Sending Calls to a Mailbox

For ONYX/DS01:
Get Intercom dial tone
Press #
Hang up

For 124i/384i Keysets:
Press idle CALL key
Press Call Forwarding key or dial *2
Dial Call Forwarding Type (2 on busy; 6 on no-answer; 4 to forward all calls)
Press Voice Mail key or dial NVM-Series master ext.
Select type of calls to be forwarded (dial 2 for all calls, 3 for outside calls or 4 for Intercom calls)
Hang up

For Portrait:
Press SPK
Press TRFR
Dial Voice Mail ext
Dial Call Forwarding type (0 for all calls, 1 for busy, 2 for no-answer, 3 for busy/no-answer)
Press SPK

For ONYX/DS01/124i/384i:
Press RECORD key to start/stop (conversation goes into your mailbox)

To record your phone conversation
To transfer your outside call to a mailbox
To cancel forwarding
To forward your incoming calls to your mailbox

Additional Ways to Call the Auto Attendant or Your Mailbox

For ONYX/DS01/124i/384i/Portrait:
Forward calls to your mailbox (see above)
Call your line
Wait for greeting
Dial # before
beep for Auto Attendant or # before beep for mailbox

Additional Ways to Record a Message

Dial Auto Attendant number
Wait for greeting
Press
Dial ext.
Leave message
Hang up

For ONYX/DS01:
Press Message key (or dial 6 if no key)
Leave message after tone
Hang up

For 124i/384i:
Press Voice Mail key (or dial 8 if no key)
For Portrait:
Dial 3

After you make an Intercom call to busy/no-answer/DND
extension
To call Auto Attendant or
mailbox
To cancel forwarding
Calls to your mailbox
Sentiment is mostly informative and instructional, explaining how to send calls to a mailbox using different methods and keysets.
### Voice Mail Operations

**Main Menu**

**L** Listen to Messages

**RS** Record & Send a Message

**CM** Check or Delete Message

**G** Mailbox Greetings

**PD** Play Message

**R** Record Mailbox Name

**FD** Future Delivery

**PG** Paging Message

**OP** Mailbox Options

**TI** Time and Date

**SA** System Admin Options

**X** Exit Menu

**Time and Date**

- **Time** and **Date**

### Mailbox Options

- **Listen to Messages**
- **Record Message**
- **Send Message**
- **Check or Delete Message**
- **Mailbox Greetings**
- **Future Delivery**
- **Paging Message**
- **Mailbox Options**
- **Time and Date**
- **System Admin Options**
- **Exit Menu**

### Mailbox Greetings

You can have up to 3 greetings:

1. Welcome Message
2. Auto Attendant
3. Repeating Greeting

### Automated Attendant

- **Welcome Message**
- **Auto Attendant**
- **Repeating Greeting**

### Record & Send a Message

- **Check or Delete Message**
- **Mailbox Greetings**
- **Future Delivery**

### Future Delivery

- **While recording you can:**
  - **Options**
    - **Backup a Few Secs**
    - **Pause/Resume**
    - **End Recording**

### Mailbox Greetings

You can have up to 3 greetings:

1. Welcome Message
2. Auto Attendant
3. Repeating Greeting

### Record Mailbox Name

NVM-Series will play your mailbox name in the voice prompts instead of your mailbox number.

### Mailbox Options

- **Mailbox Options**
  - **Mailbox Options**
  - **Time and Date**
  - **System Admin Options**
  - **Exit Menu**

The mailbox options are as follows:

- **Security Code**
- **Message Notification**
- **Auto Help**
- **Auto Forward**
- **Auto Reply**
- **Auto Time Stamp**
- **Call Waiting**
- **Call Announcing**
- **Exit Menu**

### Time and Date

- **Time**
- **Date**

### System Admin Options

- **For Sys Admin Mailboxes only**

### Exit Menu

- **Select Listen Mode**
- **New Messages**
- **Saved Messages**
- **All Messages**

### System Admin Options

- **For Sys Admin Mailboxes only**

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To call your mailbox and access the Main Menu:

1. From outside: Dial NVM-Series phone number
   - From any ext: Get intercom dial tone. Dial NVM-Series Master ext ________.
   - From your ONYX/D301 ext: Press MSG key (or dial "6 if no key). From your 124/384 ext: Press Voice Mail key. Or, press CALL key, dial "8. On single lines, dial "8.
   - From your Portrait ext: Press ICM, dial *.
   - From any ext: Get intercom dial tone. Dial NVM-Series Master ext ________.

2. If you hear the company greeting, dial # (or other log-on code ________). Otherwise, go to step 3.

3. If requested, dial your security code ________.

4. If requested, dial your mailbox number________.

5. If you dial * at this point, NVM-Series will ask you to enter a mailbox number.


7. Tag a message as "urgent" so the message gets priority handling in the recipient's mailbox. Upon logging on to their mailbox, the recipient hears "This is an urgent message" followed by the message.

8. Specify next recipient by the opposite method, then go to the top of this menu.

9. Send msg and return to Main Menu.

10. Cancel previous msg.

11. Erase msg and return to Main Menu.

12. Erase msg and return to Main Menu.

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*1 and [ ] mean the option is not available in NVM-2.
2 means the option is not available in Portrait.*
Sending Calls to a Mailbox

To forward your incoming calls to your mailbox

For ONYX/DS01:
- Get Intercom dial tone
- Press #
- Dial NVM-Series master ext.
- Press 1 to forward unanswered calls or 2 for busy and unanswered calls or 3 for all calls
- Hang up

For 124i/384i Keysets:
- Press idle CALL key
- Press Call Forwarding key or dial *2
- Dial Call Forwarding Type (2 on busy; 6 on no-answer; 4 to forward all calls)
- Press Voice Mail key or dial NVM-Series master ext.
- Select type of calls to be forwarded (dial 2 for all calls, 3 for outside calls or 4 for Intercom calls)
- Hang up

For Portrait:
- Press SPK
- Press TRFR
- Dial Voice Mail ext
- Dial Call Forwarding type (0 for all calls, 1 for busy, 2 for no answer, 3 for busy/no answer)
- Press SPK

To transfer your outside call to a mailbox

For ONYX/DS01:
- Press TRF (if none, press Intercom key)
- Press MSG key
- Dial mailbox
- Hang up

For 124i/384i Keysets:
- Press HOLD
- Press Voice Mail key
- Call extension
- Hang up

For Portrait:
- Press ICM
- Dial ext.
- Press 3
- Press TRFR
- Hang up

To record your phone conversation

For ONYX/DS01/124i/384i/Portrait:
- Press RECORD key to start/stop (conversation goes into your mailbox)

Additional Ways to Call the Auto Attendant or Your Mailbox

To call Auto Attendant or mailbox

For ONYX/DS01/124i/384i:
- Forward calls to your mailbox (see above)
- Call your line
- Wait for greeting
- Dial # before beep for Auto Attendant or # before beep for mailbox

Additional Ways to Record a Message

Quick Message from outside

Dial Auto Attendant number
- Wait for greeting
- Press #
- Dial ext.
- Leave message
- Hang up

After you make an Intercom call to busy/no-answer/DND extension

For ONYX/DS01:
- Press Message key (or dial 6 if no key)
- Leave message after tone
- Hang up

For 124i/384i:
- Press Voice Mail key (or dial 8 if no key)
- Hang up

For Portrait:
- Dial 3