



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

**Set Up Guide**

Part No. 17690SET02  
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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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**Welcome to  
NVM-2**

**Voice Mail &  
Automated  
Attendant  
for Your  
Phone  
System**

**The NVM-2 Automated Attendant:**

- Answers your incoming calls with a recorded main greeting (also called an Instruction Menu). It typically begins with the phrase *Thank you for calling XYZ company* followed by a list of dialing options. You can customize this main greeting anytime you wish. Or, you can use the default.
- Lets outside callers press digits on their Touch Tone phone to process their own call. If you wish, you can customize the dialing options for callers (i.e., *For Sales, press 1. For customer Service, press 2. For Joe, press 3. etc.* ). Or, you can use the default selection of dialing options.

**The NVM-2 Voice Mail System:**

- Lets an Automated Attendant caller leave a recorded message for an extension if the extension is busy, does not answer, or is in Do Not Disturb mode. Or, the caller can return to the Automated Attendant Instruction Menu.
- Provides a Subscriber Mailbox for each Portrait Phone System extension user. This Subscriber Mailbox holds the recorded messages, lets the extension users record and send messages to each other, plus more.

**About This Guide**

This guide explains how to get the NVM-2 up and running with any of the phone systems that can integrate with it: the Portrait, Nitsuko 124i, the Onyx VS or Businesscom DS01 Phone Systems. When you are done with the setup procedure, each 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 NVM-2 Programming Guide.

**Default  
Voice Mail  
Setup**

- The default numbering of Subscriber Mailboxes that NVM-2 provides depends on the phone system (Portrait, VS, DS01 or 124i) that you install. However, the default database for all three phone systems provides 23 Subscriber Mailboxes and reserves one extension number for connecting a FAX machine. You can change the number assigned to the FAX machine or convert it to a Subscriber Mailbox if you don't have a FAX. This will increase your total number of Subscriber Mailboxes to 24.
- NVM-2 lets extension users know when they have a new message in their Subscriber Mailboxes. The Message Lamp on Key Phones is blinking when the mailbox has a new message. Single Line Phone users receive stutter dial tone (for a few seconds when they lift the handset if there is a new message.)
- After leaving a message in a Subscriber Mailbox, an Automated Attendant caller can dial 0 (zero) to reach the lowest numbered extension in the system (which is frequently an operator extension).

**Default  
Automated  
Attendant  
Answering**

- By default, the Automated Attendant answers with this recorded main greeting (Instruction Menu): *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.* This can be re-recorded at any time.
- NVM-2 lets the Automated Attendant play different main greetings according to schedules that are based on the day(s)/date and time. For example, you can set up a schedule for typical business workdays (Monday-Friday, starting at 9:00 AM). Then you can set up another schedule for typical off-hours (Monday-Friday, starting at 5:00 PM). This way you can have two main greetings: one for workdays, one for off-hours. These schedules are already set up as default.

**Default  
Automated  
Attendant  
Dialing  
Menu**

You can customize a dialing menu using Keys 0-8. Keys 9, \* and # are permanently fixed for certain function (described in the list below). You can also let callers dial extension numbers or mailbox numbers.

**By default, the dialing menu is as follows:**

- Press 0 (zero) or wait on the line for the operator (during the workday schedule). Press 0 (zero) or wait on the line to record a message for the operator (during the off-hour schedule).
- Dial a Subscriber extension number to transfer to that extension. If the extension is busy, does not answer, or is in Do Not Disturb, what the caller hears next depends on the phone system. With the Portrait phone system, the caller hears, *At the tone, leave a message for extension XX.* With the 124i, VS, or DS01, NVM-2 gives the caller two choices: Press 1 to leave a message or press 2 for other options. If callers press 1, they can leave a recorded message in the Subscriber's mailbox. If callers press 2, they return to the Instruction Menu.
- Press 9 to hang up the call (this cannot be changed).
- Press \* and a Subscriber extension number to leave a recorded message in that mailbox (this cannot be changed).

- Press # and a Subscriber Mailbox Number to log onto that mailbox and listen to the messages and/or use other Voice Mail features (this cannot be changed).

**Note:** (1) The actions for Keys 4-8 are undefined in the Portrait. In the VS, DS01 and the 124i, the action for Keys 1-2 and 4-8 are undefined.

(2) There is also a “Time-out” function. The Time-out function determines what the Automated Attendant does with a call if the caller doesn’t do anything for 7 seconds after the main greeting (Instruction Menu) finishes playing. By default, the Time-Out function works one of two ways depending on whether the Time-Out occurs during the workday schedule or during the off-hours schedule. During the workday schedule, by default, the Automated Attendant sends the caller to the operator extension. During off-hours, the caller can press 0 (zero) to leave a message for the operator extension.

**STEP 1**

**Check  
Equipment**

**System Equipment Requirements:**

- Be sure you have the correct phone system equipment. See your phone system installation manual for details.
- For each NVM-2 port, you will need an analog station port from the phone system. For the Portrait, the analog station ports are provided through the Portrait Voice Mail Interface Unit (P/N 82440). Each Voice Mail Interface Unit supports two Voice Mail ports.

**For the Portrait Phone System:**

- You will need one of the following Portrait setups:

**Setup 1:**

- Portrait 824 main cabinet (P/N 82400) with software version 2.1B or higher *and* 2CO/8STA PCB (P/N 82402A).

**Note:** The NVM-2 ports must be connected to the 2CO/8STA PCB(P/N 82402A). (station ports 8-25, which are stations 9-16)

*OR*

**Setup 2:**

- Portrait 824 main cabinet (P/N 82400A) with software version 2.1B or higher.

**Note:** The NVM-2 ports must be connected to station ports 1-8 (stations 10-17).

*OR*

**Setup 3:**

- Portrait 824 main cabinet (P/N 82400A) with software version 2.1B or higher *and* 2CO/8STA PCB (P/N 82402).

**Note:** The NVM-2 ports may be connected to any station port.

**For the Nitsuko 124i Phone System:**

- Port on the ASTU Card

**For the Onyx VS or Businesscom DS01 Phone Systems:**

- Keypad port with an ASI (P/N 89749) (one per Voice Mail port) or a Dual OPX/ASI (P/N 88750 Series 2) (supports two voice mail ports)
- Software required in a Single Cabinet: Version Y4.0 or higher, (P/N 88529 Series Y2)

**NVM-2 Equipment Requirements:**

- NVM-2 cabinet (see Figures 1 and 2)
- NVM-2 AC power adapter, AC outlet (120V, 60Hz)
- Modular line cord(s) (2-wire or 4-wire)
- RJ 14 to RJ 11 Adapter or RJ 14 Jack.

**IMPORTANT**

- **8 alkaline AA batteries to prevent loss of messages and programming in the event of a power failure. If the Voice Mail does not have batteries and a power failure occurs, all programming options will return to default values. (Batteries not included.)**

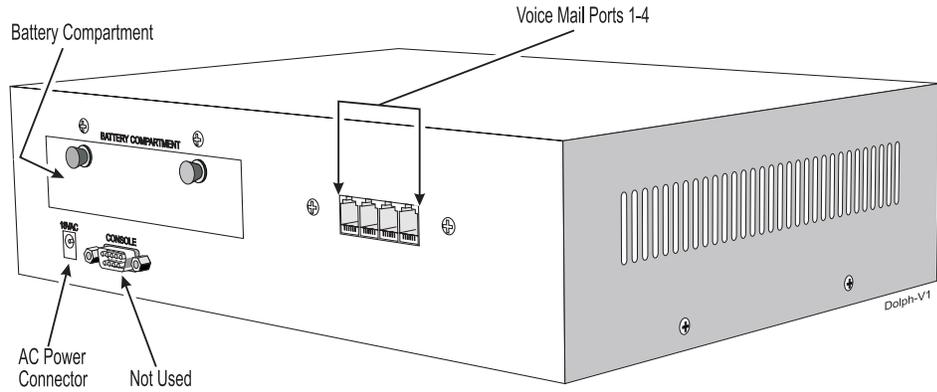


Figure 1: NVM-2 Cabinet (Back Panel)

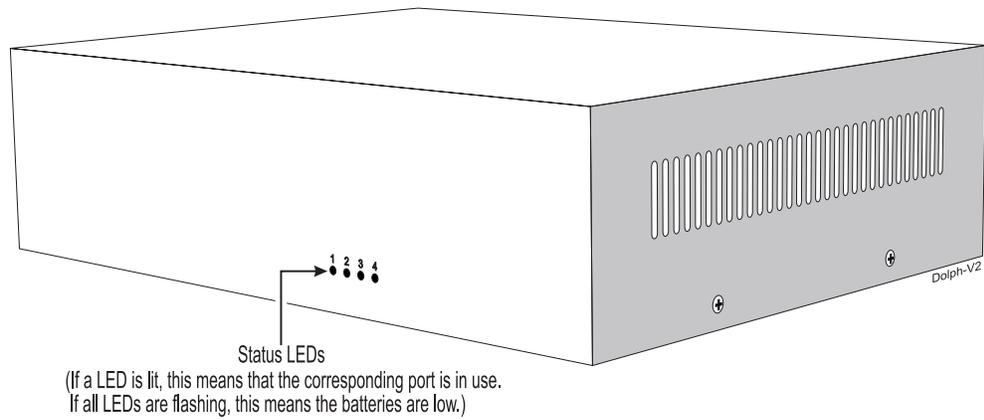


Figure 2: NVM-2 Cabinet (Front Panel)

**STEP 2**

**Observe  
Safety  
Precautions**

**Phone System Safety Precautions:**

See the Phone System Installation Manual

**NVM-2 Safety Precautions:**

- Do not expose this product to rain or any type of moisture.
- Do not locate the unit near heating appliances.
- Do not expose the operating unit to direct sunlight.
- Locate the unit away from devices that generate electrical noise like fluorescent lamps and motors.
- Protect the unit from dust, high temperatures, and vibration.
- Do not place any covering over the unit while it is in operation.
- Do not obstruct the ventilation holes on the sides of the unit.
- Allow at least two inches of clearance from any adjacent surface.
- The environment must be 50 to 104 deg F (10 to 40 deg C); 10-90 % relative humidity (non-condensing)

**STEP 3**

**Install Phone  
System**

Install the phone system (if it is a new installation) in accordance with the phone system installation manual.

**IMPORTANT NOTE ABOUT THE OUTSIDE LINES**

You should request, from your telephone company, that your outside lines have the following feature: *open loop flash disconnect supervision*. Request that your telephone company apply an open of at least 800 milliseconds. If this feature is not available in your area, request that continuous dial tone be sent upon disconnect from the far end (that is, when an Automated Attendant caller hangs up). These type of outside lines prevent the unwanted recording of silence. This can happen when an Automated Attendant caller records a message and hangs ups and the NVM-2 is unable to detect the hang up.

**STEP 4**

**Install NVM-2 and Batteries**

Read the instructions next to ❶ below, then look for ❶ on Figure 3. Repeat for step 2.

❶ Plug the NVM-2 power supply cord into the connector labeled “18VAC.” Place the adapter box into a 120V, 60 Hz grounded outlet.

❷ Install (or replace) the batteries as follows:

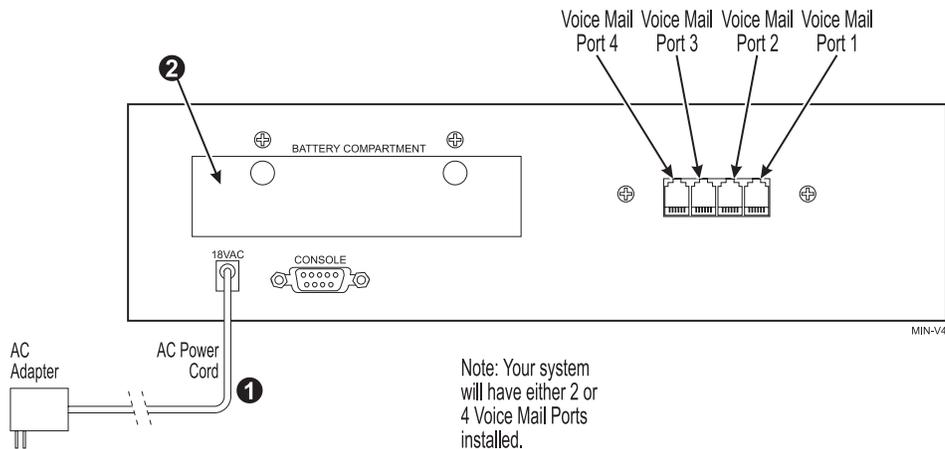
**WARNING: Without batteries, NVM-2 will lose its messages and programming if there is a power failure. Without batteries installed and without power, all options go to their default values. You will know that the batteries are low or not installed when the LEDs on the front of the cabinet are flashing. The System Administrator Mailbox also receives a message stating that there is a problem with system**

- Make sure the NVM-2 power adapter is connected.
- Gently pull out the knobs on the battery compartment cover.
- Slide the battery holder out.
- Install batteries. Match their polarities to markings on the case.
- Push the battery holder back into place, and push in the knobs.

❸ Place NVM-2 on any sturdy flat surface.

OR

Mount NVM-2 on a wall using the screw slots located on the bottom of the cabinet. Make sure the ventilation slots are located on the top and bottom and the battery case is on the lower side. Position the cabinet in such a way that the LEDs are not blocked from view.



**Figure 3: Installing NVM-2**

**STEP 5**

**Connect NVM-2  
to Your Phone  
System**

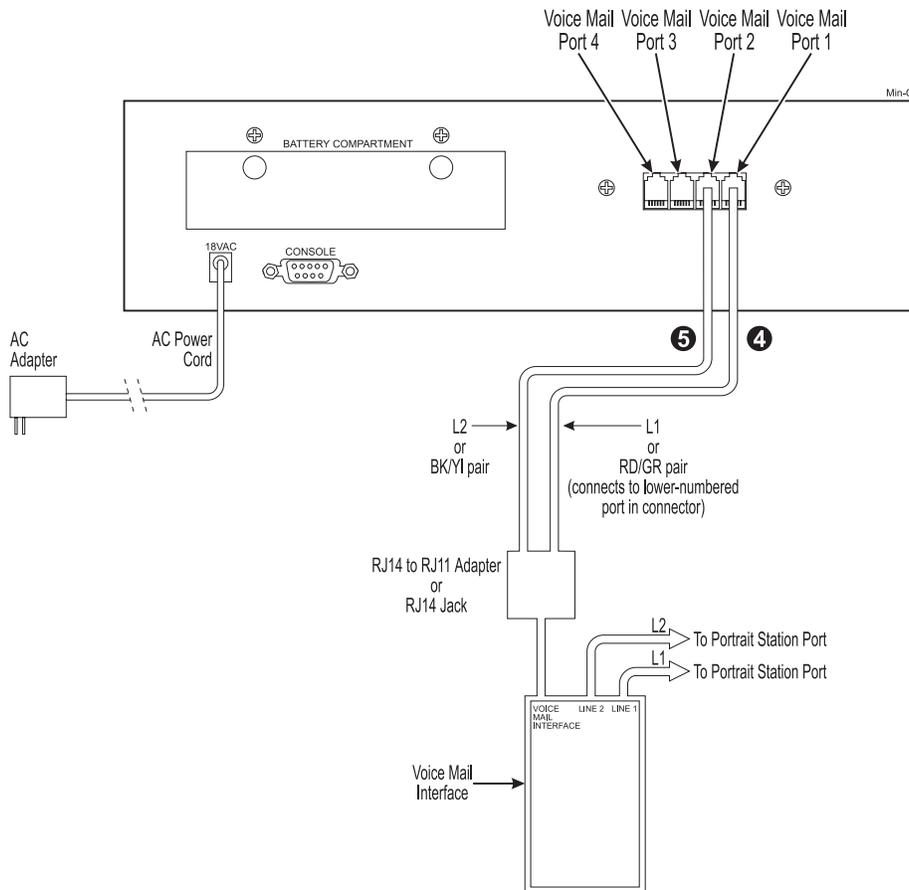
**Instructions for Installing a Portrait Phone System:**

Read the instructions next to ④ below and look for ④ on Figure 4. Repeat for step 5.

- ④ Plug one end of a modular line cord into Voice Mail Port 1 on NVM-2. Plug the other end into an RJ14 to RJ11 adapter or RJ 14 jack. Plug the adapter into the Voice Mail Interface Unit using another 4-wire modular line cord. The RD/GR pair corresponds to Voice Mail Port 1. Using a 4-wire modular line cord, connect Line 1 on the Voice Mail Interface Unit to a Station Port on the Portrait. (Remember to connect L1 to the Station Port based on the Portrait Setup you have. See Portrait Phone System Requirements.)
- ⑤ Repeat step 4 for Voice Mail Port 2 (your NVM-2 system may have Voice Mail Ports 3 and 4 installed. If so, repeat step 4 for Voice Mail Ports 3 and 4 using a second Voice Mail Interface Unit).

**IMPORTANT NOTE**

**Extensions will receive notification of new messages (blinking Message Waiting lights and stutter dial tone for single line phones) only if Voice Mail port 2 is connected to the Portrait Phone System.**



**Figure 4: Connecting NVM-2 to the Portrait Phone System**

**STEP 5**

**Connect NVM-2 to Your Phone System (cont'd)**

**Instructions for Installing a 124i, VS or DS01 Phone System:**

Read the instructions next to ④ below and look for ④ on Figure 5. Repeat for ⑤.

- ④ Plug one end of a modular line cord into Voice Mail Port 1 on the NVM-2. Plug the other end into an RJ14 to RJ11 adapter or RJ 14 jack. Plug L1 (or RD/GR pair) into a port on the phone system.
- ⑤ Repeat ④ for Voice Mail Port 2 (as well as 3 and 4) if installed.

**IMPORTANT NOTE**

Extensions will receive notification of new messages (blinking Message Waiting lights and stutter dial tone for single line phones) only if Voice Mail port 2 is connected to the Phone System.

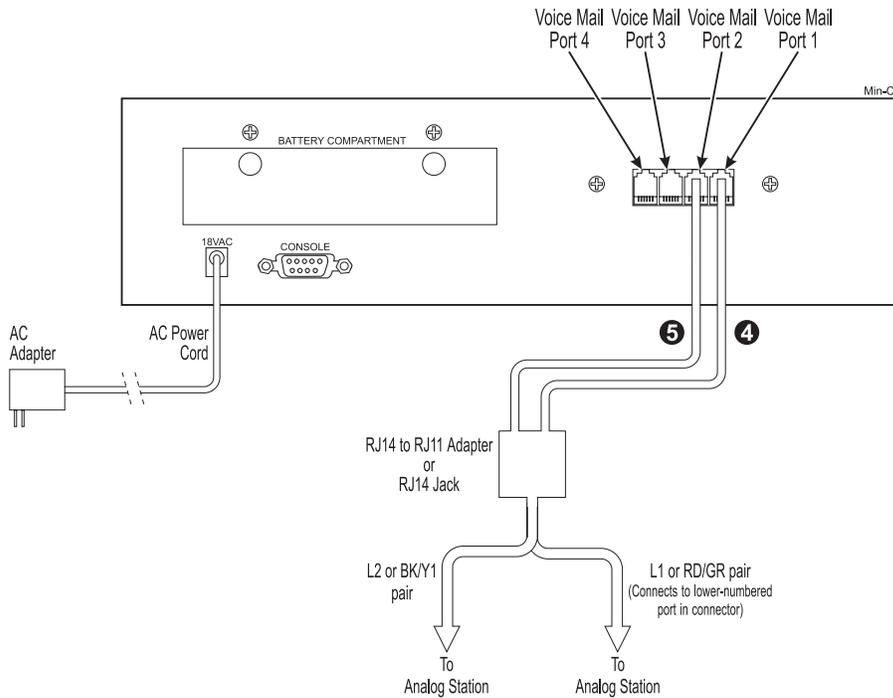


Figure 5: Connecting NVM-2 to 124i, VS or DS01 Phone System

**STEP 6**

*Program NVM-2  
for the Correct  
Phone System*

**You have to set up the NVM-2 so that it recognizes the phone system you installed. The default phone system that is installed is the Portrait. To change this phone system:**

**Set Security Code for System Administrator (extension 10)**

You must set a security code for extension 10 before you can change the phone system that is installed.

**To set the security code for extension 10:**

1. You must log onto the System Administrator Mailbox (which is extension 10): From any extension, get intercom dial tone, dial NVM-2 Master Number, dial 9\*, wait for Main Greeting, dial #, dial 10.
2. Press OP for Mailbox Options.
3. Press S for Set Security Code.
4. Follow the voice prompts to set security code for extension 10.

**Change the Installed Phone System**

After you set the security code for extension 10, you can change the default phone system that is installed.

**To change the installed phone system:**

1. Log onto the System Administrator Mailbox (extension 10). From any extension, get intercom dial tone, dial NVM-2 Master Number, dial 9\*, wait for Main Greeting, dial #, dial 10.
2. At the Main Menu, press DM for the Database Management Menu.
3. Press SI for System Initialization.
4. Press 3 to initialize the Voice Mail database for a particular phone system.
5. 'Enter the code below corresponding to the phone system you installed:  
1 - Portrait  
2 - 124i  
3 - VS/DS
6. Enter #. Enter the security code. Follow the voice prompts.

**STEP 7**

*Program Your  
Phone System  
for Voice Mail*

**Certain Functions in the phone system require specific entries when you integrate with NVM-2.**

The following list tells you which phone system programs you must setup for integrating with NVM-2. See the programming manual for your phone system for instructions on how you program the phone system.

**Integrating the Portrait with NVM-2**

**General Programming**

- **Program 65- Voice Mail Ports**  
Use this program to identify the Portrait stations connected to NVM-2.
- **Program 7 - Incoming Line Access/Audible**  
Use this program to enter the lines that should ring the NVM-2.
- **Program 23 -Unscreened Transfer Recall**  
Use this program to determine how long a call rings an extension before going to NVM-2.

### Forwarding Extensions to NVM-2

NVM-2 uses unsupervised transfers with the Portrait Phone System. This means that extension users must forward their calls to NVM-2 in order for outside callers to leave a message. Forwarding to NVM-2 is required so that an outside caller reaches the user's mailbox after hearing the main greeting or after directly calling an extension that is busy, in Do Not Disturb or does not answer.

#### To forward calls from a Keypad to NVM-2:

1. Press SPK.
2. Press TRF.
3. Dial NVM-2 Direct Log-On Number (98).
4. Dial Call Forwarding Code:
  - 0 - All Calls
  - 1 - Busy
  - 2 - No-Answer
  - 3 - Busy/No Answer
5. Press SPK.

#### To cancel Call Forwarding to NVM-2 from a Keypad:

1. Press SPK.
2. Press TRFR twice.
3. Press SPK.

#### To forward calls from a Single Line to NVM-2:

1. Go off hook.
2. For Dial Plan 1: Dial 63  
OR  
For Dial Plan 2 with 1 as a Line Access Code:  
Dial 053 (default).  
OR  
For Dial Plan 2 with 0 as a Line Access Code:  
Dial 953.
3. Dial NVM-2 Direct Log-On Number (98).  
Dial Call Forwarding Code:
  - 0 - All Calls
  - 1 - Busy
  - 2 - No-Answer
  - 3 - Busy/No Answer
4. Hang up.

#### To cancel Call Forwarding to NVM-2 from a Single Line:

1. Go off hook.
2. For Dial Plan 1: Dial 69 (to cancel 63).  
For Dial Plan 2 with 1 as Line Access Code:  
Dial 059 (to cancel 053) (default).  
For Dial Plan 2 with 0 as Line Access Code:  
Dial 959 (to cancel 953).
3. Hang up.

Integrating the 124i with NVM-2

**General Programming**

- **0401 - Tenant Group Options, Part A, Item 18: SLT Answering Mode**  
Enter 1 for this option to enable Conversation Record
- **0401 - Tenant Group Options, Part A, Item 23: DIL Call Waiting**  
If setting up Immediate Voice Mail Overflow, enter 0. If setting up Delayed Voice Mail Overflow, enter 1.
- **0405 – System Timers (Part A), Item 10: Intercom Interdigit Time**  
Set the interval a transferred call waits at a forwarded extension before routing to the called extension’s mailbox (Program 0401 Item 23=10).
- **0405 – System Timers (Part A), Item 62: DIL No Answer Recall Time**  
If setting up Delayed Voice Overflow, enter a timer value greater than 0. Overflow will occur after this interval (provided the other related programming is correct). If setting up Immediate Voice Mail Overflow, enter 0.
- **0405 – System Timers (Part A), Item 65: Record Alert Tone Interval Time**  
Set the interval between Voice Mail Conversation Record alerts. The alert is two short beeps followed by a programmable interval of silence.
- **0406 – COS Options, Item 57: Continued Dialing**  
Enable Continued Dialing (1) for all extensions that will dial Voice Mail features.
- **0516 – Voice Mail Master Number**  
Assign an extension number and name for the Voice Mail Master Number. Be sure the number you select does not correspond to an installed extension or feature. Consider picking a number that is outside the normal extension numbering range (e.g., 500). *Do not select a number that begins with 1, 8 or 9.*
- **0901 – Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type**  
Assign Service Type 4 to each trunk you want to ring into Voice Mail as a Direct Inward Line (DIL).
- **0909 – Extension Ring Group Assignment**  
To enable Voice Mail Overflow, assign selected extensions to a Ring Group that will ring for unanswered DILs to Voice Mail ports. Enter 1 to enable overflow ringing.
- **0910 – Trunk Ring Group Assignment**  
To enable Voice Mail Overflow, assign the Voice Mail Overflow DILs to the Ring Group specified in program 0909 above. This allows calls on the DILs to ring other extensions when all Voice Mail ports are busy.

- **0917 – DIL Assignment**

Assign a Voice Mail port as the DIL destination for each trunk that should directly ring into Voice Mail. If all Voice Mail ports are in the same unique Extension (Department) Group (see Program 1003 below), the DIL will ring another Voice Mail port if its assigned port is busy.
- **0919 – DIL No Answer Destination**

For Delayed Voice Mail Overflow, enter the Ring Group that unanswered DILs to Voice Mail will ring after the DIL Call Waiting time (Program 0405 Item 62).
- **1001 – Basic Extension Port Setup (Part A), Item 5: Terminal Type**

Set all ASTU ports used for Voice Mail as type 1.
- **1003 – Extension (Department) Groups**

Put all the Voice Mail ports in an extension group. This allows DILs to Voice Mail to ring other Voice Mail ports when the DILs assigned port is busy.
- **1005 – Class of Service**

Assign a Class of Service (1-15) to an extension.
- **1006 – Programming Function Keys**

Assign a Voice Mail key to an extension (code 1059). (Optional) Assign a Voice Mail Record key to an extension code (1060)  
(Optional) Assign a Personal Answering Machine Emulation key (code 1072).
- **1017 – Voice Mail Port Assignment**

Assign single line (ASTU PCB) ports as Voice Mail ports. The system allows up to 4 Voice Mail ports..

Integrating VS or DS01 with NVM-2

**Terminal Programming: E – Extension Setup**

- **E2 – Circuit Type**  
Assign a circuit type 51 to each VX port.
- **E5 – Hunt Type**  
Program each VX port with Hunt Type 06.
- **EA – Master Extension Number (for UCD Hunt Group)**  
Program each VX port with the Master Extension Number assigned in QP programming (next page).
- **EK – Voice Mail (VX) Port**  
Enable this option for each VX port.
- **E9 – Direct Trunk Termination**  
For each trunk that the Voice Mail should answer, terminate the trunk to the VX Master Extension Number (see QP on next page).
- **E1 – Night Call Routing**  
For each trunk that the Voice Mail should answer at night, terminate the trunk to the VX Master Extension Number (see QP). For this night application, make sure the trunk's E9 entry is 300.

**Terminal Programming: FC – Parameter Reset**

- **FC1 – Reset System Queues**  
Reset the system queues after installing the Voice Mail.
- **FC3 – Reset VX Flag (Telephone Message Waiting Lamps)**  
For a first time installation, use this option to reset the telephone Message Waiting Lamps.

**Telephone Terminal Programming: K – Key Data**

- **K – Keypad Programming**  
If desired, designate a key as a Record key (type R) to let the Keypad user record conversations.

### Terminal Programming: Q – System Parameters

- **QP – Mailbox Installed**  
Enable this option. This lets the phone system know that the Voice Mail is connected to it.
- **QP – VX Master Extension**  
Select one of the VX ports (from E2) as the VX Master Extension Number.

### Telephone Programming

These are the programs to use if you are going to program the VS or DS01 through an extension in the telephone system. Use the programs in the order listed.

- **Program 14**  
Assign circuit type 51 to each VX port.
- **Program 18 (I)**  
Assign the Voice Mail feature to each VX port selected in Program 14.
- **Program 3**  
Indicate that Voice Mail is installed and select a VX Master Extension Number. The VX Master Extension Number can be any of the VX ports designated in Program 14.
- **Program 19**  
Set up a UCD Hunt Group as follows:
  - Hunt Type = 05
  - Master Extension = VX Master Ext No. assigned in Program 3
  - Overflow extension = Operator extension that you assigned to the VX Master Extension Number in Program 18 (I)
  - UCD Members – VX extensions you selected in Program 18
- **Program 12**  
Directly terminate each line that the Automated Attendant should answer to the VX Master Extension Number you selected in Program 3
- **Program 17**  
Assign a Record key to an extension if required.
- **Program 16**  
Assign each VX port (selected in Program 14) outgoing access to the lines used for Message Notification.

### STEP 8

#### Set NVM-2 Time and Date

To set the NVM-2 time and date from the System Administrator Mailbox (which is the lowest numbered extension):

1. 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: Press Intercom key, press MSG key. On Single Lines, dial \*6.
2. Wait for NVM-2 to answer.
3. Dial SA for System Administrator Menu.
4. Dial TI for System Time. Follow the voice prompts. When done, with setting the time, go to step 5.
5. Press DT for System Date. Follow the voice prompts. When done, follow the voice prompts for exiting.

**The basic setup is complete. The default NVM-2 is up and running.**

- By default, there are 23 Subscriber Mailboxes. One extension number is reserved for a FAX machine (extension 17 for the Portrait; extension 308 for 124i, VS/DS01.) You **can change** this number **or convert** it to a Subscriber Mailbox if you don't want a FAX or your system does not allow one.
- The Automated Attendant will answer incoming calls. When the Automated Attendant answers, callers can dial extension number to transfer to those extensions, and more.

Steps 9 and 10 show you how to verify the Subscriber Mailboxes and the Automated Attendant operation.

### STEP 9

#### Call (Log Onto) a Subscriber Mailbox

To call a Subscriber Mailbox from its own (corresponding) extension:

1. 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: Press Intercom key, press MSG key. On Single Lines, dial \*6.
2. Wait for the voice prompt, *You have no messages. To record and send a Message, press RS. For a help message, press 0. Ready.*
3. Listen for the above voice prompt. If you do not hear it, return to step 3 (*Install Phone System*).

**STEP 10**

**Try Out the  
Auto Attendant**

**Call in on one of your outside lines and wait for the Automated Attendant to answer.**

The Automated Attendant will say the following main greeting, which is called an Instruction Menu: *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 (zero) for assistance. If you are calling from a Rotary Dial phone, please stay on the line for assistance.*

The Automated Attendant allows callers to select from a dialing menu. To change the dialing menu, see the Programming Guide. For now, leave the dialing menu alone and go on to step 11.

**STEP 11**

**Re-record the  
Main Greeting  
(Instruction  
Menu)**

**You may want to change the Main Greeting (Instruction Menu) before doing any other Auto Attendant programming.**

By default, you can have two main greetings (Instruction Menus) --- one for each of the time periods listed below:

- Monday to Friday, starting at 9:00 AM. This is for typical workweek days.
- Monday to Friday, starting at 5:00 PM. This is for typical business off-hours.

**Suggestions for the Instruction Menu:**

- If NVM-2 is in your business, it is common to say *Thank you for calling XYZ Company. Please dial...*
- When it comes to recording the dialing options, use the default menu (explained in the beginning of this guide) as an example. You may want to add the instructions for leaving a Quick Message (press the \* key and dial the extension number).

**To change the Instruction Menus from the System Administrator (which is the lowest numbered extension):**

1. From your Portrait extension: Press SPK, dial 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: Press Intercom key, press MSG key. On Single Lines, dial \*6.
2. Wait for the voice prompt, *You have no messages. To record and send a Message, press RS. For a help message, press 0. Ready.*
3. Dial SA for System Administrator Menu.
4. Dial I for Instruction Menu: Follow the voice prompts. When NVM-2 asks you to enter the mailbox number for the Instruction Menu, do the following:
  - To change the workday Instruction Menu, enter 802.
  - To change the off-hours Instruction Menu, enter 803.
5. When done, follow the voice prompts for exiting the System Administrator Menu.

To set up different time periods (schedules) for the main greetings, see the Programming Guide.

**STEP 12**

**Customize 3  
Basic  
Subscriber  
Mailbox  
Features**

**They are: Mailbox Greeting, Mailbox Security Code, and Mailbox Name. Subscribers do this from their own mailbox.**

- The typical recorded Mailbox Greeting is *Hello. This is John. I can't answer the phone right now...* One special note about the greeting: By default, Automated Attendant callers can dial 0 (zero) during or after the greeting to transfer to the lowest numbered extension as well as enter an extension number. Subscribers can include this information in their greetings.
- The Mailbox Security Code is a lock for the Subscriber Mailbox. The code can be up to 6 digits long. No one can log onto the mailbox without entering the code.
- A recorded Mailbox Name will play in voice prompts instead of the corresponding extension or mailbox number. In other words, NVM-2 will say *John does not answer* instead of *Extension XX(X) does not answer*.

See the User's Guide for instructions.



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**Other Important Telephone Numbers**

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