personalized greetings. Your Primary Mailbox greeting is for everyday use. Your Alternate Mailbox greeting is for times when you are away from the office. If your company subscribes to Caller ID, you can record Personalized Mailbox greetings. For Personalized Mailbox greetings, you program Flash to recognize a specific incoming telephone number. Your Personalized Mailbox greeting plays to callers from that number.



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