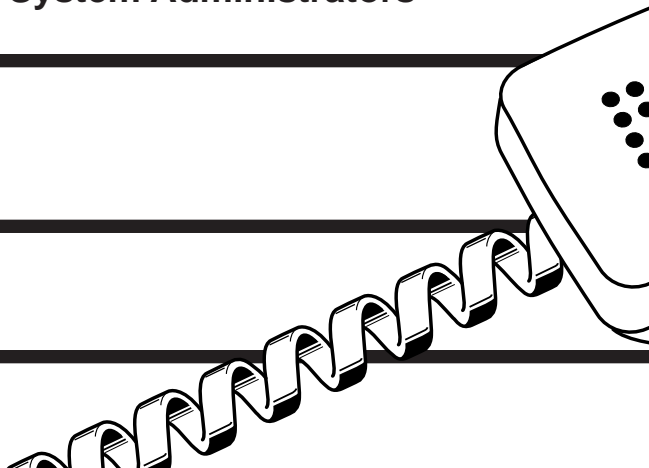




# **NVM-2002**<sup>TM</sup>

**with Hotel/Motel**

**Voice Mail with Automated Attendant  
Quick Reference to Guest Management  
for System Administrators**



# NVM-2002 with Hotel/Motel

## Voice Mail with Automated Attendant Quick Reference to Hotel Guest Management for System Administrators

### Using Guest Management Options

Calling a System Administrator (SA) Mailbox

**From any ext:** Get intercom dial tone ● Dial Voice Mail master extension no. (If you hear, **Please enter your security code**, dial \*) ● Dial SA Mailbox no. ● Dial security code.

**From outside the hotel:** Call Voice Mail telephone number ● Dial # during hotel greeting ● Dial SA Mailbox no. ● Dial security code

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To Check In a Hotel Guest

Call System Administrator Mailbox ● Press S A ● Press G M ● Press C I ● Enter the room extension of the guest to be checked in ● Follow the voice prompts

The Hotel Guest's mailbox can now receive messages from outside callers.

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To Check Out a Hotel Guest

Call System Administrator Mailbox ● Press S A ● Press G M ● Press C O ● Enter the room extension of the guest to be checked out ● Follow the voice prompts

The Hotel Guest's mailbox can no longer receive messages from outside callers. This also erases the mailbox greeting, name and security code (if any) for the mailbox that was checked out.

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To use Post Check-Out Message Checking for a particular Hotel Guest (e.g., to determine if a Hotel Guest, who has checked out, has any messages and then listen to them)

When a Hotel Guest, who has checked out, calls for messages: ● Start to transfer the call to Voice Mail (and dial Voice Mail master extension no.) ● Call your SA Mailbox ● Press S A ● Press G M ● Press M C ● Enter the room extension for post check-out message checking ● Enter the date the Guest was checked out ● Listen for the message count (If the Guest has no messages, you will hear, **There are no messages**). Press L to listen to the messages, or press T and complete the transfer so that the guest who has checked out can listen to the messages

The (former) Hotel Guest can listen to and erase the messages or call the operator.

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To Move a Hotel Guest's mailbox

Call System Administrator Mailbox ● Press S A ● Press G M ● Press M G ● Enter room extension to be moved ● Enter the extension number of the new room ● Follow the prompts

This option moves the characteristics of a Hotel Guest's mailbox (e.g., messages, greeting, wake-up call) to another mailbox.

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To set a **Wake-Up Call** for a Hotel Guest

Call System Administrator Mailbox ● Press S A ● Press G M ● Press W C ● Follow prompts for the room extension to receive the Wake Up Call

To cancel or modify the time of a Wake-Up Call for a particular room extension

Call System Administrator Mailbox ● Press S A ● Press G M ● Press W C ● Enter the room extension requiring a canceled or modified Wake-Up Call. Listen for prompt stating **the Wake-Up Call is active**. Follow prompts to cancel or modify Wake-Up Call.

Hotel Guests have the ability to set their own Wake-Up Calls through their mailboxes. Your system can be set up so that the Front Desk's mailbox receives an urgent notice when a Guest does not answer a Wake-Up Call. Then, when listening to messages, a Front Desk attendant hears, **Room XXX does not answer. The Wake-Up Call has failed.**

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To record Wake-Up Call **AN**ouncement

Use the same steps for recording any Announcement Message: Call System Administrator Mailbox ● Press S A ● Press A N ● Follow the voice prompts to record the announcement that plays for Wake-Up Calls

The Voice Mail has a standard announcement that plays for Wake-Up Calls (**Hello, this is the Wake-Up Call you requested. To activate the Snooze Alarm, press S. To ring the hotel operator, press 0. Otherwise, hang up now to turn off your Wake-Up Call.**) Your Voice Mail may be set up with a Wake-Up Announcement Mailbox that is set for each Hotel Guest Mailbox. If it is, the standard Wake-Up Call Announcement will not play. You must record the Wake-Up Call Announcement (which plays in place of the standard announcement).

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To program Hotel **G**uest List Mailboxes (allows you to create Distribution Lists for Hotel Guests)

Call System Administrator Mailbox ● Press S A ● Press G M ● Press G L ● Enter the Distribution Mailbox number ● Follow the prompts to modify the list (adding or deleting room extensions on the list), to hear which room extensions are on the list, or to remove all room extensions from the list.

A Distribution Mailbox is the mailbox assigned to a Distribution List (which is simply a list of mailboxes). Distribution Mailboxes and their corresponding Lists are assigned in system programming. See your System Programmer/Installer to see what Distribution Mailboxes are available to you.

After you put the Hotel Guests on a Distribution List, you can use R S (Record and Send) to send a message to all mailboxes on the list without entering each individual mailbox. When you are prompted for the mailbox number to receive your message, enter the Distribution Mailbox number.

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To Erase All Messages

Call System Administrator Mailbox ● Press S A ● Press E M ● Follow the prompts

This lets you erase all the messages in a Subscriber, Guest, Message Center or Hotel Guest Mailbox.

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To Delete a Security Code

Call System Administrator Mailbox ● Press S A ● Press D S ● Follow the prompts

This lets you delete the security code for a Subscriber, Message Center, Guest, Announcement, Modem, Fax or Hotel Guest Mailbox.

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## Helping Hotel Guests Call Into Voice Mail

The phone system that is installed in your hotel determines how Hotel Guests call into Voice Mail and log onto their mailbox. The steps listed below tell how Hotel Guests log onto their mailboxes from several different phone systems. You will need this information if a Hotel Guest needs help when logging onto Voice Mail.

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To call a Hotel Guest mailbox:

From a Hotel Guest's VS/DS01/DS100 phone

Press MSG key (Or, dial \*6 if no key) ● If requested, dial security code

From Hotel Guest's 124i/384i Keypad

Press Voice Mail key (Or, press CALL key, dial \*8) ● If requested, dial security code

From Hotel Guest's 124i/384i Single Line phone

Dial \*8 ● If requested, dial security code

From Hotel Guest's Portrait phone

Press SPK ● Press ICM, then dial \* (Or, just press Mailbox Logon Key) ● If requested, dial security code

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