



**NVM-2
Voice Mail
with Automated Attendant**

Programming Guide

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This manual has been developed by Nitsuko America. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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About NVM-2

NVM-2 provides an Automated Attendant and Voice Mail system for the Portrait Phone System.

About the Automated Attendant

The NVM-2 Automated Attendant does the following:

- Answers your incoming calls.
- Provides dialing instructions to callers and enables them to direct their own calls to a desired extension, department or company operator by dialing digits on their Touch-Tone telephone.

When the Automated Attendant answers, the caller hears a recorded Main Greeting (also called an Instruction Menu). The Main Greeting typically begins with *Thank you for calling ABC Company* followed by a list of dialing options. A typical list of dialing options is as follows: *If you know the extension number you wish to reach, please enter it now. For Sales, press 1. For Customer Service, press 2.* etc.

About the Voice Mail System

The NVM-2 Voice Mail System does the following:

- Lets an Automated Attendant caller leave a recorded message at an extension when it is busy, unanswered, or in Do Not Disturb mode. If the caller does not wish to leave a message, they can return to the Automated Attendant Main Greeting.
- Provides a Subscriber (Voice) Mailbox for each extension in the phone system extension. This Subscriber Mailbox holds the recorded messages, lets the extension users record and send messages to each other, plus more.

NVM-2 Specifications

Number of Ports:	2 (or 4)
Voice Storage Capacity:	2 hours (or 4, if 4 Voice Mail ports are installed)
Subscriber Mailboxes:	Up to 24 Subscriber Mailboxes (with a FAX machine, 23 Subscriber Mailboxes)
Telephone System Interface:	Voice Mail Interface (via ASI and Voice Interface Mail Unit, depending on phone system)
Programming Interface:	A Phone System Extension
Electrical Requirements:	120V, 60 Hz
Environmental Requirements:	50-104 deg F, 10-40 deg C

About The NVM-2 Documents

- **User's Guide**
This guide explains how to use the NVM-2 Subscriber Mailboxes. It is for the extension users. (The Subscriber Mailboxes are referred to as *Voice Mailboxes* in the User's Guide.)
- **Setup Guide**
This guide explains how to get the NVM-2 system up and running with the Portrait Phone System. When the installer is done with the setup procedure, each Portrait Phone System extension will have a Subscriber Mailbox and the Automated Attendant will answer calls using the default Main Greeting and dialing options. To customize NVM-2, see the Programming Guide.
- **Programming Guide**
This is a detailed explanation of the NVM-2 system programmable features. These features customize the Subscriber Mailboxes, the Automated Attendant, and the NVM-2 system-wide features. This guide is intended for the installer and/or the person who maintains the NVM-2 on a daily basis.

Programming NVM-2 Using the System Administrator Extension

To program (change/customize) the default settings for the NVM-2 features that are described in Chapters 3-5 in this guide, you must use an NVM-2 System Administrator extension. Extension 10 is a permanent System Administrator extension. You can convert any Subscriber extension to that of a System Administrator (see Chapter 3).

For easy reference, the tables on the following pages list the NVM-2 features that you can change. The tables provide the default values and a document reference (including a chapter number and a feature title) so that you can find the information/instructions you need if you wish to change these default values. (The default values for the NVM-2 features are also provided with the feature descriptions in Chapters 3-5.)

The Default Automated Attendant Setup

TABLE 1: Default Automated Attendant Setup at a Glance

Feature	Default Value	Where To Find Instructions to Change the Default Values		
		Use this Document:	Chapter #	Feature Title in Chapter
Main Greeting	<i>Thank you for calling. If you are calling from a Touch Tone phone, please dial the extension number you wish to reach or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.</i>	<i>Programming Guide:</i> - to record Main Greetings	3	- Recording the Main Greetings
Schedules for Playing Main Greeting (s)	Sched 1: Mon-Fri, starting at 9 AM, using Call Routing Mailbox 802 (with DAT 1) Sched 2: Mon-Fri, starting at 5 PM, using Call Routing Mailbox 803 (with DAT 2)	- to set up schedules (20 max) for Main Greetings - to override Main Greetings	3	- Setting Up Schedules for the Main Greetings - Temporarily Overriding All Main Greetings
Dialing Options Menu [Dial Action (DAT)] 1	Automated Attendant callers can: - Press 0 to reach the lowest numbered extension in the system. - Dial extension to transfer to it. - Press 9 to hang up call. - Press * & extension to leave a message. - Press # and extension to log onto that mailbox. Also note that: - Actions for Keys 1-2 (in 124i, VS, DS01) and 4-8 (all phone systems) are undefined. - The <i>Time-out</i> function automatically transfers a call to lowest numbered extension if a caller does not dial anything within 7 seconds after the Main Greeting finishes.	<i>Programming Guide:</i> - to change the Dialing Options Menu - to record Announcement Message (if you want callers to be able to press a number to listen to a pre-recorded announcement)	3 3	- Setting Up a Dialing Options Menu - Recording an Announcement Message

TABLE 1: Default Automated Attendant Setup at a Glance (cont'd)

Feature	Default Value	Where To Find Instructions to Change the Default Values		
		<i>Use this Document:</i>	<i>Chapter #</i>	<i>Feature Title in Chapter</i>
Dialing Options Menu [Dial Action Tables (DATs)] 2, 3	Automated Attendant callers can: - Press 0 to leave a message for the lowest numbered extension. - Dial extension to transfer to it. - Press 9 to hang up call. - Press * & extension to leave a message. - Press # and extension to log onto that mailbox. Also note that: - Keys 1-2 (in 124i, VS, DS01) and 4-8 (all phone systems) are undefined. - The <i>Time-out</i> function automatically gives the option to record a message for lowest numbered extension if a caller does not dial anything within 7 seconds after the Main Greeting finishes.	<i>Programming Guide:</i> - to change the Dialing Options Menu	3	- Setting Up a Dialing Options Menu
		- to record Announcement Message (if you want callers to be able to press a number to listen to a pre-recorded announcement)	3	- Recording an Announcement Message

The Default Mailbox Types and Numbering

TABLE 2: Default Mailbox Types and Numbering at a Glance

Mailbox Type	What It Does	Default Numbers (You cannot change these)	Where to Find Instructions to Change Features		
			<i>Use this Document:</i>	<i>Chapter #</i>	<i>Feature Title in Chapter</i>
Subscriber	Holds messages for an extension user and provides access to Voice Mail features.	Phone System Extensions Mlbox For Portrait: 10-16, 18-33* = 10-16, 18-33 For 124i 301-307, 309-324* = 301-307, 309-324 For VS/DS01: 300-307, 309-323* = 300-307, 309-323 For DS01: 300-307, 309-323* = 300-307, 309-323 *Phone System Extension 17 (Portrait) and 308 (all others) are reserved for a FAX Machine. You can change this number or convert it to a Subscriber Mailbox.	<i>Programming Guide:</i> - to change all features <i>User Guide:</i> - to change user features from a Subscriber's extension	4 N/A	All features apply All features apply
Announcement	Plays an announcement message (e.g., travel info) to Auto Attendant callers.	800-801	<i>Programming Guide:</i> - to record the announcement	3	- Recording an Announcement Message
Call Routing (Automated Attendant)	Answers calls and lets callers press numbers on their phones to process calls.	802, 803, 804	<i>Programming Guide:</i> - to work with Call Routing Mailboxes	4	All features apply (except Recording an Announcement Message)
Distribution	Distributes a single message to all Subscriber Mailboxes.	805	<i>User's Guide:</i> - to distribute message to all Subscriber Mailboxes <i>Programming Guide</i> - to erase messages distributed to Subscriber Mailboxes that do not have users/extensions	N/A 5	- Recording and Sending a Message & Future Delivery Message - Erasing All Subscriber Messages
Future Delivery	Stores Future Delivery Message until date and time of delivery.	806	<i>User's Guide:</i> - to delete a Future Delivery message from Future Delivery Mailbox	N/A	- Recording and Sending a Future Delivery Message

The Default Subscriber Mailbox Features

TABLE 3: Default Subscriber Mailbox Features at a Glance

Feature	Default Value	Where To Find Instructions to Change the Default Values		
		Use this Document:	Chapter #	Feature Title in Chapter
Subscriber Mailbox Numbers	Phone System Extensions = Mailboxes For Portrait: 10-16, 18-33* = 10-16, 18-33 For 124i: 301-307, 309-324* = 301-307, 309-324 For VS/DS01: 300-307, 309-323* = 300-307, 309-323 *Phone System Extension 17 (Portrait) and 308 (all others) are reserved for a FAX Machine. You can change this number or convert it to a Subscriber Mailbox.	N/A - The default values cannot be changed	N/A	N/A
Message Lamp (Stutter Dial Tone)	Lamp lights at Key Phones & Stutter Dial Tone is heard at Single Line phones when Subscriber has new message.	<i>System Guide:</i> - to enable or disable Msg Lamp or (Stutter Dial Tone)	4	- Enabling or Disabling a Message Lamp
Security Code	No Security Codes assigned.	<i>User's Guide:</i> - to set a Security Code from a Subscriber Mailbox <i>Programming Guide:</i> - to delete a Subscriber's Security Code from Sys Admin extension	N/A 5	- Setting a Mailbox Security Code - Deleting a Mailbox Security Code
System Administrator Extension	The lowest numbered Extension/Subscriber Mailbox can be used to program NVM-2.	<i>Programming Guide:</i> - to create a System Administrator Extension	4	- Creating a System Administrator Programming Extension

TABLE 3: Default Subscriber Mailbox Features at a Glance (cont'd)

Feature	Default Value	Where To Find Instructions to Change the Default Values		
		<i>Use this Document:</i>	<i>Chapter #</i>	<i>Feature Title in Chapter</i>
Block Automated Attendant Calls	Disabled (No extension is blocked from receiving Auto Attendant Calls).	<i>Programming Guide:</i> - to enable Block Auto Attendant calls	4	- Blocking Automated Attendant Calls
Re-routing a Subscriber's Callers (Next Call Routing Mailbox)	<p>- After leaving a message for a Subscriber, a caller can press 0 to get the lowest numbered extension.</p> <p>- Blocked Automated Attendant callers are automatically re-routed to lowest numbered extension.</p> <p>Technically, this means: Call Routing Mailbox 802 with Dial Action Table (DAT) 1 is assigned to each Subscriber Mailbox. Key 0 in DAT 1 is set up for unscreened (blind) transfer to lowest numbered extension.</p>	<p><i>Programming Guide:</i></p> <p>- to assign a different Next Call Routing Mailbox</p> <p>- to re-route a caller to a different extension (this is where the Dial Action Table programming comes in)</p>	4 3	<p>- Re-Routing a Subscriber's Callers</p> <p>- Setting Up a Dialing Options Menu</p>
Mailbox Name	No Mailbox Names are programmed (assigned) or recorded.	<p><i>Programming Guide:</i></p> <p>- to program a name</p> <p>- for Administrators to record names</p> <p><i>User's Guide:</i></p> <p>- for users to record names</p>	4 5 N/A	<p>- Assigning a Mailbox Name</p> <p>- Recording a Subscriber's Mailbox Name</p> <p>- Recording a Mailbox Name</p>
Setting the Message Limit	25 Messages. The System Administrator can set the maximum number of messages allowed in a Subscriber Mailbox (0-300 is the range.)	<i>Programming Guide</i> - for System Administrators to change the number of messages in a Subscriber Mailbox.	4	- Setting the Message Storage Limit for a Subscriber's Mailbox
Message Notification	No Message Notification is set up. Message Notification allows users to set up their mailboxes so that NVM-2 notifies them when they have new messages. They specify the type of number that they want NVM-2 to call: outside, extension or digital pager.	<i>User's Guide</i> - for Users to set up Message Notification at their phones.	N/A	N/A
Forced Unscreened (blind) Transfer This feature does not apply to the Portrait Phone System	Disabled . (Extensions receive screened transfers and NVM-2 handles incomplete transfers.)	<i>System Guide:</i> - To force unscreened transfers	4	- Using Forced Unscreened Transfer

Setting Up Schedules for the Main Greetings

Description

The Automated Attendant can answer calls with different recorded Main Greetings (technically called “Instruction Menus”). For example, you can have one Main Greeting for business hours and another Main Greeting for off-hours. But you have to set up schedules for the Main Greetings so they will play when you want them to play. Hence the NVM-2 term “Answering Schedules.”

When you program an Answering Schedule, NVM-2 will want you to enter the following four items:

- A schedule number (1-20). In other words, NVM-2 allows you to set up 20 different schedules.
- Day, date, or range of days that the desired Main Greeting should play (for example, Monday through Friday).
- Time of day that the Main Greeting should start playing (for example 8:30 AM)
- Call Routing Mailbox number (802, 803, 804) that should answer the call. Remember: in essence a Call Routing Mailbox is the NVM-2 Automated Attendant Mailbox. It answers an outside call and lets callers press numbers on their Touch Tone phone to send (route) their own call to the desired extension (or other pre-programmed destination).

Default

- Schedule 1: Monday to Friday, Starting at 9:00 AM, using Call Routing Mailbox 802.
- Schedule 2: Monday to Friday, Starting at 5:00 PM, using Call Routing Mailbox 803. (Saturday and Sunday follow Schedule 2 since another schedule has not taken over. A new schedule will not take over until Monday at 9:00 AM.)

Example

For example, suppose your company is on a 4-day work week schedule.

- Schedule 1 can be for Monday-Thursday, starting at 8 AM, using Call Routing Mailbox 802.
- Schedule 2 can be for Thursday, starting at 5 PM, using Call Routing Mailbox 803.

Notes

To record a Main Greeting (Instruction Menu) for a schedule, you have to enter the Call Routing Mailbox number that you assigned to the schedule.

Setting Up Schedules for the Main Greetings (cont'd)

Programming Instructions

To set up Answering Schedules:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
From outside: Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
From your 124i extension: Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
From your Portrait extension: Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
From your VS/DS01 extension: Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press AN for Answering Schedules.
5. Follow the voice prompts.

Related Programming

- To record a Main Greeting (Instruction Menu), see *Recording the Main Greetings* in this chapter.
- To temporarily override all Main Greetings and play a different one, see *Temporarily Overriding All Main Greetings* in this chapter.

Recording the Main Greetings

Description

A Main Greeting (technically called an “Instruction Menu”) is the recorded message that plays when the Automated Attendant answers a call. The Main Greeting should do the following:

- Welcome the caller (*Thank you for calling*).
- List the available dialing options (e.g., *Press 1 for Sales, Press 2 for Technical Support*).

Default

Thank you for calling. If you are calling from a Touch Tone phone please dial the extension number you wish to reach or dial zero for assistance. If you are calling from a Rotary Dial Phone, please stay on the line for assistance.

Example

Thank you for calling ACME Auto Parts. If you are calling from a Touch Tone phone and know the extension number you wish to reach, please enter it now. For Sales, press 1. For Technical Support, press 2. If you are calling from a rotary dial phone, please stay on the line for assistance.

Notes

- NVM-2 can accommodate more than one Main Greeting, but you must set up (or check) the Answering Schedules before you record the Main Greeting (see *Setting Up Answering Schedules For the Main Greetings*) in this chapter. This is because the Answering Schedule includes a Call Routing Mailbox number and you must enter that number when you record a Main Greeting (Instruction Menu).
- The recorded dialing options that belong in a Main Greeting come from the Dial Action Table that is assigned to the Call Routing Mailbox (see the Note above).

For your convenience, the Call Routing Mailbox numbers and their Dial Action Table assignments are shown below:

Call Routing Mailbox 802 has Dial Action Table 1.

Call Routing Mailbox 803 has Dial Action Table 2.

Call Routing Mailbox 804 has Dial Action Table 3.

So: If you set up an Answering Schedule that uses Call Routing Mailbox 804, you will have to enter 804 when you go to record the Main Greeting (Instruction Menu) for that schedule. And, that Main Greeting must include instructions for using the dialing options that you set up in Dial Action Table 3. For details on the Dial Action Tables, see *Setting Up a Dialing Options Menu* in this chapter.

Recording the Main Greetings (cont'd)

Programming Instructions

To record a Main Greeting (Instruction Menu):

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press SA for System Administrator Menu.
4. Press I for Instruction Menu.
5. Follow the voice prompts.

Related Programming

- To let NVM-2 know when you want the Main Greeting to play (day/date and time), see *Setting Up Schedules For the Main Greetings* in this chapter.
- To set up the dialing options for your system, see *Setting Up a Dialing Options Menu* in this chapter.

Temporarily Overriding All Main Greetings

Description

This feature lets you temporarily override all answering schedules and have the Automated Attendant answer calls with a substitute Main Greeting (Instruction Menu). This feature is technically called Answering Schedule Override. This is how it works:

- Select one of NVM-2's Call Routing Mailbox numbers (802, 803, or 804) to be the "override" mailbox. Keep in mind that a Call Routing Mailbox ["Automated Attendant Mailbox"] is the actual NVM-2 mailbox that answers a call. These Call Routing Mailboxes may already be part of the existing Answering Schedules, but you must pick one anyway. Ideally, you are currently using only two of the Call Routing Mailboxes in the Answering Schedules and there is an unused Call Routing Mailbox.
- Record the substitute Main Greeting (Instruction Menu) for the override Call Routing Mailbox number.
- Turn on Answering Schedule Override.

Default

Answering Schedule Override is off.

Example

Suppose there was a violent storm and you had to close your business in the middle of the afternoon. You could pick a Call Routing number and record an Instruction Menu something like this: ***Thank you for calling XYZ company. Due to the storm we will be closed for the rest of the day.*** Then you simply turn on Answering Schedule Override.

Notes

The override Call Routing Mailbox (with its substitute Instruction Menu) will answer calls every day and around the clock UNTIL YOU TURN OFF Answering Schedule Override.

Programming Instructions

To use Answering Schedule Override:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
From outside: Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
From your 124i extension: Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
From your Portrait extension: Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
From your VS/DS01 extension: Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press SA for System Administrator Menu.
4. Press SO for Answering Schedule Override.
5. Follow the voice prompts.

Temporarily Overriding All Main Greetings (cont'd)

Related Programming

- To record a Main Greeting (Instruction Menu), see *Recording the Main Greetings* in this chapter.
- For information on Answering Schedules, see *Setting Up the Schedules for the Main Greetings* in this chapter.

Setting Up a Dialing Options Menu

Description

NVM-2 lets you set up a menu of dialing options for Automated Attendant callers who are using Touch Tone phones. Callers simply press a Touch Tone key (during the recorded Main Greeting/Instruction Menu) to direct their own call to a pre-programmed destination. For example, you could set up it up so that a caller can “**Press 2 for John Smith.**”

You program the dialing options in a Dial Action Table. In this table you assign an action and number to each Touch Tone key (0-8). When the caller dials (presses) the key, the Automated Attendant performs the action and dials the number. The available actions and their associated numbers are listed under the gray box.

Example: Suppose you want callers to press Key 5 to listen to recorded directions to your company. First, you record an Announcement Message for Announcement Mailbox 800 (or 801). The Announcement Message is simply the directions to your company. Then, in the Dial Action Table, you assign the MG action (Go to a Pre-Defined Mailbox) and the number 800 (or 801) to Key 5.

An NVM-2 Dial Action Table also lets you assign an action and number to the *Time-out* function. The *Time-out* function determines how NVM-2 handles a call if the caller does not press a valid Touch Tone digit within 7 seconds of the end of the Main Greeting (Instruction Menu). The *Time-out* function is primarily for callers who are using rotary dial phones. It is also used when a FAX machine is connected to an extension. (By default, this is extension 17 in the Portrait and 308 in the other phone systems. You can change this number.) Seven seconds is required to give the Voice Mail enough time to detect FAX calling tone (CNG 1100 Hz).

NVM-2 provides 3 Dial Action Tables. They are numbered 1, 2, and 3. Dial Action Tables (1-3) are associated with Call Routing (Automated Attendant) Mailboxes 802, 803 and 804 respectively. So if Call Routing Mailbox 802 is answering calls, NVM-2 will let callers use the options in Dial Action Table 1. To let callers know which actions you have selected, include them in the Main Greeting (Instruction Menu) that you record for Call Routing Mailbox 802. For more information on how a Call Routing (Automated Attendant) Mailbox answers calls, see *Setting Up Schedules for the Main Greetings* in this chapter. For more information on Recording Main Greetings (Instruction Menus), see *Recording the Main Greetings* in this chapter.

Actions and Numbers for Touch Tone Keys

The bold letters in parentheses (next to the action’s name) are programming codes. You must enter these codes to assign the action to a key when you program a Dial Action Table. In addition, at the end of this list are special codes that you can enter if you need them.

Setting Up a Dialing Options Menu (cont'd)

Hear Current Parameters For Keys (HP)

This plays the current Dial Action Table assignments for the Touch Tone keys. (This is not an action for a key.)

Go to a Pre-Defined Mailbox (MG)

This lets the caller press a key to go to a pre-defined mailbox. You can enter the following mailbox numbers:

- **Announcement Mailbox (800, 801).** NVM-2 plays the Announcement that you record for the Announcement Mailbox. Using the example: Suppose you want callers to press Key 5 to listen to recorded directions to your company. First, you record the directions in a Announcement Message for Announcement Mailbox 800 (or 801). Then, in the Dial Action Table, you assign the MG action (Go to a Pre-Defined Mailbox) and the number 800 to Key 5.
- **Call Routing Mailbox (802, 803, 804).** NVM-2 plays the Main Greeting (Instruction Menu) that you record for the Call Routing Mailbox, then lets the caller use the dialing options in the associated Dial Action Table. Keep in mind that Call Routing Mailboxes 802, 803, and 804 have Dial Action Tables 1, 2 and 3 respectively.
- **Distribution Mailbox (805).** NVM-2 lets the caller record a message that will automatically be distributed to all Subscriber Mailboxes.

Caller-Dialed Go to a Mailbox (CG)

This lets the caller dial mailbox numbers to go to those mailboxes. Assign CG to Key 8, which is the first digit of the available mailbox numbers in the system. There is no need to assign a number to the CG action. See action GM (above) for the types of mailboxes that the caller can dial.

The CG action is frequently used to let a caller dial 800 or 801 (during the Main Greeting) to listen to the Announcement Message that is recorded for Announcement Mailbox 800 or 801. If you use CG in this way, make sure you record an Announcement for the Announcement Mailbox.

Setting Up a Dialing Options Menu (cont'd)

Pre-Defined Extension Transfer [Screened] (ET)

This feature is not used when integrating with a Portrait phone system.

In the other phone systems, this lets the caller press one key to make a screened transfer to a pre-defined Subscriber extension.

If the transfer is incomplete, NVM-2 retrieves the call after 3 rings and lets the caller leave a message or return to the Automated Attendant Instruction Menu. A screened transfer will not ring an extension at all if:

- The extension's Subscriber Mailbox has Auto Attendant Do Not Disturb on. To turn it off, see *Recording a Mailbox Greeting* in the User's Guide.
- The Subscriber extension blocks Automated Attendant Transfers. See *Blocking Automated Attendant Calls* in this guide.
- The extension is busy, not installed, or in Do Not Disturb. If the extension is busy, NVM-2 says ***Extension XXX*** (or recorded mailbox name) ***is busy. To leave a message, press 1. For other options, press 2.*** If the extension is in Do Not Disturb, NVM-2 says ***Extension XXX is not available. To leave a message, press 1. For other options, press 2*** (for the Automated Attendant Instruction Menu).

Caller-Dialed Extension Transfer [Screened] (CT)

This feature is not used when integrating with a Portrait phone systems..

This lets the caller dial extension numbers to transfer to those extensions. By default, CT is assigned to Key 3 which corresponds to the 1st digit of the phone system extension numbers (the digit 3). There is no need to assign a number to the CT action. To keep it simple, assigning CT to Key 3 lets a caller dial 3XX to make a screened transfer to extensions 3XX.

If the transfer is incomplete, the Voice Mail retrieves the call after 3 rings and lets the caller leave a message or return to the Automated Attendant Instruction Menu. A screened transfer will not ring an extension at all if:

- The extension has Auto Attendant Do Not Disturb on. To turn it off, see *Recording a Mailbox Greeting* in the User's Guide.
- The Subscriber extension blocks Automated Attendant Calls. See *Blocking Automated Attendant Calls For An Extension* in this guide.

The extension is busy, not installed, or in Do Not Disturb. If the extension is busy, the Voice Mail says ***Extension XXX*** (or recorded mailbox name) ***is busy. To leave a message, press 1. For other options, press 2.*** If the extension is in Do Not Disturb, the Voice Mail says ***Extension XXX is not available. To leave a message, press 1. For other options, press 2.***

Setting Up a Dialing Options Menu (cont'd)

Unscreened (Blind) Transfer to a Pre-Defined Extension (UX)

This lets the caller press one key to make an unscreened transfer to a specific Subscriber extension. If the transfer is incomplete, the phone system handles the call.

Unscreened Transfers to Caller-Dialed Extensions (UC)

This lets the caller dial extension numbers to make unscreened transfers to those extensions. Assign UC to the 1st digit of the extension numbers. There is no need to assign a number to the UC action. If the transfer is incomplete, the phone system handles the call.

In the Portrait phone system, by default, UC is assigned to Keys 1, 2, 3 which corresponds to the 1st digit of the phone system extension numbers (the digits 1, 2, 3). There is no need to assign a number to the UC action.

Message Recording For a Pre-Defined Subscriber Mailbox (MR)

This lets the caller press one key to leave a message in a specific Subscriber Mailbox. The number for this action is simply the desired Subscriber Mailbox number.

Directory Dialing Using First Names (DF) or Last Name (DL)

This lets the caller press one key to access Directory Dialing **either** by First Names **or** by Last Names. There is no need to assign a number to the DF or DL action. After pressing the key, NVM-2 lets the caller dial the first few letters of a Subscriber's first name or last name to transfer to the Subscriber's extension. NVM-2's voice prompts guide the caller through the name-dialing process. (You can have one Directory Dialing per system, so you can select Direct Dialing **either** by First **or** by Last Names. You cannot use both.)

When integrating with the 124i, VS or DS01, NVM-2 makes the type of transfer (screened or unscreened) that you have selected in the Dial Action Table. With the Portrait, NVM-2 makes an unscreened (blind or unsupervised) transfer.

Make sure you assign (program) a name for each Subscriber Mailbox. Otherwise Directory Dialing simply will not work.

In addition, if you assign the same name to two or more Subscriber Mailboxes, you will also have to record a name for each Subscriber Mailbox. Then, if someone dials one of these names, NVM-2 will say ***For person A, dial ___ For person B, dial ___***, where ***person A*** and ***person B*** are the recorded names for each Subscriber's Mailbox.

Undefined Key (UK)

This removes the action and number assigned to a key.

Restore Default Parameters (RD)

This restores the default actions to the keys. See default settings on the next page.

Setting Up a Dialing Options Menu (cont'd)

Enter these codes For this special entry:

*F	Flash
*S	Wait for any type of sound
*W	Wait for dial tone
*P	Non-monitored pause (the Voice Mail pauses 2 seconds, dials next digit.)
**	* (star key)
*#	# (pound key)
*1	[(open bracket)
*5] (close bracket)

Default

Key Number	Default Dial Action in Portrait	Default Dial Action in VS/DS01
Key 0 (Dialing Options Menu 1)	(UX) Unscreened Transfer to lowest numbered extension	(UX) Unscreened Transfer to lowest numbered extension
Key 0 (Dialing Options Menu 2,3)	(MR) Message Record for lowest numbered extension.	(MR) Message Record for lowest numbered extension.
Keys 1 and 2	(UC) Unscreened transfer to caller-dialed extension	Undefined
Key 3	(UC) Unscreened transfer to caller-dialed extension.	(CT) Screened transfer to caller-dialed extension.
Keys 4-8	Undefined	Undefined
Key 9	Hang up call	Hang up call
Key *	Leave "Quick Message" in caller-dialed mailbox. That is, the caller dials * (star), then a Subscriber Mailbox number to leave a message in that mailbox.	Leave "Quick Message" in caller-dialed mailbox. That is, the caller dials * (star), then a Subscriber Mailbox number to leave a message in that mailbox.
Key #	Log onto a Subscriber Mailbox. That is, the caller dials #, then a Subscriber Mailbox number to log onto that mailbox and listen to messages and/or use other Voice Mail user features	Log onto a Subscriber Mailbox. That is, the caller dials #, then a Subscriber Mailbox number to log onto that mailbox and listen to messages and/or use other Voice Mail user features
Time-out (Dialing Options Menu 1)	(UX) Unscreened transfer to lowest numbered extension.	(UX) Unscreened transfer to lowest numbered extension.
Time-out (Dialing Options Menu 2,3)	(MR) Message Record for lowest numbered extension.	(MR) Message Record for lowest numbered extension.

Setting Up a Dialing Options Menu (cont'd)

Example

You have a Portrait phone system. Extension 24 is for your Sales person, and you want callers to be able to press 2 to make a transfer to that extension. To set this up in Dial Action Table programming you would do the following:

1. Select the action UX. The code UX is for **Unscreened (Blind) Transfer to a Pre-Defined Extension**.
2. Select the number: 24.
3. Press the key for the action: 2

The result is as follows: When the caller presses key 2, the Automated Attendant transfers the call to extension 24. In the Instruction Menu, you would typically say, *For Sales, press 2.*

Notes

- The actions for Keys 9, * and # cannot be changed.
- To assign an action and number to the *Time-out* function, you must press the * key when NVM-2 asks you to *Please press the key for this action.*
- If a caller records a message using a Distribution Mailbox, the message will go into each Subscriber Mailbox whether or not there is an associated extension. You should set the Message Storage Limit to 0 (zero) for Subscriber Mailboxes that do not have extensions.
- The default actions for Key 0 and Time-Out are different in Dial Action Table 1 than in Dial Action Tables 2 and 3. In Dial Action Table 1, Key 0 is set up so that when callers press Key 0, they are transferred to extension 0. The Time-Out function is set up so that if callers do not press a Touch Tone digit within 7 seconds at the end of the Main Greeting, they are transferred to the lowest numbered extension.

Dialing Options Menus 2 and 3 are used with Call Routing Mailboxes 803 and 804. The schedule for playing the Main Greeting for these Call Routing Mailboxes is Monday-Friday, starting at 5 PM. This is after regular business hours for many companies. And, as a result, an operator may not be present to answer the phone. For this reason, in Dial Action Tables 2 and 3, Key 0 is set up so that when callers press the key, they can record a message for the lowest numbered extension. The Time-Out function is set up so that if callers do not dial a Touch Tone digit within 7 seconds at the end of the Main Greeting, they can record a message for the lowest numbered extension.

Setting Up a Dialing Options Menu (cont'd)

Programming Instructions

To set up the dialing options in a Dial Action Table:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
From outside: Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
From your VS/DS01 extension: Press Intercom key, press MSG key.
From your Portrait extension: Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98)(or press Mailbox Logon key).
From your 124i extension: Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press DA for Automated Attendant Dial Action Tables.
5. Select a Dial Action Table number (1, 2, or 3).
6. Follow the voice prompts.

Related Programming

- To record the Announcement Message for an Announcement Mailbox (that is part of the CM or CG action), see *Recording an Announcement Message* in this chapter.
- For Directory Dialing, make sure you have assigned a name to each Subscribers Mailbox. See *Assigning a Mailbox Name* in this guide. For Directory Dialing by First Names, assign a Subscriber's first name to their mailbox. For Directory Dialing by Last Names, assign the Subscriber's last name to their mailbox. If you assign the same name to two or more mailboxes, record a name for each Subscriber Mailbox. See *Recording a Subscriber's Mailbox Name* in this guide.
- To let callers know about the options in a Dial Action Table, you must record a Main Greeting (Instruction Menu) for the corresponding Call Routing Mailbox. See *Recording the Main Greetings* in this chapter.

Recording an Announcement Message

Description

An Announcement Message is recorded for an Announcement Mailbox. An Announcement Message typically plays some type of information (movie schedules, sales promos, insurance rates, directions) for Automated Attendant callers. When the Announcement finishes playing, the caller goes back to the Automated Attendant Instruction Menu.

Default

No Announcement Messages

Example

It is common to record your business hours or directions to your business in an Announcement Message.

Notes

- There are two Announcement Mailboxes in the system: 800 and 801.
- The Announcement Message can be up to 5 minutes long.

Programming Instructions

To record an Announcement Message:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
From outside: Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
From your VS/DS01 extension: Press Intercom key, press MSG key. On Single Lines, dial *6.
From your Portrait extension: Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98)(or press Mailbox Logon key).
From your 124i extension: Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press SA for System Administrator menu.
4. Press AN for Announcement Message.
5. Follow voice prompts.

Related Programming

To let an Automated Attendant caller access the Announcement, you must assign the Announcement Mailbox to a key in a Dial Action Table. See *Setting Up a Dialing Options Menu* in this chapter.

Creating a System Administrator Programming Extension

Description

NVM-2 lets you convert any Subscriber extension into an NVM-2 System Administrator extension. (By default extension 17 in the Portrait and 308 for the other phone systems is reserved for a FAX. You can change this number). A System Administrator extension can be used to program all the NVM-2 system features (that is, all the features in this guide). In addition, a System Administrator extension has access to all the features of a Subscriber Mailbox.

Default

The following Subscriber extensions are permanent System Administrator extensions:

Portrait - Extension 10
124i - Extension 301
VS and DS01 - Extension 300

Example

You have a Portrait phone systems, and it is more convenient to program NVM-2 from extension 23 than extension 10. Simply use the programming instructions below to make extension 23 into a System Administrator. Then you can log onto Subscriber Mailbox 23 (in the normal way), and use the instructions in this guide to access the programming menus. These menus let you record Main Greetings (instruction menus), assign names to mailboxes, set up dialing menus for callers, etc.

Notes

- You cannot remove the System Administrator capabilities from extension 10 in the Portrait, extension 301 in the 124i and 300 in the VS/DS01.
- Extension 17 in the Portrait or extension 308 in 124i/VS/DS01 is reserved for a FAX machine and does not have a mailbox. You **can** make this extension into a System Administrator.

Programming Instructions

To set up a System Administrator extension from extension 10:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
From outside: Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
From your 124i extension: Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
From your Portrait extension: Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
From your VS/DS01 extension: Press Intercom key, press MSG key. On Single Line, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.

Creating a System Administrator Programming Extension (cont'd)

3. Press DM for Database Management Menu.
4. Press MP for Subscriber Mailbox Programming.
5. Press SA for System Administrator.
6. Follow the voice prompts.

Related Programming

To assign a Security Code to any Subscriber Mailbox (including one that has been converted into a System Administrator), see the User's Guide.

Enabling or Disabling a Message Lamp

Description

This feature determines if NVM-2 will inform Subscribers that they have received new messages in their mailboxes. NVM-2 lights the Message Lamp on Key phones. When the handset of a Single Line phone is lifted, the Subscriber hears stutter dial tone to indicate that the mailbox has new messages.

Default

Message Lamp is enabled for all Subscriber extensions.

Example

If you disable the Message Lamp at an extension, that extension user will not know they have new messages. Extension users will have to periodically log onto their mailbox to check their messages.

Notes

In order for the Message Lamp to light or stutter dial tone to be received (when enabled in programming), a port from the Portrait Phone System must be connected to Voice Mail port 2 on the NVM-2 cabinet. See the Setup Guide for details.

Programming Instructions

To enable or disable the Message Lamp (and stutter dial tone):

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press MP for Subscriber Mailbox Programming.
5. Press MW for Message Wait Lamp.
6. Follow the voice prompts.

Related Programming

None

Blocking Automated Attendant Calls

Description

This feature prevents an Automated Attendant caller from reaching the Subscriber extension. NVM-2 lets the caller leave a message. Or, NVM-2 can automatically re-route the blocked caller to another extension.

Default

Automated Attendant calls are not blocked.

Example

You may want to block Automated Attendant calls to the company president's extension and re-route them to an assistant's phone.

Notes

- NVM-2 will re-route the blocked caller only if you assign a Next Call Routing Mailbox to the Subscriber extension. See Related Programming below.
- When a Next Call Routing Mailbox is set up for the Subscriber extension, NVM-2 re-routes the caller using the Key 0 (zero) assignment in the Next Call Routing Mailbox's Dial Action Table. See Related Programming below.

Programming Instructions

To Block Auto Attendant calls for an extension:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
From outside: Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
From your 124i extension: Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
From your Portrait extension: Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98)(or press Mailbox Logon key).
From your VS/DS01 extension: Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press MP for Subscriber Mailbox Programming.
5. Press BA for Block Auto Attendant Calls.
6. Follow the voice prompts.

Related Programming

- To assign a Next Call Routing mailbox to a Subscriber extension, see *Re-routing a Subscriber's Callers* in this chapter.
- To assign Key 0 to reach another extension, see *Setting Up a Dialing Options Menu* in this guide.

Using Forced Unscreened Transfer

Description

In a Voice Mail system that is set up for screened Automated Attendant transfers to all extensions, you can use the *Forced Unscreened Transfer* feature to force an extension to receive unscreened (blind) Automated Attendant transfers instead.

This feature is not applicable to systems integrating with the Portrait phone system.

Default

Forced Unscreened Transfers are disabled.

Example

You may want to assign Forced Unscreened Transfers to the receptionist's extension or to an extension that is connected to a fax machine.

Notes

The difference between screened and unscreened transfers is in how an incomplete transfer is handled. An incomplete unscreened transfer (for example, an unanswered transfer) is handled by phone system. An incomplete screened transfer is handled by the Voice Mail. In other words, the caller hears the voice prompts, *To leave a message, press 1. For other options, press 2.*

This feature is not available when integrating with the Portrait phone system.

Programming Instructions

To enable or disable Forced Unscreened Transfer for an extension:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98)(or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press MP for Subscriber Mailbox Programming.
5. Press UX for Forced Unscreened Transfer.
6. Follow the voice prompts.

Related Programming

To set up unscreened or screened Automated Attendant transfers on a system-wide basis, see *Setting Up a Dialing Options Menu* in this guide.

Assigning a Mailbox Name

Description

This feature assigns a name to a Subscriber's Voice Mailbox. The name is used for Directory Dialing (name-dialing). That is, Automated Attendant callers can simply dial the first few letters of a mailbox name to transfer to that corresponding extension.

Default

No Subscriber Mailboxes have names.

Example

Suppose you have a Portrait phone system, and Directory Dialing by first name is set up in your NVM-2 System. If you assign the name **Michael** to extension 24, Automated Attendant callers can dial **M I C** on the dial pad to transfer to his extension.

Notes

If Directory Dialing by first name is enabled, make sure to assign the extension users' first names to their mailboxes. Likewise, if Directory Dialing by last name is enabled, assign extension users' last names to their mailboxes.

Programming Instructions

To assign a name to a Subscriber Mailbox:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database management Menu.
4. Press MP for Subscriber Mailbox Programming.
5. Press NP for Mailbox Name Programming.
6. Follow the voice prompts.

Related Programming

To enable Directory Dialing, see *Setting Up a Dialing Options Menu* in this guide.

Re-Routing a Subscriber's Callers

Description

NVM-2 can re-route a caller who tries to reach a Subscriber extension. There are two different scenarios:

- If the caller tries to reach a Subscriber extension and that extension has blocked Automated Attendant calls, NVM-2 can automatically re-route the caller to another extension.
- If the caller actually enters the Subscriber Mailbox to leave a message, NVM-2 can let the caller manually dial 0 (before or after the beep) to re-route their call to another extension.

NVM-2 allows this type of re-routing only if a Call Routing (802, 803, 804) Mailbox is assigned to the Subscriber Mailbox. This Call Routing Mailbox is referred to as a *Next Call Routing Mailbox*. Then you must work with the Next Call Routing Mailbox's Dial Action Table (1, 2, or 3, respectively). NVM-2 will re-route the caller using the action and number that is assigned to Key 0 in that Dial Action Table.

Default

- NVM-2 will automatically re-route a blocked Automated Attendant caller to the lowest numbered extension.
- If a caller enters the Subscriber Mailbox to leave a message, NVM-2 will let a caller manually dial 0 to re-route their call to the lowest numbered extension.

Call Routing Mailbox 802 (with Dial Action Table 1) is assigned as the Next Call Routing Mailbox for each Subscriber Mailbox. Key 0 is set up for unscreened transfer (which is the ET action) to the lowest numbered extension.

Example

If you assign Call Routing Mailbox 803 as the Next Call Routing Mailbox, you will have to program Key 0 in Dial Action Table 2.

Notes

- If the same Call Routing Mailbox is used in an Answering Schedule and as a Next Call Routing Mailbox, the Key 0 action will be available for incoming Automated Attendant callers as well as callers who try to reach the Subscriber who has the Next Call Routing Mailbox.
- To prevent both re-routing scenarios described above, make sure that Key 0 is undefined in the Next Call Routing Mailbox's Dial Action Table.

Programming Instructions

To assign a different Next Call Routing Mailbox to a Subscriber extension:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press MP for Subscriber Mailbox Programming.
5. Press NC for Next Call Routing Mailbox.
6. Follow the voice prompts.

Related Programming

To assign an action and number to Key 0 in a Dial Action Table, see *Setting Up a Dialing Options Menu* in this guide.

To block Automated Attendant calls to a Subscriber extension, see *Blocking Automated Attendant Calls* in this guide.

Setting the Message Limit for a Subscriber's Mailbox

Description

This feature allows the System Administrator to change the maximum number of messages that are allowed in a Subscriber Mailbox. This feature is useful when you have a mailbox that does not have an extension associated with it. You should set a mailbox (which does not have an associated extension) with a message limit of 0 (zero). This is because the Distribution Mailbox is set up to distribute a message to all Subscriber Mailboxes (even those without corresponding extensions). Setting the Message Limit to 0 (zero) will prevent unused mailboxes from receiving these messages.

You can specify from 0 (zero) to 300 messages as the limit. However, 25 is the typical number used.

Default

25 Messages

Example

A Subscriber Mailbox is not used and does not have an extension. Setting the Message Limit to 0 (zero) will prevent this mailbox from receiving messages. When the mailbox is used and a Subscriber logs on for the first time, the mailbox will not have old messages from the Distribution Mailbox.

Notes

When the mailbox is finally used, remember to change the message limit from 0. Otherwise, the mailbox will not be able to receive messages.

If you use a FAX machine other than 17(for the Portrait) or 308 (124i/VS/DS01), be sure to set the Message Limit to 0 (zero) for this extension.

Programming Instructions

To change the message limit of a particular Subscriber Mailbox:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, Dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press MP for Subscriber Mailbox Programming.
5. Press ML for Message Limit.
6. Follow the voice prompts.

Setting the Message Limit for a Subscriber's Mailbox (cont'd)

Related Programming

To erase all of a Subscriber's messages by logging onto their mailbox, see *Logging Onto Your Mailbox* and *Using the Listening Options* in the User's Guide.

To prevent an invalid extension from receiving Automated Attendant calls, see *Blocking Automated Calls* in this guide.

To change the number for the FAX machine, see *Changing the FAX Extension* in this guide.

Removing a Subscriber Extension

Description

If you no longer have a need for a particular Subscriber extension, you should do a few things before you unplug the phone. Someone (you or the Subscriber) should log onto the Subscriber Mailbox and erase the recorded Mailbox Greeting and Mailbox Name, if any. If there are any messages in the Subscriber Mailbox, they should be erased. The mailbox message length should be changed to 0. Then you can unplug the phone. The Subscriber Mailbox will still be associated with the port. In other words, removing a Subscriber extension does not remove the Subscriber Mailbox from the NVM-2 system.

Default

N/A

Example

In the Portrait, if you unplug a phone that corresponds to extension 23, Subscriber Mailbox 23 is still associated with extension 23.

Notes

For any invalid (uninstalled) extension, you should enable Block Auto Attendant for that extension, and assign Key 0 to transfer calls to the operator (in the Next Call Routing Mailbox's Dial Action Table). That way, callers who dial invalid mailbox numbers are routed to the operator (the lowest numbered extension).

Programming Instructions

N/A

Related Programming

To erase all of a Subscriber's messages without logging onto their mailbox, see *Erasing All Subscriber Messages* in this guide.

To erase all of a Subscriber's messages by logging onto their mailbox, see *Logging Onto Your Mailbox* and *Using the Listening Options* in NVM-2 User's Guide.

To prevent an invalid extension from receiving Automated Attendant calls, see *Blocking Automated Attendant Calls* in this guide.

To re-route a caller who has dialed an extension, see *Re-routing a Subscriber's Callers* in this guide.

To set up Key 0 to route to the operator, see *Setting Up a Dialing Options Menu*, in this guide.

Deleting a Subscriber Mailbox Security Code

Description

This feature lets you delete the Security Code of a Subscriber Mailbox.

Default

No Subscriber Mailboxes have a Security Code.

Example

You will need to delete Mailbox Security Codes if Subscribers forget it, and therefore cannot log onto their mailbox. Once you delete the Security Code, the Subscriber can log onto the mailbox and select a new Security Code.

Notes

Not applicable

Programming Instructions

To delete a Mailbox Security Code:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press MP for Subscriber Mailbox Programming.
5. Press DS for Delete Security Code.
6. Follow the voice prompts.

Related Programming

To assign a Security Code to a Subscriber Mailbox, see the User's Guide.

Erasing All Subscriber Messages

Description

This feature erases all the messages in a specific Subscriber Mailbox.

Default

Not applicable

Example

- This feature is handy when an installed extension is no longer needed, or a new person is taking over the mailbox. If there are any messages left in its Subscriber Mailbox, you can erase them to free up message storage space.
- You can also use this feature to erase all the messages that are in Subscriber Mailboxes that do not have associated extensions/users. Unless the Message Limit is set to 0 (zero), these Subscriber Mailboxes, even though not associated with a extension/user, will receive messages if someone sends a message to the Distribution Mailbox. (The Distribution Mailbox distributes a message to each Subscriber Mailbox regardless of whether an extension is associated with it).

Notes

Not applicable

Programming Instructions

To erase all the messages in a Subscriber Mailbox:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
From outside: Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
From your 124i extension: Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
From your Portrait extension: Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
From your VS/DS01 extension: Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press SA for System Administrator Menu.
4. Press EM for Erase All Subscriber Messages.
5. Follow the voice prompts

Related Programming

To erase all messages (including Instruction Menus, Announcement Messages, etc.), see *Initializing (Erasing) All System Messages* in this guide.

To set a limit on the number of messages, see *Setting the Message Limit for a Subscriber's Mailbox* in this guide.

Recording a Subscriber Mailbox Name

Description

You can record a name for a Subscriber Mailbox. A mailbox name replaces the mailbox number (or corresponding extension number) in NVM-2 voice prompts. Subscribers should record their own names through their mailboxes (see the User's Guide). However, you may want to record their names for them.

Default

No names are recorded.

Example

If you have a Portrait and you record the name John Smith for extension 23, and John does not answer an Automated Attendant call, NVM-2 will say *John Smith does not answer* instead of *Extension 23 does not answer*.

Notes

The name can be up to 10 seconds long.

Programming Instructions

To record a name for a Subscriber Mailbox:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press SA for System Administrator Menu.
4. Press N for Mailbox Names.
5. Follow the voice prompts.

Related Programming

None

Changing the FAX Extension

Description

You can connect a FAX machine to one of the phone system extensions (if your phone system allows it). When an outside party calls in and the Voice Mail detects FAX calling tone (CNG 1100Hz), the FAX call is transferred to the extension connected to the FAX machine. Seven seconds is required to give the Voice Mail enough time to detect FAX calling tone.

Default

With the Portrait phone system, extension 17 is the default extension assigned for connecting a FAX. With all other phone systems (124i, VS, and DS01), the default extension is 308.

Example

You have a Portrait phone system, and want to connect extension 12 to the FAX machine instead of extension 17.

Notes

You can use only one extension for a FAX machine.

If you use an extension other than 17 (or 308) for a FAX machine, you **can** make 17 (or 308) into a Subscriber Mailbox. Extension 17 **can** be used for a Subscriber. Enter ***0** for the FAX string.

If you use a number other than 17 for the FAX machine, be sure to set the Message Storage Limit to 0 for this extension.

Programming Instructions

To change the extension that is connected to a FAX machine:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press FT for FAX Transfer.
5. Follow the voice prompts.

Related Programming

To change the Message Storage Limit, see *Setting the Message Storage Limit of a Subscriber's Mailbox* in this guide.

Setting the System Time

Description

This feature sets the time in the NVM-2 system.

Default

The System Time is not set.

Example

The System Time must be set when the NVM-2 is first installed and/or the system batteries are so low that the system time is lost. See the Setup Guide for details.

Notes

The System Time in the NVM-2 and the phone system must be the same.

Programming Instructions

To set the System Time:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press SA for System Administrator Menu.
4. Press TI for System Time.
5. Follow the voice prompts

Related Programming

To set the System Date, see *Setting the System Date* in this chapter.

Setting the System Date

Description

This feature sets the date in the NVM-2 system.

Default

The System Date is not set.

Example

The System Date must be set when the NVM-2 is first installed and/or the system batteries are so low that the system date is lost. See the Setup Guide for details.

Notes

The System Date in the NVM-2 and the phone system must be the same.

Programming Instructions

To set the System Date:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press SA for System Administrator Menu.
4. Press DT for System Date.
5. Follow the voice prompts.

Related Programming

To set the System Time, see *Setting the System Time* in this chapter.

Getting the System Version Number

Description

This feature plays the system version number for your NVM-2 system.

Default

The System Version is 1.02.

Example

You may need to know the System Version Number for troubleshooting purposes.

Notes

Not applicable

Programming Instructions

To get the System Version Number:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press SA for System Administrator Menu.
4. Press SV for System Version.
5. Follow the voice prompts.

Related Programming

None

Initializing (Erasing) All System Messages

Description

This feature initializes (erases) the message database. All personal (Subscriber) messages and system recordings (e.g., Main Greeting/Instruction Menu) will be erased, and the default prompt, if any, will be replaced.

Default

Not applicable

Example

If you initialize the system messages, your customized Main Greeting will be erased, and NVM-2 will replace it with the default Main Greeting (*Thank you for calling. If you are calling from a Touch Tone phone...*).

Notes

The System Administrator's mailbox must have a security code in order to initialize the message database.

Programming Instruction

To initialize the system messages:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
From outside: Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
From your 124i extension: Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
From your Portrait extension: Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
From your VS/DS01 extension: Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press SI for System Initialization.
5. Follow the voice prompts for initializing the message database.

Related Programming

To erase only the messages in a specific Subscriber Mailbox, see *Erase All Subscriber Messages* in this guide.

Restoring the Initial (Default) System Settings

Description

This initializes the entire NVM-2 database. All personal (Subscriber) messages and system recordings (e.g., Main Greeting/Instruction Menu) will be erased, and the default prompt, if any, will be replaced. In addition, all programmable options will be set to their default values.

Default

Not applicable

Example

You may have to initialize the system if it does not operate correctly due to improper programming.

Notes

The System Administrator's mailbox must have a security code in order to initialize the Voice Mail database.

Programming Instruction

To restore the initial (default) system settings:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press SI for System Initialization.
5. Follow the voice prompts.

Related Programming

To initialize (erase) only the personal (Subscriber) and system messages, see *Initializing (Erasing) All System Messages* in this chapter.

Changing the Phone System Integration

Description

This changes the phone system that integrates with the NVM-2. NVM-2 integrates with the Portrait, Nitsuko 124i, the Onyx VS or Businesscom DS01.

Default

In a new installation, the default phone system is the Portrait.

Example

You are installing a new system with a Nitsuko 124i. The system defaults to Portrait. You must change the phone system to 124i.

Notes

A System Administrator with a Security Code is required for changing the phone system integration.

If the system is a new installation, you must set a security code for extension 10 (lowest extension in the Portrait), and use extension 10 to change the integration from the Portrait to one of the other phone systems (124i, VS/DS01).

Programming Instruction

To change the phone system integration:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
 - From outside:** Lift handset, dial NVM-2 phone number, wait for the Main Greeting (Instruction Menu), dial #, dial extension number, dial Security code if requested.
 - From your 124i extension:** Press Voice Mail key. (Or, press CALL key, dial *8. On Single Lines, dial *8).
 - From your Portrait extension:** Press SPK, press ICM, dial NVM-2 Direct Log-On Number (98) (or press Mailbox Logon key).
 - From your VS/DS01 extension:** Press Intercom key, press MSG key. On Single Lines, dial *6.
2. Wait for NVM-2 to answer. Dial Security Code, if requested.
3. Press DM for Database Management Menu.
4. Press SI for System Initialization.
5. Press 3 to Initialize the Voice Mail database for a particular phone system.
6. Enter the number corresponding to the phone system you wish to enter:
 - 1 - Portrait
 - 2 - 124i
 - 3 - VS/DSThe system asks for a security code.
7. Enter the security code, and follow the voice prompts.

Related Programming

To initialize (erase) only the personal (Subscriber) and system messages, see *Initializing (Erasing) All System Messages* in this chapter.



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