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 Broadcast message†

Call System Administrator Mailbox ● Press SA ● Press BR

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 Welcome message‡

Call System Administrator Mailbox ● Press SA ● 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 SA ● 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-Z combines recording a Welcome Message with this option.

To record a Directory Dialing Message‡

Call System Administrator Mailbox ● Press SA ● Press DD

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 Announcement Message

Call System Administrator Mailbox ● Press SA ● Press AN

An Announcement Message is for an Announcement or ACD Mailbox.

To record Mailbox Names

Call System Administrator Mailbox ● Press SA ● Press N

A name replaces the corresponding number in voice prompts.
To use Answering Schedule Override
Call System Administrator Mailbox • Press S A • Press S O
This changes the mailbox that answers incoming calls.

To record Music on Hold† ‡
Call System Administrator Mailbox • Press S A • Press M H
This music plays during the Call Queuing wait time.

To record Interactive Prompts† ‡
Call System Administrator Mailbox • Press S A • Press I P
These prompts are the questions for an Interactive mailbox.

To use System Prompt Customization†
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 Time and/or Date
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 System Version 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 Power-Down‡
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 Erase All Messages
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 Delete a Security 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