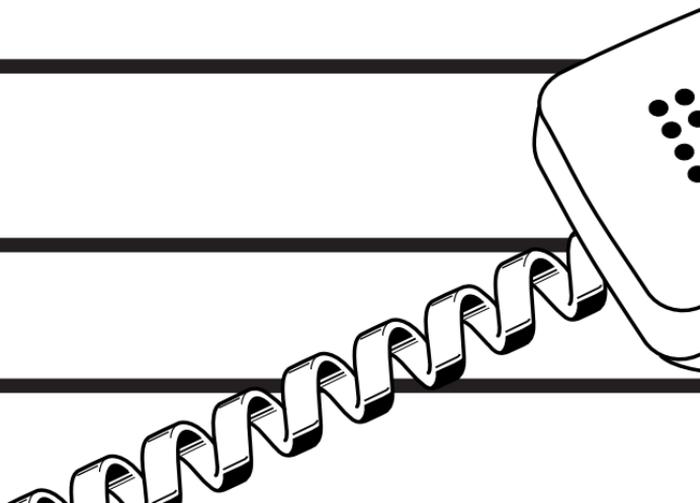




NVM-2002TM

with Hotel/Motel

**Voice Mail with Automated Attendant
Quick Reference Guide**



About NVM-2002 with Hotel/Motel Voice Mail with Hotel/Motel Capability and Automated Attendant

Voice Mail with Hotel/Motel allows outside callers to leave private recorded messages for you when you are busy on a call or not answering your room phone. These messages are stored in your Hotel Guest mailbox. To listen to your messages, call your mailbox (See below.) You can also program your room phone for a Wake-Up Call and activate a Snooze Alarm.

Your hotel may have an Automated Attendant. The Automated Attendant answers the Hotel's calls with a recorded Welcome Message and dialing instructions. Callers simply follow the dialing instructions to route their call. See the last page for more details when your hotel has an Automated Attendant.

Numbers To Remember (Call the Front Desk)

Voice Mail telephone number _____

Voice Mail master extension number _____

Your mailbox number (generally, this is the same as your room extension) _____

Your security code (if any) _____

First-Time Logon Tutorial

The first time you call (log onto) your mailbox, the system automatically may tell you how to record a mailbox greeting, name and security code. See the last page for detailed instructions if you want to change your greeting, name and security code at another time.

Calling Your Mailbox

From your hotel phone Dial Voice Mail ● If requested, dial your security code

Exiting Your Mailbox

To exit Hang up

To eXit Dial X X

To eXit & return to mailbox Dial X #

Listening to Your Messages

If your room phone has a Message Light, it flashes when you have messages. After you listen to an entire message, your Hotel Guest Mailbox will automatically either save it or erase it. You will be given the option to either save or erase the message before it is done automatically. If you only listen to a part of the message, it will remain in your Hotel Guest Mailbox. For details, see below.

To Listen to messages Call your Hotel Guest mailbox ● Press L

While Listening you can:

Get Time, date, sender Press T I

SAve the message Press S A (The next message plays automatically)

Erase the message Press E (The next message plays automatically)

Pause/continue listening Press *

Backup in the message Press B to go back a few seconds or B B to go to beginning

Go ahead a few seconds Press G

Get a Help Message Press 0 (zero)

Turn **V**olume **U**p/**D**own Press V U or V D

To restore **V**olume to **N**ormal Press V N

Using Mailbox Options

To personalize your **G**reeting Call your mailbox ● Press O P ● Press G ● Follow the prompts
Outside callers hear the following standard Greeting when they reach your mailbox: ***The Guest you are trying to reach is unavailable. Please leave a private message at the tone or press 0 to ring the hotel operator.*** If you want you can personalize the Greeting by recording your own (***Hi, this is John. I can't take your call right now, so at the tone leave a message or dial 0 to ring the hotel operator.***) You can record up to 3 Greetings.

To change your **S**ecurity Code Call your mailbox ● Press O P ● Press S ● Follow the prompts

To change the **N**ame Call your mailbox ● Press O P ● Press N ● Follow the prompts
If you don't record a personal Greeting, the name you record is used instead of ***the guest you are to reach*** in the standard Greeting. That is, an outside caller hears: ***John Smith is unavailable. Please leave a private message at the tone or press 0 to ring the hotel operator.***

Using Wake-Up Calls and the Snooze Alarm

To program a Wake-Up Call from your room phone	Call your mailbox ● Press U ● Follow the voice prompts to enter the time you wish to be called You will be called at the time you requested. If you do not answer the Wake-Up Call, it will be canceled.
To Modify or Cancel the Wake-Up Call after you set it	Call your mailbox ● Press U ● Listen for the prompt stating that your Wake-Up Call is active ● Press C to cancel or press M to modify the time for the Wake-Up Call
To activate Snooze Alarm after answering the Wake-Up Call	Listen to the Wake-Up Call announcement ● Press S ● Hang up (You may activate the Snooze Alarm as many times as you wish)
To call the hotel operator after answering the Wake-Up Call	Listen for the prompt for dialing the operator (if you don't hear it you can't call the operator) ● Dial 0 (zero)
To cancel the Wake-Call after you answer it	Hang up or call the hotel operator (You won't be called again.)

Checking Out

After you check out, outside callers can no longer leave you messages. Any messages that were left in your mailbox are automatically transferred and retained in a "holding" mailbox. The front desk can tell you how to listen to these messages.

Using the Automated Attendant

If your hotel has an Automated Attendant, some features operate differently than previously described. The following descriptions provide details for these differences.

To call the hotel from an outside telephone	Dial Voice Mail telephone number ● Follow the Automated Attendant dialing instructions to route your call
To call your mailbox from outside the hotel (through the Automated Attendant)	Dial Voice Mail telephone number ● If you hear hotel's greeting, dial # (or other log-on code). Otherwise, go to next step ● If requested, dial your Hotel Guest Mailbox number ● If requested, dial security code
To exit your mailbox & return to Automated Attendant	Dial X ● Listen for prompt to return to Auto Attendant (if you don't hear one, you can't return) ● Dial *
When changing your Greeting	When you change your Greeting, you may hear a prompt stating that Automated Attendant Do-Not-Disturb is off. You should keep this setting to "off." If you change it so that Automated Attendant Do-Not Disturb is on, your calls will go immediately to your mailbox (without first ringing your phone).



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