

NVM-Series

Voice Mail with Automated Attendant Quick Reference for System Administrators

Using System Administrator Options

Calling a System Administrator (SA) Mailbox

From any exit: Get intercom dial tone ● Dial NVM master ext. ● Dial SA Mailbox number ● Dial security code.
From outside the company: Call NVM ● Dial # during company greeting ● Dial SA Mailbox number ● Dial Security code

To record a **BR**oadcast message[‡]

Call System Administrator Mailbox ● Press S A ● Press B R

A Broadcast Message plays when a person calls (logs on to) a Subscriber, Guest, Message Center, or Future Delivery Mailbox, right before the message count plays

To record a **W**elcome message[‡]

Call System Administrator Mailbox ● Press S A ● Press W

A Welcome Message is for a Call Routing, Message Center, or Directory Dialing Mailbox. This message greets the caller (e.g. *Thank you for calling company ABC*).

To record an Instruction Menu

Call System Administrator Mailbox ● Press S A ● Press I

An Instruction Menu is for a Call Routing or Directory Dialing Mailbox. This menu tells the caller what to dial (e.g. *Please dial the extension you wish to reach, or dial 1 for sales*). NVM-2 combines recording a Welcome Message with this option.

To record a **D**irectory Dialing Message[‡]

Call System Administrator Mailbox ● Press S A ● Press D D

A Directory Dialing Message is for a Directory Dialing Mailbox or for a Call Routing Mailbox. This message tells the callers what letters to dial to reroute their call.

To record an **A**nnouncement Message

Call System Administrator Mailbox ● Press S A ● Press A N

An Announcement Message is for an Announcement or ACD Mailbox.

To record Mailbox **N**ames

Call System Administrator Mailbox ● Press SA ● Press N

A name replaces the corresponding number in voice prompts.

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| To use Answering Schedule O verride | Call System Administrator Mailbox ● Press S A ● Press S O This changes the mailbox that answers incoming calls. |
| To record M usic on H old† ‡ | Call System Administrator Mailbox ● Press S A ● Press M H This music plays during the Call Queuing wait time. |
| To record I nteractive P rompts† ‡ | Call System Administrator Mailbox ● Press S A ● Press I P These prompts are the questions for an Interactive mailbox. |
| To use System P rompt C ustomization† | Call System Administrator Mailbox ● Press S A ● Press P C This lets you re-record all the voice prompts in the system. |
| To set the T ime and/or D a T e | Call System Administrator Mailbox ● Press S A ● Press T I for time or D T for date. This lets you set the time and/or date in the NVM system. |
| To get S ystem V ersion Number | Call System Administrator Mailbox ● Press S A ● Press S V This lets you get the software version number for your system. |
| To prepare the System for P ower- D own† | Call System Administrator mailbox ● Press S A ● Press P D This shuts down NVM. Shut down NVM before you turn it off or reset it. Otherwise, you may corrupt the database. |
| To E rase All M essages | Call System Administrator Mailbox ● Press S A ● Press E M This lets you erase all the messages in a Subscriber, Guest, or Message Center Mailbox. |
| To D elete a S ecurity Code | Call System Administrator Mailbox ● Press S A ● Press D S This lets you delete the security code for a Subscriber, Message Center, Guest, Announcement, Modem or Fax mailbox. (In NVM-2, you have access to this option through the Database Management Menu. See the NVM-2 System Guide for the specifics.) |

†Available on NVM-2000

‡Option not available on NVM-2

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Part No.17600QRA02
Issue 1-0

April 1998
Printed in U.S.A. (183)