

TO ACTIVATE THE AUTO-ATTENDANT ON A NORSTAR CICS:

Turning System Answer on or off

System Answer can be turned on and off at any telephone in the system. System Answer handles only the calls that ring at the attendant telephone (attendant set).

1. Press . The display shows the current status of System Answer.
2. Press **CHANGE** or and enter the System Coordinator password or Basic password (the default passwords are and) to turn the feature on or off.
3. Press **OK** or to confirm the change.

Because System Answer answers calls and then puts them on hold, the feature should be turned off when no one is at the telephone to retrieve the calls.

Setting ring delay before System Answer takes a call

1. Place the programming template over the appropriate buttons of the programming telephone.
2. Press .
3. Press (the default System Coordinator password).
4. Press twice.
5. Press , , and .
6. Press twice. The display shows **System Answer...**
7. Press .
8. Press **CHANGE** until you see the appropriate number of rings (between 1 and 12).

If the system is busy answering calls, the line rings until System Answer can retrieve the call.

Recording customized greetings for System Answer and CCR greetings

Both System Answer and CCR must be turned off to use this feature.

The customized greetings are not available to System Answer and CCR while you are recording. Callers hear only the pre-recorded greetings.

There are seven greetings to choose from, three user greetings and four pre-recorded system greetings.

You can record your own user greetings with the first three greetings choices (A, B, and C). You can also turn these greetings off.

If your system does not have the capability to allow you to record your own version of the system greetings (D, E, F, and G) you can turn on the pre-recorded system greetings or turn them off.

If your system has the capability to allow you to record your own version of the system greetings (D, E, F, and G) you can record your own system greetings, turn on the pre-recorded system greetings or turn them off.

1. Press and enter the System Coordinator password (the default password is).
2. If you have the capability to record your own system greetings, the display shows **Auto att grtns.**

If you do not have the capability to record your own system greetings, the display shows **Change rec time?**. Select **yes** to change the recording time or **no** to keep the recording time as is.

The display then shows **Auto att grtns.** Your choices are: **SHOW**, **EXIT**, and **NEXT**. (**NEXT** takes you to the menu for programming destinations for CCR.)

3. Press . The display shows **Grt9 A mode: User**. Your choices are: **CHG**, **SHOW**, and **NEXT**. **NEXT** takes you to **Grt9 B mode: User**.
4. Press **CHG** if you want to turn greeting A, B, or C off (**Off**) or if you want to record your own greeting (**User**). For system greetings D, E, F, and G, you may select **Sys** to turn on the pre-recorded greetings, **User** to record your own version of the

greeting, or **Off** to turn them off. If your system does not have the capability to allow you to record your own version of the system greeting (D, E, F, and G), you may select **Sys** to turn on the pre-recorded greetings, or **Off** to turn them off.

A greeting that is turned off is not erased. The time used by the greeting is not returned to the 96-second time pool.

5. Press . The display shows **Greeting A: User**. Your choices are **PLAY**, **REC**, and **OK**. Press **PLAY** to play the greeting.
6. Press **REC** to record a greeting. As soon as you press **REC** the previous recording is erased. Making a recording of less than two seconds duration also erases the previous greeting.
7. Press **OK** when you have completed your recording.
8. To continue recording greetings, press **NEXT**, then **REC** to record the next greeting.
9. Press **OK** when you have completed your recording.

Example: "Our business hours are 8 a.m. to 5 p.m., Monday through Friday".

10. To continue recording greetings, press **NEXT**, then **REC** to record the next greeting, for example the caller menu.

The greeting used with the caller menu indicates the destinations you have chosen for each digit.

Example: "To reach one of our sales agents, press 1. To contact our accounting office, press 2. To reach Joan Smithers, press 3. To talk to an attendant, press 0. To repeat this menu, press star."

11. Continue recording any remaining greetings. Remember that some greetings are shared by both System Answer and CCR. Ensure that the recording is appropriate for both features.



Tip - *If you have recorded your greetings, you can press **NEXT** from the display showing **Auto att grtns** and go right into the menu for programming destinations for CCR.*