

# NVM-Series

## Voice Mail with Automated Attendant Quick Reference for System Administrators

### Using System Administrator Options

Calling a System Administrator (SA) Mailbox

**From any exit:** Get intercom dial tone ● Dial NVM master ext. ● Dial SA Mailbox number ● Dial security code.  
**From outside the company:** Call NVM ● Dial # during company greeting ● Dial SA Mailbox number ● Dial Security code

To record a **BR**oadcast message<sup>‡</sup>

Call System Administrator Mailbox ● Press S A ● Press B R  
  
A Broadcast Message plays when a person calls (logs on to) a Subscriber, Guest, Message Center, or Future Delivery Mailbox, right before the message count plays

To record a **W**elcome message<sup>‡</sup>

Call System Administrator Mailbox ● Press S A ● Press W  
  
A Welcome Message is for a Call Routing, Message Center, or Directory Dialing Mailbox. This message greets the caller (e.g. *Thank you for calling company ABC*).

To record an Instruction Menu

Call System Administrator Mailbox ● Press S A ● Press I  
  
An Instruction Menu is for a Call Routing or Directory Dialing Mailbox. This menu tells the caller what to dial (e.g. *Please dial the extension you wish to reach, or dial 1 for sales*). NVM-2 combines recording a Welcome Message with this option.

To record a **D**irectory **D**ialing Message<sup>‡</sup>

Call System Administrator Mailbox ● Press S A ● Press D D  
  
A Directory Dialing Message is for a Directory Dialing Mailbox or for a Call Routing Mailbox. This message tells the callers what letters to dial to reroute their call.

To record an **A**nnouncement Message

Call System Administrator Mailbox ● Press S A ● Press A N  
  
An Announcement Message is for an Announcement or ACD Mailbox.

To record Mailbox **N**ames

Call System Administrator Mailbox ● Press SA ● Press N  
  
A name replaces the corresponding number in voice prompts.

To use Answering Schedule <b>O</b> verride	Call System Administrator Mailbox ● Press S A ● Press S O This changes the mailbox that answers incoming calls.
To record <b>M</b> usic on <b>H</b> old† ‡	Call System Administrator Mailbox ● Press S A ● Press M H This music plays during the Call Queuing wait time.
To record <b>I</b> nteractive <b>P</b> rompts† ‡	Call System Administrator Mailbox ● Press S A ● Press I P These prompts are the questions for an Interactive mailbox.
To use System <b>P</b> rompt <b>C</b> ustomization†	Call System Administrator Mailbox ● Press S A ● Press P C This lets you re-record all the voice prompts in the system.
To set the <b>T</b> ime and/or <b>D</b> a <b>T</b> e	Call System Administrator Mailbox ● Press S A ● Press T I for time or D T for date. This lets you set the time and/or date in the NVM system.
To get <b>S</b> ystem <b>V</b> ersion Number	Call System Administrator Mailbox ● Press S A ● Press S V This lets you get the software version number for your system.
To prepare the System for <b>P</b> ower- <b>D</b> own†	Call System Administrator mailbox ● Press S A ● Press P D This shuts down NVM. Shut down NVM before you turn it off or reset it. Otherwise, you may corrupt the database.
To <b>E</b> rase All <b>M</b> essages	Call System Administrator Mailbox ● Press S A ● Press E M This lets you erase all the messages in a Subscriber, Guest, or Message Center Mailbox.
To <b>D</b> elete a <b>S</b> ecurity Code	Call System Administrator Mailbox ● Press S A ● Press D S This lets you delete the security code for a Subscriber, Message Center, Guest, Announcement, Modem or Fax mailbox. (In NVM-2, you have access to this option through the Database Management Menu. See the NVM-2 System Guide for the specifics.)

†Available on NVM-2000

‡Option not available on NVM-2

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