

Startalk Flash V1.9 - V2.0.10

Quick Reference Guide for Techs

Activate Feature Codes

- 1 – Feature 903
- 2 – **Codes: F980-F989** – Press **OK**
- 3 – **Exit**

Configuration (Initial setup)

- 1 – Feature 983
- 2 – **Pswd** = 266344
- 3 – Serial number is displayed. Press **OK**
- 4 – **Key:** - Press **OK**
- 3 – **Bilingual** = **YES** or **NO**
- 4 – **Primary lang** = **Eng** or **Fre**
- 5 – **Group lists** = **Y** or **N**
- 6 – **Glist lead dig:9** = **OK** or **CHNG** to different leading digit
- 7 – **System config** = **OK** or **RETRY** to re-enter configuration data
- 8 – **Configuring . . .** = Wait about 5 seconds for configuration to complete

Business Status

- 1 – Feature 982
- 2 – **Pswd:** OPERATOR (67372867)
- 3 – **Atdt avail:** **Y** or **N** if live attendant is available for dial '0' from auto attendant.
- 4 – **Business open:** **Y** or **N** (If **Y** then company greetings 1-3 or 5-7 will play depending on the business schedule. If **N** then company greeting 4 or 8 (Business closed) Greeting plays.)
- 5 – **Answer lines:** **Y** or **N** (Auto attendant answering status.)
- 6 – **Atdt:** Press **CHNG** to change attendant DN (dial '0' from auto attendant)

Time and Date

Startalk Flash uses the Norstar system time and date

Startalk Flash Software Version

- 1 – Feature 983
- 2 – **Log:** 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Dial 9. Software version is displayed.

Reset System Manager Password

- 1 – Feature 985
- 2 – The Startalk DN is displayed. Dial 9.
- 3 – **Pswd:** = RESETSMPSWD (73738767793)
- 4 – **Reset pswd?** Press **YES**. Login will be changed to default (1020000 or 120000)

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Reset Operator Password

- 1 – Feature 985
- 2 – The Startalk DN is displayed. Dial 7.
- 3 – **Pswd:** = RESETOPERPSWD (7373867377793)
- 4 – **Reset pswd?** Press **YES**. Operator password is changed back to default OPERATOR (67372867).

Initialize Programming To Defaults

- 1 – Feature 983
- 2 – **Log:** 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Dial 1.
- 4 – **Pswd:** = REINSTALL (734678255)
- 5 – **Reset database?** Press **YES**
- 6 – **Resetting.....** (Allow about 5 minutes)
- 7 – **System ready – Exit** (Time & date is displayed)

Startalk Flash Mailboxes

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Mailbox Administration

Adding Mailboxes (Flash 2 = 24 mailboxes, Flash 4 = 48 mailboxes)

- 1 – Feature 983
- 2 – **Log:** = 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Press **MBOX**
- 4 – Press **ADD**
- 5 – **Mbox:** Dial mailbox number (normally matches the station DN)
- 6 – **Ext:** Dial station number
- 7 – **Service class:** Dial class of service (1-8) per chart in installer guide
- 8 – **Name:** Enter name (last name, first name) per letters on keypad. Press # to enter each letter. Press # to enter a comma between last name and first name.
- 9 – **Directory:** **YES** or **NO**
- 10 – **Msg waiting:** **YES** or **NO** (to enable Message display on phone)
- 11 – **Outdial:** **LINE** or **POOL** (Dial * for no outdialing)
- 12 – **Pool:** (1-x) or Line (001-xxx) (Line or pool number to be used for outdialing.)
- 13 – **Accept?:** **OK**

Deleting Mailboxes

- 1 – Feature 983
- 2 – Press **MBOX**
- 3 – Press **DEL**
- 4 – **Mbox:** Dial mailbox number to be deleted
- 5 – Mailbox name is displayed: Press **DEL**, or **QUIT** to cancel

Changing Mailboxes

- 1 – Feature 983
- 2 – Press **Mbox**
- 3 – Press **CHNG**
- 4 – **Mbox:** Dial mailbox number to be changed.
- 5 – **Password:** Press **RESET** to default password to 0000, or **NEXT** to continue.
- 6 – **Ext:** Press **CHNG** to change the station assigned to this mailbox, or **NEXT** to continue.
- 7 – **Service class:** Press **CHNG** to change class of service, or **NEXT** to continue.
- 8 – Mailbox name is displayed.
Press **CHNG** to change the mailbox owner's name, or **NEXT** to continue.
- 9 – **Directory:** Press **CHNG** to add or delete from company directory, or **NEXT** to continue.
- 10 – **Msg waiting:** Press **CHNG** to add or delete message waiting display, or **OK** to continue.
- 11 – **Outdial:** Press **CHNG** to change outdialing options, or **OK** to complete.

Startalk Flash Auto Attendant

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Answer Lines

- 1 – Feature 983
- 2 – **Log:** Dial 1020000 (3-digit DN) or 120000 (2-digit DN)
- 3 – Press **AA**
- 4 – Press **LINES**
- 5 – **Line number:** Dial line number (001-xxx).
- 6 – **Line:xxx Ans:N** Press **CHNG** to **Y** if auto attendant will answer line always. If a Night Service key will be used to activate auto attendant answering, leave **Ans:** at **N**.
- 7 – If line has been changed to **Ans:Y**, press **TABLE**.
- 8 – If **Table:1** is OK press **RINGS**. (Table 1 is the default greeting table. Change to a different table (1-2) if alternate answering is required on the line being programmed.)
- 9 – **Rings:0** – Press **CHNG**, dial number of rings before auto attendant answers the line, or leave at 0 for immediate answering.
- 10 – Repeat for each line to be programmed.

Notes For Night Service Mode Auto Attendant Answering

If the auto attendant will only answer lines in night service mode, line answering should be set to **N** as per step 6 above.

A night service key is programmed at the control set for the lines to be answered by the auto attendant. The default control set for all lines is the attendant phone (21 or 221).

Night service is programmed in the Norstar system in **General admin, Service modes**.

Ringling sets for night service mode will be set to the Startalk DN.

If a line should not be answered in night mode by the auto attendant, do not assign that line to the night mode ringling set (Startalk DN).

If a Norstar ICS is being used, then a **Ringling group** will be programmed, with the Startalk DN assigned to the **Ringling group** being used for night service.

The feature code for night service is Feature 87 on a compact or modular Norstar with DR5.

The feature code for night service is Feature 871 on an ICS (Service mode 1 is the night service mode for the ICS.)

See your Norstar manuals for more details on Service modes programming.

Startalk Flash Greetings

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Company Greetings

- 1 – Feature 983
 - 2 – **Log:** Dial 1020000 (3-digit DNs) or 120000 (2-digit DNs)
 - 3 – Press **AA**
 - 4 – Press **GRTG**
 - 5 – Press **GRTG**
 - 6 – **Greeting:** Dial greeting number (1-8).
- Greetings 1-4 = Table 1, Greetings 5-8 = Table 2
- 7 – **REC:** Record greeting after the tone

Auto Attendant Menu Prompts

- 1 – Feature 983
- 2 – **Log:** Dial 1020000 (3-digit DNs) or 120000 (2-digit DNs)
- 3 – Press **AA**
- 4 – Press **TABLE**
- 5 – **Grtg table:** dial table number (1-2)
- 6 – **AA menu prompt:** Press **CHNG** to **Y** if display reads **N**, then press **CHNG** again
- 7 – Press **PRIME** (main greeting) or **ALT** (alternate greeting)
- 8 – Press **REC.** Record menu prompt after the tone.

Notes about greetings:

When the auto attendant answers a call, the company greeting plays first, followed immediately (if used) by the auto attendant menu prompt.

The greetings played will depend on the greeting table assigned to a line, which allows a different company greeting to be played when a line is answered. This is useful when more than one company is sharing a Norstar phone system, or when special use lines should be answered with a different greeting.

There is a default auto attendant menu prompt in the Startalk. If a customized menu prompt will be used, be sure to tell callers that they can dial # to use the company directory.

Startalk Flash Usage Tips

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Transfer Callers To A Mailbox

- 1 – While the caller is on the line dial Feature 986, or press a programmed feature key.
- 2 – At the **Mbox:** prompt, dial the mailbox number.

Checking Messages From Outside The Office

- 1 – If the auto attendant answers, dial * *. You will be prompted to dial your mailbox number and password, followed by #.
- 2 – If a person answers, ask to be transferred to the Startalk DN. You will be prompted for your mailbox number and password, followed by #.

Forwarding Calls To Voice Mail

- 1 – If a call has been transferred to an extension by the auto attendant, the call will be forwarded to that extension's mailbox after the transfer return interval (4 rings). If no mailbox is assigned to an extension, the call will be forwarded to the general delivery mailbox.
- 2 – **Call forward-no answer**, and /or **call forward-busy** can be used to forward all calls for an extension to its personal mailbox. This includes intercom calls, and any outside lines programmed to ring at that extension. **Call forward-busy** can be activated by turning on **Do Not Disturb** at the extension. The call forward extension is the Startalk DN. Call forward is programmed in the Norstar under **General Admin – Capabilities – Set abilities**.

Logging In To A Mailbox From Your Own Extension

- 1 – Feature 981
- 2 – **Pswd:** Dial 4-digit password

Logging In To A Mailbox From Another's Extension

- 1 – Feature 981
- 2 – **Pswd:** Dial * to get a **Log:** prompt
- 3 – **Log:** Dial mailbox number and password

Special Use Mailboxes

- 1 – Mailbox 100 (3-digit DNs) or 10 (2-digit DNs) is the General Delivery mailbox
- 2 – Mailbox 102 (3-digit DNs) or 12 (2-digit DNs) is the System Coordinator mailbox
- 3 – **Guest Mailboxes** can be set up for temporary use, or for people who work outside the office. Assign mailbox numbers that will not conflict with working extension numbers. An extension does not need to be assigned to a mailbox. When adding **guest mailboxes**, simply press the * key at the **Ext:** prompt to assign no extension to the mailbox.

Startalk Flash Support Quick Reference Guide for Techs

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