

**Norstar Applications Module (NAM)
Compatibility W/ ICS Systems**

| <u>Norstar KSU Type</u> | <u>NAM R2.12</u> | <u>NAM R2.2</u> | <u>NAM R3.0</u> | <u>NAM R4.1</u> |
|-------------------------|------------------|-----------------|-----------------|-----------------|
| CICS R1.0 | Yes | Yes | Yes | Yes |
| CICS R2.0 | No | Yes | Yes | Yes |
| CICS R4.0 | No | No | No | Yes |
| CICS R4.1 | No | No | No | Yes |
| CICS R4.2 | No | No | No | Yes |
| CICS R6.0 | No | No | No | Yes |
| MICS R1T1 | Yes | Yes | Yes | Yes |
| MICS R1T1 CTX | Yes | Yes | Yes | Yes |
| MICS R1.0 XC | Yes | Yes | Yes | Yes |
| MICS XL | Yes | Yes | Yes | Yes |
| MICS R1.1 | Yes | Yes | Yes | Yes |
| MICS R1.1 XC | Yes | Yes | Yes | Yes |
| MICS R2.0 | No | Yes | Yes | Yes |
| MICS R2.0 XC | No | Yes | Yes | Yes |
| MICS R3.0 | No | Yes | Yes | Yes |
| MICS R3.0 XC | No | Yes | Yes | Yes |
| MICS R4.0 | No | No | No | Yes |
| MICS R4.0 XC | No | No | No | Yes |
| MICS R4.1 | No | No | No | Yes |
| MICS R4.1 XC | No | No | No | Yes |
| MICS R5.0 | No | No | No | Yes |
| MICS R5.0 XC | No | No | No | Yes |
| MICS R6.0 | No | No | No | Yes |
| MICS R6.0 XC | No | No | No | Yes |

Norstar Applications Module (NAM) Quick Reference Notes

Norstar system DN length

BEFORE powering on the NAM, set the DN length to be used in the Norstar control unit. The NAM automatically detects the DN length in the phone system, and changing the DN length after the NAM has been placed in service will cause the NAM to go out of service and possibly corrupt the NAM's system files which will require sending the NAM in for repair.

Station connections to the NAM

BEFORE powering on the NAM make the station connections. NAMs with modular station connectors number from top to bottom and from left to right. NAMs with fiber connectors use an available fiber expansion port.

Powering on the NAM

Power on the NAM and allow about 5-10 minutes for the system to complete the boot up process. Three sets of musical tones will play when the NAM is ready for service.

Configuring the NAM

Configuring the NAM for voicemail service is similar to configuring a StarTalk Flash. The NAM automatically configures to the DN length of the Norstar system, and gets the time and date from the Norstar system. Configure the NAM as follows:

- 1 – Feature 983
- 2 – **“Password”** – enter 266344 (CONFIG)
- 3 – **“Bilingual?”** – press YES
- 4 – **“Primary lang?”** – select primary language
- 5 – **“Group lists?: Y”** – press OK, or CHNG to N and press OK
- 6 – **“Glist lead dig: 9”** – press OK, or CHNG to another digit and press OK
- 7 – **“System config”** – press OK
- 8 – **“Configuring. . .”** – allow 3 seconds for configuration to complete
- 9 – **“System ready”** – **“Exit”** – set display returns to time and date

Resetting the NAM

The NAM will require resetting of its programming if the Norstar system's DN length will be changed. Reset the NAM and shut it down **BEFORE** making changes to the Norstar system's DN length. NAM programming is reset to factory defaults as follows:

- 1 – Feature 983
- 2 – **“Log:”** – enter the system coordinator mailbox number and password – Press OK
- 3 – **“Admin”** – enter 1
- 4 – **“Pswd:”** – enter 734678255 (REINSTALL) – press OK
- 5 – **“Reset database?”** – press YES
- 6 – **“Resetting. . .”** – allow up to 5 minutes for reset to complete
- 7 – **“System ready”** – **“Exit”** – set display returns to time and date

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Backing up NAM programming

When backing up programming the NAM will be out of service. Perform a backup as follows:

- 1 – Feature 983
- 2 – **“Log:”** – enter the system coordinator mailbox number and password – Press OK
- 3 – **“Admin”** – enter 22
- 4 – **“Backup”** – press CONT
- 5 – **“Insert disk 1”** – insert a blank disk into the floppy drive – press OK
- 6 – Insert blank disks into the floppy drive when prompted. A backup can use several disks depending on the amount of programming in the NAM. Number and date the disks as you are prompted for them.
- 7 – When the backup is complete you will be prompted for the first disk again to run a self-test which ensures all files have been backed up.
- 8 – **“Backup complete”** – press OK to end session

Restoring NAM programming

If NAM programming is lost, or the NAM is replaced, perform a restore as follows:

- 1 – Feature 983
- 2 – **“Log:”** – enter the system coordinator mailbox number and password – Press OK
- 3 – **“Admin”** – enter 33
- 4 – **“Restore”** – press CONT
- 5 – **“Confirm restore?”** – press OK
- 6 – **“Insert disk 1”** – insert disk 1 of the backup set into the floppy drive – press OK
- 7 – Insert the appropriate backup disk into the floppy drive when prompted
- 8 – **“Restore complete”** – All programming has been restored – press OK

Shutting down the NAM

The NAM is a PC and uses the OS2/Warp operating system, which is similar to Windows. When it is necessary to power off the NAM, **DO NOT** just pull the power cord. You must perform a shutdown procedure as follows:

- 1 – Feature 915 (If F915 does not give a **“Password”** prompt, try feature codes from F910 to F949 until you do get a **“Password”** prompt)
- 2 – **“Password”** - enter 2223772 (ACCESS2)
- 3 – **“ACCESS Server”** - press NEXT
- 4 – **“System shutdown”** - press SHOW
- 5 – **“Shutdown type”** - press GRACE
- 6 – **“Shutdown graceful”** - press YES
- 7 – Wait about 30 seconds until you hear a series of tones with descending pitch. It is now OK to pull the power cord of the NAM.

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Backing up the NAM capabilities file

Any time the NAM has been upgraded to 4 channels or more you should back up the capabilities file. This file contains configuration information that enables the use of more than 2 channels. In case of a hard drive failure the capabilities file can be restored to a new hard drive. If the capabilities file is not available to be restored to a new hard drive, additional keycodes must be purchased in order to enable more than 2 channels. The capabilities file is backed up as follows:

- 1 – Feature 915 (If F915 does not give a **“Password”** prompt, try feature codes from F910 to F949 until you do get a **“Password”** prompt)
- 2 – **“Password”** – enter 2223772 (ACCESS2)
- 3 – **“ACCESS Server”** - press ADMIN
- 4 – **“A. Prt queue mgr”** – press NEXT 4 times
- 5 – **“E. Bckp/Rstr”** – press SHOW
- 6 – **“Backup & Restore”** – press BCKP
- 7 – **“Insert floppy”** – insert a floppy disk in the floppy drive and press OK
- 8 – **“Backup complete”** – press OK – remove floppy disk and store it in a safe place

Checking the number of voice channels installed

The status of voice channels is checked as follows:

- 1 – Feature 915 (If F915 does not give a **“Password”** prompt, try feature codes from F910 to F949 until you do get a **“Password”** prompt)
- 2 – **“Password”** - enter 2223772 (ACCESS2)
- 3 – **“ACCESS Server”** - press NEXT until the display shows:
- 4 – **“Channel Status”** – press SHOW
- 5 – **“Chan Status Menu”** – press ALL
- 6 – “. a a * * * * * “

. = active channel is idle, r = active channel is ringing, c = active channel on active call,
a = channel available – not installed, x = channel detected – connection problem,
* = no channel detected

Determining the NAM’s serial number

The serial number is checked as follows:

- 1 – Feature 915 (If F915 does not give a **“Password”** prompt, try feature codes from F910 to F949 until you do get a **“Password”** prompt)
- 2 – **“Password”** - enter 2223772 (ACCESS2)
- 3 – **“ACCESS Server”** – press ADMIN
- 4 – **“A. Prt queue mgr”** – press NEXT 8 times
- 5 – **“I. Serial Number”** – press SHOW
- 6 – **“S#: XXXXXXXX”** – record the serial number and press OK

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Adding a monitor, keyboard and mouse

- 1 – Feature 915 (If F915 does not give a “**Password**” prompt, try feature codes from F910 to F949 until you do get a “**Password**” prompt)
- 2 – “**Password**” – enter 2223772 (ACCESS2)
- 3 – “**ACCESS Server**” - press ADMIN
- 4 – “**A. Prt queue mgr**” – press NEXT 6 times
- 5 – “**G. Monitor Pkg.**” – press SHOW
- 6 – “**Password:**” – enter 7842633333 (SVGANEDED)
- 7 – “**Monitor?**” – press ADD
- 8 – “**Reboot needed**” – reboot NAM to enable

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