NITSUKO AMERICA
TELECOM DIVISION

NVM-202

**Voice Mail
with Automated Attendant**

**Installation and Telephone
Programming Manual**

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:

Nitsuko America, Telecom Division
4 Forest Parkway
Shelton, CT 06484

Attention: Manager, Technical Publications

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Before You Get Started, Read This

How To Use This Guide	The NVM-202 Installation and Telephone Programming Guide describes the NVM-202 Automated Attendant Features, Mailbox Types, System Programmable Messaging Features, Maintenance Features and NVM-202 programming instructions. The programming instructions show you how to program NVM-202 from an extension in the telephone system, using a System Administrator Mailbox.[1] This guide does not describe the NVM-202 features that the mailbox users can activate from a telephone. For these feature descriptions, see the NVM-202 User's Guide.

This guide is divided into three sections:

Use:	To:
Section 1 *Getting Started*	Install and initialize NVM-202
Section 2 *Understanding the NVM-202 Features*	Find out about the above-mentioned NVM-202 features and their related programs
Section 3 *Programming the NVM-202 Features*	Program the above-mentioned NVM-202 features and mailboxes

About Related Documents	In addition to the NVM-202 Installation and Programming Guide, there are these related documents:

NVM-202 Quick Set-Up and Telephone Programming Guide (P/N 17570QSG01) provides brief instructions for installing NVM-202 and programming NVM-202 from a System Administrator extension. The guide lists the default value for each NVM-202 feature and shows you how to modify the default.

NVM-202 Installation and Terminal Programming Guide (P/N 17570SWG02) shows you how to install NVM-202 and program it using a Monochrome Monitor or terminal.

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[1] NVM-202 can also be programmed using a Monochrome Monitor or terminal. This programming method provides more flexibility in the way the features can be configured. See the NVM-202 Installation and Terminal Programming Guide (P/N 17570SWG01).

Before You Get Started, Read This

NVM-202 Quick Set-Up and Terminal Programming Guide (P/N 17571QSG01) provides brief instructions for installing NVM-202 and programming NVM-202 from a terminal or Monochrome Monitor. The guide lists the default value for most NVM-202 features and shows you how to modify the default.

NVM-202 User's Guide (P/N 17570SUG01) explains all the NVM-202 user features (that is, the features that the mailbox users can activate from a telephone). The User's Guide also provides operating instructions for these features.

NVM-202 Quick Reference Guide (P/N 17570QRC01) provides abbreviated operating instructions for all user features.

NVM-202 System Administrator's Quick Reference Guide (P/N 17570QRA01) provides abbreviated operating instructions for the options on the System Administrator menu.

Section 1:

Getting Started

Chapter 1

Introducing NVM-202

<div style="border:1px solid">About NVM-202</div>

NVM-202 provides a fully-integrated Automated Attendant and Voice Mail for a one-, two-, or three-cabinet ONYX VS or BUSINESSCOM DS01 telephone system.[2]

<div style="border:1px solid">About the Automated Attendant</div>

The Automated Attendant answers the company's incoming calls with a recorded Welcome Message and Instruction Menu. A typical Welcome Message is: *Thank you for calling company ABC.* A typical Instruction Menu is: *Please dial the extension number you wish to reach, or dial 1 for sales, 2 for customer service,* etc. All the caller has to do is dial a code to route their own call. Some of the routing options include routing to an extension, to a mailbox, or to Voice Mail.

The NVM-202 Daily Department Schedules let the Automated Attendant welcome callers differently during each of the following four time periods:

- Workweek mornings
- Workweek afternoons
- Workweek evenings
- Weekends (business off-hours)

<div style="border:1px solid">About Voice Mail</div>

The Voice Mail system lets outside callers leave recorded messages for the company employees, and it lets the employees leave recorded messages for each other. The messages get stored in each person's personal (Subscriber) voice mailbox.

A Subscriber accesses the Voice Mail System by calling their voice mailbox - from inside or outside the company. After calling, a Subscriber presses codes on their Touch Tone phone to listen to their messages, record and send a message, check to see if a recipient listened to their message, record a mailbox name/greeting, and more.

And NVM-202 provides voice prompts (step-by-step recorded instructions) to guide people in using the system (see the User's Guide for more detail). In all the NVM-202 documentation, voice prompts will appear in bold italics like this: *Please dial the extension number you wish to reach.*

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2   NVM-202 may be used with other ONYX telephone systems if you change the NVM-202 mailbox numbering plan. You can change the mailbox numbering plan only if you use a Monochrome Monitor or terminal to program NVM-202. See your Account Representative for details.

Introducing NVM-202

NVM-202 Specifications

Ports	3
Voice Storage	4 hours
Mailboxes	200
Telephone System Interface	For each Voice Mail port: A 2500 Interface (ASI) with DTMF Receiver (P/N 89749) and a telephone system keyset port
Direct Terminal Access	Customer-provided Monochrome Monitor and Keyboard (optional). Direct Terminal Access is also available through a customer-provided RS-232-C (dumb), VT100, or ANSI terminal. This guide does not provide instructions for using the monitor or terminal. See the NVM-202 Installation and Terminal Programming Guide.
Remote Terminal Access	Requires a customer-provided external modem connected to the COM port for Direct Terminal Access.
Electrical Requirements	105-120 VAC, 60 HZ
Environmental Requirements	
Room Temperature	50-104°F (10-40°C)
Humidity	20-85% non-condensing
Reliability	Designed to meet 50,000 hours MTBF
Safety Approvals	UL, CSA
EMI Emissions	Complies with FCC part 15 class A, SOR - 88475 class A
Registrations	
FCC	Complies with FCC part 68 REG # 1A92PJ-10975-VM-E
DOC	Complies with DOC CS03
Cabinet Dimensions	
Length	15 "
Width	14 1/2"
Height	3 1/2"
Weight	15 lbs

Chapter 2

Preparing for NVM-202 Start-Up

Preparing for NVM-202 Start-Up

Step 1: Finding Out What You Need

The NVM-202 equipment, site, and electrical requirements are listed below.[3]

Equipment Requirements

- NVM-202 cabinet and power cord

- A 2500 Interface (ASI) with a DTMF Receiver (P/N 89749) for each Voice Mail port. One telephone system keyset port for each Voice Mail port.

- For the two-port connector on the NVM-202 cabinet: One RJ14 to RJ11 adaptor (e.g., Radio Shack RJ14 to RJ11 adaptor, Catalog Number 279-401 or Suttel Part # SE-174) Also, three two-pair modular line cords.

- For the one-port connector on the NVM-202 cabinet: Two two-pair modular line cords

- Surge protector

- The manuals for your telephone system

Site Requirements

- Dust-free, away from large motors, with adequate rear ventilation for NVM-202 cabinet

- A table or stand for the NVM-202 cabinet, no more than 25 feet from telephone system

- Room Temperature: 50-104°F (10-40°C)

- Non-condensing humidity: 20-85%

Electrical Requirements

- Dedicated (and grounded) three-prong outlet (105-120 VAC, 60 HZ), no more than 5 feet from NVM-202

Step 2: Preparing Your Telephone System

For NVM-202 to work properly, the telephone system must be equipped with compatible hardware and it must be programmed for Voice Mail. Use programs 3, 12, 14, 18, and 19 in the telephone system manual.

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[3] The equipment listed in this section does not include the equipment required for Direct Terminal Access to NVM-202. See the NVM-202 Installation and Terminal Programming Guide (P/N 17570SWG01).

Preparing for NVM-202 Start-Up

Refer to Figure 1 as you use the installation instructions below.

To connect NVM-202 to the telephone system:

1. Place the NVM-202 cabinet in a location not more than 25 feet from the telephone system.

2. For the two-port connector (Ports 1 and 2) on the NVM-202 cabinet:
   - Plug one end of a modular line cord into the two-port connector. Plug the other end into the RJ14 to RJ11 adaptor.

   - Plug each RJ11 line cord (from the adaptor) into the PHONE jack on a 2500 Interface. The RJ11 line cord labeled L1 connects to Port 1 and L2 connects to Port 2.

   - Plug a modular cord into each LINE jack on the 2500 Interfaces. Plug the other end into a Keyset Port designated for Voice Mail.

3. For the one-port connector (Port 3) on the NVM-202 cabinet:
   - Plug one end of a modular line cord into the one-port connector. Plug the other end into the PHONE jack on the 2500 Interface.
   - Plug a modular cord into the LINE jack on the 2500 Interface. Plug the other end into the Keyset Port designated for Voice Mail.

4. Plug the NVM-202 power cord into the AC Power Connector on the NVM-202 cabinet. Plug the surge protector into the dedicated AC outlet, then plug the other end of the NVM-202 power cord into the surge protector.
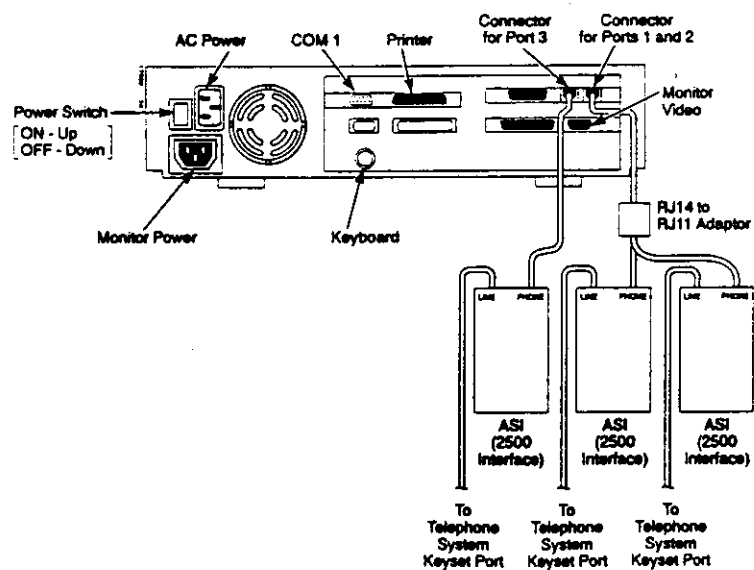
Figure 1: Connecting NVM-202 to Telephone System

Chapter 3

Starting Up and Initializing NVM-202

Starting Up and Initializing NVM-202

	To start up NVM-202:
Step 1: Starting Up NVM-202	Set the power switch to the ON position (up).

WARNING	**Do NOT turn off NVM-202 power or reset NVM-202 (by pressing the Reset button on the front of the cabinet) without first shutting down NVM-202. If you do, the NVM-202 database may get corrupted. To shut down NVM-202, see _Preparing for Power-Down: Shutting Down the System_ in Chapter 12.**

Step 2: Testing NVM-202	Once NVM-202 has been turned on, you should perform the following two tests to check NVM-202 operation.

Test 1 (for Voice Mail):
1. At Multibutton extension 300: Lift the handset.
2. Press the Message (MSG) key.
3. Listen for: _You have no messages._

Test 2 (for the Automated Attendant):
1. Call into a trunk that you have assigned to NVM-202.
2. Listen for: _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._

If you do not hear the stated voice prompts, check the equipment connections and the telephone system programming for Voice Mail. Do not go to Step 3 below until you hear these voice prompts.

Step 3: Preparing for NVM-202 Initialization and Programming	Before you initialize or program NVM-202, you should assign a Security Code to System Administrator Mailbox 300. This mailbox, which is permanently assigned to extension 300, lets you initialize and program NVM-202. Assigning a Security Code to this System Administrator Mailbox helps prevent unauthorized programming.

To create other System Administrator Mailboxes, see _System Administrator Mailboxes_ in Chapter 5.

To assign a Security Code to System Administrator Mailbox 300 from Multibutton extension 300:
1. Lift handset, then press the Message (MSG) key.
2. Wait for the voice prompt, _You have no messages._
3. Press **O P** for Mailbox Options Menu.
4. Press **S** for Security Code.
5. Follow the voice prompts. The Security Code can be 1-6 digits.

Notes: (1) To get recorded help while using NVM-202, dial zero. (2) To delete the Security Code, see _Delete Mailbox Security Code_ program in Chapter 10.

Starting Up and Initializing NVM-202

The NVM-202 System Initialization Menu let you initialize (install):
- The default values for the NVM-202 features. The defaults are listed with the feature descriptions in Section 2 of this guide.
- The mailbox numbering plan for Subscriber and Trunk Mailboxes. *For a one- or two-cabinet VS or DS01:* Subscriber Mailboxes 300-347 for extension numbers 300-347 and Trunk Mailboxes 348-363 for trunk numbers 348-363. *For a three-cabinet VS or DS01:* Subscriber Mailboxes 300-371 for extensions 300-371 and Trunk Mailboxes 372-395 for trunk numbers 372-395. For the complete mailbox numbering plan, see Chapter 5.
- The NVM-202 Message Compression Rate, which compresses messages to favor sound quality or storage capacity.

NVM-202 has been factory-installed with:
- The default values for the NVM-202 features
- The mailbox numbering plan for a one- or two-cabinet VS or DS01
- A Message Compression Rate that favors message sound quality

If the factory settings meet the customer's communications needs, go to step 5 below. Otherwise, continue reading below.

If there is any activity (calls in progress) in the NVM-202 system when you start the initialization, NVM-202 lets you:
- Wait until activity ceases before initializing
- Go ahead with the initialization, regardless of the activity. If you choose this option, all calls in progress get disconnected.
- Cancel the initialization

WARNING	Initializing the database and/or changing the Message Compression Rate erases all recorded messages.

To initialize NVM-202:
1. Call System Administrator Mailbox 300 from extension 300:
   Lift handset, press Message key.
   Enter Security Code, then wait for: *You have ___ messages.*
2. Press **D M** for Database Management Menu.
3. Press **S I** for System Initialization.
4. Select one of the following:
   Press **H C** to hear the current NVM-202 configuration.
   Press **V S** to initialize for a 1- or 2- cabinet VS or DS01.
   Press **T C** to initialize for a 3-cabinet VS or DS01.
   Press **F C** to favor message storage capacity.
   Press **F S** to favor message sound quality.
5. Follow the voice prompts. As a precautionary measure, NVM-202 will ask you to re-enter the Security Code.

Use the NVM-202 Quick Set-Up and Telephone Programming Guide to modify (if necessary) the default values for the NVM-202 features.

Section 2:

Understanding NVM-202 Features

Introduction

About This Section

This section describes the following NVM-202 Features: Automated Attendant features, Mailbox Types, System Programmable Messaging Options, and Maintenance Features. This section does not describe the NVM-202 Features that the mailbox users can activate from a telephone. See the NVM-202 User's Guide for these descriptions.

The features are listed alphabetically in each chapter. Each feature is presented with two main headings:
- **Description** describes the feature. Along with the feature description are two subheadings:
  - **Default** lists the default (factory) setting for the feature.
  - **Conditions** lists any limitations of the feature or exceptions to the feature description.
- **Related Programs** lists the programs (in Section 3) that are used to customize the feature.

Chapter 4

Automated Attendant Features

Automated Attendant Features

Answering and Routing Calls: An Overview

Description

The NVM-202 Automated Attendant uses a Call Routing Mailbox to answer the company's incoming calls. The Call Routing Mailbox (and its Dial Action Table) provides routing options to the callers. That is, the Call Routing Mailbox lets a caller press a dialpad key (0-9, *, #) to route their own call to an extension, mailbox, or Voice Mail. The caller first hears the recorded Welcome Message for the Call Routing Mailbox, then the Instruction Menu for the Call Routing Mailbox. A typical Welcome Message (commonly called a company greeting) is: *Thank you for calling company ABC.* A typical Instruction Menu (which explains the routing options) is: *Please dial the extension number you wish to reach, or dial 1 for sales, 2 for customer service,* etc.

The NVM-202 **Daily Department Schedules** let the Automated Attendant answer an incoming line using four different Welcome Messages, one for each of the following programmable time periods:
- Workweek mornings
- Workweek afternoons
- Workweek evenings
- Weekends

NVM-202 assigns a distinct Call Routing Mailbox to each of these time periods so the System Administrator can record a different Welcome Message for each time period.

The NVM-202 **Dial Action Tables** let the System Administrator set up the routing options for a Call Routing Mailbox. The Dial Action Table assigns a particular routing option to each dialpad key. This way, NVM-202 knows how to route a call when a caller presses a dialpad key. For example, the System Administrator can set up a Dial Action Table so that when a caller presses key 7, NVM-202 routes (sends) a caller to a particular extension - perhaps the person in charge of customer service. Once the Dial Action Table is set up for a Call Routing Mailbox, the System Administrator can record an Instruction to explain the routing options in the Dial Action Table.

NVM-202 provides three Dial Action Tables:
- Dial Action Table 1 handles calls during the workweek morning and afternoon time periods in a Daily Department Schedule.
- Dial Action Table 2 handles calls during the workweek evening and weekend time periods in a Daily Department Schedule.
- Dial Action Table 3 is for the Answering Schedule Override feature.

The diagram on the next page shows how NVM-202 would answer and route a call using the default settings for the following: Daily Department Schedule 1, Welcome Message, Instruction Menu, and Dial Action Tables.

Automated Attendant Features

Answering and Routing Calls: An Overview (cont'd)

| Call rings in on trunk XXX on Wednesday (a workweek day), 1:30 PM |

To modify the time
periods, see *Daily*   <====
Department Schedules
in this chapter.

| NVM-202 looks at the Daily Department Schedule 1 to find out which Call Routing Mailbox (CR) it should use to greet the caller. |

Workweek Mornings Mon-Fri, starting at 8AM   CR 411
Workweek Afternoons   Mon-Fri, starting at 12 PM CR 412
Workweek Evenings Mon-Thu, starting at 5PM   CR 413
Weekends   Fri 5PM to Mon 8AM   CR 414

To modify the Welcome
Message, see *Welcome* <====
Message in Chapter 6.

| Since the call falls into the afternoon time period, NVM-202 plays the Welcome Message for Call Routing Mailbox 412. The default Welcome Message for all Call Routing Mailboxes is: *Thank you for calling.* |

To modify the Instruction
Menu, see *Instruction* <====
Menu in Chapter 6.

| NVM-202 plays the Instruction Menu for Call Routing Mailbox 412. The default Instruction Menu is: *If you are calling from a touch tone phone, please dial the extension number you wish to reach. If you are calling from a rotary dial phone, please stay on the line for assistance.* |

| Caller presses a dialpad key. |

To modify the Dial Action
Table, see *Call Routing*
Mailboxes in Chapter 5. <====
See also *Call Routing*
Options in this chapter.

NVM-202 uses Dial Action Table 1 (which is for afternoon time periods) to route the call. The default for all Dial Action Tables is as follows:
Key 0:   Transfers caller to extension 300
Key 1-2:   Undefined Routing (NVM-202 does not send the caller anywhere)
Key 3:   Lets caller dial extension numbers that begin with 3 to transfer to that extension.
Key 4-8:   Undefined Routing
Key 9:   Hangs up the call
Key *:   Lets caller dial a mailbox number to leave a message in that mailbox
Key #:   Lets caller dial their own mailbox number to call (log on to) their mailbox and use Voice Mail features.
TIMEOUT: Transfers caller to extension 300

Default
See flow diagram above

Conditions
See feature references in left-hand column above

Related Programs

See feature references in left-hand column above.

Automated Attendant Features

Answering Schedule Override

Description

Answering Schedule Override lets the System Administrator change, from any Touch Tone telephone, the Call Routing Mailbox that answers the company's incoming calls. NVM-202 uses the "override" Call Routing Mailbox (and its Dial Action Table) to answer and route all trunks until the System Administrator turns Answering Schedule Override off. For example, the System Administrator can program the override Call Routing Mailbox with a holiday Welcome Message and Instruction Menu. This way, when the company is closed due to a holiday, the System Administrator can have NVM-202 use that mailbox to answer calls.

For information on Call Routing Mailboxes (and Dial Action Tables), see Chapter 5. See also *Answering and Routing Calls: An Overview* in this chapter.

Default
■ Answering Schedule Override is off.
■ The override Call Routing Mailbox is 410. It uses Dial Action Table 3. The override mailbox number and its Dial Action Table assignment may be changed only through terminal programming.
■ See also the default settings for the related programs.

Conditions
None

Related Programs

From the System Administrator (SA) Menu:

To use the SO program, see Chapter 11. To use the other listed programs, see Chapter 13.

➤ **Use Answering Schedule Override (SO)** to turn Answering Schedule Override on or off.

➤ **Use Record Welcome (W) Message** to record a Welcome Message for the override Call Routing Mailbox. The default Welcome Message is: *Thank you for calling.*

For feature information, see *Welcome Message* in Chapter 6 and *Call Routing Mailboxes* in Chapter 5.

➤ **Use Record Instruction (I) Menu** to record an Instruction Menu for the override Call Routing Mailbox. The default Instruction Menu is: *If you are calling from a Touch Tone phone, please dial the extension number you wish to reach. If you are calling from rotary dial phone, please stay on the line for assistance.*

For feature information, see *Instruction Menu* in Chapter 6 and *Call Routing Mailboxes* in Chapter 5.

Automated Attendant Features

Answering Schedule Override (cont'd)

Related Programs (cont'd)

From the Dial Action Table (DA) Menu:

To use the programs on the Dial Action Table, see Chapter 11.

➤ **Assign routing options (Actions) to the dialpad keys for Dial Action Table 3** to provide callers with routing options while Answering Schedule Override is on. The default routing options for Dial Action Table 3 are as follows:

Key 0:   Screened Transfer to extension 300
Key 1:   Undefined Routing
Key 2:   Undefined Routing
Key 3:   Screened Transfer to caller-dialed extension
                that begins with the digit 3.
Key 4:   Undefined Routing
Key 5:   Undefined Routing
Key 6:   Undefined Routing
Key 7:   Undefined Routing
Key 8:   Undefined Routing
Key 9:   Hang up
Key *:   Quick Message
Key #:   Log on to Voice Mail
TIMEOUT: Screened Transfer to extension 300

For feature information on the available call routing options, see *Call Routing Options* in this chapter. For feature information on the Dial Action Tables, see *Call Routing Mailboxes* in Chapter 5.   ·

Automated Attendant Features

Call Announcing/Screening

Description

Call Announcing/Screening lets the Automated Attendant announce a caller to a Subscriber extension. The Subscriber hears who the call is from and can then accept the call or send it back to the Automated Attendant.

More specifically, this is how Call Announcing works:

1. When a caller tries to transfer to the Subscriber extension, NVM-202 says: *At the tone, please record your name so that I may announce your call. When you are done recording, press the pound key.*

2. When the caller presses the pound key, NVM-202 calls the extension. If the caller forgets to press the pound key, NVM-202 transfers the call after 5 seconds.

3. When the Subscriber answers and says "Hello," NVM-202 says this: *Hello. I have a call for (Subscriber's extension XXX or name) from (the caller's recorded name). To accept this call, dial 1. Otherwise, hang up.*

4. If the Subscriber dials 1, NVM-202 says, *Connecting,* then connects the parties. If the Subscriber hangs up, the caller hears the Subscriber's mailbox greeting (if recorded and turned off) or: *Extension XXX (or name) is not available. To leave a message, press 1. For other options, press 2.*

    If the mailbox greeting plays, a caller can leave a message, then:
    -   Hang up.
    -   Press # for the Automated Attendant Instruction Menu (that is, the Instruction Menu for the Call Routing Mailbox that transferred the call).
    -   Press 0 to be routed by the Key 0 Action (routing option) of the Subscriber's Next Call Routing Mailbox, if one is programmed. See also *Next Call Routing Mailbox* in Chapter 5.

    If the extension status message plays, the caller can:
    Press 1 to leave a message. After leaving the message, the caller can:
    -   Hang up.
    -   Press # for the Automated Attendant Instruction Menu (that is, the Instruction Menu for the Call Routing Mailbox that transferred the call).
    -   Press 0 to be routed by the Key 0 Action (routing option) of the Subscriber's Next Call Routing Mailbox, if one is programmed.
    Press 2 to return to the Automated Attendant Instruction Menu.

Default
Call Announcing is disabled for all Subscriber extensions.

Automated Attendant Features

Call Announcing/Screening (cont'd)

Description

Conditions

- Call Announcing occurs for Automated Attendant screened transfers, not forced unscreened transfers. See *Call Routing Options (Option #1: Screened Transfer to an Extension)* in this chapter.
- The Subscriber extension must not block Automated Attendant calls. See also *Call Blocking* in this chapter.
- The Subscriber's mailbox greeting must be off. If it is on, NVM-202 immediately plays the mailbox greeting when the Automated Attendant caller tries to reach the extension.
- The Subscriber's Paging Message must be off. Otherwise, NVM-202 immediately parks the Automated Attendant caller and pages the Subscriber. See also *Call Parking/Paging* in this chapter.

Related Programs

From the Mailbox Programming (MP) Menu:

To use the programs on the Mailbox Programming Menu, see Chapter 10.

➤ Use Call Announcing/Screening (CS) to enable or disable Call Announcing/Screening for a Subscriber extension.

In this chapter:·

➤ See Call Routing Option #1: Screened Transfer to an extension for the related programs for screened transfers. NVM-202 must be set up for screened transfers in order for Call Announcing/Screening to work.

Automated Attendant Features

Call Blocking

Description

Call Blocking prevents a Subscriber extension from receiving Automated Attendant transfers (screened or unscreened). An Automated Attendant caller who tries to transfer to a blocked Subscriber extension hears: *Extension XXX is unavailable. To leave a message, press 1. For other options, press 2.*

The caller can do the following:
- Press 1 to leave a message in the Subscriber's Mailbox. After leaving a message, the caller can:
    - Hang up.
    - Press # for the Automated Attendant Instruction Menu (that is, the Instruction Menu for the Call Routing Mailbox that transferred the call).
    - Press 0 to be routed by the Key 0 Action (routing option) on the Subscriber's Next Call Routing Mailbox, if one is programmed. See also *Next Call Routing Mailbox* in Chapter 5.
- Press 2 to return to the Automated Attendant Instruction Menu.

If, however, a blocked Subscriber extension is programmed with a Next Call Routing Mailbox, NVM-202 can automatically reroute the blocked callers. NVM-202 reroutes the callers using the Key 0 Action (routing option) on the Next Call Routing Mailbox's Dial Action Table.

Default
- Call Blocking is disabled for all Subscriber extensions.
- The Next Call Routing Mailbox for all Subscriber extensions will reroute blocked callers to extension 300.

Conditions
- Call Blocking prevents these features from being activated: Call Announcing/Screening, Call Parking/Paging, and Call Waiting.

Related Programs

From the Mailbox Programming (MP) Menu:

To use these programs on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Block Automated Attendant Calls (BA)** to enable or disable Call Blocking for a Subscriber extension.

➤ **Use Next Call Routing Mailbox (NC)** to assign a Next Call Routing Mailbox to the Subscriber extension.

For feature information, see *Next Call Routing Mailbox* in Chapter 5.

Automated Attendant Features

Call Blocking (cont'd)

Related Programs

From the Dial Action Table (DA) Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Assign the desired routing option** to Key 0 on the Dial Action Table that is associated with the Next Call Routing Mailbox.

In this chapter:

➤ **See Call Routing Option #1: Screened Transfer to an Extension or Forced Unscreened Transfer** for the related programs for screened transfers and unscreened transfers. NVM-202 must be set up for screened or unscreened transfers in order for Call Blocking to work.

Automated Attendant Features

Call Parking/Paging

Description

Call Parking parks (holds) a caller at a Subscriber extension, then pages the Subscriber over the All Call Page Zone in the telephone system. NVM-202 makes the page using the Subscriber's recorded Paging Message (for recording instructions, see the User's Guide). A typical Paging Message is: "John Smith, you have a call parked at your extension." After NVM-202 makes the page, the Subscriber can then pick up the call from any extension by dialing the Personal Park Orbit Code. The Personal Park Orbit Code is: *, followed by the Subscriber's extension number. Call Parking is very useful when the Subscriber is frequently away from their desk.

Call Parking/Paging occurs for two types of callers:
- Automated Attendant callers who try to transfer to the Subscriber extension
- Callers who dial the Subscriber's direct line while only unanswered calls are forwarded to the Subscriber Mailbox. For forwarding instructions, see the User's Guide.

Call Parking works one way if the Subscriber's recorded Paging Message is on and another way if it is off:
- If the Paging Message if on, NVM-202 says, *Please Hold*, to an Automated Attendant caller, then immediately parks the caller and pages the Subscriber. NVM-202 does not try to ring the extension. This option does not apply to direct line callers.

- If the Paging Message is off, NVM-202 calls extension. If the extension does not answer after a pre-programmed number of rings, NVM-202 says: *Extension XXX (or name) does not answer. To leave a message press 1. To have the person paged, press 2. For other options, press 3.*

Pressing 1 lets the caller leave a message (the Subscriber's mailbox greeting plays, if recorded and off). After leaving a message, the caller can:
- Hang up.
- Press # for a menu of routing options. Automated Attendant callers go back to the Automated Attendant Instruction Menu (that is, the Instruction Menu for the Call Routing Mailbox that transferred the call). Direct line callers go to the Instruction Menu for the Subscribers' Next Call Routing Mailbox, if one is programmed. See also *Next Call Routing Mailbox* in Chapter 5.
- Press 0 to be routed by the Key 0 Action (routing option) of the Next Call Routing Mailbox, if one is programmed.

Pressing 2 parks the caller and pages the Subscriber.

Pressing 3 reroutes a caller in one of two ways depending on the type of call: An Automated Attendant caller goes to the Instruction Menu for the Call Routing Mailbox that transferred the call. A direct line caller gets routed by the Key 0 Action (routing option) of the Subscriber's Next Call Routing Mailbox, if programmed.

Call Parking/Paging (cont'd)

Description

Default
- Call Parking is disabled for all Subscriber extensions (since there is initially no Paging Message recorded.)
- The Key 0 Action for the Next Call Routing Mailbox's Dial Action Table transfers a caller to extension 300.

Conditions
- The Subscriber's Paging Message must be recorded in order for Call Parking/Paging to work. If no Paging Message is recorded, NVM-202 transfers the caller to the extension as usual (see *Option #1: Screened Transfer to an Extension* in this chapter).
- Call Parking occurs for Automated Attendant screened transfers, not forced unscreened transfers. See also *Call Routing Options (Option #1: Screened Transfer to an Extension)* in this chapter.
- Call Parking does not occur if the Subscriber extension blocks Automated Attendant calls. See *Call Blocking* in this chapter.
- The Subscriber's mailbox greeting must be off. If it is on, NVM-202 immediately plays the mailbox greeting when the caller tries to reach the extension.

Related Programs

From the Mailbox Programming (MP) Menu:

To use the programs on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Next Call Routing Mailbox (NC)** to assign a Next Call Routing Mailbox to the Subscriber extension. This way, Automated Attendant callers have additional routing options.

For feature information, see *Next Call Routing Mailboxes* in Chapter 5.

In this chapter:

➤ **See Call Routing Option #1: Screened Transfer to an Extension** for the related programs for screened transfers. NVM-202 must be set up for screened transfers in order for Call Parking/Paging to work.

Automated Attendant Features

Call Routing Options

Description

In general, NVM-202 uses a Call Routing Mailbox and Dial Action Table to provide call routing options to Automated Attendant callers. That is, the Call Routing Mailbox and Dial Action Table let Automated Attendant callers press dialpad keys (0-9, *, #) on a Touch Tone phone to route their own call to an extension, mailbox, etc. The System Administrator uses the Dial Action Table to assign a call routing option to each dialpad key. See also *Call Routing Mailboxes* in Chapter 5 and *Answering and Routing Calls: An Overview* in this chapter.

➤ **Option # 1: *Screened Transfer to an Extension***

NVM-202 lets an Automated Attendant caller make a screened transfer to a Subscriber extension in two different ways:
- The caller can press a single dialpad key to transfer to a specific extension.
- The caller can dial an extension number.

If the transfer does not go through (for example, if the extension is busy), NVM-202 takes back the call and lets the caller know their options. That is, NVM-202 does these two things:

1. NVM-202 plays one of the following extension status messages:
   Extension XXX is busy. This also plays when the extension is in Do Not Disturb.

   Extension XXX does not answer.

   Extension XXX does not exist when the extension is not installed.

   Extension XXX is not available when the extension blocks Automated Attendant transfers and does not have a Next Call Routing Mailbox. See also *Call Blocking* in this chapter.

2. NVM-202 plays these two voice prompts: *To leave a message press 1. For other options, press 2.*
   The caller can press 1 to leave a message, then:
   - Hang up.
   - Press # for the Automated Attendant Instruction Menu (that is, the Instruction Menu for the Call Routing that transferred the call).
   - Press 0 to reroute their call, if the Subscriber Mailbox has a Next Call Routing Mailbox (see also Next Call Routing Mailbox in Chapter 5).

   Or, the caller can press 2 to return to the Automated Attendant Instruction Menu (that is, the Instruction Menu for the Call Routing Mailbox that transferred the call).

Call Routing Options (cont'd)

> Option # 1: *Screened Transfer to an Extension (cont'd)*

Description (cont'd)

Default

The default call routing options for the dialpad keys and the TIMEOUT function (in all Dial Action Tables) are listed below. The default keys for screened transfers are shown in **bold** type.

Key 0:	**Screened transfer to extension 300**
Key 1:	Undefined Routing
Key 2:	Undefined Routing
Key 3:	**Screened transfer to any extension number the caller dials that begins with the digit 3**
Key 4:	Undefined Routing
Key 5:	Undefined Routing
Key 6:	Undefined Routing
Key 7:	Undefined Routing
Key 8:	Undefined Routing
Key 9:	Hang up
Key *:	Quick Message
Key #:	Log on to Voice Mail
TIMEOUT	**Screened transfer to extension 300**

Conditions

■ Screened transfers may be assigned to Keys 9, *, or # only through terminal programming.

■ If a name is recorded for a Subscriber Mailbox, NVM-202 plays the name in the extension status message instead of the extension number. See also **Related Programs**.

■ If the Subscriber's mailbox greeting is recorded and off, NVM-202 does not play the voice prompts: *To leave a message press 1. For other options, press 2.* Instead, NVM-202 plays the mailbox greeting and lets the caller leave a message. After leaving a message, the caller can use the options described in step 2.

■ If the Subscriber's mailbox greeting is recorded and on, NVM-202 does not even attempt to transfer the call (that is, ring the extension). Instead, NVM-202 immediately plays the mailbox greeting and lets the caller leave a message. After leaving a message, the caller can use the options described in step 2.

■ If the Subscriber extension is set up for Call Waiting, Call Announcing/Screening, Call Parking/Paging, Call Blocking, or Forced Unscreened Transfers, NVM-202 will behave differently than described in steps 1 and 2. For more information, see these features in this chapter.

Automated Attendant Features

Call Routing Options (cont'd)

Related Programs

> Option # 1: *Screened Transfer to an Extension (cont'd)*

From the Dial Action Table (DA) Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

> **Use Specific Extension Transfer (ET)** to let a caller press a dialpad key (0-8) to transfer to a specific extension. You assign ET and the extension number to the key. To have NVM-202 automatically make a Specific Extension Transfer if a caller does not press a key within a pre-programmed amount of time, assign ET and the extension number to the TIMEOUT function.

> **Use Caller-Dialed Extension Transfer (CT)** to let a caller dial an extension number to transfer to an extension. If, for example, extension numbers begin with 4, assign CT to dialpad key 4.

From the System Administrator Menu (SA) Menu:

To use this program on the System Administrator Menu, see Chapter 13.

> **Use Recording Mailbox Names (N)** to record a mailbox name for each Subscriber Mailbox. The name plays in the extension status messages.

For feature information, see *Mailbox Names* in Chapter 6.

Automated Attendant Features

Call Routing Options

Description

In general, NVM-202 uses a Call Routing Mailbox and Dial Action Table to provide call routing options to Automated Attendant callers. That is, the Call Routing Mailbox and Dial Action Table let Automated Attendant callers press dialpad keys on a Touch Tone phone to route their own call to an extension, mailbox, etc. The System Administrator uses the Dial Action Table to assign a call routing option to each dialpad key. See also *Call Routing Mailboxes* in Chapter 5 and *Answering and Routing Calls: An Overview* in this chapter.

➤ **Option #2: *Going to a Mailbox***

NVM-202 lets an Automated Attendant caller go to a mailbox in two different ways:

- The caller can press a single dialpad key to go to a specific mailbox.
- The caller can dial a mailbox number.

Automated Attendant callers can go to the following mailboxes:

- **Call Routing Mailbox**
  The caller hears its Welcome Message and Instruction Menu and can dial a code to route their call.
- **Message Center Mailbox**
  The caller hears its Welcome Message, and a beep. The caller can then leave a message.
- **Subscriber/Guest Mailbox**
  The caller enters (logs on to) the mailbox and can listen to its messages and use Voice Mail.
- **Announcement Mailbox**
  The caller hears the recorded Announcement Message (e.g., movie schedule). Then NVM-202 hangs up or sends the caller back to the Automated Attendant (Instruction Menu).

For more information on these mailboxes, see Chapter 5.

Default
No dialpad keys are set up for Going to a Mailbox. The default call routing options for the dialpad keys and the TIMEOUT function (in all Dial Action Tables) are listed below.

Key 0:   Screened transfer to extension 300
Key 1:   Undefined Routing
Key 2:   Undefined Routing
Key 3:   Screened transfer to any extension number the caller dials that begins with the digit 3
Key 4:   Undefined Routing
Key 5:   Undefined Routing
Key 6:   Undefined Routing
Key 7:   Undefined Routing
Key 8:   Undefined Routing
Key 9:   Hang up
Key *:   Quick Message
Key #:   Log on to Voice Mail
TIMEOUT   Screened transfer to extension 300

Automated Attendant Features

Call Routing Options (cont'd)

| Description |

➤ Option #2: *Going to a Mailbox (cont'd)*

Conditions
Going to a Mailbox may be assigned to keys 9, *, or # only through terminal programming.

| Related Programs |

> **From the Dial Action Table (DA) Menu:**

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Use Specific Mailbox GOTO (MG)** to let a caller press a single dialpad key (0-8) to go to a specific mailbox. You assign MG and the desired mailbox number to the key. To have NVM-202 automatically send a caller to a specific mailbox if they do not press a key within a pre-programmed amount of time, assign MG and the mailbox number to the TIMEOUT function.

➤ **Use Caller-Dialed Mailbox GOTO (CG)** to.let a caller dial a mailbox number to go to a mailbox. To let callers go to mailboxes that begin with the digit 3, assign **CG** to Key 3. To let caller go to mailboxes that begin with the number 4, assign **CG** to Key 4.

Automated Attendant Features

Call Routing Options

Description

In general, NVM-202 uses a Call Routing Mailbox and Dial Action Table to provide call routing options to Automated Attendant callers. That is, the Call Routing Mailbox and Dial Action Table let Automated Attendant callers press dialpad keys on a Touch Tone phone to route their own call to an extension, mailbox, etc. The System Administrator uses the Dial Action Table to assign a call routing option to each dialpad key. See also *Call Routing Mailboxes* in Chapter 5 and *Answering and Routing Calls: An Overview* in this chapter.

➤ **Option #3: *Quick Message***

NVM-202 lets an Automated Attendant caller leave a message in a Subscriber or Guest Mailbox by dialing *, then the Subscriber or Guest Mailbox number.

When the caller leaves a Quick Message, NVM-202 plays the mailbox greeting or the standard voice prompt: *At the tone you can leave a message for (extension, mailbox, or name).* After leaving the message, the caller can:
- Hang up.
- Press # for the Automated Attendant Instruction Menu (that is, the Instruction Menu for the Call Routing Mailbox that handled the call).
- Press 0 to reroute their call if they left a message in a Subscriber Mailbox. Pressing 0 routes the caller using the Key 0 Action (routing option) for the Subscriber's Next Call Routing Mailbox, if one is programmed. See also *Next Call Routing Mailbox* in Chapter 5.

Default
The default call routing options for the dialpad keys and the TIMEOUT function (in all Dial Action Tables) are listed below. The default key for Quick Message is shown in **bold** type.

Key 0:   Screened transfer to extension 300
Key 1:   Undefined routing
Key 2:   Undefined routing
Key 3:   Screened transfer to any extension number the caller dials that begins with the digit 3
Key 4:   Undefined routing
Key 5:   Undefined routing
Key 6:   Undefined routing
Key 7:   Undefined routing
Key 8:   Undefined routing
Key 9:   Hang up (NVM-202 terminates the call)
Key *:   Quick Message
Key #:   Log on to Voice Mail
TIMEOUT   Screened transfer to extension 300

Call Routing Options (cont'd)

Description

➤ **Option #3:** *Quick Message* (cont'd)

Conditions
- Quick Message may be disabled for the star (*) key only through terminal programming.
- Quick Message may be assigned to keys 0-9 or # only through terminal programming.
- The mailbox greeting plays only if it is recorded. To record a mailbox greeting, see the User's Guide.

Related Programs

None

Automated Attendant Features

Call Routing Options

Description

In general, NVM-202 uses a Call Routing Mailbox and Dial Action Table to provide call routing options to Automated Attendant callers. That is, the Call Routing Mailbox and Dial Action Table let Automated Attendant callers press dialpad keys on a Touch Tone phone to route their own call to an extension, mailbox, etc. The System Administrator uses the Dial Action Table to assign a call routing option to each dialpad key. See also *Call Routing Mailboxes* in Chapter 5 and *Answering and Routing Calls: An Overview* in this chapter.

➤ Option #4: *Recording a Message in a Specific Mailbox*

NVM-202 lets an Automated Attendant caller press a single dialpad key to record a message in a specific Guest or Subscriber Mailbox.

When the caller presses the dialpad key, NVM-202 plays the Subscriber's or Guest's Mailbox greeting or the standard voice prompt: *At the tone you can leave a message for (extension, mailbox, or name)*. After leaving the message, the caller can:

- Hang up.
- Press # for the Automated Attendant (that is, the Instruction Menu for the Call Routing Mailbox that handled the call).
- Press 0 to reroute their call if they left a message in a Subscriber Mailbox. Pressing 0 routes the caller using the Key 0 Action (routing option) for the Subscriber's Next Call Routing Mailbox, if one programmed. For information on the Next Call Routing Mailbox, see Chapter 5.

Default
Record a Message in a Specific Mailbox is not assigned to any dialpad keys. The default call routing options for the dialpad keys and the TIMEOUT function (in all Dial Action Tables) are listed below.

Key 0:	Screened transfer to extension 300
Key 1:	Undefined Routing
Key 2:	Undefined Routing
Key 3:	Screened transfer to any extension number the caller dials that begins with the digit 3
Key 4:	Undefined Routing
Key 5:	Undefined Routing
Key 6:	Undefined Routing
Key 7:	Undefined Routing
Key 8:	Undefined Routing
Key 9:	Hang up
Key *:	Quick Message
Key #:	Log on to Voice Mail
TIMEOUT	Screened transfer to extension 300

Conditions
- Record a Message in a Specific Mailbox may be assigned to keys 9, *, or # only through terminal programming.
- The mailbox greeting plays only if it is recorded. To record a mailbox greeting, see the User's Guide.

Call Routing Options (cont'd)

| Related Programs |

> **Option #4:** *Recording a Message in a Specific Mailbox (cont'd)*

· **From the Dial Action Table (DA) Menu:**

To use the programs on the Dial Action Table Menu, see Chapter 11.

> **Use Specific Mailbox Record (MR)** to let a caller press a single dialpad key (0-8) to record a message in a specific Subscriber or Guest mailbox. You assign **MR** and the mailbox number to the key. To have NVM-202 send a caller to a Subscriber or Guest mailbox to record a message if they do not press a key within a pre-programmed amount of time, assign **MR** and the mailbox number to the TIMEOUT function.

Automated Attendant Features

Call Routing Options

Description

In general, NVM-202 uses a Call Routing Mailbox and Dial Action Table to provide call routing options to Automated Attendant callers. That is, the Call Routing Mailbox and Dial Action Table let Automated Attendant callers press dialpad keys on a Touch Tone phone to route their own call to an extension, mailbox, etc. The System Administrator uses the Dial Action Table to assign a call routing option to each dialpad key. See also *Call Routing Mailboxes* in Chapter 5 and *Answering and Routing Calls: An Overview* in this chapter.

➤ **Option #5: *Logging on to Voice Mail***

NVM-202 lets an Automated Attendant caller press a single key to log on to (that is, access) the Voice Mail system. When the caller presses the key, NVM-202 says:

■ *Please enter your mailbox number.* The caller can enter a Subscriber, Guest, Message Center, or Future Delivery Mailbox number. When the caller dials a mailbox number, NVM-202 says:

■ *Please enter your security code.* When the caller dials their security code, NVM-202 says:

■ *You have ___messages.* At this point, the caller can listen to the messages in the mailbox and use any of the Voice Mail features in the User's Guide.

Default

The default call routing options for the dialpad keys and the TIMEOUT function (in all Dial Action Tables) are listed below. The default key for Log on to Voice Mail is shown in **bold** type.

Key 0:   Screened transfer to extension 300
Key 1:   Undefined Routing
Key 2:   Undefined Routing
Key 3:   Screened transfer to any extension number the caller dials that begins with the digit 3
Key 4:   Undefined Routing
Key 5:   Undefined Routing
Key 6:   Undefined Routing
Key 7:   Undefined Routing
Key 8:   Undefined Routing
Key 9:   Hang up (NVM-202 terminates the call)
Key *:   Quick Message
Key #:   Log on to Voice Mail
TIMEOUT   Screened transfer to extension 300

Conditions

■ Log on to Voice Mail may be disabled for the pound key and/or assigned to keys 0-9 or * only through terminal programming.

■ NVM-202 says, *Please enter your Security Code* only if the mailbox has one. To assign a Security Code, see the User's Guide.

■ NVM-202 also plays the Broadcast Message, if recorded. See also *Broadcast Message* in Chapter 6.

Related Programs

None

Automated Attendant Features

Call Routing Options

Description

In general, NVM-202 uses a Call Routing Mailbox and Dial Action Table to provide call routing options to Automated Attendant callers. That is, the Call Routing Mailbox and Dial Action Table let Automated Attendant callers press dialpad keys on a Touch Tone phone to route their own call to an extension, mailbox, etc. The System Administrator uses the Dial Action Table to assign a call routing option to each dialpad key. See also *Call Routing Mailboxes* in Chapter 5 and *Answering and Routing Calls: An Overview* in this chapter.

➤ **Option 6: *Hang Up***

NVM-202 lets an Automated Attendant caller press a single key during the Welcome Message or Instruction Menu to hang up (terminate) their call. When a caller presses the key, NVM-202 says *Goodbye* and hangs up.

Default
The default call routing options for the dialpad keys and the TIMEOUT function (in all Dial Action Tables) are listed below. The default key for Hang Up is shown in **bold** type.
Key 0:   Screened transfer to extension 300
Key 1:   Undefined Routing
Key 2:   Undefined Routing
Key 3:   Screened transfer to any extension number the caller dials that begins with the digit 3
Key 4:   Undefined Routing
Key 5:   Undefined Routing
Key 6:   Undefined Routing
Key 7:   Undefined Routing
Key 8:   Undefined Routing
Key 9:   Hang up
Key *:   Quick Message
Key #:   Log on to Voice Mail
TIMEOUT   Screened transfer to extension 300

Conditions
■ The Hang Up option may be disabled for key 9 only through terminal programming.
■ The Hang Up option may be assigned to keys 0-8, *, #, or TIMEOUT only through terminal programming.

Related Programs

None

Automated Attendant Features

Call Routing Options

Description

In general, NVM-202 uses a Call Routing Mailbox and Dial Action Table to provide call routing options to Automated Attendant callers. That is, the Call Routing Mailbox and Dial Action Table let Automated Attendant callers press dialpad keys on a Touch Tone phone to route their own call to an extension, mailbox, etc. The System Administrator uses the Dial Action Table to assign a call routing option to each dialpad key. See also *Call Routing Mailboxes* in Chapter 5 and *Answering and Routing Calls: An Overview* in this chapter.

➤ **Option #7:** *Undefined Routing*

NVM-202 provides an Undefined Routing option for a dialpad key. When a caller presses a dialpad key that is set up for Undefined Routing, NVM-202 says, *That is an invalid entry. Please try again.*

Default
The default call routing options for the dialpad keys and the TIMEOUT function (in all Dial Action Tables) are listed below. The default keys for Undefined Routing are shown in **bold** type.

Key 0:	Screened transfer to extension 300
Key 1:	**Undefined Routing**
Key 2:	**Undefined Routing**
Key 3:	Screened transfer to any extension number the caller dials that begins with the digit 3
Key 4:	**Undefined Routing**
Key 5:	**Undefined Routing**
Key 6:	**Undefined Routing**
Key 7:	**Undefined Routing**
Key 8:	**Undefined Routing**
Key 9:	Hang up
Key *:	Quick Message
Key #:	Log on to Voice Mail
TIMEOUT	Screened transfer to extension 300

Conditions
Undefined Routing may be assigned to keys 9, *, or # only through terminal programming.

Related Programs

From the Dial Action (DA) Table Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Use Undefined Key (UK)** to assign Undefined Routing to a dialpad keys (0-8) or to TIMEOUT.

Automated Attendant Features

Call Waiting

Description

Call Waiting lets an Automated Attendant caller send a signal (beeps) to a Subscriber extension when it is busy. After sending the signal, the caller can wait for the Subscriber to pick up the call. To pick up the waiting call, the Subscriber uses the normal procedure for responding to Call Waiting beeps (in other words, the procedure described in the User's Guide for their phone). With Call Waiting, a Subscriber can handle more than one Automated Attendant caller at a time.

More specifically, this is how Call Waiting works:
1. When an Automated Attendant caller tries to transfer (screened or unscreened) to the Subscriber extension and it is busy, NVM-202 says: *Extension XXX (or name) is busy. To leave a message press 1. To wait for the extension number to become available, press 2. For other options, press 3.*

2. The caller can then do one of the following:
   Press 1 to leave a message (the Subscriber's mailbox greeting plays if recorded and off). After leaving the message, the caller can:
   - Hang up.
   - Press # for the Automated Attendant Instruction Menu (that is, the Instruction Menu for the Call Routing Mailbox that transferred the call).
   - Press 0 to be routed by the Key 0 Action (routing option) of the Subscriber's Next Call Routing Mailbox, if one is programmed. See also *Next Call Routing Mailbox* in Chapter 5.

   Press 2 to send the Call Waiting beeps and wait.

   Press 3 to return to the Automated Attendant Instruction Menu.

Default
Call Waiting is disabled (since Call Waiting is initially turned off at each Subscriber extension)

Conditions
- The Subscriber must turn on Call Waiting for their mailbox (see the User's Guide). If Call Waiting is off, NVM-202 treats an Automated Attendant screened transfer to a busy Subscriber extension as it normally would. That is, NVM-202 would say: *Extension XXX (or name) is busy. To leave a message, press 1. For other options, press 2.* And NVM-202 treats an unscreened Automated Attendant transfer to a busy Subscriber extension as it normally would. That is NVM-202 would simply give the caller busy tone.
- The Subscriber's Paging Message must be off. Otherwise, NVM-202 immediately parks an Automated Attendant caller and pages the Subscriber. See *Call Parking/Paging* in this chapter.
- The Subscriber extension must not block Automated Attendant calls. See *Call Blocking* in this chapter.

Automated Attendant Features

Call Waiting (cont'd)

![Description]

Conditions (cont'd)

■ The Subscriber's mailbox greeting must be off. If it is on, NVM-202 immediately plays the mailbox greeting to the Automated Attendant caller and lets the caller leave a message.

■ If the Subscriber does not answer the Call Waiting beeps within the telephone system's Camp-On time, NVM-202 lets the Automated Attendant caller leave a message. The caller either hears the Subscriber's mailbox greeting (if recorded and off) or these two standard voice prompts: *Extension XXX is busy. At the tone, you can leave a message.* After leaving a message, a caller can:

- Hang up.
- Press # to get the Automated Attendant Instruction Menu (that is, the Instruction Menu for the Call Routing Mailbox that transferred the call).
- Press 0 to be routed by the Key 0 Action of the Subscriber's Next Call Routing Mailbox, if programmed.

■ The number of Automated Attendant calls that can wait at the same extension is determined by the telephone system.

![Related Programs]

In this chapter:

➤ See **Call Routing Option #1: Screened Transfer to an Extension** or **Forced Unscreened Transfers** for the related programs for screened transfers and unscreened transfers. NVM-202 must be set up for screened or unscreened transfers in order for Call Waiting to work.

Automated Attendant Features

Daily Department Schedules

Description

A Daily Department Schedule lets the Automated Attendant answer an incoming trunk using four different company greetings, one for each of the following programmable time periods:
- Workweek mornings
- Workweek afternoons
- Workweek evenings
- Weekends (non-workdays or business "off-hours").

The System Administrator programs the time periods by defining the following day/time parameters (samples shown in parentheses):
- The start and end days of a typical workweek (Monday/Friday)
- The workday start time (8 AM)
- The workday afternoon time (12 PM)
- The workday end time (5PM)

For example, if the System Administrator programs the sample day/time entries listed above, NVM-202 uses those entries to set up these time periods in a Daily Department Schedule:
- Workweek mornings: Monday to Friday, starting at 8AM
- Workweek afternoons: Monday to Friday, starting at 12 Noon
- Workweek evenings: Monday to Thursday, starting at 5 PM
- Weekends: Friday 5PM to Monday 8AM

When the System Administrator programs the time periods in a Daily Department Schedule, NVM-202 assigns a distinct Call Routing Mailbox to each time period. The System Administrator uses the Call Routing Mailbox to record the company greeting (called a Welcome Message) for each time period. For more information on Call·Routing Mailboxes, see Chapter 5.

NVM-202 can accommodate four Daily Department Schedules (1-4). This way, for example, the System Administrator can set up one Daily Department Schedule for a trunk that goes to the Sales Department and another for a trunk that goes to the Customer Service Department.

Note: In NVM-202 terminal programming, the Answering Schedule Tables are the equivalent of the Daily Department Schedules.

Default
- For all Daily Department Schedules (1-4):
Days in workweek:	Monday to Friday
Workday start time:	8:00 AM
Workday afternoon time:	12:00 PM
Workday end time:	5:00 PM
- See also the default settings for the related programs.

Conditions
None

Automated Attendant Features

Daily Department Schedules (cont'd)

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Related Programs

</td><td>

From the Daily Department Schedule (DS) Menu:

To use the programs on the Daily Department Schedule Menu, see Chapter 11.

➤ **Use Days in Workweek (DW)** to program the range of days in typical workweek.

➤ **Use Workday Start Time (ST)** to program the start time of a workday.

➤ **Use Workday Afternoon Time (AT)** to program the start time of a workday afternoon.

➤ **Use Workday End Time (ET)** to program the end time of a workday.

From the Mailbox Programming (MP) Menu:

To use the programs on the Daily Department Schedule Menu, see Chapter 11.

➤ **Use Trunks for Daily Department Schedules (TS)** to assign a Daily Department Schedule to a trunk. By default, no Daily Department Schedules are assigned to the trunks. NVM-202 answers all trunks using the Daily Department Schedule that NVM-202 assigns to all ports, which is Daily Department Schedule 1.

For feature information, see *Trunk Mailboxes* in Chapter 5.

From System Administrator (SA) Menu:

To use this program on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Welcome (W) Message** to record a Welcome Message for the Call Routing Mailbox that is assigned to each time period in a Daily Department Schedule. The default Welcome Message is: *Thank you for calling.* By default, NVM-202 assigns the following Call Routing Mailboxes to the time periods (these assignments may be changed only through terminal programming).

Daily Dept. Schedule 1		Daily Dept. Schedule 2:	
Morning	CR 411	Morning	CR 421
Afternoon	CR 412	Afternoon	CR 422
Evening	CR 413	Evening	CR 423
Weekend	CR 414	Weekend	CR 424

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</table>

Daily Department Schedules (cont'd)

	Daily Dept. Schedule 3:	**Daily Dept. Schedule 4:**
Related Programs (cont'd)	Morning CR 431	Morning CR 441
	Afternoon CR 432	Afternoon CR 442
	Evening CR 433	Evening CR 443
	Weekend CR 434	Weekend CR 444

Automated Attendant Features

Forced Unscreened Transfer

Description

Forced Unscreened Transfer forces all Automated Attendant transfers to a particular Subscriber extension to be unscreened transfers. An unscreened transfer is a call that the Automated Attendant sends to a Subscriber extension, then releases. If the transfer does not go through (for example, if the extension is busy), telephone system programming dictates where the call goes. If telephone system is programmed to send an incomplete transfer back to NVM-202, the caller hears the extension status message (for example, *Extension XXX is busy.*), then: *To leave a message, press 1. For other options, press 2.* For details, see *Option #1: Screened Transfer to an Extension* in this chapter.

Default
Forced Unscreened Transfers is disabled for all Subscriber extensions. All transfers to Subscriber extensions are screened transfers (see *Call Routing Option #1: Screened Transfer to an Extension* in this chapter).

Conditions
- In order for Forced Unscreened Transfer to work, the Dial Action Table must be set up for screened transfers (even though a Forced Unscreened Transfer overrides the table).
- If the Subscriber's mailbox greeting is recorded and on, NVM-202 will not even attempt to make the unscreened transfer (that is, ring the extension). Instead, NVM-202 immediately plays the mailbox greeting and lets the caller leave a message. After leaving a message, the caller can use the options described in step 2 for *Call Routing Option #1: Screened Transfer to an Extension* in this chapter.
- If incomplete unscreened transfers are programmed to return to NVM-202 and the Subscriber's mailbox greeting is recorded and off, NVM-202 will not play the voice prompts: *To leave a message press 1. For other options, press 2.* Instead, NVM-202 plays the mailbox greeting and lets the caller leave a message. After leaving a message, the caller can use the options described in step 2 for *Call Routing Option #1: Screened Transfer to an Extension* in this chapter.
- If incomplete unscreened transfers are programmed to return to NVM-202 and a busy Subscriber extension has Call Waiting, NVM-202 will not play the voice prompts: *To leave a message press 1. For other options, press 2.* See *Call Waiting* in this chapter.
- If incomplete unscreened transfers are programmed to return to NVM-202 and the called extension is not installed, NVM-202 plays *Extension XXX does not answer* (instead of *Extension XXX does not exist*).

Automated Attendant Features

Forced Unscreened Transfer (cont'd)

Related Programs

From the Mailbox Programming (MP) Menu:

To use the programs on the Mailbox Programing Menu, see Chapter 10.

➤ **Use Forced Unscreened Transfer (UX)** to enable or disable forced unscreened transfers to a Subscriber extension.

From the Dial Action Table (DA) Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Use Caller-Dialed Extension Transfer (CT) or Specific Extension Transfer (ET)** to allow screened transfers to a Subscriber extension. See also *Call Routing Option #1: Screened Transfer to an Extension* in this chapter.

Chapter 5

Mailbox Types

Mailbox Types

Mailbox Numbering Plan

Description

The chart belows shows all the mailbox types in the NVM-202 system and their pre-assigned numbers. The mailbox numbers may be changed only through terminal programming.

Mailbox Type	Mailbox Numbers
Subscriber	300-347 (1- or 2- Cabinet VS or DS01) 300-371 (3-Cabinet VS or DS01)
Trunk	348-363 (1- or 2- Cabinet VS or DS01) 372-395 (3-Cabinet VS or DS01)
Future Delivery	399
Announcement	400-409
Call Routing for for Answering Schedule Override feature	410

Call Routing for for Answering Schedule Tables (AST)

	Dept 1	Dept 2	Dept 3	Dept 4
Morn:	411	421	431	441
Aft:	412	422	432	442
Eve:	413	423	433	443
Wkend:	414	424	434	444

Message Center

Dept 1	Dept 2	Dept 3	Dept 4
415	425	435	445
416	426	436	446
417	427	437	447
418	428	438	448

Guest

Dept 1	Dept 2	Dept 3	Dept 4
419	429	439	449
420	430	440	

Mailbox Type	Mailbox Numbers
Distribution	450-459
Not Assigned	364-398 (1- or 2-Cabinet VS or DS01) 396-398 (3-Cabinet VS or DS01) 460-499

Note: For information on "Dept 1-4," see the descriptions for the corresponding mailboxes (Call Routing, Message Center, Guest).

Mailbox Types

Announcement Mailboxes

Description

An Announcement Mailbox is a mailbox that the System Administrator uses to record announcements for Automated Attendant callers. Typical Announcement Messages include meeting schedules, daily specials, new product information, etc. The Announcement Message can play up to 10 times.

An Automated Attendant caller dials a single-digit code or the Announcement Mailbox number (depending on programming) to listen to the Announcement. After the caller listens to the Announcement, NVM-202 does one of two things (depending on programming):

- Says *Goodbye* and hangs up.
- Returns the caller to the Automated Attendant Instruction Menu.

Default

- The Announcement Mailbox numbers are 400-409. These mailbox numbers may be changed only through terminal programming.
- See also the default settings for the related programs. ·

Conditions

None

Related Programs

| From the Mailbox Programming (MP) Menu: |

To use the programs on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Announcement Termination (AT)** to determine whether NVM-202 should hang up after playing an Announcement Message. By default, NVM-202 does not hang up. It sends the caller back to the Automated Attendant Instruction Menu.

➤ **Use Announcement Message (AM) Repetitions** to set the number of times an Announcement Message repeats. By default, the Announcement Message does not repeat (that is, the Announcement Message plays once).

| From the System Administrator (SA) Menu: |

To use these programs on the System Administrator Menu, see Chapter 13.

➤ **Use Recording an Announcement (AN) Message** to record a message for an Announcement Mailbox. By default, no Announcement Message is recorded.

For feature information, see *Announcement Message* in Chapter 9.

Mailbox Types

Announcement Mailboxes (cont'd)

Related Programs	From the System Administrator (SA) Menu (cont'd):

To use these programs on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Mailbox Name (N)** to record a name for the Announcement Mailbox. The name plays in voice prompts that would otherwise play the Announcement Mailbox number. By default, no name is recorded.

For feature information, see *Mailbox Names* in Chapter 6.

From the System Options Menu (SO) Menu (cont'd):

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the maximum length for Announcement Messages (and other types of messages). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Recording Silence (RS) Limit** to set the amount of time a person can be silent while recording before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

From the Dial Action Table (SA) Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Use Specific Mailbox GOTO (MG) or Caller Dialed Mailbox GOTO (CG)** to let an Automated Attendant caller press a single dialpad key or dial the Announcement Mailbox number to go to the Announcement Mailbox. By default, no MG or CG keys are assigned.

For feature information, see *Call Routing Option #2: Going to a Mailbox* in Chapter 4.

Mailbox Types

Call Routing Mailboxes

Description

A Call Routing Mailbox lets an Automated Attendant caller press a dialpad key (0-9, *, #) to route their own call to an extension, mailbox, or Voice Mail. A Call Routing Mailbox uses:

■ A **Dial Action Table** to assign an action (routing option) to a dialpad key. That is, a Dial Action Table determines how NVM-202 routes a call when the caller presses a dialpad key. For example, the System Administrator can program Key 1 to route (transfer) a caller to a specific extension -- perhaps the person in charge of customer service. The available routing options are listed below (for a full description, see Chapter 4):

- Screened transfer to an extension
- Go to a mailbox
- Record a message in a specific mailbox
- Leave a Quick Message in any mailbox
- Log on to the Voice Mail System
- Hang up
- Undefined Routing

A Dial Action Table also assigns a routing option to the TIMEOUT function. The TIMEOUT function determines how NVM-202 routes a caller who does not press a dialpad key within a pre-programmed amount of time. This lets NVM-202 route rotary dial callers (that is, callers who cannot press dialpad keys).

■ A **Welcome Message** to greet callers. A typical Welcome Message is: *Thank you for calling for ABC Company.*

■ An **Instruction Menu** to let callers know their routing (dialing) options (that is, the routing options defined in the Dial Action Table).

NVM-202 provides 17 Call Routing Mailboxes and 3 Dial Action Tables. NVM-202 assigns a Call Routing Mailbox to each time period (morning, afternoon, evening, weekend) in the four Daily Department Schedules. NVM-202 also assigns one Call Routing Mailbox for the Answering Schedule Override feature. NVM-202 assigns the Dial Action Tables to the Call Routing Mailboxes as follows:

■ Dial Action Table 1 is assigned to the Call Routing Mailboxes that handle the workday morning and afternoon time periods in a Daily Department Schedule.
■ Dial Action Table 2 is assigned to the Call Routing Mailboxes that handle the workday evening and weekend time periods in a Daily Department Schedule.
■ Dial Action Table 3 is assigned to the Call Routing Mailbox that handles the Answering Schedule Override feature.

For information on the *Daily Department Schedules* and *Answering Schedule Override*, see Chapter 4.

Mailbox Types

Call Routing Mailboxes (cont'd)

Description (cont'd)

Default

■ NVM-202 assigns the following Call Routing (CR) Mailboxes and Dial Action Tables (DAT) to each time period in a Daily Department Schedule:

Daily Dept. Schedule 1:			Daily Dept. Schedule 2:		
Morning	CR 411	DAT 1	Morning	CR 421	DAT 1
Afternoon	CR 412	DAT 1	Afternoon	CR 422	DAT 1
Evening	CR 413	DAT 2	Evening	CR 423	DAT 2
Weekend	CR 414	DAT 2	Weekend	CR 424	DAT 2

Daily Dept. Schedule 3:			Daily Dept. Schedule 4:		
Morning	CR 431	DAT 1	Morning	CR 441	DAT 1
Afternoon	CR 432	DAT 1	Afternoon	CR 442	DAT 1
Evening	CR 433	DAT 2	Evening	CR 443	DAT 2
Weekend	CR 434	DAT 2	Weekend	CR 444	DAT 2

■ NVM-202 reserves Call Routing Mailbox 410 and Dial Action Table 3 for the Answering Schedule Override feature. See also *Answering Schedule Override* in Chapter 4.

■ The default routing options for all Dial Action Tables are as follows:

Key 0:	Screened Transfer to extension 300
Key 1:	Undefined Routing
Key 2:	Undefined Routing
Key 3:	Screened Transfer to caller-dialed extension that begins with the digit 3.
Key 4:	Undefined Routing
Key 5:	Undefined Routing
Key 6:	Undefined Routing
Key 7:	Undefined Routing
Key 8:	Undefined Routing
Key 9:	Hang up
Key *:	Quick Message
Key #:	Log on to Voice Mail
TIMEOUT:	Screened Transfer to extension 300

■ See also the default settings for the related programs on the System Administrator and Daily Department Schedule Menus.

Conditions

The routing options for keys 9, *, and # may be changed only through terminal programming. In addition, the default routing options assigned to keys 9, *, and #, may be assigned to other keys only through terminal programming.

Mailbox Types

Call Routing Mailboxes (cont'd)

Related Programs

> **From the Dial Action (DA) Table Menu:**

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Use the menu options** to assign routing options to Keys 0-8 and to the TIMEOUT function.

> **From the System Administrator Menu (SA) Table Menu:**

To use these programs on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Welcome Message (W)** to record a Welcome Message for a Call Routing Mailbox. By default, the Welcome Message for all Call Routing Mailboxes is, *Thank you for calling.*

For feature information, see *Welcome Message* in Chapter 6.

➤ **Use Recording an Instruction Menu (I)** to record an Instruction Menu for each Call Routing Mailbox. By default, the Instruction Menu for all Call Routing Mailboxes is, *If you are calling from a Touch Tone phone, please dial the extension number you wish to reach. If you are calling from a rotary dial phone, please stay on the line for assistance.*

For feature information, see *Instruction Menu* in Chapter 6.

> **From the Daily Department Schedule Program (DS) Menu:**

To use the programs on the Daily Department Schedule Menu, see Chapter 11.

Use the menu options to set up Daily Department Schedules.

Mailbox Types

Distribution Mailboxes

Description

A Distribution Mailbox lets a mailbox user send a message to a list of mailboxes without entering each mailbox number on the list. Each Distribution Mailbox is associated with a list of mailboxes, called a Distribution List. The System Administrator assigns the desired mailboxes to the Distribution List. It is common to place all the mailboxes in a certain Department on a Distribution List. This way, a user can send a message to all members of the Department by entering one mailbox number: the Distribution Mailbox number for that department.

Default

The Distribution Mailboxes numbers are 450-459. These mailbox numbers may be changed only through terminal programming. Initially, there are no mailboxes on the Distribution Lists.

Conditions

- Subscriber, Guest, and Message Center Mailbox users can send a message to a Distribution List.
- A mailbox user must call their mailbox and press RS to record and send a message to a Distribution List. See *Recording a Message* in the User's Guide.
- Each Distribution List can contain Subscriber, Guest, and/or Message Center Mailboxes.
- The total number of mailboxes on all Distribution Lists combined cannot exceed 200.
- If a user records and sends a message to their own Distribution List, NVM-202 does not send the message to that person.

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Distribution Lists (DL)** to assign mailboxes to a Distribution List.

Mailbox Types

Future Delivery Mailbox

Description

The Future Delivery Mailbox lets a Subscriber or Guest Mailbox user record a message and have NVM-202 send it to other mailboxes at a future date and time. Future Delivery Messages make it easy to remind other people of appointments, meetings, etc. Subscriber or Guest Mailbox users can also send a Future Delivery Message to themselves.

The Future Delivery Message gets stored in the Future Delivery Mailbox until the date and time for delivery. If necessary, the Subscriber or Guest Mailbox user can call (log on to) the Future Delivery Mailbox, then listen to and erase the message before NVM-202 sends it. The Future Delivery Mailbox can be Security Code protected for privacy. For instructions on calling the Future Delivery Mailbox and assigning a Security Code, see the User's Guide.

Default
- The Future Delivery Mailbox is 399. This mailbox number may be changed only through terminal programming.
- See also the default settings for the related programs.

Conditions
- After calling the Future Delivery Mailbox, a user can only listen to the Future Delivery Messages and get the time and date.
- While listening to a Future Delivery Message in the Future Delivery Mailbox, the user can access all the listening options except:
  - Record a reply (by pressing RE)
  - Have the message forwarded (by pressing MF)
  - Make an intercom call to the message sender (by pressing MC)

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Delete Security Code (DS)** to delete the Security Code for the Future Delivery Mailbox. By default, the Future Delivery Mailbox does not have a Security Code.

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

Mailbox Types

Future Delivery Mailbox (cont'd)

Related Programs (cont'd)

From the Messaging Mailbox (MM) Parameters Menu:

To use the programs on the Messaging Mailbox Parameters Menu, see Chapter 10.

➤ **Use Message Playback Direction (PD)** to set the order in which messages play in the Future Delivery Mailbox. By default, messages play in FIFO order (first in, first out).

For feature information, see *Message Playback Direction* in Chapter 6.

➤ **Use Message Storage Limit (ML) Program** to set the number of messages that can be stored in the Future Delivery Mailbox. The default is 32 messages.

For feature information, see *Message Storage Limit* in Chapter 6.

From the System Administrator (SA) Menu:

To use this program on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Broadcast (BR) Message** to record a message that plays to the Future Delivery Mailbox (also to Subscriber, Guest, and Message Center Mailboxes). By default, no Broadcast Message is recorded.

For feature information, see *Broadcast Message* in Chapter 6.

Mailbox Types

Guest Mailboxes

Description

A Guest Mailbox is a mailbox that can be reserved for a person outside of the company — typically an independent consultant or a vendor for the company. Guest Mailboxes streamline communication between the consultant and the company employees. If a company employee cannot reach the "Guest," they can always record and send a message (by pressing RS) to the Guest Mailbox. To listen to their messages, the Guest calls their mailbox through the Automated Attendant. Guest Mailboxes can be Security Code protected for privacy. For instructions on calling a Guest Mailbox and assigning a Security Code, see the User's Guide.

Default

■ The Guest Mailbox numbers are as follows (they may be changed only through terminal programming):
Department 1: 419-420
Department 2: 429-430
Department 3: 439-440
Department 4: 449
NVM-202 divides the Guest Mailboxes into "departments" to co-ordinate with the Daily Department Schedule numbers. For example, if you assign Daily Department Schedule 2 to a trunk for the Sales Department, you should assign (though it is not required) the Department 2 Guest Mailboxes to any "Guests" of the Sales Department.

■ See also the default settings for the related programs.

Conditions
None

Related Programs

From the Mailbox Programming (MP) Menu:

To use the programs on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Delete Security Code (DS)** to delete the Security Code for a Guest Mailbox. By default, no Guest Mailboxes have Security Codes.

For feature information, see *Security Code* in the User's Guide.

Mailbox Types

Guest Mailboxes (cont'd)

Related Programs (cont'd)

From the Messaging Mailbox (MM) Parameters Menu (cont'd):

To use the programs on the Messaging Mailbox Parameters Menu, see Chapter 10.

➤ **Use Message Playback Direction (PD)** to set the order in which messages play in a Guest Mailbox. The default is FIFO (first in, first out).

For feature information, see *Message Playback Direction* in Chapter 6.

➤ **Use Message Storage Limit (ML)** to set the maximum number of messages that can be stored in a Guest Mailbox. The default is 32 messages.

For feature information, see *Message Storage Limit* in Chapter 6.

➤ **Use External Message Notification (MN)** to enable or disable External Message Notification for the Guest Mailbox. By default, External Message Notification is disabled (that is, NVM-202 allows only internal Message Notification calls to extensions).

For feature information (and other related programs for Message Notification), see *Message Notification* in Chapter 6.

From the System Administrator (SA) Menu:

To use these programs on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Broadcast (BR) Message** to record a Broadcast Message for all Guest Mailboxes (also Subscriber, Message Center, and Future Delivery). By default, no Broadcast Message is recorded.

For feature information, see *Broadcast Message* in Chapter 13.

➤ **Use Record Mailbox Names (N)** to record a name for a Guest Mailbox. The name plays in voice prompts instead of the Guest Mailbox number. By default, no mailbox names are recorded.

For feature information, see *Recording Mailbox Names* in Chapter 4.

Mailbox Types

Guest Mailboxes (cont'd)

Related Programs (cont'd)

| From the System Options (SO) Menu (cont'd) |

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the maximum length for messages recorded after calling (logging on to) any type of mailbox. The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Non-subscriber Message Length (NL)** to set the length of a message left in any type of mailbox by an outside caller. The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Recording Silence Limit (RS)** to set the amount of time a person can be silent while recording (in any type of mailbox) before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

| From the Dial Action Table (DA) Menu: |

To use the programs on the Dial Action Table, see Chapter 11.

➤ **Use Caller-Dialed Mailbox GOTO (CG) or Specific Mailbox GOTO (MG)** to let a Guest dial only their mailbox number or press a single key to call (log on to) their mailbox through the Automated Attendant. Otherwise, the Guest must call their mailbox as described in the User's Guide (by dialing #, then their mailbox number). By default, no keys are set up for **CG** or **MG**.

For feature information, see *Call Routing Options* in Chapter 4.

➤ **Use Specific Mailbox Record (MR)** to let an Automated Attendant caller press a single key to record a message for a Guest Mailbox. By default, no keys are set up for **MR**.

For feature information, see *Call Routing Options* in Chapter 4.

Mailbox Types

Message Center Mailboxes

Description

A Message Center Mailbox lets an Automated Attendant caller leave a recorded message without dialing codes. The caller hears the recorded Welcome Message for the Message Center, then a beep. After the beep sounds, the caller can leave a message. A Message Center Mailbox is primarily a "catch-all" type of mailbox for Automated Attendant callers who are using a rotary dial phone.

At some point in the day, someone in the company must call the Message Center Mailbox and forward each message to the appropriate person's mailbox. The Message Center Mailbox can be Security Code protected for privacy. For instructions on calling a Message Center Mailbox and assigning a Security Code, see the User's Guide.

After leaving a message in a Message Center Mailbox, a Touch Tone caller can:
- Dial # to route their call back to the Automated Attendant Instruction Menu
- Dial 0 to reroute their call to another extension or mailbox, if the Message Center Mailbox has a Next Call Routing Mailbox (see **Related Programs** below).

Default
- The Message Center Mailbox numbers are as follows (they may be changed only through terminal programming):
  Department 1: 415-418
  Department 2: 425-428
  Department 3: 435-448
  Department 4: 445-448
  NVM-202 divides the Message Center Mailboxes into "departments" to co-ordinate with the Daily Department Schedule Numbers. For example, if you assign Daily Department Schedule 2 to a trunk for the Sales Department, you should assign (though it is not required) the Department 2 Message Center Mailboxes to the Sales Department.
- See also the default settings for the related programs.

Conditions
All the features in the User's Guide are available to a Message Center Mailbox except:
- Record and send a message (by pressing RS)
- Record a reply while listening to a message (by pressing RE)
- Record a mailbox greeting (by pressing G)
- Record a Future Delivery Message (by pressing F D)
- Forwarding calls to the Message Center Mailbox

Mailbox Types

Message Center Mailboxes (cont'd)

| Related Programs |

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Delete Security (DS) Code** to delete the Security Code for the Message Center Mailbox. By default, no Message Center Mailboxes have Security Codes.

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

From the Messaging Mailbox (MM) Parameters Menu:

To use the programs on the Messaging Mailbox Parameters Menu, see Chapter 10.

➤ **Use Message Playback Direction (PD)** to set the order in which messages play in a Message Center Mailbox. By default, the messages play in FIFO order (first in, first out).

For feature information, see *Message Playback Direction* in Chapter 6.

➤ **Use Next Call Routing (NC) Mailbox** to assign a Next Call Routing Mailbox to the Message Center Mailbox. The Next Call Routing Mailbox provides additional dialing options while in the Message Center Mailbox. By default, NVM-202 assigns the Call Routing Mailboxes (CR) below as Next Call Routing Mailboxes:
For Message Centers in Department 1: CR 411
For Message Centers in Department 2: CR 421
For Message Centers in Department 3: CR 431
For Message Centers in Department 4: CR 441

Each of these Next Call Routing Mailboxes lets a Touch Tone caller dial 0 while in a Message Center Mailbox to transfer to extension 300. (The Next Call Routing Mailbox also provides other dialing options).

For feature information, see *Next Call Routing Mailbox* in Chapter 5.

➤ **Use Message Storage Limit (ML)** to set the number of messages that can be stored in the Message Center Mailbox. The default is 32 messages.

For feature information, see *Message Storage Limit* in Chapter 6.

Mailbox Types

Message Center Mailboxes (cont'd)

| Related Programs | From the Messaging Mailbox (MM) Parameters Menu: |

To use this program on the Messaging Mailbox Parameters Menu, see Chapter 10.

➤ **Use External Message Notification (MN)** to enable or disable External Message Notification for the Message Center Mailbox. By default, External Message Notification is disabled (that is, NVM-202 only allows internal Message Notification calls to extensions).

For feature information (and other **Related Programs** for Message Notification), see *Message Notification* in Chapter 6.

| From the System Administrator (SA) Menu: |

To use these programs on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Broadcast (BR) Message** to record a message that plays to anyone who calls (logs on to) a Message Center Mailbox (also Subscriber, Guest, and Future Delivery Mailboxes). By default, no Broadcast Message is recorded.

For feature information, see *Broadcast Message* in Chapter 6.

➤ **Use Recording a Welcome Message (W)** to record a Welcome Message for a Message Center Mailbox. By default, no Welcome Message is recorded.

For feature information, see *Welcome Message* in Chapter 6.

➤ **Use Recording a Mailbox Name (N)** to record a name for a Message Center Mailbox. The name plays in voice prompts that would otherwise play the Message Center Mailbox number.

For feature information, see *Mailbox Names* in Chapter 6.

Mailbox Types

Message Center Mailboxes (cont'd)

Related Programs (cont'd)

From the System Options (SO) Menu:

To use this program on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the maximum length for the Welcome Message (and other messages). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Non-subscriber Message Length (NL)** to set the length of a message left in any type of mailbox by an outside caller. The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Recording Silence Limit (RS)** to set the time a person can be silent while recording in any type of mailbox before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

From the Dial Action Table (SA) Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Assign Specific Mailbox GOTO (MG)** to the TIMEOUT function in a Dial Action Table to have NVM-202 send Automated Attendant callers to the Message Center Mailbox if they do not dial a code within 5 seconds of hearing in the Instruction Menu (this is how NVM-202 sends rotary dial callers to the Message Center Mailbox). By default, NVM-202 does not send a caller to a Message Center Mailbox.

For feature information, see *Call Routing Options (Going to a Mailbox)* in Chapter 4. See also Call Routing Mailboxes for an explanation of the TIMEOUT function.

➤ **Use Specific Mailbox GOTO (MG) or Caller-Dialed Mailbox GOTO (CG)** to let a Touch Tone caller press a single dialpad key or dial the Message Center Mailbox number to go to the Message Center. By default, NVM-202 does not send a caller to a Message Center Mailbox.

Mailbox Types

Next Call Routing Mailbox

Description

A Next Call Routing Mailbox is a Call Routing Mailbox that the System Administrator can assign to a Subscriber or Message Center Mailbox. The Next Call Routing Mailbox provides call routing options to people who call and/or use the Subscriber or Message Center Mailbox in some way. The System Administrator programs the desired call routing options in the Next Call Routing Mailbox's Dial Action Table. For information on Call Routing Mailboxes and Dial Action Tables, see Chapter 5.

More specifically, a Next Call Routing Mailbox provides call routing options to:

■ Callers who enter a Subscriber or Message Center Mailbox to leave a message. After the beep sounds, the caller can dial 0 to reroute their call to another destination (for example, the company operator). The System Administrator programs the desired destination in the Next Call Routing Mailbox's Dial Action Table for Key 0.

■ People who have called (logged on to) a Subscriber or Message Center Mailbox from an extension . If the person exits the mailbox by dialing 9, they can then dial * to go to the Next Call Routing Mailbox. NVM-202 plays the Welcome Message and Instruction Menu for the Next Call Routing Mailbox and the person can dial a code to route their call. People will know they can dial * because NVM-202 plays this when they dial 9: *To go to the Automated Attendant, press the star key.*

■ Callers who try to transfer to a Subscriber extension that has blocked Automated Attendant calls. NVM-202 uses the Key 0 Action (routing option) in the Next Call Routing Mailbox's Dial Action Table to automatically reroute the blocked caller.

■ To NVM-202 Subscribers who forward their direct lines to their mailbox. They can call their line and dial * before the beep to connect to the Next Call Routing Mailbox. NVM-202 plays the Welcome Message and Instruction Menu for the Next Call Routing Mailbox and the Subscriber can dial a code to route their call. For information on forwarding calls to a mailbox, see the User's Guide.

In addition: If the Subscriber forwards only their unanswered calls and records a Paging Message, NVM-202 uses the Next Call Routing Mailbox to provide a call routing option to people who dial the direct line. That is, when the NVM-202 plays, *To leave a message, press 1. To have the person paged, press 2. For other options, press 3.*, the person can press 3 to reroute their call. NVM-202 use the Key 0 Action (routing option) of the Next Call Routing Mailbox's Dial Action Table to reroute the caller. For more information on the Paging Message, see *Call Parking/Paging* in Chapter 4.

Mailbox Types

Next Call Routing Mailbox (cont'd)

Description (cont'd)

Default
- The Next Call Routing Mailbox for all Subscriber Mailboxes is Call Routing Mailbox 411.
- The Next Call Routing (CR) Mailbox for Message Center Mailboxes are as follows:
  For Message Centers in Dept 1: CR 411
  For Message Centers in Dept 2: CR 421
  For Message Centers in Dept 3: CR 431
  For Message Centers in Dept 4: CR 441

- Dial Action Table 1 is assigned to all of the default Next Call Routing Mailboxes. It is set up as follows:

Key 0:	Screened Transfer to extension 300
Key 1:	Undefined Routing
Key 2:	Undefined Routing
Key 3:	Screened Transfer to caller-dialed extension that begins with the digit 3.
Key 4:	Undefined Routing
Key 5:	Undefined Routing
Key 6:	Undefined Routing
Key 7:	Undefined Routing
Key 8:	Undefined Routing
Key 9:	Hang up
Key *:	Quick Message
Key #:	Log on to Voice Mail
TIMEOUT:	Screened Transfer to ʳ ˍnsion 300

- See also the default settings for the related programs on the System Administrator Menu.

Conditions
The routing options for keys 9, * and # may be changed only through terminal programming.

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Next Call Routing (NC) Mailbox** to select a Next Call Routing Mailbox for a Subscriber or Message Center Mailbox.

Mailbox Types

Next Call Routing Mailbox (cont'd)

Related Programs (cont'd)

From the Dial Action Table (DA) Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Use the menu options** to assign call routing options to the dialpad keys on the Dial Action Table associated with the Next Call Routing Mailbox.

From the System Administrator (SA) Menu:

To use these programs on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Welcome (W) Message** to record a Welcome Message for a Next Call Routing Mailbox. The default Welcome Message is, *Thank you for calling.*

For feature information, see *Welcome Message* in Chapter 6.

➤ **Use Recording an Instruction (I) Menu** to record an Instruction Menu for the Next Call Routing Mailbox. The default Instruction Menu is, *If you are calling from a Touch Tone phone, please dial the extension number you wish to reach. If you are calling from a rotary dial phone, please stay on the line for assistance.*

For feature information, see *Instruction Menu* in Chapter 6. '

Mailbox Types

Subscriber Mailboxes

Description

A Subscriber Mailbox is a mailbox that NVM-202 assigns to each extension. The extension user ("Subscriber") calls their Subscriber Mailbox to access the Voice Mail system. A Subscriber can call their mailbox from their extension, someone else's extension or from outside the company. After calling, the Subscriber can record and listen to messages, plus use many more features. And, a Subscriber can assign a mailbox Security Code for privacy. For calling instructions and a description of the Voice Mail features, see the User's Guide.

Default
- The Subscriber Mailboxes are numbered like the extensions: 300-347 in a one- or two-Cabinet system or 300-371 in a three-cabinet system. These mailbox numbering plans may be changed only through terminal programming.
- See also the default settings for the related programs.

Conditions
None

Related Programs

> From the Mailbox Programming (MP) Menu:

To use the programs on the Mailbox Programming Menu, see Chapter 10.

➤ **Use System Administrator (SA)** to convert a Subscriber Mailbox into a System Administrator Mailbox. Subscriber Mailbox 300 is a permanent System Administrator Mailbox.

For feature information, see *System Administrator Mailboxes* in Chapter 5.

➤ **Use Delete Security Code (DS)** to delete the Security Code for a Subscriber Mailbox. By default, no Security Codes are assigned.

For feature information, see *Security Code* in the User's Guide.

> From the Messaging Mailbox (MM) Parameters Menu:

To use the programs on the Messaging Mailbox Parameters Menu, see Chapter 10.

➤ **Use Message Playback Direction (PD)** to set the order in which messages play in a Subscriber Mailbox. The default is FIFO (first in, first out).

For feature information, see *Message Playback Direction* in Chapter 6.

Mailbox Types

Subscriber Mailboxes (cont'd)

Related Programs (cont'd)

> **From the Messaging Mailbox (MM) Parameters Menu (cont'd):**

To use the programs on the Messaging Mailbox Parameters Menu, see Chapter 10.

➤ **Use Message Waiting (MW) Lamp** to enable or disable the Subscriber's Message Waiting Lamp as an indication that there are messages in the Subscriber Mailbox. By default, the Message Waiting Lamp is enabled.

For feature information, see *Message Waiting Lamp* in Chapter 6.

➤ **Use Call Announcing/Screening (CS)** to determine whether the NVM-202 Automated Attendant announces calls to a Subscriber extension. By default, Call Announcing/Screening is disabled.

For feature information, see *Call Announcing/Screening* in Chapter 4.

➤ **Use Block Automated Attendant (BA) Calls** to determine whether a Subscriber extension blocks calls (transfers) from the Automated Attendant. By default, no Subscriber extensions block Automated Attendant calls.

For feature information, see *Call Blocking* in Chapter 4.

➤ **Use Next Call Routing (NC) Mailbox** to assign a Next Call Routing Mailbox to a Subscriber Mailbox. By default, the Next Call Routing Mailbox lets a caller dial 0 while in the Subscriber Mailbox to transfer to extension 300 (the Next Call Routing Mailbox also provides other dialing options).

For feature information, see *Next Call Routing Mailbox* in Chapter 5.

➤ **Use Message Storage Limit (ML)** to set the maximum number of messages that can be stored in a Subscriber Mailbox. The default is 32 messages.

For feature information, see *Message Storage Limit* in Chapter 6.

➤ **Use External Message Notification (MN)** to enable or disable External Message Notification for a Subscriber Mailbox. By default, External Message Notification is disabled (that is, NVM-202 allows only internal Message Notification calls to extensions).

For feature information (and other related programs for Message Notification), see *Message Notification* in Chapter 6.

Mailbox Types

Subscriber Mailboxes (cont'd)

Related Programs (cont'd)

| **From the System Administrator (SA) Menu:** |

To use these programs on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Broadcast (BR) Message** to record a Broadcast Message for all Subscriber Mailboxes (also Guest, Message Center, and Future Delivery Mailboxes). By default, no Broadcast Message is recorded.

For feature information, see *Broadcast Message* in Chapter 13.

➤ **Use Record Mailbox Names (N)** to record a name for a Subscriber Mailbox. The name plays in voice prompts instead of the Subscriber Mailbox or extension number. By default, no mailbox names are recorded.

For feature information, see *Recording Mailbox Names* in Chapter 4.

| **From the System Options (SO) Menu:** |

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the maximum length for messages left in any Subscriber Mailbox by an internal caller and messages made after calling (logging on to) a Subscriber Mailbox (or any other mailbox). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Non-subscriber Message Length (NL)** to set the length of a message left in any mailbox by an outside caller. The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Recording Silence Limit (RS)** to set the amount of time a person can be silent while recording (in any type of mailbox) before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

Mailbox Types

Subscriber Mailboxes (cont'd)

Related Programs (cont'd)

> **From the Dial Action Table (DA) Menu:**

To use the programs on the Dial Action Table, see Chapter 11.

➤ **Use the menu options** to let Automated Attendant callers transfer to Subscriber extensions, go to Subscriber Mailboxes, and/or record a message in a specific Subscriber Mailbox. By default, Automated Attendant callers can dial extension numbers in the 300's to make a screened transfer to those extensions. Also, callers can dial 0 to make a screened transfer to extension 300.

For feature information, see *Call Routing Options* in Chapter 4.

Mailbox Types

System Administrator Mailboxes

Description

A System Administrator Mailbox is a Subscriber Mailbox that the System Administrator can use to program NVM-202. The System Administrator calls the System Administrator Mailbox from any Touch Tone telephone to gain access to the NVM-202 programming menus. A Security Code should be assigned to the System Administrator Mailbox to help prevent unauthorized programming. See also *Gaining Access to the Programming Menus* in Section 3.

Default

Subscriber Mailbox 300 is a permanent System Administrator Mailbox.

Conditions

Subscriber Mailbox 300 cannot be deprogrammed as a System Administrator Mailbox.

Related Programs

From the Mailbox Programming (MP) Menu:

To use the programs on the Mailbox Programming Menu, see Chapter 10.

➤ **Use System Administrator Mailbox (SA)** to convert a Subscriber Mailbox into a System Administrator Mailbox.

For Subscriber Mailbox numbers, see *Subscriber Mailboxes* in this chapter.

➤ **See also all the related programs for Subscriber Mailboxes**

Mailbox Types

Trunk Mailboxes

Description

A Trunk Mailbox is a mailbox that NVM-202 assigns to each trunk in the telephone system. The only time the System Administrator has to use a Trunk Mailbox is if the corresponding trunk must have its own Daily Department Schedule.

Default
- The Trunk Mailbox numbers are as follows: 348-363 in the one- or two-cabinet system or 372-395 in a three-cabinet system. This numbering plan may be changed only through terminal programming.
- See also the default settings for the related programs below.

Conditions
None

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Trunk for Daily Department Schedules (TS)** to assign a Daily Department Schedule to a Trunk Mailbox. By default, no Trunk Mailbox has its own Daily Department Schedule. All trunks are answered by the Daily Department Schedule that NVM-202 assigns to all ports, which is Daily Department Schedule 1.

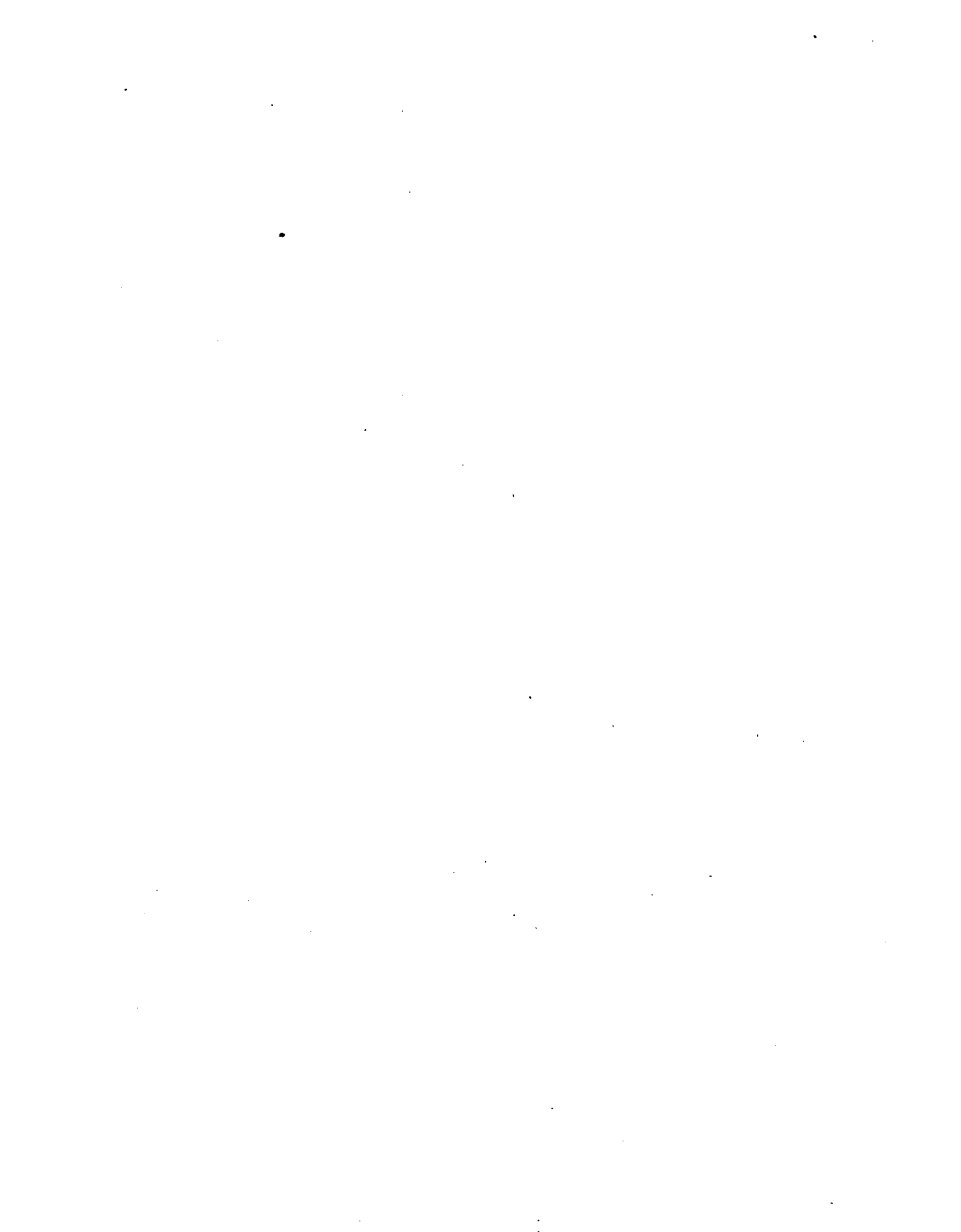For feature information, see *Daily Department Schedules* in Chapter 4.

From the Daily Department Schedules (DS) Menu:

To use the programs on the Daily Department Schedule Menu, see Chapter 4.

➤ **Use the menu options** to set up a Daily Department Schedule. By default, all Daily Department Schedules (1-4) are set up as follows:
Days in workweek: Monday to Friday
Workday start time: 8:00 AM
Workday afternoon time: 12:00 PM
Workday end time: 5:00 PM

For feature information, see *Daily Department Schedules* in Chapter 4.

Chapter 6

System Programmable Messaging Options

System Programmable Messaging Options

Announcement Message

Description

An Announcement Message is a message the System Administrator records for an Announcement Mailbox. Typical Announcement Messages include meeting schedules, daily specials, etc. For more information on Announcement Mailboxes, see Chapter 5.

Default
- No Announcement Messages recorded
- See also the default settings for the related programs on the Mailbox Programming and System Options Menus (below).

Conditions
None

Related Programs

From the System Administrator (SA) Menu:

To use this program on the System Administrator Menu, see Chapter 13.

➤ **Use Recording an Announcement Message (AN)** to record an Announcement Message for an Announcement Mailbox.

From the Mailbox Programming (MP) Menu:

To use the programs on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Announcement Termination (AT)** to enable or disable the "Hang-Up" option after the Announcement Message plays. By default, NVM-202 does not hang up. It returns the caller to the Automated Attendant.

➤ **Use Announcement Message (AM) Repetitions** to set the number of times an Announcement Message repeats. By default, the Announcement Message does not repeat.

From the System Options (SO) Menu:

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the length of an Announcement Message (and other messages). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Recording Silence Limit (RS)** to set the amount of time a person can be silent while recording before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

System Programmable Messaging Options

Broadcast Message

Description

A Broadcast Message is a message that plays to all Subscriber, Message Center, Guest, and Future Delivery Mailboxes. NVM-202 plays the Broadcast Message when a person calls one of these mailboxes, right before the prompt, *You have ___ messages*. A Broadcast Message typically serves as a type of bulletin board - it can get a message to all users.

Default
■ No Broadcast Message recorded
■ See also the default settings for the related programs on the System Options Menu.

Conditions
None

Related Programs

From the System Administrator (SA) Menu:

To use this program on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Broadcast Message (BR)** to record a Broadcast Message for the above-mentioned mailboxes.

From System Options (SO) Menu:

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the length of the Broadcast Message (and other messages). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Recording Silence Limit (RS)** to set the amount of time a person can be silent while recording before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

System Programmable Messaging Options

Instruction Menu

Description	The Instruction Menu tells an Automated Attendant caller what to dial to route their call. The System Administrator records an Instruction Menu for a Call Routing Mailbox. The Instruction Menu is based on the Dial Action Table set-up for the Call Routing Mailbox. For more information on Call Routing Mailboxes (and Dial Action Tables), see Chapter 5.

When the Automated Attendant answers a call, NVM-202 first plays the Welcome Message for the Call Routing Mailbox, then the Instruction Menu. If a caller presses an invalid code during the Instruction Menu, NVM-202 says, *That is an invalid entry. Please try again.* Then NVM-202 replays the Instruction Menu. NVM-202 gives a caller three chances to enter a valid code during the Instruction Menu. If the caller enters an invalid code three times, NVM-202 says *Goodbye* and disconnects the caller.

Default
- *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.*
- See also the default setting for the related program on the System Options Menu.

Conditions
If the System Administrator erases a customized Instruction Menu, NVM-202 reassigns the default Instruction Menu.

Related Programs	From the System Administrator (SA) Menu:

To use this program on the System Administrator Menu, see Chapter 13.

➤ **Use Recording an Instruction (I) Menu** to record an Instruction Menu for a Call Routing Mailbox.

From the System Option (SO) Menu:

To use this program on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the maximum length for an Instruction Menu (and for other recordings made after calling a mailbox.) The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

System Programmable Messaging Options

Mailbox Names

Description

The System Administrator can record a name for any type of mailbox except a Trunk, Future Delivery, or Distribution Mailbox. NVM-202 plays the name in voice prompts that would otherwise play the mailbox number or corresponding Subscriber extension number. For example: Suppose the System Administrator records the name "Joe Smith" for Subscriber Mailbox 303. If an Automated Attendant transfer to extension 303 is incomplete because the extension is busy, NVM-202 says, *Joe Smith is busy.*, instead of, *Extension 303 is busy.*

Default
No mailbox names recorded

Conditions
- A recorded mailbox name can be up to 10 seconds long.
- If a Guest, Subscriber, or Message Center user records a name for their mailbox (by calling that mailbox and dialing RN), that name overrides the name the System Administrator records (by using the System Administrator Menu), and vice versa.

Related Programs

From the System Administrator (SA) Menu:

To use this program on the System Administrator Menu, see Chapter 13.

➤ **Use Recording Mailbox Names (N)** to record a name for a mailbox.

System Programmable Messaging Options

Message Compression Rate

Description

Message Compression Rate lets NVM-202 compress messages in one of two ways:

- To favor sound quality
- To favor storage capacity

Configuring NVM-202 in favor of message storage capacity increases the amount of message storage time in the system by 25%.

Default
NVM-202 is configured in favor of message sound quality

Conditions
If the System Administrator uses the Message Compression Rate programs, NVM-202 erases all messages in the system.

Related Programs

From the System Initialization (SI) Menu:

To use this program on the System Initialization Menu, see Chapter 12.

➤ Use Changing the Message Compression Rate to configure NVM-202 to favor message sound quality or message storage capacity.

System Programmable Messaging Options

Message Length

| Description |

Message Length lets the System Administrator program the maximum length for recorded messages in the system. There are two programmable message lengths:

■ **Subscriber Message Length** sets the maximum length for two types of messages:
  - A message that a caller leaves in a Subscriber Mailbox after they make an Intercom call to the Subscriber extension (see *Recording a Message* in the User's Guide)
  - A message that a person records after they call (log on to) a Subscriber, Guest, or Message Center Mailbox (for example, a Welcome Message, mailbox greeting, messages recorded by pressing RS, etc.).

■ **Non-subscriber Message Length** sets the maximum length of a message that an outside caller leaves in a mailbox.

The Subscriber or Non-subscriber Message Length can range from 1-999 seconds. If a person records a message that is longer than the programmed message length, NVM-202 says: *You have exceeded the recording limit.* The person can then use the recording options to handle that message (see the User's Guide).

Default
■ Subscriber Message Length: 120 seconds
■ Non-subscriber Message Length: 120 seconds

Conditions
The Subscriber Message length does not apply to recorded mailbox names. The maximum length for mailbox names is 10 seconds.

| Related Programs |

| From the System Options (SO) Menu: |

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the Subscriber Message Length.

➤ **Use Non-subscriber Message Length (NL)** to set the Non-subscriber Message Length.

System Programmable Messaging Options

Message Notification

Description

With Message Notification, NVM-202 can dial a programmed telephone number when a Subscriber, Message Center, or Guest Mailbox receives a message. NVM-202 can call an internal (extension) number or local and long distance numbers, including radio and digital pager numbers. Message Notification makes it easy, for example, for traveling sales representatives to know when they have messages.

The Subscriber, Guest, or Message Center Mailbox user calls their mailbox to customize the following Message Notification options (see the User's Guide):

- The time of day Message Notification should begin and end
- The type of messages they will be notified of: all messages or only messages from a specific person (mailbox user)
- The type of notification number: an outside or extension number, a radio pager (with or without an announcer), or a digital pager
- The notification number (that is, the number NVM-202 should call when there are messages in their mailbox)
- Whether they must enter their mailbox Security Code after accepting a notification call at an extension or outside telephone

Once Message Notification is on, NVM-202 makes a Message Notification call as soon the mailbox user receives their first message. That is, Message Notification rings the programmed non-pager number or the paging service. The paging service then beeps the pager user. At a digital pager, the pager user sees the number to call. At an announcement radio pager, the pager user hears, *There is a message for (extension or name). You have x messages.* If the mailbox user responds to the call (that is, if the person calls [enters] their mailbox), NVM-202 waits a programmed time before notifying the mailbox user of the next message (s).

If the message notification call is incomplete or unacknowledged, NVM-202 redials the call for a programmed number of times, then stops. An incomplete notification call is a call to a busy number or a call to an unanswered non-pager number. An unacknowledged notification call is one the mailbox user does not respond to by calling (entering) their mailbox.

Default

Once a mailbox user turns on Message Notification, the default settings are as follows: NVM-202 notifies Subscriber Mailbox users at their extensions. NVM-202 does not have a default notification number for Guest and Message Center Mailboxes, though these users can enter only extension notification numbers by default. Message Notification is on from 8 AM to 5 PM. The mailbox users do not have to enter their Security Code after accepting a notification call at a telephone.

Conditions

With programming, NVM-202 can beep a pager user until the pager user calls their mailbox.

System Programmable Messaging Options

Message Notification (cont'd)

Related Programs

From the Mailbox Programming (MP) Menu:

To use the programs on the Mailbox Programming Menu, see Chapter 10.

➤ **Use External Message Notification (MN)** to program the type of notification calls NVM-202 can send out for a mailbox: local and long distance or only internal calls to extensions.

➤ **Use Override Notification Call Type (OT)** to change, if necessary, the Call Type NVM-202 assigns to the notification number. For example, if a user enters a three-digit Speed Dial code to a long distance number, NVM-202 counts the three digits and assigns "Internal" for the Call Type instead of long distance. In this case, you would have to override the Call Type. By default, NVM-202 assigns "Internal" to all numbers since External Message Notification is disabled.

From the Message Notification Options (NO) Menu :

To use the programs on the Message Notification Options Menu, see Chapter 9.

➤ **Use all the menu options** to program the way NVM-202 sends out Message Notification calls. For the default settings, see Chapter 9.

System Programmable Messaging Options

Message Playback Direction

Description

Message Playback Direction lets the System Administrator program the order in which messages play when a person calls a mailbox to listen to them. The System Administrator can program the Message Playback Direction for Subscriber, Guest, Message Center, and Future Delivery Mailboxes.

Messages can play back in FIFO or LIFO order. FIFO (first in, first out) plays the messages in the order they were left: first, second, third, etc. LIFO (last in, first out) plays the last (most recent) message first, then the message left before that, etc.

Default
FIFO

Conditions
After calling a mailbox, a person can press R L to reverse the order in which messages are programmed to play. That is, if the programmed Message Playback Direction is LIFO, a person can press R L to activate FIFO for that particular call.

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Message Playback Direction (PD)** to set FIFO or LIFO Message Playback Direction for a mailbox.

System Programmable Messaging Options

Message Storage Limit

Description

Message Storage Limit lets the System Administrator program the number of messages that a mailbox can hold (store). A mailbox can store from 1-1000 messages. The System Administrator can program a Message Storage Limit for Subscriber, Guest, Message Center, and Future Delivery Mailboxes.

Default
32 messages per mailbox

Conditions
If the Message Compression Rate is programmed in favor of message storage, the NVM-202 total message storage time increases by 25 %. See *Message Compression Rate* in this chapter.

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Message Storage Limit (ML)** to set the maximum number of messages that can be stored in a mailbox.

System Programmable Messaging Options

Message Waiting Lamp

Description

The Message Waiting Lamp at a Subscriber extension can be programmed to flash when there are messages in their Subscriber Mailbox.

Default
Message Waiting Lamp is enabled

Conditions
- The Message Waiting Lamp flashes only for new messages (that is, messages that have not been listened to).
- If a Subscriber receives a message while in (logged onto) their mailbox, NVM-202 does not flash the Message Waiting Lamp until the Subscriber exits their mailbox. NVM-202 does, however, play a voice prompt to let the person know they have received new messages. The Subscriber hears, *You have received new messages*. NVM-202 plays this voice prompt if the person dials 9 to exit their mailbox or if the person returns to the Main Menu of features before exiting.

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Message Waiting Lamp (MW)** to enable or disable the Message Waiting Lamp.

System Programmable Messaging Options

Recording Silence Limit

Description

Recording Silence Limit determines how long a person can be silent while recording before NVM-202 pauses the recording and says: *Recording has been paused due to silence.* The Recording Silence Limit can range from .2 to 3 seconds. Or, the System Administrator can allow unlimited silence.
Default
1.2 seconds

Conditions
None

Related Programs

From the System Options (SO) Menu:

To use this program on the System Options Menu, see Chapter 8.

➤ **Use Recording Silence Limit (RS)** to set the maximum amount of time a person can be silent while making a recording.

System Programmable Messaging Options

Welcome Message

Description

NVM-202 uses a Welcome Message to greet Automated Attendant callers. The Welcome Message is commonly referred to as a company greeting. A typical Welcome Message is "Thank you for calling XYZ Company." The System Administrator can record a Welcome Message for a Call Routing or Message Center Mailbox. See also Chapter 5 for more information on Call Routing and Message Center Mailboxes.

Default
- For all Call Routing Mailboxes: "Thank you for calling."
- For Message Center Mailboxes: No default Welcome Message
- See also the default settings for the related programs on the System Options Menu.

Conditions
The Welcome Message for a Message Center Mailbox should also let callers know they can dial # to return to the Automated Attendant or dial 0 to reroute their call (if the Message Center Mailbox is programmed with a Next Call Routing Mailbox). For more information, see *Message Center Mailboxes* in Chapter 5.

Related Programs

From the System Administrator (SA) Menu:

To use this program on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Welcome (W) Message** to record a Welcome Message for a Call Routing or Message Center Mailbox.

From the System Option (SO) Menu:

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the maximum length for a Welcome Message (and other messages). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Recording Silence Limit (RS)** to set the amount of time a person can be silent while recording before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

Chapter 7

Maintenance Features

Maintenance Features

Daily Disk Maintenance

Description

With Daily Disk Maintenance, NVM-202 can automatically shut down once a day and perform maintenance tasks on its hard disk. The maintenance tasks "clean up" the hard disk to optimize call processing time.

NVM-202 automatically shuts down at the programmed time to perform the maintenance tasks. No one can use NVM-202 while it is performing maintenance tasks. When the daily maintenance tasks are done, NVM-202 resets and starts up again.

Default
Daily Disk Maintenance is disabled

Conditions
If the programmed time arrives and one or more NVM-202 ports are busy, NVM-202 waits 5 minutes for all ports to be inactive. If any port is still busy at the end of 5 minutes, NVM-202 skips the maintenance tasks for that day.

Related Programs

From the System Options (SO) Menu:

To use this program on the System Options Menu, see Chapter 8.

➤ **Use Daily Disk Maintenance Time (DM)** to set the time Daily Disk Maintenance occurs.

Maintenance Features

Preparation for Power-Down: Shutting Down the System

Description

Before NVM-202 power is turned off or before a reset, the System Administrator must shut down NVM-202. Turning off or resetting NVM-202 without first shutting it down may corrupt the NVM-202 database.

Default
N/A

Conditions
None

Related Programs

From the Database Management (DM) Menu:

To use this program on the Database Management Menu, see Chapter 12.

➤ Use **Preparing for Power-Down (PD): Shutting Down the System** to shut down NVM-202.

System Re-initialization

Description

If necessary, the System Administrator can re-initialize the NVM-202 database. Re-initializing the NVM-202 database restores the default NVM-202 database for the selected telephone system.

Default
N/A

Conditions
- The System Administrator cannot initialize without entering the Security Code for the System Administrator Mailbox.
- Re-initializing the system erases all messages in the system.

Related Programs

> **From the System Initialization (SI) Menu:**

To use the programs on the System Initialization Menu, see Chapter 12.

➤ **Use Re-initializing NVM-202 (Configure for One- or Two Cabinet VS or DS01 [VS])** to re-initialize the NVM-202 database for a one- or two-Cabinet VS or DS01.

➤ **Use Re-initializing NVM-202 (Configure for a Three-Cabinet VS or DS01 [TC])** to re-initialize the NVM-202 database for a three-cabinet VS or DS01.

Maintenance Features

System Time and Date

Description

The System Administrator can set the NVM-202 system time and date.

Default
USA Eastern Standard Time and date

Conditions
None

Related Programs

From the System Administrator (SA) or Database Management (DM) Menu:

To use these programs, see Chapter 12.

➤ Use System Time (TI) to set the time for the NVM-202 system.

➤ Use System Date (DT) to set the date for the NVM-202 system.

System Version Number

Description	The System Administrator can listen to the version number for the NVM-202 software. This way, if there is a problem, the System Administrator can give the software version number to the technicians, if necessary.

Default
N/A

Conditions
None

Related Programs	From the System Administrator (SA) or Database Management (DM) Menu:

To use this program, see Chapter 12.

➤ **Use System Version Number (SV)** to listen to the system version number.

Section 3:

Programming NVM-202 Features

Introduction

This section shows you how to program NVM-202 using the following two programming menus:

■ Database Management Menu
■ System Administrator Menu

The programs on these menus are listed in this section, each with four main headings:

■ **Description** briefly tells what the program is used for. Along with the program description are three subheadings:
Default lists the default (factory) setting for the program. If the default meets the customer's needs, you do not have to use the program.
Conditions lists any limitation of the program or exceptions to the program description.
Feature Reference lists the NVM-202 feature that is related to the program. This way, if you need more information, you can go to the specified chapter and read about the feature in detail.

■ **Programing Codes** lists the codes you must enter when you use the program.

■ **Programming Instructions** shows you how to access the Database Management Menu or System Administrator Menu to use the program.

■ **Related Programs** lists any programs related to the described program.

To gain access to the NVM-202 programming menus, you call (log on to) a System Administrator Mailbox from a Touch Tone telephone. A System Administrator Mailbox is simply a Subscriber mailbox that has been specially programmed to allow NVM-202 programming. Calling the System Administrator Mailbox gives you access to the NVM-202 Main Menu. You can then use the Main Menu to access the programming menus (that is, the Database Management Menu or System Administrator Menu). NVM-202 provides voice prompts (step-by-step recorded instructions) on how to use these menus.

For your convenience, NVM-202 permanently configures Subscriber Mailbox 300 as a System Administrator Mailbox. You can call a System Administrator Mailbox from:

■ The corresponding (System Administrator) extension. For example, you can call permanent System Administrator Mailbox 300 from extension 300.

■ An extension that has not been programmed as a System Administrator

■ Outside the company

To create other System Administrator Mailboxes, see *System Administrator Mailboxes* in Chapter 10.

Note: You should assign a Security Code to a System Administrator Mailbox (if one is not already assigned) to help prevent unauthorized programming. Instructions for assigning a Security Code follow.

Introduction

To assign a Security Code to a System Administrator Mailbox (if one has not already been assigned):
1. Lift handset at the System Administrator extension.
2. Press the Message key.
3. Wait for the voice prompt, *You have ___ messages.*
4. Press **O P** (6 7) for Mailbox Options Menu.
5. Press **S** (7) for Security Code.
6. Follow the voice prompts. The Security Code can be up to 6 digits long.

To call a System Administrator Mailbox from the corresponding System Administrator extension:
1. Lift handset at System Administrator extension.
2. Press Message key.
3. Wait for this voice prompt: *Please enter your Security Code.*
4. Dial Security Code. You hear, *You have ___ messages.*, then you hear the mini (abbreviated) Main Menu:
    - *To listen to your messages, press L* (you hear this only if there are messages in the mailbox)
    - *To record and send a message, press RS.*
    - *For the complete Main Menu of features, press zero.*
5. You can now access the programming menus:
    Press **SA** (7 2) for the System Administrator Menu or press **DM** (3 6) for the Database Management Menu. See also *Working With the Programming Menus* in this chapter. For a listing of the programs on the Main, System Administrator, and Database Management Menus, see the "Quick Reference" topics in this chapter.

To call a System Administrator Mailbox from a non-System Administrator extension:
1. Get Intercom dial tone.
2. Dial NVM-202 master extension number (this number is selected in telephone system programming).
3. Dial System Administrator Mailbox number.
4. Dial Security Code. You hear, *You have ___ messages.*, then you hear the mini (abbreviated) Main Menu:
    - *To listen to your messages, press L* (you hear this only if there are messages in the mailbox)
    - *To record and send a message, press RS.*
    - *For the complete Main Menu of features, press zero.*
5. You can now access the programming menus:
    Press **S A** (7 2) for the System Administrator Menu or press **D M** (3 6) for the Database Management Menu. See also *Working With the Programming Menus* in this chapter. For a listing of the programs on the Main, System Administrator, and Database Management Menus, see the "Quick Reference" topics in this chapter.

Introduction

To call a System Administrator Mailbox from outside the company:
1. Dial telephone number of any trunk that NVM-202 is programmed to answer.
2. Wait for company greeting.
3. Dial #.
4. Dial System Administrator Mailbox number.
5. Dial Security Code. You hear, *You have ___ messages.*, then you hear the mini (abbreviated) Main Menu:
   - *To listen to your messages, press L* (you hear this only if there are messages in the mailbox)
   - *To record and send a message, press RS.*
   - *For the complete Main Menu of features, press zero.*
6. You can now access the programming menus:
   Press **S A** (7 2) for the System Administrator Menu or press **D M** (3 6) for the Database Management Menu. See also *Working With the Programming Menus* in this chapter. For a listing of the programs on the Main, System Administrator, and Database Management Menus, see the "Quick Reference" topics in this chapter.

Working with the Programming Menus

To help you remember them, the NVM-202 programming access codes have been derived from the program and menu names. For example, to program Subscriber Message Length, you dial **S L**. When NVM-202 plays a voice prompt that describes a program and its access code, you do not have to listen to the entire voice prompt before dialing the access code.

If you forget what to press or you press a code and hear, *That is an invalid entry*, simply wait a few seconds without pressing anything. NVM-202 will repeat your choices or play the voice prompt: *For a help message, press zero.* Pressing zero gives you your choices again.

Introduction

A Quick Reference to the Main Menu

When you call a System Administrator Mailbox, you gain access to the Main Menu. The Main Menu and its access codes are shown below. You use the Main Menu to access the two NVM-202 programming menus: the Database Management Menu and the System Administrator Menu.

For information on calling a System Administrator Mailbox, see *Gaining Access to the Programming Menus* on page 108.

MAIN MENU

Main
Menu

- Listen to Messages (L)

- Record and Send a Message (RS)

- Check on a Message You Sent (CM)

- Record Mailbox Greeting (G)

- Record Mailbox Name (RN)

- Record a Future Delivery Message (FD)

- Record a Paging Message (PG)

- Mailbox Options (OP) ——▶ Security Code (S)
  Message Notification (N)
  Auto Help (A)
  Call Waiting (CW)

- Hear Time and Date (TI)

- System Administrator Options (SA)
  (System Administrator Menu)

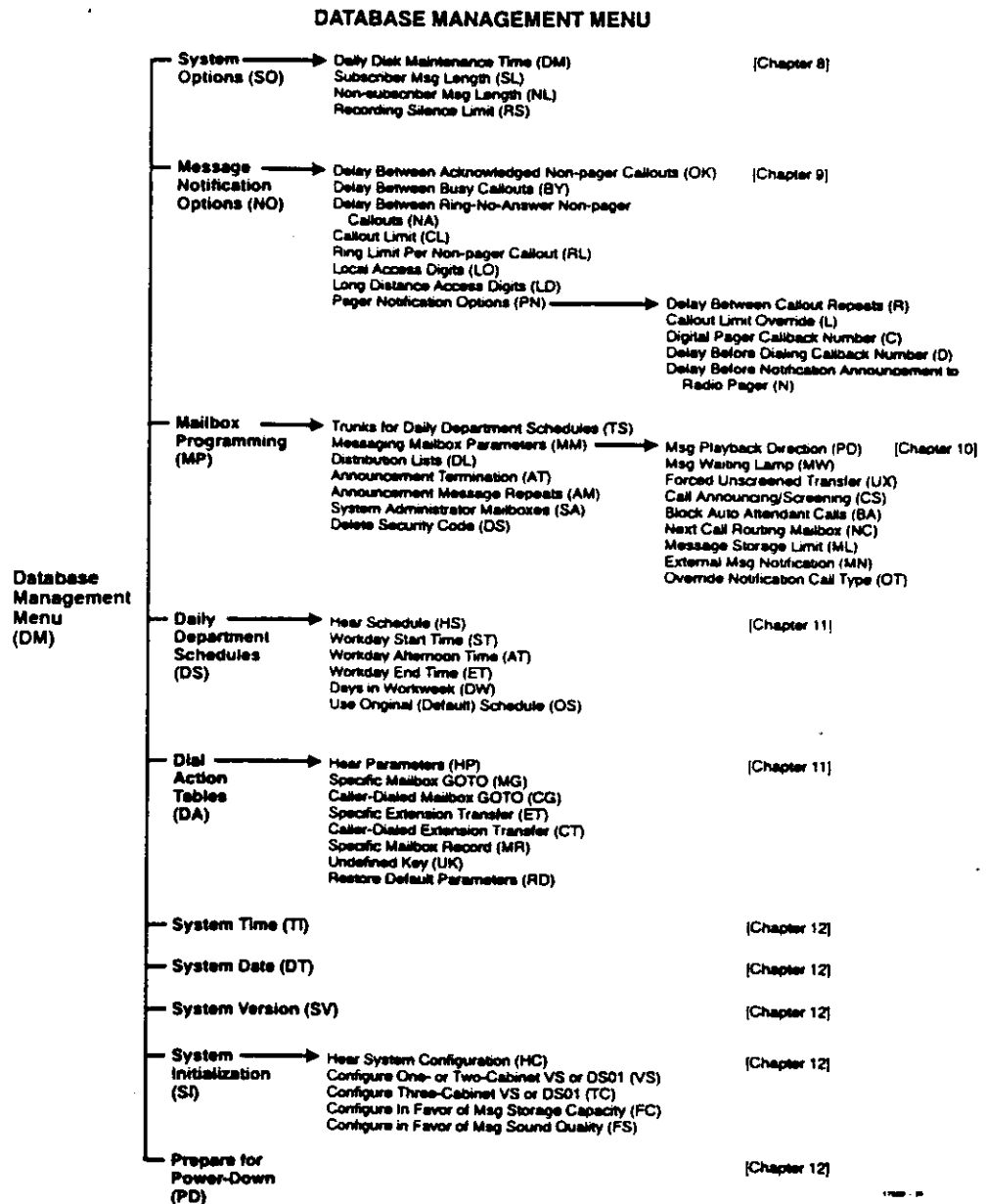- System Database Management (DM)
  (Database Management Menu)

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Introduction

A Quick Reference to the System Administrator Menu

When you call a System Administrator Mailbox, you gain access to the Main Menu, which provides access to the System Administrator Menu. That is, when you gain access to the Main Menu, you press **SA** to get the System Administrator Menu. The menu tree below shows all the programs on the System Administrator Menu, their access codes, and their chapter references.

For information on calling a System Administrator Mailbox, see *Gaining Access to the Programming Menus* on page 108.

SYSTEM ADMINISTRATOR MENU

	Record Broadcast Messages (BR)	[Chapter 13]
	Record Welcome Messages (W)	[Chapter 13]
	Record Instruction Menus (I)	[Chapter 13]
	Record Directory Dialing Messages (DD)	
System Administrator Menu (SA)	Record Announcement Messages (AN)	[Chapter 13]
	Record Mailbox Names (N)	[Chapter 13]
	Set Answering Schedule Override (SO)	[Chapter 11]
	Use System Prompt Customization (PC)	[Appendix A]
	Set System Time (TI)	[Chapter 12]
	Set System Date (DT)	[Chapter 12]
	Hear System Version Number (SV)	[Chapter 12]
	Prepare for Power-Down (PD)	[Chapter 12]

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Introduction

When you call a System Administrator Mailbox, you gain access to the Main Menu, which provides access to the Database Management Menu. That is, when you gain access to the Main Menu, you press **DM** to get the Database Management Menu. The menu tree below shows all the programs on the Database Management Menu, their access codes, and their chapter references.

For information on calling a System Administrator Mailbox, see *Gaining Access to the Programming Menus* on page 108.

DATABASE MANAGEMENT MENU

Database Management Menu (DM)

- **System Options (SO)**
  - Daily Disk Maintenance Time (DM)   [Chapter 8]
  - Subscriber Msg Length (SL)
  - Non-subscriber Msg Length (NL)
  - Recording Silence Limit (RS)

- **Message Notification Options (NO)**
  - Delay Between Acknowledged Non-pager Callouts (OK)   [Chapter 9]
  - Delay Between Busy Callouts (BY)
  - Delay Between Ring-No-Answer Non-pager Callouts (NA)
  - Callout Limit (CL)
  - Ring Limit Per Non-pager Callout (RL)
  - Local Access Digits (LO)
  - Long Distance Access Digits (LD)
  - Pager Notification Options (PN) →
    - Delay Between Callout Repeats (R)
    - Callout Limit Override (L)
    - Digital Pager Callback Number (C)
    - Delay Before Dialing Callback Number (D)
    - Delay Before Notification Announcement to Radio Pager (N)

- **Mailbox Programming (MP)**
  - Trunks for Daily Department Schedules (TS)
  - Messaging Mailbox Parameters (MM) →
    - Msg Playback Direction (PD)   [Chapter 10]
    - Msg Waiting Lamp (MW)
    - Forced Unscreened Transfer (UX)
    - Call Announcing/Screening (CS)
    - Block Auto Attendant Calls (BA)
    - Next Call Routing Mailbox (NC)
    - Message Storage Limit (ML)
    - External Msg Notification (MN)
    - Override Notification Call Type (OT)
  - Distribution Lists (DL)
  - Announcement Termination (AT)
  - Announcement Message Repeats (AM)
  - System Administrator Mailboxes (SA)
  - Delete Security Code (DS)

- **Daily Department Schedules (DS)**
  - Hear Schedule (HS)   [Chapter 11]
  - Workday Start Time (ST)
  - Workday Afternoon Time (AT)
  - Workday End Time (ET)
  - Days in Workweek (DW)
  - Use Original (Default) Schedule (OS)

- **Dial Action Tables (DA)**
  - Hear Parameters (HP)   [Chapter 11]
  - Specific Mailbox GOTO (MG)
  - Caller-Dialed Mailbox GOTO (CG)
  - Specific Extension Transfer (ET)
  - Caller-Dialed Extension Transfer (CT)
  - Specific Mailbox Record (MR)
  - Undefined Key (UK)
  - Restore Default Parameters (RD)

- **System Time (TT)**   [Chapter 12]

- **System Date (DT)**   [Chapter 12]

- **System Version (SV)**   [Chapter 12]

- **System Initialization (SI)**
  - Hear System Configuration (HC)   [Chapter 12]
  - Configure One- or Two-Cabinet VS or DS01 (VS)
  - Configure Three-Cabinet VS or DS01 (TC)
  - Configure In Favor of Msg Storage Capacity (FC)
  - Configure in Favor of Msg Sound Quality (FS)

- **Prepare for Power-Down (PD)**   [Chapter 12]

Chapter 8

Programming System Options

Daily Disk Maintenance Time

Description

This program lets you set the time Daily Disk Maintenance occurs.

Default
No time set (that is, Daily Disk Maintenance is disabled)

Conditions
None

Feature Reference
Daily Disk Maintenance, Chapter 7

Programming Codes

■ Set Daily Disk Maintenance Time: HHMM (A = AM, P = PM)
■ Disable Daily Disk Maintenance: *

Note: HH = 01-12 (the hour)
             MM = 00-59 (the minutes)

Programming Instructions

To program the Daily Disk Maintenance Time:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **S O** for System Options Menu.
4. Press **D M** for Daily Disk Maintenance Time.
5. Follow the voice prompts.

Related Programs

None

Programming System Options

Subscriber Message Length

Description

This program lets you set the Subscriber Message Length.

Default
120 seconds

Conditions
None

Feature Reference
Message Length, Chapter 6

Programming Codes

1-999 seconds

Programming Instructions

To program the Subscriber Message Length:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **S O** for System Options Menu.
4. Press **S L** for Subscriber Message Length.
5. Follow the voice prompts.

Related Programs

None

Programming System Options

Non-subscriber Message Length

Description

This program lets you set the Non-subscriber Message Length.

Default
120 seconds

Conditions
None

Feature Reference
Message Length, Chapter 6

Programming Codes

1-999 seconds

Programming Instructions

To program the Non-subscriber Message Length:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **S O** for System Options Menu.
4. Press **N L** for Non-subscriber Message Length.
5. Follow the voice prompts.

Related Programs

None

Programming System Options

Recording Silence Limit

Description

This program lets you set the Recording Silence Limit.

Default .
1.2 seconds
Conditions
None

Feature Reference
Recording Silence Limit, Chapter 6

Programming Codes

■ Recording Silence Limit: 2-30 tenths of a second
                             (2 = 0.2 sec, 30 = 3.0 sec)
■ Allow Unlimited Silence: *

Programming Instructions

To program the Recording Silence Limit:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **S O** for System Options Menu.
4. Press **R S** for Recording Silence Limit.
5. Follow the voice prompts.

Related Programs

None

Chapter 9

Programming Message Notification Options

Programming Message Notification Options

General Message Notification Options

Description

These programs lets you set the Message Notifications options that apply to both non-pager and pager numbers.

➤ Delay Between Busy Callouts

This option sets the delay (wait time) before NVM-202 redials a callout to a busy number.

➤ Callout Limit

This option sets the number of times NVM-202 redials an unacknowledged notification call, a notification call to any busy number, or a notification call to an unanswered non-pager number. (A notification call is "unacknowledged" if the notified party does not respond by calling [logging on to] their mailbox.)

➤ Local Access Digits

These are the digits NVM-202 must dial for an outside line before it can send out a Message Notification call to a telephone number in the local dialing area. Enter the same digits a Subscriber normally dials at their extension to get an outside line to make a local call. For example, if Subscribers must dial 9, then wait for dial tone, you enter 9*W (*W means "wait for dial tone").

➤ Long Distance Access Digits

These are the digits NVM-202 must dial for an outside line before it can send a Message Notification call outside the local dialing area. Enter the digits a Subscriber normally dials for an outside line to make a long distance call. For example, if subscribers must dial 9, then wait for dial tone, you enter 9*W in this field (*W means "wait for dial tone"). Another typical entry for this field is the access number to one of the special long distance services (MCI, Sprint, etc.).

Default

- Delay Between Busy Callouts: 2 minutes
- Callout Limit: 2 attempts
- Local Access Digits: None
- Long Distance Access Digits: None
- See also the default setting for the related programs.

Conditions

For a pager number, the System Administrator can override the Callout Limit (see *Pager Message Notification Options* in this chapter).

Feature Reference

Message Notification, Chapter 6

Programming Message Notification Options

General Message Notification Options (cont'd)

Programming Codes

- Delay Between Busy Callouts: 1-999 minutes
- Callout Limit: 1-99 attempts
- Local Access Digits: 1-30 digits (including codes below)
- Long Distance Access Digits: 1-30 digits (including codes below)

Special Codes for Local and Long Distance Access Digits:
- * F - Flash
- * S - Wait for any type of sound
- * W - Wait for dial tone
- * P - Non-monitored pause (NVM-202 pauses 2 seconds, dials next digit.)
- * M - Monitored pause (NVM-202 pauses 2 seconds, dials next digit only if no busy/reorder tone. Otherwise, NVM-202 hangs up.)
- * * - * (star key)
- * # - # (pound key)
- * 0 - Clear access digits

Programming Instructions

To program General Message Notification Options:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu).
3. Press **N O** for Message Notification Options.
4. Do one of the following:
   Press **B Y** for Delay Between Busy Callouts.
   Press **C L** for the Callout Limit.
   Press **L O** for Local Access Digits.
   Press **L D** for Long Distance Access Digits.
   Press **#** to return to the Database Management Menu.
5. Follow the voice prompts.

Related Programs

See *Non-pager Message Notification Options* and *Pager Message Notification Options* in this chapter.

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Override Notification Call Type (OT)** to change the Call Type (if necessary) that NVM-202 automatically assigns to the notification number. By default, the Call Type is "Internal."

Programming Message Notification Options

Non-pager Message Notification Options

Description

These program lets you set the Message Notification options that apply to non-pager numbers only.

➤ **Delay Between Ring-No-Answer Non-pager Callouts**

This option sets the delay (wait time) before NVM-202 redials a notification call to an unanswered or unacknowledged non-pager number. An unacknowledged non-pager call is a call the recipient does not accept by dialing 1 or calling their mailbox. For more information on how dialing 1 works, see Message Notification in the User's Guide.

➤ **Ring Limit per Non-pager Callout**

This option sets the number of times NVM-202 rings a non-pager number before it considers the call a Ring-No-Answer call.

➤ **Delay Between Acknowledged Non-pager Callouts**

This option sets the delay (wait time) between an acknowledged non-pager callout and the next non-pager callout. An acknowledged non-pager callout is one the recipient accepts by dialing 1 (or calling their mailbox). For more information on how dialing 1 works, see Message Notification in the User's Guide.

Default
- Delay Bet. Ring-No-Answer Non-pager Callouts: 5 minutes
- Ring Limit per Non-pager Callout: 5 rings
- Delay Bet. Acknowledged Non-pager Callouts: 2 minutes
- See also the default setting for the related programs.

Conditions
None

Feature Reference
Message Notification, Chapter 6

Programming Codes

- Delay Bet. Ring-No-Answer Non-pager Callouts: 1-999 minutes
- Ring Limit per Non-pager Callout: 1-99 rings
- Delay Bet. Acknowledged Non-pager Callouts: 1-999 minutes

Programming Instructions

To program Non-pager Message Notification Options:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu).
3. Press **N O** for Message Notification Options.
4. Do one of the following:
   Press **N A** for Delay Bet. Ring-No-Answer Non-pager Callouts.
   Press **R L** for Ring Limit per Non-pager Callout.
   Press **O K** for Delay Bet. Acknowledged Non-pager Callouts.
   Press **#** to return to the Database Management Menu.
5. Follow the voice prompts.

Programming Message Notification Options

Non-pager Notification Options (cont'd)

Related Programs

See *General Message Notification Options* in this chapter.

> **From the Mailbox Programming (MP) Menu:**

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Override Notification Call Type (OT)** to change the Call Type (if necessary) that NVM-202 automatically assigns to the notification number. By default, the Call Type is Internal.

Programming Message Notification Options

Pager Message Notification Options

Description

These programs let you set the Message Notification options that apply to pager numbers only.

➤ **Delay Between Callout Repeats**

This option sets the delay (wait time) between an acknowledged or acknowledged pager notification call and the next pager notification call. (A pager notification call is "acknowledged" if the pager user responds to it by calling their mailbox.)

➤ **Callout Limit Override**

This option determines how many times NVM-202 redials an unacknowledged pager notification call or a notification call to a busy pager number. (A pager notification call is "unacknowledged" if the pager user does not respond to it by calling their mailbox.) If you enable Limit Override, NVM-202 ignores the Callout Limit and sends pager callouts until the pager user acknowledges by calling their mailbox. For information on the Callout Limit, see *General Message Notification Options* in this chapter.

➤ **Digital Pager Callback Number**

This option lets you enter the callback number that displays on the digital pager when the pager user receives a notification call. Typically, you enter the NVM-202 telephone number.

➤ **Delay Before Dialing Callback Number**

This option sets the delay (wait time) between the dialing of the paging service number and the dialing of the digital pager callback number.

➤ **Delay Before Notification Message to Radio Pager**

This option sets the delay (wait time) between the dialing of the paging service number and the playing of the pager announcement.

Default

- Delay Between Callout Repeats: 5 minutes
- Callout Limit Override: No
- Digital Pager Callback Number: None
- Delay Before Dialing Callback Number: 2 seconds
- Delay Before Notification Message to Radio Pager: 2 seconds
- See also the default settings for the related programs.

Conditions
None

Feature Reference
Message Notification, Chapter 6

Programming Message Notification Options

Pager Message Notification Options (cont'd)

Programming Codes

- Delay Bet. Callout Repeats: 1-999 minutes
- Callout Limit Override: C - Use Callout Limit
  A - Continue callouts
       until acknowledged
- Digital Callback Number: Up to 12 digits or *0 to
  clear number
- Delay Bef. Dialing Callback Number: 0-99 seconds
- Delay Bef. Notif. Msg to Radio Pager: 0-99 seconds

Programming Instructions

To program Pager Message Notification Options:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **N O** for Message Notification Options.
4. Press **P N** for Pager Notification Options.
5. Do one of the following:
   Press **R** for the Delay Before Callout Repeats.
   Press **L** for the Callout Limit Override.
   Press **C** to enter the Digital Pager Callback Number.
   Press **D** for Delay Before Dialing Callback Number.
   Press **N** for Delay Before Notification Msg to Radio Pager.
   Press **#** to return to the Message Notification Options Menu.
6. Follow the voice prompts.

Related Programs

See *General Message Notification Options* in this chapter.

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Override Notification Call Type (OT)** to change the Call Type (if necessary) that NVM-202 automatically assigns to the notification number. By default, the Call Type is Internal.

Chapter 10

Programming Mailboxes

Programming Mailboxes

Trunks for Daily Department Schedules

Description

This program lets you assign a Daily Department Schedule to a trunk NVM-202 answers. You assign the Daily Department Schedule to the Trunk Mailbox number that matches the trunk number in the phone system.

Default
- No Daily Department Schedules are assigned to the trunks. NVM-202 answers all trunks using the Daily Department Schedule that is assigned to all ports, which is Daily Department Schedule 1.
- See also the default setting for the related program.

Conditions
- A trunk's Daily Department Schedule overrides any port's Daily Department Schedule (which is Daily Department Schedule 1).
- If you erase a trunk's Daily Department Schedule assignment, NVM-202 will answer that trunk using Daily Department Schedule 1, which is assigned to all ports.

Feature Reference
Daily Department Schedules, Chapter 4
Trunk Mailboxes, Chapter 5

Programming Codes

- Daily Department Schedules for Trunks: 1-4
- Erase Daily Department Schedule assignment: *

Programming Instructions

To assign a Daily Department Schedule to a trunk:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **T S** for Trunks for Daily Department Schedules.
5. Enter a Trunk Mailbox Number:
   For One- or Two- Cabinet VS or DS01: 348-363
   For Three-Cabinet VS or DS01: 372-395
6. Listen to the current Daily Department Schedule number.
7. Follow the voice prompts.

Related Programs

From the Daily Department Schedules (DS) Menu:

To use the programs on the Daily Department Schedule Menu, see Chapter 11.

➤ **Use the menu options** to set up a Daily Department Schedule. The default is as follows:

Days in workweek:	Monday-Friday
Workday start time:	8 AM
Workday afternoon time:	12 PM
Workday end time:	5 PM

For feature information, see *Daily Department Schedules* in Chapter 4.

Programming Mailboxes

Distribution Lists

Description

This program lets you create a Distribution List a Distribution Mailbox. Each Distribution List can contain Subscriber, Guest, and/or Message Center Mailboxes.

Default
No mailboxes on any Distribution List

Conditions
The total number of mailboxes on all Distribution Lists combined cannot exceed 200.

Feature Reference
Distribution Mailboxes, Chapter 5

Programming Codes

- For any Distribution List (1-10), you can assign these mailboxes
  Guest: 419-420, 429-430, 439-440, 449
  Message Center: 415-418, 425-428, 435-438, 445-448
  Subscriber (for One- or Two Cabinet VS or DS01): 300-347
  Subscriber (for Three-Cabinet VS or DS01): 300-371
- To add mailboxes: A
- To delete some mailboxes: D
- To remove all mailboxes: R
- To list the mailboxes: L

Programming Instructions

To program a Distribution List:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **D L** for Distribution Lists.
5. Enter the Distribution Mailbox number: 450-459.
6. Follow the voice prompts.

Related Programs

None

Announcement Termination

Description

This program lets you set the way NVM-202 terminates a call to an Announcement Mailbox. NVM-202 can either hang up or send the caller back to the Automated Attendant Instruction Menu.

Default
- "Hang Up" option is disabled (that is, NVM-202 sends caller back to the Automated Attendant Instruction Menu)
- See also the default for the related program.

Conditions
None

Feature Reference
Announcement Mailboxes, Chapter 5

Programming Codes

- Enable Hang Up after announcement: E
- Disable Hang Up after Announcement: D

Programming Instructions

To program the Announcement Termination method for an Announcement Mailbox:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **A T** for Announcement Termination.
5. Enter the Announcement Mailbox number: 400-409.
6. Listen to whether the Hang Up option is enabled.
7. Follow the voice prompts.

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see this chapter.

➤ **Use Announcement Message (AM) Repetitions** to set the number of times an Announcement Message repeats. By default, the Announcement Message does not repeat (that is, it plays once).

Programming Mailboxes

Announcement Message Repetitions

Description

This program lets you set the number of times an Announcement Message repeats in an Announcement Mailbox.

Default
- The Announcement Message does not repeat (that is, NVM-202 plays the Announcement Message once).
- See also the default setting for the related program.

Conditions
None

Feature Reference
Announcement Mailboxes, Chapter 5

Programming Codes

0-10 repeats

Programming Instructions

To program the number of times an Announcement Message repeats:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **A M** for Announcement Message Repetitions.
5. Enter the Announcement Mailbox number: 400-409.
6. Listen to the number of times the Announcement Message repeats.
7. Follow the voice prompts.

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see this chapter.

➤ **Use Announcement Termination (AT)** to set the way NVM-202 terminates a call to an Announcement Mailbox. By default, NVM-202 sends the caller back to the Automated Attendant.

Programming Mailboxes

System Administrator Mailbox

Description

This program lets you convert a Subscriber Mailbox into a System Administrator Mailbox.

Default
Subscriber Mailbox 300 is the only System Administrator Mailbox

Conditions
Subscriber Mailbox 300 cannot be disabled as a System Administrator Mailbox

Feature Reference
System Administrator Mailboxes, Chapter 5

Programming Codes

- Enable System Administrator: E
- Disable System Administrator: D

Programming Instructions

To program a System Administrator Mailbox:
1.   Call System Administrator Mailbox (see page 108).
2.   Press **D M** for Database Management Menu.
3.   Press **M P** for Mailbox Programming Menu.
4.   Press **S A** for System Administrator.
5.   Enter a Subscriber Mailbox number:
     For One- or Two-Cabinet VS or DS01: 300-347
     For Three-Cabinet VS or DS01: 300-371
6.   Listen to the System Administrator status.
7.   Follow the voice prompts.

Related Programs

None

Programming Mailboxes

Delete Mailbox Security Code

Description

This program lets you delete the Security Code for a Subscriber, Guest, Message Center, or Future Delivery Mailbox.

Default
No mailboxes have a Security Code

Conditions
None

Feature Reference
Security Code, User's Guide
Subscriber Mailboxes, Chapter 5
Guest Mailboxes, Chapter 5
Message Center Mailboxes, Chapter 5
Future Delivery Mailboxes, Chapter 5

Programming Codes

- Delete Security Code: D
- Retain Security Code: #

Programming Instructions

To delete a Security Code:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming M~nu.
4. Press **D S** for Delete Mailbox Security Code.
5. Enter the mailbox number:
   Subscribers in One- or Two-Cabinet VS or DS01: 300-347
   Subscribers in Three-Cabinet VS or DS01: 300-371
   Guest: 419-420, 429-430, 439-440, 449
   Message Center: 415-418, 425-428, 435-438, 445-448
   Future Delivery: 399
6. Follow the voice prompts

Related Programs

None

Programming Mailboxes

Message Playback Direction

Description

This program lets you set the Message Playback Direction for messages in a Subscriber, Guest, Message Center, or Future Delivery Mailbox.

Default
FIFO (first in, first out)

Conditions
None

Feature Reference
Message Playback Direction, Chapter 6

Programming Codes

- FIFO (first in, first out):   F
- LIFO (last in, first out):   L

Programming Instructions

To program **Message Playback Direction:**
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **M M** for Messaging Mailbox Parameters.
5. Press **P D** for Message Playback Direction.
6. Enter the mailbox number:
   Subscribers in One- or Two Cabinet VS or DS01: 300-347
   Subscribers in Three Cabinet VS or DS01: 300-371
   Guest: 419-420, 429-430, 439-440, 449
   Message Center: 415-418, 425-428, 435-438, 445-448
   Future Delivery: 399
7. Listen to the current Message Playback Direction.
8. Follow the voice prompts.

Related Programs

None

Programming Mailboxes

Message Waiting Lamp

Description

This program lets you enable or disable the Message Waiting Lamp for messages in a Subscriber Mailbox.

Default ·
Message Waiting Lamp enabled

Conditions
None

Feature Reference
Message Waiting Lamp, Chapter 6

Programming Codes

- Enable Message Waiting Lamp: E
- Disable Message Waiting Lamp: D

Programming Instructions

To enable or disable the Message Waiting Lamp:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **M M** for Messaging Mailbox Parameters.
5. Press **M W** for Message Waiting Lamp.
6. Enter the Subscriber Mailbox number:
   Subscribers in a One- or Two-Cabinet VS or DS01: 300-347
   Subscribers in a Three-Cabinet VS or DS01: 300-371
7. Listen to the current Message Waiting Lamp status.
8. Follow the voice prompts.

Related Programs

None

Programming Mailboxes

Forced Unscreened Transfer

Description

This program lets you enable or disable Forced Unscreened Transfers from the Automated Attendant to a Subscriber extension.

Default
- Forced Unscreened Transfers are disabled for all Subscriber extensions
- See also the default setting for the related program.

Conditions
The Dial Action Table must allow screened transfers to any Subscriber extension that should receive Forced Unscreened Transfers.

Feature Reference
Forced Unscreened Transfers, Chapter 4

Programming Codes

- Enable Forced Unscreened Transfers: E
- Disable Forced Unscreened Transfers: · D

Programming Instructions

To program Forced Unscreened Transfers:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **M M** for Messaging Mailbox Parameters.
5. Press **U X** for Forced Unscreened Transfers.
6. Enter the Subscriber Mailbox Number:
   Subscribers in a One- or Two-Cabinet VS or DS01: 300-347
   Subscribers in a Three-Cabinet VS or DS01: 300-371
7. Listen to the current Forced Unscreened Transfer Status.
8. Follow the voice prompts

Related Programs

From the Dial Action Table (DA) Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Use Caller-Dialed Extension Transfer (CT) or Specific Extension Transfer (ET)** to allow screened transfers to any Subscriber extension that should get forced unscreened transfers. The Subscriber extension must be able to receive screened transfers in order for the Forced Unscreened Transfer to work. By default, screened transfers are allowed to extensions beginning with the digit 3.

For feature information, see *Forced Screened Transfer* in Chapter 4.

Programming Mailboxes

Call Announcing/Screening

Description

This program lets you enable or disable Call Announcing/Screening for a Subscriber extension.

Default
- Call Announcing/Screening is disabled for all Subscriber extensions.
- See also the default setting for the related program.

Conditions
The Dial Action Table must allow screened transfers to the Subscriber extension.

Feature Reference
Call Announcing/Screening, Chapter 4

Programming Codes

- Enable Call Announcing/Screening: E
- Disable Call Announcing/Screening: D

Programming Instructions

To program Call Announcing/Screening:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **M M** for Messaging Mailbox Parameters.
5. Press **C S** for Announced Call Screening.
6. Enter the Subscriber Mailbox number:
   Subscribers in a One- or Two-Cabinet VS or DS01: 300-347
   Subscribers in a Three-Cabinet VS or DS01: 300-371
7. Listen to the current Call Announcing status.
8. Follow the voice prompts.

Related Programs

From the Dial Action (DA) Table Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ Use Caller-Dialed Extension Transfer (CT) or Specific Extension Transfer (ET) to allow screened transfers to any Subscriber extension that should have Call Announcing/Screening. The Subscriber extension must be able to receive screened transfers in order for Call Announcing/Screening to work. By default, screened transfers are enabled for extensions numbers that begin with the digit 3.

For feature information, see *Call Routing Options (Screened Transfer to an Extension)* in Chapter 4.

Programming Mailboxes

Blocking Automated Attendant Calls

Description

This program lets you enable or disable Call Blocking for a Subscriber extension. If enabled, the Subscriber extension will block calls from the Automated Attendant.

Default
- Call Blocking disabled for all Subscriber extensions
- See also the default setting for the related program.

Conditions
None

Feature Reference
Call Blocking, Chapter 4

Programming Codes

- Enable Call Blocking: E
- Disable Call Blocking: D

Programming Instructions

To program Call Blocking:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **M M** for Messaging Mailbox Parameters.
5. Press **B A** for Block Automated Attendant Calls.
6. Enter the Subscriber Mailbox number:
   Subscribers in a One- or Two-Cabinet VS or DS01: 300-347
   Subscribers in a Three-Cabinet VS or DS01: 300-371
7. Listen to the current Call Blocking status.
8. Follow the voice prompts.

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Next Call Routing Mailbox (NC)** to assign a Next Call Routing Mailbox to the Subscriber extension if you want NVM-202 to automatically reroute a blocked call. By default, NVM-202 automatically reroutes blocked calls to extension 300.

For feature information, see *Next Call Routing Mailbox* in Chapter 5.

Programming Mailboxes

Next Call Routing Mailbox

Description

This program lets you assign a Next Call Routing Mailbox to a Subscriber or Message Center Mailbox.

Default
For all Subscriber Mailboxes:
Next Call Routing Mailbox is Call Routing Mailbox 411.

For Message Center Mailboxes in:
Dept 1: Call Routing Mailbox 411
Dept 2: Call Routing Mailbox 421
Dept 3: Call Routing Mailbox 431
Dept 4: Call Routing Mailbox 441

The default Key 0 Action for any Call Routing Mailbox's Dial Action Table transfers the caller to extension 300.

Conditions
None

Feature Reference
Next Call Routing Mailbox, Chapter 5

Programming Codes

■ Assign a Call Routing (CR) Mailbox Number for use as a Next Call Routing Mailbox:
CR Mailboxes for Dept 1: 411-414
CR Mailboxes for Dept 2: 421-424
CR Mailboxes for Dept 3: 431-434
CR Mailboxes for Dept 4: 441-444

For Message Center Mailboxes, it is recommended (though not necessary) that you use a CR Mailbox number that is in the same Department as the Message Center Mailbox.

■ To erase a Next Call Routing Mailbox assignment: *

Programming Instructions

To assign a Next Call Routing Mailbox:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **M M** for Messaging Mailbox Parameters.
5. Press **N C** for Next Call Routing Mailbox.
6. Enter a Subscriber or Message Center Mailbox number:
   Subscribers in a One- or Two-Cabinet VS or DS01: 300-347
   Subscribers in a Three-Cabinet VS or DS01: 300-371
   Msg Center: 415-418, 425-428, 435-438, 445-448
7. Listen to the current Next Call Routing Mailbox Number.
8. Follow the voice prompts.

Programming Mailboxes

Next Call Routing Mailbox (cont'd)

| Related Programs | From the Dial Action Table Menu: |

To use the programs on the Dial Action Table Menu, see
Chapter 11.

➤ Assign an action (routing option) to Key 0 in the Dial Action Table that
is associated with the Next Call Routing Mailbox number. Also assign
routing options to the other keys. The default for all Dial Action
Tables is as follows:

Key 0:   Specific Extension Transfer to extension 300
Key 1-2:   Undefined
Key 3:   Caller-Dialed Extension Transfer to extensions that begin
            with the digit 3
Key 4-8:   Undefined
Key 9:   Hang up
Key *:   Quick Message
Key #:   Log on to Voice Mail
TIMEOUT: Specific Extension Transfer to extension 300

Programming Mailboxes

Message Storage Limit

Description

This program lets you set the maximum number of messages that can be stored in a Subscriber, Guest, Message Center, or Future Delivery Mailbox.

Default
32 messages per mailbox

Conditions
None

Feature Reference
Message Storage Limit, Chapter 6

Programming Codes

1-1000

Programming Instructions

To program Message Storage Limit:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **M M** for Messaging Mailbox Parameters.
5. Press **M L** for Message Storage Limit.
6. Enter the mailbox number:
   Subscribers in a One- or Two-Cabinet VS or DS01: 300-347
   Subscribers in a Three-Cabinet VS or DS01: 300-371
   Guest: 419-420, 429-430, 439-440, 449
   Message Center: 415-418, 425-428, 435-438, 445-448
   Future Delivery: 399
7. Listen to the current Message Storage Limit.
8. Follow the voice prompts.

Related Programs

None

Programming Mailboxes

External Message Notification

Description

This program lets you enable or disable External Message Notification for a Subscriber, Guest, or Message Center Mailbox. If enabled, the mailbox user can receive Message Notification calls at local and long distance numbers. If disabled, the mailbox user can receive Message Notification calls only at extension numbers.

Default
- External Message Notification disabled
- See also the default settings for the related programs.

Conditions
None

Feature Reference
Message Notification, Chapter 6

Programming Codes

- Enable External Message Notification: E
- Disable External Message Notification: D

Programming Instructions

To program External Message Notification:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **M M** for Messaging Mailbox Parameters.
5. Press **M N** for External Message Notification.
6. Enter a mailbox number:
   Subscribers in a One- or Two-Cabinet VS or DS01: 300-347
   Subscribers in a Three-Cabinet VS or DS01: 300-371
   Guest: 419-420, 429-430, 439-440, 449
   Message Center: 415-418, 425-428, 435-438, 445-448
7. Listen to the current External Message Notification status.
8. Follow the voice prompts.

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Override Notification Call Type (OT)** to change the Call Type (if necessary) that NVM-202 assigns to the notification number. By default, the Call Type is Internal.

Programming Mailboxes

External Message Notification (cont'd)

| Related Programs | From the Message Notification Options (NO) Menu: |

To use the programs on the Message Notification Options Menu, see Chapter 9.

➤ **Use the Message Notification Options** to program the way NVM-202 sends out Message Notification calls. For the default settings, see Chapter 9.

Programming Mailboxes

Override Notification Call Type

Description

This program lets you override, if necessary, the Call Type that NVM-202 assigns to a Message Notification number. NVM-202 automatically assigns a Call Type to a Message Notification number when a mailbox user enters the number through their mailbox. NVM-202 analyzes the number of digits and assigns one of the following three Call Types: Internal, Local, or Long Distance. NVM-202 uses the Call Type to determine which access digits to dial (if any) before it sends out the notification call. For information on access digits, see *General Message Notification Options* in Chapter 9.

The only time you have to override the Call Type is if NVM-202 enters the wrong one. This will happen when, for example, the notification number is a 3-digit Speed Dial code to a long distance number. NVM-202 sees three digits and assumes the Call Type is Internal. In this case, you would have to change the Call Type to Long Distance. It is a good idea to use this program to check the Call Type for any Subscriber Mailbox that has External (local or long distance) Message Notification.

Default
Internal

Conditions
None

Feature Reference
Message Notification, Chapter 6

Programming Codes

- Internal: IN
- Local: LO
- Long Distance: LD

Programming Instructions

To listen to and/or override the Notification Call Type:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **M P** for Mailbox Programming Menu.
4. Press **M M** for Messaging Mailbox Parameters.
5. Press **O T** for Override Call Type.
6. Enter a mailbox number:
   Subscribers in a One- or Two-Cabinet VS or DS01: 300-347
   Subscribers in a Three-Cabinet VS or DS01: 300-371
   Guest: 419-420, 429-430, 439-440, 449
   Message Center: 415-418, 425-428, 435-438, 445-448
7. Listen to the current Call Type.
8. Follow the voice prompts.

Programming Mailboxes

Override Notification Call Type (cont'd)

Related Programs

From the Mailbox Programming (MP) Menu:

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use External Message Notification (MN)** to enable or disable External Message Notification for a mailbox. By default, External Message Notification is disabled (that is, NVM-202 sends out Message Notification calls only to extensions).

From the Message Notification (NO) Menu:

To use the programs on the Message Notification Options Menu, see Chapter 9.

➤ **Use the Message Notification Options** to program the way NVM-202 sends out Message Notification calls. For the default settings, see Chapter 9.

Chapter 11

Programming Automated Attendant Answering and Routing Options

Programming Automated Attendant Answering and Routing Options

Daily Department Schedules

Description

For each Daily Department Schedule (1-4), you must program the following four parameters:

- The range of days in a workweek (that is, the start and end day of a workweek)
- Workday start time
- Workday afternoon time (that is, the time of day the "afternoon" or midday) starts
- Workday end time

Default

- Days in workweek: Monday-Friday
- Workday start time: 8 AM
- Workday afternoon time: 12 PM
- Workday end time: 5 PM
- See also the default for the related programs.

Conditions

None

Feature Reference

Daily Department Schedules, Chapter 4

Programming Codes

- Days in workweek: MO, TU, WE, TH, FR, SA, SU
- Workday start time: HHMM (A for AM or P for PM)
- Workday afternoon time: HHMM (A for AM or P for PM)
- Workday end time: HHMM (A for AM or P for PM)
- To erase an entry: *

Note: HH = 00-12 (the hour)
         MM = 00-59 (the minutes)

Programming Instructions

To program a Daily Department Schedule:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **D S** for Daily Department Schedule Menu.
4. Enter the Daily Department Schedule number (1-4).
5. Do one of the following:
   Press **D W** for Days in Workweek.
   Press **S T** for Workday Start Time.
   Press **A T** for Workday Afternoon Time.
   Press **E T** for Workday End Time.
   Press **H S** to hear the current Daily Department Schedule.
   Press **O S** to use the original (default) Daily Department Schedule.
   Press **#** to select another Daily Dept Schedule.
   Press **#** twice to return to the Database Management Menu.
6. Follow the voice prompts.

Programming Automated Attendant Answering and Routing Options

Daily Department Schedules (cont'd)

Related Programs	**From the Mailbox Programming (MP) Menu:**

To use this program on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Trunks for Daily Department Schedules (TS)** to assign a Daily Department Schedule to a trunk, if desired. By default, no trunks have designated Daily Department Schedules. All trunks are answered by the Daily Department Schedule that NVM-202 assigns to all ports, which is Daily Department Schedule 1.

For feature information, see *Trunk Mailboxes* in Chapter 5.

From the System Administrator (SA) Menu:

To use this program on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Welcome (W) Message** to record a Welcome Message (company greeting) for the Call Routing Mailbox assigned to each time period in a Daily Department Schedule. The default Welcome Message is, *Thank you for calling.*

For feature information, see *Welcome Message* in Chapter 6.

Programming Automated Attendant Answering and Routing Options

Dial Action Tables

Description

This program lets you set up the Dial Action Tables (1-3) for Call Routing Mailboxes. A Dial Action Table assigns an action (routing option) to each dialpad key. This way, the Automated Attendant knows how to route a call when a caller presses a dialpad key. You can assign the routing options below to Keys 0-8 and/or to the TIMEOUT function:

- Screened transfer to a specific extension ("Specific Extension Transfer")
- Screened transfer to a dialed extension ("Caller-Dialed Extension Transfer")
- Go to a specific mailbox (" Specific Mailbox GOTO")
- Go to a dialed mailbox ("Caller-Dialed Mailbox GOTO")
- Record a message in a specific mailbox ("Specific Mailbox Record")
- No routing ("Undefined Routing")

For a full description of these routing options, see *Call Routing Options* in Chapter 4.

Dial Action Table 1 is for the Call Routing (CR) Mailboxes assigned to the workweek morning (M) and afternoon (A) time periods in a Daily Department Schedule (see below):
Dept 1: CR 411 (M), CR 412 (A)
Dept 2: CR 421 (M), CR 422 (A)
Dept 3: CR 431 (M), CR 432 (A)
Dept 4: CR 441 (M), CR 442 (A)

Dial Action Table 2 is for the Call Routing (CR) Mailboxes assigned to the workweek evening (E) and weekend (W) time periods in a Daily Department Schedule (see below):
Dept 1: CR 413 (E), CR 414 (W)
Dept 2: CR 423 (E), CR 424 (W)
Dept 3: CR 433 (E), CR 434 (W)
Dept 4: CR 443 (E), CR 444 (W)

Dial Action Table 3 is for the Call Routing Mailbox that is reserved for Answering Schedule Override (CR 410).

Default
For Dial Action Tables 1-3:
Key 0:   Specific Extension Transfer to extension 300
Key 1-2:   Undefined
Key 3:   Caller-Dialed Extension Transfer to extensions that begin with the digit 3
Key 4-8:   Undefined
Key 9:   Hang up
Key *:   Quick Message
Key #:   Log on to Voice Mail
TIMEOUT: Specific Extension Transfer to extension 300

Programming Automated Attendant Answering and Routing Options

Dial Action Tables (cont'd)

Description	**Conditions** ■ The routing options for the keys listed below may be changed only through terminal programming: - Key 9 (Hang Up) - Key * (Quick Message) - Key # (Log on to Voice Mail) In addition, these routing options may be assigned to other keys only through terminal programming. For a full description of these routing options, see *Call Routing Options* in Chapter 4. ■ If a Subscriber extension is set up for forced unscreened transfers, it will not receive screened transfers even if the Dial Action Table is set up for them. **Feature Reference** Call Routing Mailboxes, Chapter 5 Call Routing Options, Chapter 4

Programming Codes

Actions (Routing Options):	Entries for Keys 0-8 or TIMEOUT:
Specific mailbox GOTO	MG, then mailbox number
Caller-Dialed Mailbox GOTO	CG (assign CG to the key that matches the first digit of the mailbox numbers the caller should be able to dial)
Specific Extension Transfer	ET, then extension number
Caller-Dialed Extension Transfer	CT (assign CT to the key that matches the first digit of the extension numbers the caller should be able to dial)
Specific Mailbox Record	MR, then mailbox number
Undefined Key	UK

Special entries for any routing options (if necessary):
* F -   Flash
* S -   Wait for any type of sound
* W -   Wait for dial tone
* P -   Pause (NVM-202 pauses 2 seconds, dials next digit)
* M -   Monitored pause (NVM-202 pauses 2 seconds, dials next digit if no busy/reorder tone. Otherwise, NVM-202 hangs up.)
* * -   * (Star key)
* # -   # (Pound key)

Programming Automated Attendant Answering and Routing Options

Dial Action Tables (cont'd)

Programming Instructions

To assign a routing option to a key in a Dial Action Table:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for the Database Management Menu.
3. Press **D A** for Dial Action Table.
4. Enter the Dial Action Table Number (1-3).
5. Do one of the following:
   Press **H P** to hear the current parameters for the keys.
   Press **M G** for Specific Mailbox GOTO.
   Press **C G** for Caller-Dialed Mailbox GOTO.
   Press **E T** for Specific Extension Transfer.
   Press **C T** for Caller-Dialed Extension Transfer.
   Press **M R** for Specific Mailbox Record.
   Press **U K** for Undefined Key.
   Press **R D** to Restore the Default parameters to the keys.
   Press **#** to select another Dial Action Table.
   Press **#** twice to return to the Database Management Menu.
6. Press the key (0-8) that should get the action (routing option).
   Press the star (*) key for TIMEOUT.
7. Follow the voice prompts.

Related Programs

None

Programming Automated Attendant Answering and Routing Options

Answering Schedule Override

Description

This program lets you turn Answering Schedule Override on or off.

Default
- Answering Schedule Override is off.
- See also the default settings for the for the related programs.

Conditions
None

Feature Reference
Answering Schedule Override, Chapter 4

Programming Codes

- Turn Answering Schedule Override Off:　O
- Turn Answering Schedule Override On:　O

Programming Instructions

To turn Answering Schedule Override on or off:
1. Call System Administrator Mailbox (see page 108).
2. Press **S A** for System Administrator Menu.
3. Press **S O** for Answering Schedule Override.
4. Follow the voice prompts (be sure to enter 410 as the override mailbox number).

Related Programs

From the Dial Action (DA) Table Menu:

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Use the menu options** to assign routing options to the dialpad keys in Dial Action Table 3. The default for all Dial Action Tables is as follows.

Key 0:　Specific Extension Transfer to extension 300
Key 1-2:　Undefined Routing
Key 3:　Caller-Dialed Extension Transfer to extensions that begin with the digit 3
Key 4-8:　Undefined Routing
Key 9:　Hang up
Key *:　Quick Message
Key #:　Log on to Voice Mail
TIMEOUT:　Specific Extension Transfer to extension 300

For feature information, see *Call Routing Mailboxes* in Chapter 5.

Programming Automated Attendant Answering and Routing Options

Answering Schedule Override (cont'd)

Related Programs

From the System Administrator (SA) Menu:

To use these programs on the System Administrator Menu, see Chapter 13.

➤ **Use Recording a Welcome (W) Message** to record a Welcome Message for Call Routing Mailbox 410. The default Welcome Message is, *Thank you for calling.*

For feature information, see *Welcome Message* in Chapter 6.

➤ **Use Recording an Instruction (I) Menu** to record an Instruction Menu for Call Routing Mailbox 410. The default Instruction Menu is, *If you are calling from a Touch Tone phone, please dial the extension number you wish to reach. If you are calling from a rotary dial phone, please stay on the line for assistance.*

For feature information, see *Instruction Menu* in Chapter 6.

Chapter 12

Using System Maintenance Features

Using Maintenance Functions

Setting the System Time

Description

This program lets you set the time for the NVM-202 System.

Default
Eastern Standard Time

Conditions
None

Feature Reference
System Time and Date, Chapter 7

Programming Codes

- Hour: 01-12
- Minutes: 00-59
- AM: A
- PM: P

Programming Instructions

To program the System Time:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu or **S A** for System Administrator Menu.
3. Press **T I** for System Time.
4. Follow the voice prompts.

Related Programs

None

Using Maintenance Functions

Setting the System Date

Description

This program lets you set the date for the NVM-202 system.

Default
Current date in USA

Conditions
None

Feature Reference
System Time and Date, Chapter 7

Programming Codes

- Month: 01-12
- Day: 01-31
- Year: Last two digits of the year

Programming Instructions

To program the System Date:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu or **S A** for System Administrator Menu.
3. Press **D T** for System Date.
4. Follow the voice prompts.

Related Programs

None

Using Maintenance Functions

Getting System Version Number

Description

This program lets you hear the version (revision) level of the NVM-202 software.

Default
N/A

Conditions
None

Feature Reference
System Version Number, Chapter 7

Programming Codes

N/A

Programming Instructions

To get the System Version Number:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu or **S A** for System Administrator Menu.
3. Press **S V** for System Version Number.

Related Programs

None

Using Maintenance Functions

Re-initializing NVM-202

Description

This program lets you re-initialize NVM-202 for a One- or Two-Cabinet VS or DS01 or for a Three-Cabinet VS or DS01.
Re-initializing NVM-202:
- Erases the current NVM-202 database and re-installs the default database
- Installs the Subscriber and Trunk Mailbox Numbering Plan for the selected telephone system (see Chapter 5)

WARNING: Re-initializing NVM-202 erases all current messages in the system.

Default
NVM-202 is initialized for a One- or Two-Cabinet VS or DS01

Conditions
- If there is activity in the system when you start the re-initialization, NVM-202 gives you three options: you can wait until activity ceases, go ahead with the re-initialization, or abort the re-initialization. If you go ahead with the re-initialization, NVM-202 disconnects any Voice Mail calls in progress.
- You can re-initialize NVM-202 only from a System Administrator Mailbox that has been programmed with a Security Code (see *Gaining Access to the Programming Menus* at the beginning of Section 3).

Feature Reference
System Re-initialization, Chapter 7

Programming Codes

After you enter the Security Code to call the System Administrator Mailbox, you must enter it again (as a precautionary measure) to proceed with the program.

Programming Instructions

To re-initialize NVM-202:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **S I** for System Initialization.
4. Select one of the following:
   Press **H C** to hear the current NVM-202 configuration.
   Press **V S** to re-initialize for a One- or Two-Cabinet VS or DS01.
   Press **T C** to re-initialize for a Three-Cabinet VS or DS01.
5. Follow the voice prompts.

Related Programs

None

Using Maintenance Functions

Changing the Message Compression Rate

Description

This program lets you change the Message Compression Rate for NVM-202. You can select a Message Compression Rate that favors message sound quality or message storage capacity.

WARNING:	**When you change the Message Compression Rate, NVM-202 erases all current messages in the system.**

Default

NVM-202 is configured to favor message sound quality.

Conditions

- If there is activity in the system when you access the Message Compression Rate program, NVM-202 gives you three options: you can wait until activity ceases, go ahead with the program regardless of the activity, or abort the program. If you go ahead with the program, NVM-202 disconnects any Voice Mail calls in progress.
- You can use the Message Compression Rate program only from a System Administrator Mailbox that has been programmed with a Security Code (see *Gaining Access to the Programming Menus* at the beginning of Section 3).

Feature Reference

Message Compression Rate, Chapter 6

Programming Codes

After you enter the Security Code to call the System Administrator Mailbox, you must enter it again (as a precautionary measure) to proceed with the program.

Programming Instructions

To change the Message Compression Rate:
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu.
3. Press **S I** for System Initialization.
4. Select one of the following:
    Press **H C** to hear the current NVM-202 Database and Message Compression selections.
    Press **F C** to favor message storage capacity.
    Press **F S** to favor message sound quality.
5. Follow the voice prompts.

Related Programs

None

Using Maintenance Functions

Preparing for Power-Down: Shutting Down the System

Description

This program lets you shut down NVM-202. You must shut down NVM-202 before you reset NVM-202 or before you turn off NVM-202 power. If you do not, the NVM-202 database may get corrupted.
Default
N/A

Conditions
■ If there is activity in the system when you start the shutdown, NVM-202 gives you three options: you can wait until activity ceases, go ahead with the shutdown regardless of the activity, or abort the shutdown. If you go ahead with the shutdown, NVM-202 disconnects any Voice Mail calls in progress.
■ You can shut down the NVM-202 only from a System Administrator Mailbox that has been programmed with a Security Code (see *Gaining Access to the Programming Menus* at the beginning of Section 3).

Feature Reference
Preparation for Power Down: Shutting Down the System, Chapter 7.

Programming Codes

After you enter the Security Code to call the System Administrator Mailbox, you must enter it again (as a precautionary measure) to proceed with the program.

Programming Instructions

To prepare for NVM-202 power-down (that is, to shut down the system):
1. Call System Administrator Mailbox (see page 108).
2. Press **D M** for Database Management Menu or **S A** for System Administrator Menu.
3. Press **P D** for Prepare for Power-Down.
4. Follow the voice prompts.
5. When the shutdown is complete, you can reset NVM-202 (by pressing the Reset button on the front of the cabinet) or you can turn off NVM-202 system power.

Related Programs

None

Chapter 13

Recording System Messages
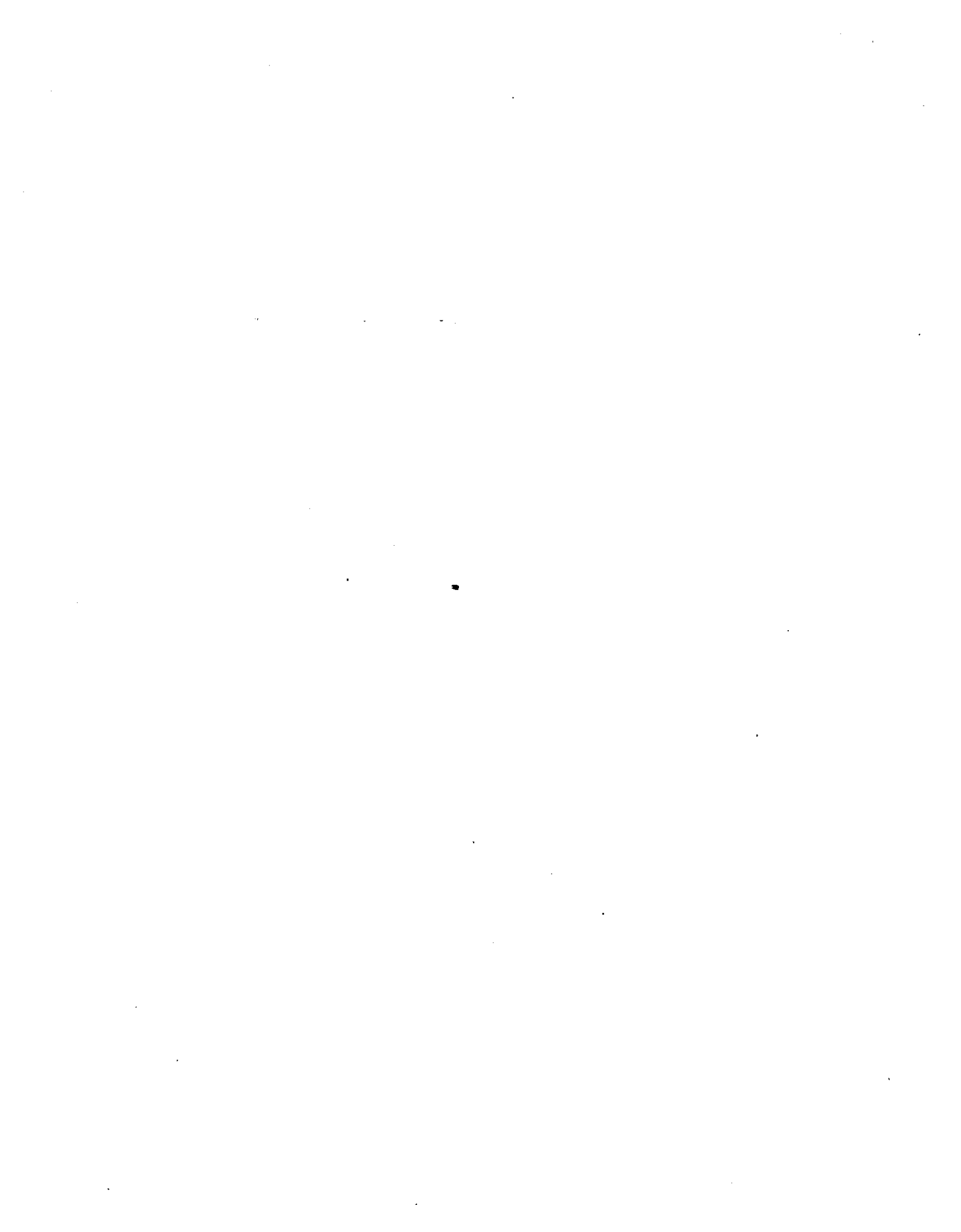
Recording System Messages

Recording a Broadcast Message

Description

This program lets you record a Broadcast Message. The Broadcast message plays when a person calls a Subscriber, Guest, Message Center or Future Delivery Mailbox.

Default
No Broadcast Message recorded

Conditions
None

Feature Reference
Broadcast Message, Chapter 6

Programming Codes

- Listen to Broadcast Message: L
- Record Broadcast Message: R
- Erase Broadcast Message: E

Programming Instructions

To listen to, record, or erase the Broadcast Message:
1. Call System Administrator Mailbox (see page 108).
2. Press **S A** for System Administrator Menu.
3. Press **B R** for Broadcast Message.
4. Follow the voice prompts.

Related Programs

From the System Options (SO) Menu:

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the maximum length of a Broadcast Message (and other messages). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Recording Silence Limit (RS)** to set the amount of time a person can be silent while recording before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 8.

Recording System Messages

Recording a Welcome Message

Description

This program lets you record a Welcome Message for a Call Routing or Message Center Mailbox. The Welcome Message greets the caller. You can record a unique Welcome Message for the Call Routing Mailbox assigned to each time period (morning, afternoon, evening, weekend) in a Daily Department Schedule. You can also record a unique Welcome Message for the Call Routing Mailbox designated for Answering Schedule Override.

Default
- For Call Routing Mailboxes: "Thank you for calling."
- For Message Center Mailboxes: No Welcome Message
- See also the default setting for the for the related programs.

Conditions
The Welcome Message for a Message Center Mailbox should also contain information about dialing # and 0 (if applicable).

Feature Reference
Welcome Message, Chapter 6
Call Routing Mailboxes, Chapter 5
Message Center Mailboxes, Chapter 5
Daily Department Schedules, Chapter 4
Answering Schedule Override, Chapter 4

Programming Codes

- Listen to Welcome Message: L
- Record Welcome Message: R
- Erase Welcome Message: E
- Copy Welcome Message
  from another mailbox: C

Programming Instructions

To listen to, record, erase, or copy a Welcome Message:
1. Call System Administrator Mailbox (see page 108).
2. Press **S A** for System Administrator Menu.
3. Press **W** for Welcome Message.
4. Dial Call Routing or Message Center Mailbox number:

Call Routing Mailboxes:	Dept 1	Dept 2	Dept 3	Dept 4
Morning Welcome:	411	421	431	441
Afternoon Welcome:	412	422	432	442
Evening Welcome:	413	423	433	443
Weekend Welcome:	414	424	434	444

Answering Schedule Override: 410 (for all Dept)

Message Center Mailboxes:
Dept 1: 415-418
Dept 2: 425-428
Dept 3: 439-440
Dept 4: 445-448

5. Follow the voice prompts.

Recording System Messages

Recording a Welcome Message (cont'd)

| **Related Programs** | **From the Daily Department Schedules (DS) Menu:** |

To use the programs on the Daily Department Schedules Menu, see Chapter 11.

➤ **Use the menu options** to set up a Daily Department Schedule. The default settings are as follows:

- Days in workweek: Monday-Friday
- Workday start time: 8 AM
- Workday afternoon time: 12 PM
- Workday end time: 5 PM

For feature information, see *Daily Department Schedules* in Chapter 4.

From the System Options Menu (SO) Menu:

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the length of a Welcome Message (and other messages). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

➤ **Use Recording Silence Limit (RS)** to set the amount of time a person can be silent while recording before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

Recording System Messages

Recording an Instruction Menu

Description

This program lets you record an Instruction Menu for a Call Routing Mailbox. The Instruction Menu is based on the Call Routing Mailbox's Dial Action Table. That is, the Instruction Menu lets a caller know what dialpad keys they should press to select a call routing option. You can record an Instruction Menu for:

■ The Call Routing Mailbox assigned to each time period (morning, afternoon, evening, weekend) in a Daily Department Schedule. However, since NVM-202 uses the same Dial Action Table for morning and afternoon schedules, you can record an Instruction Menu for the morning Call Routing Mailbox, then copy it to the afternoon Call Routing Mailbox. The same holds true for evening and weekend Call Routing Mailboxes.

■ The Call Routing Mailbox used for Answering Schedule Override.

Default
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.

Conditions
None

Feature Reference
Instruction Menu, Chapter 6
Call Routing Mailboxes, Chapter 5
Answering Schedule Override, Chapter 4

Programming Codes

■ Listen to Instruction Menu: L
■ Record Instruction Menu: R
■ Erase Instruction Menu: E
■ Copy Instruction Menu
  from another mailbox: C

Programming Instructions

To listen to, record, erase, or copy an Instruction Menu:
1. Call System Administrator Mailbox (see page 108).
2. Press **S A** for System Administrator Menu.
3. Press **I** for Instruction Menu.
4. Dial Call Routing Mailbox number:

Call Routing Mailboxes:	Dept 1	Dept 2	Dept 3	Dept 4
Morning Instruction:	411	421	431	441
Afternoon Instruction:	412	422	432	442
Evening Instruction:	413	423	433	443
Weekend Instruction:	414	424	434	444

Answering Schedule Override: 410 (for all Dept)

5. Follow the voice prompts.

Recording System Messages

Recording an Instruction Menu

Related Programs

| From the Dial Action Table (DA) Menu: |

To use the programs on the Dial Action Table Menu, see Chapter 11.

➤ **Use the menu options** to set up a Dial Action Table for a Call Routing
Mailbox. The default for all Dial Action Tables is as follows:
Key 0:   Specific Extension Transfer to extension 300
Key 1-2:   Undefined
Key 3:   Caller-Dialed Extension Transfer to extensions that
                begin with the digit 3
Key 4-8:   Undefined
Key 9:   Hang up
Key *:   Quick Message
Key #:   Log on to Voice Mail
TIMEOUT: Specific Extension Transfer to extension 300

For feature information, see *Call Routing Mailboxes* in Chapter 5.

| From the System Options (SO) Menu: |

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the maximum length of an
Instruction Menu (and other messages). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.   ·

➤ **Use Recording Silence Limit (RS)** to set the amount of time a person can
be silent while recording before NVM-202 pauses the recording. The
default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

Recording System Messages

Recording an Announcement Message

Description

This program lets you record an Announcement Message for an Announcement Mailbox.

Default
- No Announcement Message recorded
- See also the default settings for the related programs.

Conditions
None

Feature Reference
Announcement Message, Chapter 6
Announcement Mailboxes, Chapter 5

Programming Codes

- Listen to Announcement Message: L
- Record Announcement Message: R
- Erase Announcement Message: E

Programming Instructions

To listen to, record, or erase an Announcement Message:
1. Call System Administrator Mailbox (see page 108).
2. Press **S A** for System Administrator Menu.
3. Press **A N** for Announcement Message.
4. Dial Announcement Mailbox number: 400-409
5. Follow the voice prompts.

Related Programs

From the Mailbox Programming (MP) Menu:

To use the programs on the Mailbox Programming Menu, see Chapter 10.

➤ **Use Announcement Termination (AT)** to enable or disable the "Hang Up" option after the Announcement Message plays. By default, NVM-202 does not hang up after the Announcement Message plays.

➤ **Use Announcement Message (AM) Repetitions** to set the number of times the Announcement Message repeats. By default, the Announcement Message does not repeat (that is, it plays once).

From the System Options (MP) Menu:

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Subscriber Message Length (SL)** to set the maximum length of an Announcement Message (and other types of messages). The default is 120 seconds.

For feature information, see *Message Length* in Chapter 6.

Recording System Messages

Recording an Announcement Message (cont'd)

Related Programs	From the System Options (MP) Menu (cont'd):

To use the programs on the System Options Menu, see Chapter 8.

➤ **Use Recording Silence (RS) Limit** to set the amount of time a person can be silent while recording before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

Recording System Messages

Recording Mailbox Names

Description

This program lets you record a name for a mailbox.

Default
- No mailbox names recorded
- See also the default setting for the related program.

Conditions
- You cannot record a name for a Future Delivery, Trunk, or Distribution Mailbox.
- If a person records a name for a Subscriber, Guest, or Message Center mailbox by using the Main Menu, that name overrides the name you record using the System Administrator Menu, and vice versa.
- Mailbox names can be up to 10 seconds long.

Feature Reference
Mailbox Names, Chapter 6

Programming Codes

- Listen to Mailbox Name: L
- Record Mailbox Name: R
- Erase Mailbox Name: E

Programming Instructions

To listen to, record, or erase a Mailbox Name:
1. Call System Administrator Mailbox (see page 108).
2. Press **S A** for System Administrator Menu.
3. Press **N** for Mailbox Name.
4. Dial mailbox number.
5. Follow the voice prompts.

Related Programs

From the System Options (SO) Menu:

To use this program on the System Options Menu, see Chapter 8.

➤ **Use Recording Silence (RS) Limit** to set the amount of time a person can be silent while recording before NVM-202 pauses the recording. The default is 1.2 seconds.

For feature information, see *Recording Silence Limit* in Chapter 6.

Appendix A

Customizing Voice Prompts

Customizing Voice Prompts

Re-recording NVM-202 System Voice Prompts

Description

You can re-record all the voice prompts in the NVM-202 system (with minor exceptions). If you record a substitute for a default voice prompt, then erase the substitute, NVM-202 reverts back to using the default prompt. For a list of the NVM-202 system voice prompts, see *NVM-202 System Voice Prompts* in this appendix.

Default
N/A

Conditions
Some voice prompts cannot be re-recorded. See *NVM-202 System Voice Prompts* in this appendix.

Feature Reference
N/A

Programming Codes

- Hear current prompt number: N
- Listen to default prompt: L
- Record substitute prompt: R
- Verify substitute prompt: V
- Erase substitute prompt: E
- Select another prompt: #
- Go to next prompt: *

Programming Instructions

To customize the NVM-202 System Voice Prompts:
1. Call system administrator Mailbox (see page 108).
2. Press **S A** for Database Management Menu.
3. Press **P C** for System Prompt Customization.
4. Enter the number of prompt or press the star key to go to the first programmable prompt.
5. Follow the voice prompts.

Related Programs

None

Customizing Voice Prompts

NVM-202 System Voice Prompts

The list below contains all the voice prompts in the NVM-202 system. You can re-record them in someone else's voice (see *Re-recording NVM-202 System Voice Prompts* in this appendix). Do not record the prompt number. When you see a blank space, this means NVM-202 will fill it in by playing an extension number, name, mailbox number, or part of another prompt. When you see "Not programmable" next to a prompt number, this means you cannot record anything for that prompt number.

1. Thank you for calling.

2. Please hold a moment.

3. Please enter the mailbox number associated with the name.

4. Extension _____

5. Zero

6. One

7. Two

8. Three

9. Four

10. Five

11. Six

12. Seven

13. Eight

14. Nine

15. Ten

16. Eleven

17. Twelve

18. Thirteen

19. Fourteen

20. Fifteen

21. Sixteen

22. Seventeen

23. Eighteen

24. Nineteen

25. _____ is not available.

26. Start recording at the tone and press the pound key when you are done.

27. The record feature is not available at the moment because the system is storing the maximum number of messages. Please notify the system administrator.

28. Recording has been paused due to silence.
    To continue recording, press the star key.

29. Recording has been paused.
    To continue recording, press the star key.

30. Recording has been paused.
To continue recording, press the star key.
To listen to the message you recorded, press L.
To erase the message and record a new one, press E.
To send the message, press the pound key or hang up.

31. The message has been sent.

32. That is an invalid entry.

33. Mailbox _____

34. You have reached the recording limit.

35. Start recording at the tone. When you are done, press the pound key or hang up.

36. There is a problem with the system disk. Please notify the system administrator.

37. There is a problem with the system line card. Please notify the system administrator.

38. There is a problem with system memory. Please notify the system administrator.

39. Please enter your mailbox number.

40. Please enter your security code.

41. You have _____

42. _____ message.

43. _____ messages.

44. Ready

45. For a help message, press zero.

46. No

47. _____ is busy.

48. _____ does not answer.

49. To leave a message, press one.
    For other options, press two.

50. Connecting

51. 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.

52. Please try again.

53. _____ does not exist.

54. Goodbye.

55. Star

56. Pound

57. Twenty

58. Thirty

59. Forty

60. Fifty

61. Sixty

62. Seventy

63. Eighty

64. Ninety

65. Hundred

66. Thousand

67. Million

68. Billion

69. Your mailbox is almost full.

70. Your mailbox is full.

71. Please erase some messages.

72. There are no more messages. Ready to play the first message.

73. To exit your mailbox, press X again.
To return to the automated attendant, press the star key.
To return to your mailbox, press the pound key.

74. _____ messages will be erased when you exit your mailbox.

75. The message will be erased when you exit your mailbox.

76. The message has been saved.

77. from _____.

78. There are no more messages. Ready to play the last message.

79. Volume Up

80. This is maximum volume.

81. Volume Down

82. This is minimum volume.

83. This is normal volume.

84. Recording

85. Hello. I have a call for _____ .

86. Not programmable

87. To listen to the name, press L.
    To record a new name, press R.
    To erase the name, press E.
    To go to another mailbox, press the pound key.
    To exit this feature, press the pound key twice.

88. There is no name recorded for this mailbox.
    To record a name, press R.
    To go to another mailbox, press the pound key.
    To exit this feature, press the pound key twice.

89. AM

90. PM

91. January

92. February

93. March

94. April

95. May

96. June

97. July

98. August

99. September

100. October

101. November

102. December

103. To accept this call, press 1. Otherwise, hang up.

104. The message has been erased.

105. Listening has been paused. To continue listening, press the star key.

106. Please enter the mailbox numbers to receive this message, up to ten.

107. Enter another mailbox number or do one of the following:
To send the message, press the pound key.
To cancel the previous mailbox number, press the star key.
To erase the message, press the star key twice.

108. That mailbox number has been canceled.

109. You have already entered the maximum number of mailboxes.

110. That mailbox does not exist.

111. That mailbox cannot receive messages.

112. That mailbox is full.

113. That message has not been sent.

114. That distribution list is empty.

115. The record feature is not available at the moment because there is no more space on the system disk. Please notify the system administrator.

116. To exit your mailbox, press X again.
To return to your mailbox, press the pound key.

117. To send the message, press the pound key.
To erase the message, press the star key twice.

118. The greeting is on.

119. The greeting is off.

120. The greeting has been erased.

121. To listen to your greeting, press L.
To turn your greeting off or on, press O.
To record a new greeting, press R.
To exit this feature, press the pound key.

122. There is no greeting for your mailbox.
To record a greeting, press R.
To exit this feature, press the pound key.

123. Please enter that person's mailbox number.

124. These are the options you have while listening to a recording:

To backup five seconds and listen, press B.
To backup to the beginning and listen, press B B.
To go ahead five seconds and listen, press G.
To pause while listening, press the star key.
To continue listening after a pause, press the star key.
To turn the volume up, press V U.
To turn the volume down, press V D.
To restore the volume to normal, press V N.
To exit the listen mode, press the pound key.

125. These are the options you have while making a recording:

    To backup five seconds and listen to the recording, press B.
    To backup to the beginning and listen to the recording, press B B.
    To pause the recording, press the star key.
    To continue recording after a pause, press the star key.
    To erase the recording, press E.
    To end recording, press the pound key.

126. To listen to your name, press L.
    To record a new name, press R.
    To erase your name, press E.
    To exit this feature, press the pound key.

127. There is no name recorded for your mailbox.
    To record your name, press R.
    To exit this feature, press the pound key.

128. At the tone, please record your name so that I may announce your call. When you are done recording, press the pound key.

129. The name has been erased.

130. Not programmable

131. Not programmable

132. To listen to the broadcast message, press L.
    To record a new broadcast message, press R.
    To erase the broadcast message, press E.
    To exit this feature, press the pound key.

133. There is no broadcast message.
    To record a broadcast message, press R.
    To exit this feature, press the pound key.

134. Not programmable

135. The broadcast message has been erased.

136. To listen to the welcome message, press L.
To record a new welcome message, press R.
To copy the welcome message from another mailbox, press C.
To erase the welcome message, press E.
To go to another welcome message mailbox, press the pound key.
To exit this feature, press the pound key twice.

137. There is no welcome message for this mailbox.
To record a welcome message, press R.
To copy the welcome message from another mailbox, press C.
To go to another welcome message mailbox, press the pound key.
To exit this feature, press the pound key twice.

138. To listen to your messages, press L.
To record and send a message, press R S.
For the complete Main Menu of features, press zero.

139. The welcome message has been erased.

140. To listen to the instruction menu, press L.
To record a new instruction menu, press R.
To copy the instruction menu from another mailbox, press C.
To erase the instruction menu, press E.
To go to another instruction menu mailbox, press the pound key.
To exit this feature, press the pound key twice.

141. There is no instruction menu for this mailbox.
To record an instruction menu, press R.
To copy the instruction menu from another mailbox, press C.
To go to another instruction menu mailbox, press the pound key.
To exit this feature, press the pound key twice.

142. To record and send a message, press R S.
For the complete Main Menu of features, press zero.

143. The instruction menu has been erased.

144. The mailbox number to receive your reply is not known.

145. Not programmable

146. Your call cannot go through because the extension number for that message is not known.

147. To record a reply, press R E.

148. If you wish, you can record a comment at the tone and press the pound key when you are done. Otherwise, press only the pound key.

149. You may not forward this message because it has already been forwarded to you.

150. Enter the mailbox number of the message recipient you wish to check on.

151. All your messages have been listened to.

152. _____ messages have not been listened to.

153. _____ message has not been listened to.

154. Not programmable

155. Enter your new security code, then press the pound key. Or, to exit this feature, press only the pound key.

156. You have entered too many digits. Please try again.

157. Your security code has been erased.

158. Your new security code is _____ .

159. If this is correct, press C. If this is incorrect, press I.

160. Your security code has been changed.

161. Your security code has not been changed.

162. Message notification is on from _____

163. until _____

164. notifying you of messages from _____

165. notifying you of all messages _____

166. at this number _____

167. at this radio pager number _____

168. at this digital pager number _____

169. Message notification is off.

170. To turn message notification off, press O.
To change message notification options, press C.
To exit, press the pound key.

171. To turn message notification on, press O.
To exit, press the pound key.

172. Enter the hour you wish notification to begin. You must enter a
two-digit number followed by A for AM or P for PM.
For example: eight AM would be entered as zero eight A.
To skip to the next setting, press the star key.
To exit, press the pound key.

173. Enter the hour you wish notification to end. You must enter a two-
digit number followed by A for AM or P for PM.
For example: five PM would be entered as zero five P.
To skip to the next setting, press the star key.
To exit, press the pound key.

174. To be notified of all messages, press A.
To be notified only when a specific person leaves you a message,
press S.
To skip to the next setting, press the star key.
To exit, press the pound key.

175. To be notified at an extension or telephone number, press N.
To be notified at a radio pager, press R.
To be notified at a digital pager, press D.
To skip to the next setting, press the star key.
To exit, press the pound key.

176. Enter the extension or telephone number, then press the pound key.
To skip to the next setting, press the star key.
To exit, press only the pound key.

177. Enter the radio pager number, then press the pound key.
To skip to the next setting, press the star key.
To exit, press only the pound key.

178. Enter the digital pager number, then press the pound key.
To skip to the next setting, press the star key.
To exit, press only the pound key.

179. To require that your security be entered after accepting a
notification call, press S. Otherwise, press N.
To exit, press the pound key.

180. That notification number is restricted.

181. That feature is disabled. To have it enabled, see your system
administrator.

182. Answering schedule override is off.
To turn answering schedule override on, press O.
To exit, press the pound key.

183. Answering schedule override is on.

184. The override mailbox is _____ .

185. To turn answering schedule override off, press O.
To change the override mailbox, press C.
To exit, press the pound key.

186. Please enter the override mailbox number.

187. Not programmable

188. These are the options you have while listening to a message:

To record a reply, press R E.
To have the message forwarded, press M F.
To make a call to the sender of the message, press M C.
To exit the listen mode, press the pound key.
To hear the time, date, and sender of the message, press T I.
To save the message, press S A.
To erase the message, press E.
To listen to messages in reverse order, press R L.
To listen to the next message, press L.
To backup five seconds and listen, press B.
To backup to the beginning and listen, press B B.
To go ahead five seconds and listen, press G.
To pause while listening, press the star key.
To continue listening after a pause, press the star key.
To turn the volume up, press V U.
To turn the volume down, press V D.
To restore the volume to normal, press V N.
To exit your mailbox, press X.

189. These are the options you have while recording a message:

To backup five seconds and listen to the recording, press B.
To backup to the beginning and listen to the recording, press B B.
To pause while recording, press the star key.
To continue recording after a pause, press the star key.
To erase the message you recorded, press E.
To hear the time and date of the recording, press T I.
To end recording, press the pound key.
To exit your mailbox, press X.

190. To listen to the announcement message, press L.
To record a new announcement message, press R.
To erase the announcement message, press E.
To go to another announcement mailbox, press the pound key.
To exit this feature, press the pound key twice.

191. There is no announcement message for this mailbox.
To record an announcement message, press R.
To go to another announcement mailbox, press the pound key.
To exit this feature, press the pound key twice.

192. Please enter the mailbox number for the welcome message.

193. The announcement message has been erased.

194. Not programmable

Customizing Voice Prompts

195. There is no announcement message.

196. Not programmable

197. You have no messages.

198. You have one message.

199. No messages will be erased.

200. One message will be erased when you exit your mailbox.

201. Please enter the security code.

202. Auto help is on.
To turn auto help off, press O.
To exit this feature, press the pound key.

203. Auto help is off.
To turn auto help on, press O.
To exit this feature, press the pound key.

204. At the tone, you can leave your message for _____ .

205. At the tone, you can leave a message.

206. Hello. I have a message for _____ .

207. To accept this call, press 1. Otherwise, hang up, and I will call again later.

208. Flash

209. Wait for dial tone

210. Dialing pause

211. Monitored dialing pause

212. Not programmable

213. Please enter the mailbox number for the instruction menu.

214. Please enter the mailbox number for the announcement message.

215. Not programmable

216. Recording has been paused.
To continue recording, press the star key.
To end recording, press the pound key.
For a complete list of recording options, press zero.

217. Not programmable

218. You have reached the recording limit.
To listen to the message you recorded, press L.
To erase the message and record a new one, press E.
To send the message, press the pound key or hang up.

219. Not programmable

220. To leave a message, press 1.
To wait for the extension to become available, press 2.
For other options, press 3.

221. Not programmable

222. You have reached the recording limit.
To backup to the beginning and listen to the recording, press B B.
To erase the recording and start over, press E.
To end recording, press the pound key.
For a complete list of recording options, press zero.

223. Listening has been paused.
To continue listening, press the star key.
To exit the listen mode, press the pound key.
For a complete list of listening options, press zero.

224. Not programmable

225. Listening has been paused.
To continue listening, press the star key.
To backup to the beginning and listen, press B B.
To listen to the next message, press L.
To exit the listen mode, press the pound key.
For a complete list of listening options, press zero.

226. You have listened to the entire recording.
To backup to the beginning and listen, press B B.
To exit the listen mode, press the pound key.
For a complete list of listening options, press zero.

227. You have listened to the entire recording.
To exit the listen mode, press the pound key.

228. The message will be erased when you exit your mailbox.
To save the message, press S A .
To listen to the next message, press L.
To exit the listen mode, press the pound key.
For a complete list of listening options, press zero.

229. The message has been saved.
To erase the message, press E.
To listen to the next message, press L.
To exit the listen mode, press the pound key.
For a complete list of listening options, press zero.

230. To listen to the next message, press L.
To exit the listen mode, press the pound key.
For a complete list of listening options, press zero.

231. Not programmable

232. Not programmable

233. Not programmable

234. Not programmable

235. Not programmable

236. Calling _____

237. Not programmable

238. Not programmable

239. Not programmable

240. Oh (leading digit)

241. zero (leading digit)

242. 1 (leading digit)

243. 2 (leading digit)

244. 3 (leading digit)

245. 4 (leading digit)

246. 5 (leading digit)

247. 6 (leading digit)

248. 7 (leading digit)

249. 8 (leading digit)

250. 9 (leading digit)

251. Oh (middle digit)

252. zero (middle digit)

253. 1 (middle digit)

254. 2 (middle digit)

255. 3 (middle digit)

256. 4 (middle digit)

257. 5 (middle digit)

258. 6 (middle digit)

259. 7 (middle digit)

260. 8 (middle digit)

261. 9 (middle digit)

262. Oh (trailing digit)

263. zero (trailing digit)

264. 1 (trailing digit)

265. 2 (trailing digit)

266. 3 (trailing digit)

267. 4 (trailing digit)

268. 5 (trailing digit)

269. 6 (trailing digit)

270. 7 (trailing digit)

271. 8 (trailing digit)

272. 9 (trailing digit)

273. The reply has been sent.

274. The message has been forwarded.

275. That mailbox is busy.

276. Not programmable

277. Not programmable

278. Going to the first message.

279. Going to the last message.

280. Not programmable

281. Not programmable

282. Not programmable

283. The paging message is on.

284. The paging message is off.

285. The message has not been recorded because it is too short.

286. You have not entered enough letters.

287. Double beep (This plays for the Directory Dialing feature when a person dials a name that corresponds to two or more people. NVM-202 plays, *For person A, dial XXX.*, double beep, *For person B, dial YYY.*, etc.)

288. press _____.

289. For _____,

290. Dial _____.

291. Please enter _____

292. or more letters of the person's name, starting with their first name, then press the pound key. To enter a Q or Z, press 1. To exit this directory, press only the pound key.

293. Please enter _____

294. or more letters of the person's name, starting with their last name, then press the pound key. To enter a Q or Z, press 1. To exit this directory, press only the pound key.

295. The paging message has been erased.

296. To listen to the paging message, press L.
To turn your paging message on or off, press O.
To record a new paging message, press R.
To exit this feature, press the pound key.

297. There is no paging message for your mailbox.
To record a paging message, press R.
To exit this feature, press the pound key.

298. To leave a message, press 1.
To have the person paged, press 2.
For other options, press 3.

299. That name is not listed in the directory.

300. Or to exit the directory, press the pound key.

301. Not programmable

302. Not programmable

303. Not programmable

304. Not programmable

305. Not programmable

306. To select a programmable prompt, enter the number of the prompt, then press the pound key.
To go to the first programmable prompt, press the star key.
To exit, press only the pound key.

307. To hear only the current prompt number, press N.
To listen to the default prompt, press L
To record a substitute prompt, press R.
To verify the substitute prompt, press V.
To erase the substitute prompt, press E.
To select another programmable prompt, press the pound key.
To go to the next programmable prompt, press the star key.
To exit this feature, press the pound key twice.

308. There are currently no programmable prompts.

309. That prompt is not programmable.

310. Prompt number _____

311. The substitute has been erased and the default prompt has been activated.

312. There is no substitute recorded for prompt number _____.

313. The next programmable prompt has been selected.

314. Not programmable

315. Not programmable

316. 30 seconds of silence -Not programmable

317. There is no welcome message recorded for that mailbox.

318. There is no instruction menu recorded for that mailbox.

319. The message has been copied.

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320. The message is being copied. Please wait.

321. Please enter the mailbox number of the welcome message you wish to copy.

322. Please enter the mailbox number of the instruction menu you wish to copy.

323. Not programmable

324. Not programmable

325. Not programmable

326. Welcome to the Mailbox Options Menu.

To change your security code, press S.
To change message notification, press N.
To change the auto help option, press A.
To change the call waiting option, press C W.
To exit this menu, press the pound key.

327. Call waiting is on.
To turn call waiting off, press O.
To exit this feature, press the pound key.

328. Call waiting is off.
To turn call waiting on, press O.
To exit this feature, press the pound key.

329. You have received new messages.

330. Enter the time you wish the message to be sent. You must enter a two-digit number for the hour, then a two-digit number for the minutes, then A for AM or P for PM. For example: eight AM would be entered as zero-eight, zero-zero, A.
To re-enter the time if you make a mistake, press the star key.
To exit this feature, press the pound key.

331. Enter the date you wish the message to be sent. You must enter a two-digit number for the month, then a two-digit number for the day. For example: January 25th would be entered as zero-one, two-five.
To re-enter the date if you make a mistake, press the star key.
To exit this feature, press the pound key.

332. The message will be delivered on _____.

333. To listen to the directory dialing message, press L.
To record a new directory dialing message, press R.
To copy the directory dialing message from another mailbox, press C.
To erase the directory dialing message, press E.
To go to another directory dialing message mailbox, press the pound key.
To exit this feature, press the pound key twice.

334. There is no directory dialing message for this mailbox.
To record a directory dialing message, press R.
To copy the directory dialing message from another mailbox, press C.
To go to another directory dialing message mailbox, press the pound key.
To exit this feature, press the pound key twice.

335. There is no directory dialing message recorded for that mailbox.

336. The directory dialing message has been erased.

337. Please enter the mailbox number for the directory dialing message.

338. Please enter the mailbox number of the directory dialing message you wish to copy.

339. Not programmable

340. Enter the new time of day for the Voice Mail system's clock. You must enter a two-digit number for the hour, then a two digit number for the minute, followed by an A for AM or a P for PM. For example: Eight-Oh-Five A-M would be entered as Zero-Eight, Zero-Five, A.
To re-enter the time if you make a mistake, press the star key.
To exit this feature, press the pound key.

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341. Enter the new date for the Voice Mail system's clock. You must enter a two-digit number for the month, day, and year. For example: April 25th 1992 would be entered as Zero-Four, Two-Five, Nine-Two.
To re-enter the date if you make a mistake, press the star key.
To exit this feature, press the pound key.

342. The new system date and time will be June 25 _____

343. The system clock has been adjusted.

344. The system clock currently reads June 25 _____

345. Your security code is required to confirm system shutdown.

346. All Voice Mail ports are idle.

347. Activity has been detected in the Voice Mail system.
To allow the activity to cease before shutting down, press A.
To shut down immediately, press I.
To cancel the shut down, press the pound key.

348. Starting shut dc:.a.
Please stay on the line until notified that shutdown is complete.
To cancel the shut down, press the pound key now.

349. Shut down of the Voice Mail system has been completed.
It is now safe to power-down or reset the Voice Mail computer.

350. Shut down of the Voice Mail system has been aborted.

351. Waiting for Voice Mail activity to cease.

352. Disregarding ongoing Voice Mail activity.

353. The system clock could not be adjusted to the specified settings.
Please try again.

354. Shutdown cannot be initiated from this mailbox.
Only system administrator mailboxes which have been
programmed with a security code are permitted to shut down the
Voice Mail system.

355. It is no longer possible to abort the operation.

356. The revision level of the Voice Mail system software is _____

357. Your security code will NOT be requested.

358. Your security code will be requested.

359. Wait for sound

360. Enter the extension or telephone number, then press the pound key.
To enter special dialing codes, press the star key followed by the
desired code letter. For example, pressing star-P will enter a
non-monitored pause into the dial string. Similarly, you may
press star-star or star-pound to enter the star or pound keys
into the string.
To skip to the next setting, press only the star key.
To exit this feature, press only the pound key.

361. Enter the radio pager number, then press the pound key.
To enter special dialing codes, press the star key followed by the
desired code letter. For example, pressing star-P will enter a
non-monitored pause into the dial string. Similarly, you may
press star-star or star-pound to enter the star or pound keys
into the string.
To skip to the next setting, press only the star key.
To exit this feature, press only the pound key.

362. Enter the digital pager number, then press the pound key.
To enter special dialing codes, press the star key followed by the
desired code letter. For example, pressing star-P will enter a
non-monitored pause into the dial string. Similarly, you may
press star-star or star-pound to enter the star or pound keys
into the string.
To skip to the next setting, press only the star key.
To exit this feature, press only the pound key.

363-399: Not programmable

400. There is no trunk access dial string for long-distance notification calls.
Enter a string of up to 30 digits, then press the pound key.
To enter special dialing codes, press the star key followed by the desired code letter. For example, pressing star-P will enter a non-monitored pause into the dial string. Similarly, you may press star-star or star-pound to enter the star or pound keys into the string.
To exit this feature, press only the pound key.

401. The trunk access dial string for local notification calls is _____

402. Enter a string of up to 30 digits, then press the pound key.
To clear the local trunk access dial string, press star-zero.
To enter special dialing codes, press the star key followed by the desired code letter. For example, pressing star-P will enter a non-monitored pause into the dial string. Similarly, you may press star-star or star-pound to enter the star or pound keys into the string.
To exit this feature, press only the pound key.

403. There is no trunk access dial string for local notification calls.
Enter a string of up to 30 digits, then press the pound key.
To enter special dialing codes, press the star key followed by the desired code letter. For example, pressing star-P will enter a non-monitored pause into the dial string. Similarly, you may press star-star or star-pound to enter the star or pound keys into the string.
To exit this feature, press only the pound key.

404. The delay time, in minutes, before the next notification callout, following a ring-no-answer attempt, is _____

405. Enter a new delay time, from 1 to 999 minutes, then press the pound key.
Or, to exit this feature, press only the pound key.

406. The delay time, in minutes, between non-pager message notification callout attempts is _____

407. Enter a new delay time, from 1 to 999 minutes, then press the pound key.
Or, to exit this feature, press only the pound key.

408. The maximum number of rings per notification callout attempt is _____

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409. Enter a new number, from 1 thru 99, for the notification ring limit, then press the pound key.
Or, to exit this feature, press only the pound key.

410. During a pager message notification call, the delay time, in seconds, before playing the pager announcement is _____

411. Enter a new delay time, from 0 thru 99 seconds, then press the pound key.
Or, to exit this feature, press only the pound key.

412. The delay time, in minutes, between pager message notification callout attempts is _____

413. Enter a new delay time, from 1 to 999 minutes, then press the pound key.
Or, to exit this feature, press only the pound key.

414. Message notifications to pagers are currently programmed to continue until the notification callout limit is reached.
To have pager notification callout attempts continue until acknowledged, press A.
To exit this feature, press the pound key.

415. Message notifications to pagers are currently programmed to continue until acknowledged.
To have pager notification callout attempts continue only until the notification callout limit is reached, press C.
To exit this feature, press the pound key.

416. The message notification callback number for digital pagers is _____

417. Enter a string of up to 12 digits, then press the pound key.
To clear the digital pager callback string, press star-ZERO.
Or, to exit this feature, press only the pound key.

418. No message notification callback number for digital pagers has been programmed.
Enter a string of up to 12 digits, then press the pound key.
Or, to exit this feature, press only the pound key.

419. During a message notification call to a digital pager, the delay time, in seconds, before dialing the callback number is _____

420. Enter a new delay time, from 0 to 99 seconds, then press the pound key.
Or, to exit this feature, press only the pound key.

421. The length limit, in seconds, for messages left in non-subscriber mailboxes, is currently _____

422. Enter a length limit, from 1 to 999 seconds, then press the pound key.
Or, to exit this feature, press only the pound key.

423. The length limit, in seconds, for messages left in subscriber mailboxes, is currently _____

424. Enter a length limit, from 1 to 999 seconds, then press the pound key.
Or, to exit this feature, press only the pound key.

425. Daily maintenance is currently programmed to occur at ___.

426. Enter the time you wish daily maintenance to take place. You must enter a two-digit number for the hour, then a two-digit number for the minute, followed by an A for AM or a P for PM. For example: Three fifteen AM would be entered as zero-three, one-five, A.
To disable Daily Maintenance, press the star key.
To exit this feature, press the pound key.

427. Daily maintenance is currently disabled.
To enable daily maintenance, you must select the time you wish daily maintenance to take place. You must enter a two-digit number for the hour, then a two-digit number for the minute, followed by an A for AM or a P for PM. For example: Three fifteen AM would be entered as zero-three, one-five, A.
To exit this feature, press the pound key.

428. Measured in tenths-of-a-second, the longest allowable period of recorded silence is _____

429. Enter a new value, from 2 to 30 tenths of a second, for the longest allowable period of recorded silence. Then press the pound key.
To permit unlimited recorded silence, press the star key.
To exit this feature, press only the pound key.

430. There is currently no limit on periods of recorded silence.
   To limit recorded silence, enter a value, from 2 to 30 tenths of a
      second, for the longest allowable period of recorded silence.
      Then press the pound key.
   To exit this feature, press only the pound key.

431. Please enter the number, one, two or three, of the dial action table
      you wish to work on.
   Or, to return to the Database Management Menu, press the
      pound key.

432. Please select from the following list of dial action programming
   options.
   To hear the parameters currently specified for the selected Table,
      press H P.
   To specify a key which will transfer the caller to a predefined
      mailbox, press M G.
   To specify a key which will transfer the caller to a mailbox which
      they dial, press C G.
   To specify a key which will transfer the caller to a predefined
      extension, press E T.
   To specify a key which will transfer the caller to an extension
      which they dial, press C T.
   To specify a key which will allow the caller to record a message in
      a predefined mailbox, press M R.
   To un-define the dial-action assignment of a key, press U K.
   To restore the default dial-actions for the selected table,
      press R D.
   To exit this feature, press the pound key twice.

433. Enter a string of up to 30 digits to be programmable with the
      selected dial action function, then press the pound key.
   To enter special dialing codes, press the star key followed by
      the desired code letter. For example, pressing star-P will
      enter a non-monitored pause into the dial string. Similarly,
      you may press star-star or star-pound to enter the star or pound
      keys into the string.
   To exit this feature, press only the pound key.

434. Please press the key with which you would like to associate this
      action. Valid selections include keys zero thru 8, as well as
      the star key, which selects the timeout action.
   To cancel this dial-action assignment, press only the pound key.

435. If you are sure that you want to restore the default dial action
      table configuration, press Y.
   To leave the table unchanged, press N.

436. The dial action programming for key 0 is _____

437. The dial action programming for key 1 is _____

438. The dial action programming for key 2 is _____

439. The dial action programming for key 3 is _____

440. The dial action programming for key 4 is _____

441. The dial action programming for key 5 is _____

442. The dial action programming for key 6 is _____

443. The dial action programming for key 7 is _____

444. The dial action programming for key 8 is _____

445. The dial action programming for key 9 is _____

446. The dial action programming for the star key is _____ ·

447. The dial action programming for the pound key is _____

448. The timeout dial action programming is _____

449. Undefined

450. Go to the caller-dialed mailbox

451. Go to mailbox ___.

452. Transfer to the caller-dialed extension

453. Transfer to extension _____

454. Unscreened transfer to the caller-dialed extension

455. Unscreened transfer to extension _____

456. Hang up

457. Log on

458. Record a message in the caller-dialed mailbox.

459. Record a message in mailbox _____

460. Directory dialing using first names

461. Directory dialing using last names

462. Enter the department schedule table number, from 1 thru 4, that
you wish to program.
Or, to return to the Database Management Menu, press the
pound key.

463. The workday for this department begins at ___.

464. To modify the time that the workday begins for this department,
enter the new time now. You must enter a two-digit number
for the hour, then a two-digit number for the minute, followed
by an A for AM or a P for PM. For example: Eight a.m.
would be entered as zero-eight, zero-zero, A.
To erase the workday starting time, press the star key.
To exit this feature, press the pound key.

465. There is no workday starting time programmed for this
department.
To set the time that the workday begins for this department, enter
that time now. You must enter a two-digit number for the
hour, then a two-digit number for the minute, followed by an
A for AM or a P for PM. For example: Eight a.m. would be
entered as zero-eight, zero-zero, A.
To exit this feature, press the pound key.

466. The second half of the workday for this department begins at ___.

467. To modify the time that the second half of the workday begins for this department, enter the new time now. You must enter a two-digit number for the hour, then a two-digit number for the minute, followed by an A for AM or a P for PM. For example: Noon would be entered as one-two, zero-zero, P.

To erase the mid-workday starting time, press the star key.

To exit this feature, press the pound key.

468. There is no mid-workday starting time programmed for this department.

To set the time that the second half of the workday begins for this department, enter that time now. You must enter a two-digit number for the hour, then a two-digit number for the minute, followed by an A for AM or a P for PM. For example: Noon would be entered as one-two, zero-zero, P.

To exit this feature, press the pound key.

469. The workday for this department ends at _____

470. To modify the time that the workday ends for this department, enter the new time now. You must enter a two-digit number for the hour, then a two-digit number for the minute, followed by an A for AM or a P for PM. For example: Five p.m. would be entered as zero-five, zero-zero, P.

To erase the workday quitting time, press the star key.

To exit this feature, press the pound key.

471. There is no workday quitting time programmed for this department.

To set the time that the workday ends for this department, enter that time now. You must enter a two-digit number for the hour, then a two-digit number for the minute, followed by an A for AM or a P for PM. For example: Five p.m. would be entered as zero-five, zero-zero, P.

To exit this feature, press the pound key.

472. The workweek for this department is from _____

473. To modify the day that the workweek begins for this department, specify the new day now by entering the first two letters of the day. For example: Monday would be entered as M O, which is six, six.

To erase the workweek definition for this department, press the star key.

To exit this feature, press the pound key.

474. The workweek is not defined for this department.
To specify the day on which the workweek for this department starts, enter it now by pressing the first two letters of the day. For example: Monday would be entered as M O, which is six, six.
Or, to exit this feature, press the pound key.

475. To specify the day on which the workweek for this department ends, enter it now by pressing the first two letters of the day. For example: Friday would be entered as F R, which is three, seven.
Or, to exit this feature, press the pound key.

476. If you are sure that you want to restore the default department schedule table configuration, press Y.
To leave the table unchanged, press N.

477. Going to mailbox number _____

478. _____ through _____

479. Sunday

480. Monday

481. Tuesday

482. Wednesday

483. Thursday

484. Friday

485. Saturday

486. The starting time for each workday is _____

487. The mid-day time for each workday is _____

488. The end-of-day time for each workday is _____

489. The weekend begins _____

490. Welcome to the Database Management Menu.
For system options, press S O.
For notification options, press N O.
For mailbox programming, press M P.
For daily department schedule set-up, press D S.
For dial-action programming, press D A.
To set the system clock, press T I.
To set the system date, press D T.
To hear the system version number, press S V.
For system initialization, press S I.
To prepare the system for power-down, press P D.
To exit this menu, press the pound key.

491. Please select from the following list of system options.
To set the daily maintenance time, press D M.
To set the subscriber message length limit, press S L.
To set the non-subscriber message length limit, press N L.
To set the length limit of recorded silence, press R S.
To return to the Database Management Menu, press the
pound key.

492. Please select from the following list of notification options.
To set the time to wait before repeating a callout attempt following
a completed non-pager notification call, press O K.
To set the time to wait before the next callout attempt following a
ring-no-answer non-pager notification call, press N A·
To set the time to wait before the next callout attempt following a
busy notification call, press B Y.
To set the limit for the number of notification call attempts,
press C L.
To set the limit for the number of rings per notification callout,
press R L.
To set the local line access dial stream, press L O.
To set the long distance line access dial stream, press L D.
To set pager notification parameters, press P N.
To return to the Database Management Menu, press the pound key.

493. Please select from the following list of pager notification options.
To set the time to wait before repeating a callout attempt following
a completed notification call to a pager, press R.
To set the limit of how long to continue pager notifications,
press L.
To store the digital pager callback number, press C.
To set the delay between when a notification call is answered and
dial-out of the digital pager callback number, press D.
To set the time to wait before playing the notification message to a
radio pager, press N.
To return to the Notification Options Menu, press the pound key.

494. Please select from the following list of mailbox options.
To assign trunk mailboxes to specific department schedules, press T S.
To program messaging mailbox parameters, press M M.
For programming distribution list mailboxes, press D L.
To select the method for terminating calls to an announcement mailbox, press A T.
To specify the number of repetitions of the message in an announcement mailbox, press A M.
To specify system administrator mailboxes, press S A.
To delete the security code of a particular mailbox, press D S.
To return to the Database Management Menu, press the pound key

495. Please select from the following list of messaging mailbox options.
To specify the default message playback direction, press P D.
To program message-waiting lamping, press M W.
To program forcing of unscreened transfers, press U X.
To program announced call screening, press C S.
To program blocking of auto-attendant calls, press B A.
To specify the next call-routing mailbox, press N C.
To specify the maximum message storage limit, press M L
To program external message notification, press M N
To override the call type for the message notification number, press O T.
To return to the Mailbox Programming Menu, press the pound key.

496. Please select from the following list of department schedule programming options.
To hear the schedule currently specified for the selected department, press H S.
To specify the starting time of each workday in the selected department, press S T.
To select a mid-workday time to change call-routing for the selected department, press A T
To specify the ending time of each workday in the selected department, press E T
To define the days in the workweek, press D W.
To recall the original scheduling for the selected department, press O S.
To exit this feature, press the pound key twice.

497. Welcome to the Main Menu of features.
To listen to your messages, press L.
To record and send a message, press R S.
To check on a message you sent, press C M.
To record a greeting for your mailbox, press G.
To record a name for your mailbox, press R N.
To record and send a future delivery message, press F D.
To record a paging message, press P G.
For mailbox options, press O P.
To hear the time and date, press T I
For system administrator options, press S A.
For system database management, press D M.
To exit your mailbox, press X.

498. Please enter the mailbox number.
Or, to exit, press the pound key.

499. Please enter the mailbox number or, to increment to the
next mailbox, press the star key.
To exit, press the pound key.

500. None

501. Please select from the following list of initialization options.
To hear the current Voice Mail configuration, press H C.
For integration of the Voice Mail system with either a one- or two-
cabinet ONYX phone system, press V S.
For integration of the Voice Mail system with a three-cabinet
ONYX phone system, press T C.
To configure the Voice Mail to optimize in favor of message
storage capacity rather than message sound quality,
press F C.
To configure the Voice Mail to optimize in favor of message
sound quality rather than message storage capacity, press F S.
To return to the Database Management Menu, press the pound key.

502. The Voice Mail is currently configured for _____

503. _____ integration with a one- or two-cabinet ONYX phone
system and will optimize data compression to favor message
storage capacity.

504. _____ integration with a one- or two-cabinet ONYX phone
system and will optimize data compression to favor message sound
quality.

Customizing Voice Prompts

505. _____ integration with a three-cabinet ONYX phone system and will optimize data compression to favor message storage capacity.

506. _____ integration with a three-cabinet ONYX phone system and will optimize data compression to favor message sound quality.

507. WARNING! All previously-recorded messages will be erased when the data compression rate is changed. Your security code is required in order to make this modification.

508. WARNING! All Voice Mail parameters will be reset to their default values if the system is reinstalled. Also, all previously-recorded messages will be erased. Your security code is required in order to initiate re-installation.

509. System installation parameters may not be modified from this mailbox. Only system administrator mailboxes which have been programmed with a security code are permitted to re-initialize the Voice Mail system.

510. All other Voice Mail ports are idle.

511. Activity has been detected in the Voice Mail system.
To allow the activity to cease before re-initialization, press A.
To re-initialize immediately, press I.
To cancel this operation, press the pound key.

512. The Voice Mail database will now be updated and all messages erased. Please stay on the line until notified that the operation has been completed. The process may take up to two minutes to complete.
To cancel this operation, press the pound key now.

513. Re-initialization of the Voice Mail system has been completed.

514. Re-initialization of the Voice Mail system has been aborted.

515. Waiting for Voice Mail activity to cease.

516. Disregarding ongoing Voice Mail activity.

517. WARNING! The phone system you have selected is the same as is currently in use. All Voice Mail parameters will be reset to their default values if the system is reinstalled. Also, all previously-recorded messages will be erased. Your security code is required in order to initiate reinstallation.

518. WARNING! The data compression option you have selected is the same as is currently in use. If this command is processed to completion, all previously-recorded messages will be erased from the Voice Mail system. Your security code is required in order to proceed.

519. The number of times this announcement mailbox will repeat its announcement is _____

520. Welcome to the System Administrator Menu.
For the broadcast message, press B R.
For welcome messages, press W.
For instruction menu messages, press I.
For directory dialing messages, press D D.
For announcement messages, press A N.
For mailbox names, press N.
For answering schedule override, press S O.
To set the system time, press T I.
To set the system date, press D T.
To hear the system version number, press S V.
To prepare the system for power-down, press P D.
To exit this menu, press the pound key.

521. Not programmable

522. Not programmable

523. Not programmable

524. Enter a new number, from 1 thru 10, then press the pound key.
To go to another mailbox, press only the pound key.
To exit this feature, press the pound key twice.

525. This announcement mailbox is currently programmed to hang up after playing its message. To disable the hang-up option, press D.
To go to another announcement mailbox, press the pound key.
To exit this feature, press the pound key twice.

526. The hang-up option for this announcement mailbox is currently disabled.
To enable the hang-up option, press E.
To go to another announcement mailbox, press the pound key.
To exit this feature, press the pound key twice.

527. To add mailboxes to the distribution list, press A.
To delete mailboxes from the list, press D.
To hear which mailboxes are in the list, press L.
To remove all mailboxes from the list, press R.
To go to another distribution mailbox, press the pound key.
To exit this feature, press the pound key twice.

528. Please enter the mailbox number you wish to add to the distribution list.
Or, to exit, press the pound key.

529. The distribution list is full. No more mailboxes may be added to this list.

530. That mailbox is already in the distribution list.

531. Please enter the mailbox number you wish to delete from the distribution list.
Or, to exit, press the pound key.

532. If you are sure that you want to remove all mailboxes from the list, press Y.
To leave the list unchanged, press N.

533. That mailbox is not in the distribution list.

534. This mailbox is currently allowed to perform system administrator functions.
To disable the system administrator option, press D.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

535. This mailbox is currently restricted from performing system administrator functions.
To enable the system administrator option, press E.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

536. This Trunk mailbox is currently using department schedule table _____

537. Enter a new department schedule table number, from 1 thru 4, or press the star key for NONE. Then press the pound key.
Or, to go to another mailbox, press only the pound key.
To exit this feature, press the pound key twice.

538. This trunk mailbox is not currently using a department schedule table.
Enter a new department schedule table number, from 1 thru 4, then press the pound key.
Or, to go to another mailbox, press only the pound key.
To exit this feature, press the pound key twice.

539. If you wish to delete the security code for this mailbox, press D.
Otherwise, press the pound key.

540. This mailbox is currently programmed to block auto-attendant calls.
To disable blocking of auto-attendant calls, press D.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

541. This mailbox is currently programmed to allow calls from the auto-attendant.
To enable blocking of auto-attendant calls, press E.
To go to another mailbox press the pound key.
To exit this feature, press the pound key twice.

542. The call announcing option for this mailbox is enabled.
To disable call announcing, press D.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

543. The call announcing option for this mailbox is disabled.
To enable call announcing, press E.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

544. The next call routing mailbox for this mailbox is _____

545. Please enter a new next call routing mailbox number, or press the star key for "None."
Or, to go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

546. There is no next call routing mailbox assigned to this mailbox.
Please enter a next call routing mailbox number.
Or, to go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

547. The maximum number of messages allowed for this mailbox
is _____

548. Enter a new maximum number of messages, from 1 thru 1000,
then
    press the pound key.
Or, to go to another mailbox, press only the pound key.
To exit this feature, press the pound key twice.

549. This mailbox is currently permitted to use outside lines for
message notification calls.
To limit the mailbox to internal numbers, press I.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

550. This mailbox is currently limited to using only internal numbers
for message notification calls.
To allow outside lines to be programmable, press O.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

551. The message notification call Type is internal.
To change it to local, press L O.
To change it to long distance, press L D.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

552. The message notification call type is local.
To change it to internal, press I N.
To change it to long distance, press L D.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

553. The message notification call type is long distance.
To change it to internal, press I N.
To change it to local, press L O.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

554. This is the wrong type of mailbox.

555. The message-waiting lamp option is currently enabled for this mailbox.
To disable the lamping option, press D.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

556. The message-waiting lamp option is currently disabled for this mailbox.
To enable the lamping option, press E.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

557. The default message playback direction for this mailbox is currently last-in-first-out.
To change it to first-in-first-out, press F.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

558. The default message playback direction for this mailbox is currently first-in-first-out.
To change it to last-in-first-out, press L.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

559. The forced unscreened transfer option is currently enabled for this mailbox.
To disable this option, press D.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

560. The forced unscreened transfer option is currently disabled for this mailbox.
To enable this option, press E.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice.

561. The maximum number of callout attempts for message notification is _____

562. Enter a new notification callout limit, from 1 thru 99, then press the pound key.
Or, to exit this feature, press only the pound key.

563. The delay time, in minutes, before the next notification callout, following a busy attempt, is ___.

564. Enter a new delay time, from 1 to 999 minutes, then press the pound key.
Or, to exit this feature, press only the pound key.

565. The trunk access dial string for long-distance notification calls is _____

566. Enter a string of up to 30 digits, then press the pound key.
To clear the long-distance trunk access dial string, press star-zero.
To enter special dialing codes, press the star key followed by the desired code letter. For example, pressing star-P will enter a non-monitored pause into the dial string. Similarly, you may press star-star or star-pound to enter the star or pound keys into the string.
To exit this feature, press only the pound key.

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NITSUKO AMERICA
T E L E C O M   D I V I S I O N

Nitsuko America, Telecom Division
4 Forest Parkway
Shelton, CT 06484

TEL: 203-926-5400
FAX: 203-929-0535

Other Important Telephone Numbers

Sales:...203-926-5450

Customer Service:...203-926-5444

Customer Service FAX:..203-926-5454

Technical Service:..203-925-8801

Discontinued Product Service:...900-990-2541

Technical Training:..203-926-5430

Emergency Technical Service (After Hours).........................203-929-7920

(Excludes discontinued products)