Nitsuko

NVM-2e

Installation Instructions and Release Notes for Versions 1.08, 1.08.02, and 1.20

Part No. 17780INS06
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This manual has been developed by Nitsuko America. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Printed in U.S.A.

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About NVM-2e

Your NVM-2e generally operates and is programmed as described in the NVM-2 Setup Guide (P/N 17690SET02 or higher), NVM-2 Programming Guide (P/N 17690INS02 or higher) and NVM-2 Release Notes for Version 1.05.07 (P/N 17690UPG01 or higher).

The NVM-2e cabinet is different from the NVM-2. (The NVM-2 is the unit shown in the documentation mentioned above.) See Figures 1 and 2 for different views of the NVM-2e.

NVM-2e is flash-RAM based. Batteries are **not** required to back up system memory.

Note: You should ignore the battery installation instructions in the NVM-2 documentation.

NVM-2e is available as a 2 port, 3 hour unit (P/N 17780-2P) or as a 4 port, 3 hour unit (P/N 17780-4P). NVM-2e has all of the features of an NVM-2 as well as all of the changes and enhancements described in this supplement.
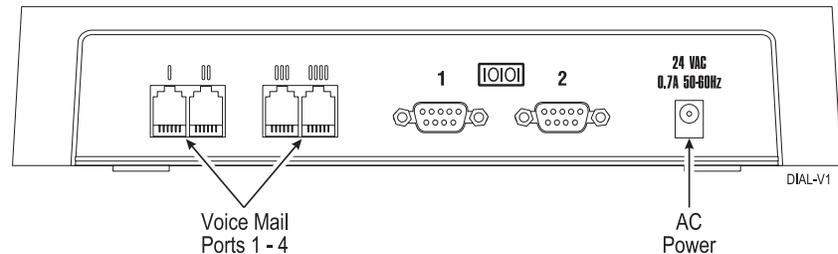
Figure 1: NVM-2e (Back Panel)
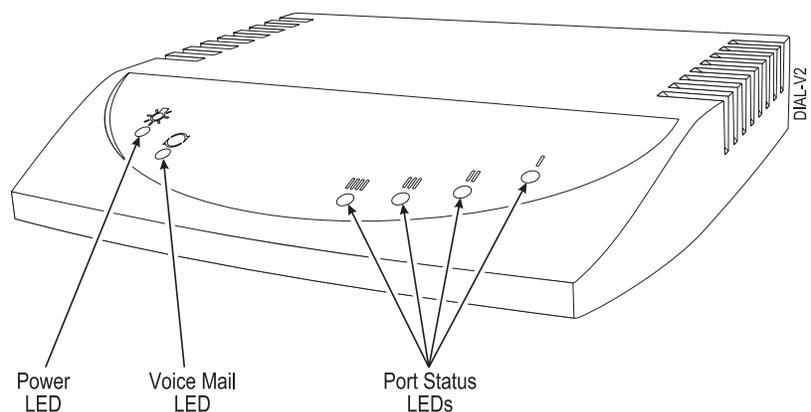
Note: The LEDs are lit when:
the unit has power (Power LED)
the Voice Mail is up and running (Voice Mail LED).
A particular port is busy (Port Status LEDs).

Figure 2: NVM-2e (Front Panel)

About This Supplement

This supplement is divided into two sections: Installation Instructions and Software Release Notes.

The Installation Instructions tell you how to install the NVM-2e. The Software Release Notes describe any new or enhanced features that are available in software release 1.08, 1.08.02 and 1.10

Use this supplement with the NVM-2 Setup Guide (P/N 17690SET02 or higher), NVM-2 Programming Guide (P/N 17690INS02 or higher) and the NVM-2 Release Notes (P/N 17690UPG01 or higher) to install and program your NVM-2e.

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NVM-2e
Installation Instructions

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Voice Mail Specifications

Number of Ports:	2 or 4
Voice Storage Capacity:	3 hours
Subscriber Mailboxes:	Up to 50 Subscriber Mailboxes
Trunk Mailboxes	Up to 8, depending on phone system
Telephone System Programming Interface:	A Phone System Single Line Extension
Electrical Requirements:	120V, 60 Hz
Environmental Requirements:	50-104 deg F, 10-40 deg C

Site Requirements

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

Install NVM-2e

Use the following instructions to install your NVM-2e.

To Install the NVM-2e:
1. Place the Voice Mail on any sturdy flat surface.
       OR
    Mount the Voice Mail on a wall, using the screw slots located on the bottom of the cabinet. Make sure that the ventilation slots are not blocked. Position the cabinet so that the LEDs can be seen.

2. Plug the Voice Mail power supply cord into the connector labeled "24 VAC." Plug the adapter box into a 120V, 60 Hz grounded outlet. See Figure 3.
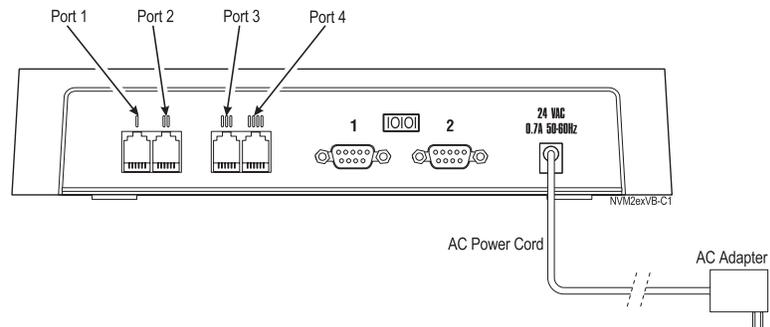
Note: Your unit may have only two ports available.

Figure 3: Installing NVM-2e

Connect a Laptop to the NVM-2e

A laptop is required for certain programming and is also used as a tool for diagnostics.

You will **need** to connect a laptop computer to NVM-2e so that you can access a program called "The System Configuration Management Program." This program allows you to configure certain parameters in the Voice Mail which you cannot access through a System Administrator's Mailbox.

The System Configuration Management Program is described in detail in the NVM-2 Release Notes for Version 1.05.07 (P/N 17690UPG01 or higher) and in this supplement beginning on page 17.

Connecting a laptop to the NVM-2e is different than as described in the Release Notes for an NVM-2. Use the following instructions to connect a laptop to the NVM-2e.

To connect a laptop to NVM-2e:

1. Connect the laptop computer to the connector labeled **2** on the Voice Mail using an RS-232 cable (null modem). See Figure 4. Make sure the RS-232 cable has one of the pin-outs shown in Figure 5.

2. Turn on the laptop computer.

3. Use standard communications software (such as ProComm Plus) to set the laptop to 115200 baud, 8 data bits, no parity, and 1 stop bit. Terminal emulation should be VT100.

   - If you are using Windows HyperTerminal after you select the proper COM port for your laptop:
     In Port Settings, set the Baud Rate to 115200, Data Bits to 8, Parity to N, Stop Bits to 1, and **Flow Control to None**. Do **not** leave Flow Control at the default setting which is Hardware. If the laptop does not communicate with the Voice Mail, try setting Flow Control to x/on, x/off.
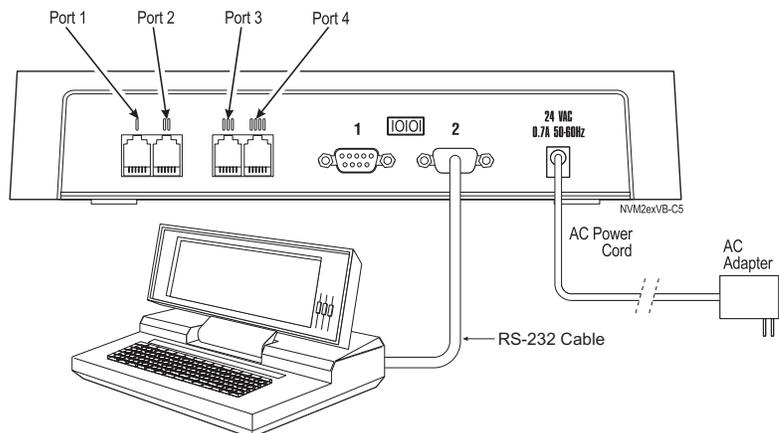
Figure 4: Connecting a Laptop Computer to NVM-2e

Connect a Laptop to the NVM-2e (cont'd)


```
9-pin to 25-pin Null Modem Cable        9-pin to 9-pin Null Modem Cable
To Voice Mail      To DTE Device    To Voice Mail       To DTE Device
   (9-pin)           (25-pin)          (9-pin)             (9-pin)
    2 ─────────────── 2              2 ─────────────── 3
    3 ─────────────── 3              3 ─────────────── 2
    4 ─────────────── 6              4 ─────────────── 6
    6 ─────────────── 20             6 ─────────────── 4
    7 ─────────────── 8              7 ─────────────── 1
    8 ─┘                            8 ─┘
    1 ──────────────┐ 4             1 ──────────────┐ 7
                    └─ 5                            └─ 8
    5 ─────────────── 7              5 ─────────────── 5


   25-pin to 25-pin Null Modem Cable
To Voice Mail      To DTE Device
   (25-pin)          (25-pin)
    3 ─────────────── 2
    2 ─────────────── 3
   20 ─────────────── 6
    6 ─────────────── 20
    4 ─┐               8
    5 ─┘
    8 ──────────────┐ 4
                    └─ 5
    7 ─────────────── 7
```

DOLPH-PIN1
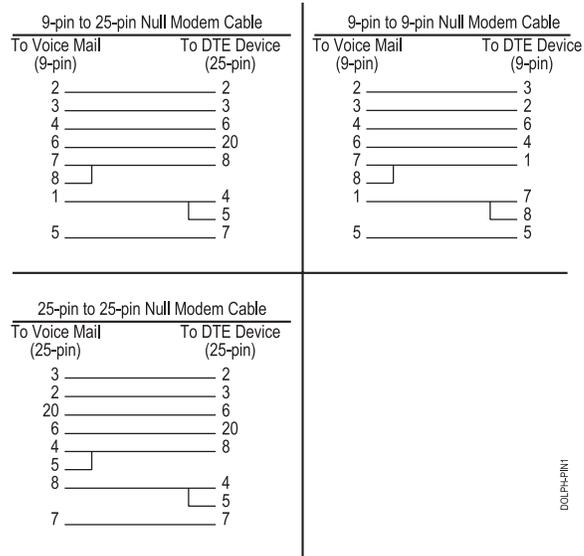
Figure 5: Required Pin-outs for the RS-232 Cable

4. When the laptop is communicating with the Voice Mail, you will see a menu screen and the prompt, ***Main Menu - >*** .

Proceed to *Connect a Phone System to NVM-2e* on page 11.

Connect a Phone System to NVM-2e

You can connect a Portrait, 28i, 124i, Onyx VS or Businesscom DS01 phone system to the NVM-2e. For specific equipment that you need for each phone system, see the NVM-2 Setup Guide (P/N 17690SET02 or higher).

To connect a Portrait phone system to the NVM-2e:
1. Plug one end of a modular line cord into Port 1 on NVM-2e. Plug the other end into an RF14 to RJ11 adapter or RJ14 jack. See Figure 6.

2. Using a 4-wire modular line cord, connect the adapter into a Voice Mail Interface Unit. The line cord's RD/GR pair corresponds to Port 1 on the Voice Mail.

3. Using another 4-wire modular line cord, connect L1 on the Voice Mail Interface Unit to a Station Port on the Portrait. (Be sure to connect L1 to the Station Port based on the Portrait Setup you have. See the Portrait Phone System Requirements in the NVM-2 Setup Guide.)

4. Repeat steps 1 through 3 for Port 2 using Figure 6 as a guide.

5. If your Voice Mail contains Ports 3 and 4, repeat steps 1 through 4 using a second Voice Mail Interface Unit.

   Note: Extensions will receive notification of new messages (blinking Message Waiting lights and interrupted dial tone for single line phones) only if Port 2 is connected to the phone system.
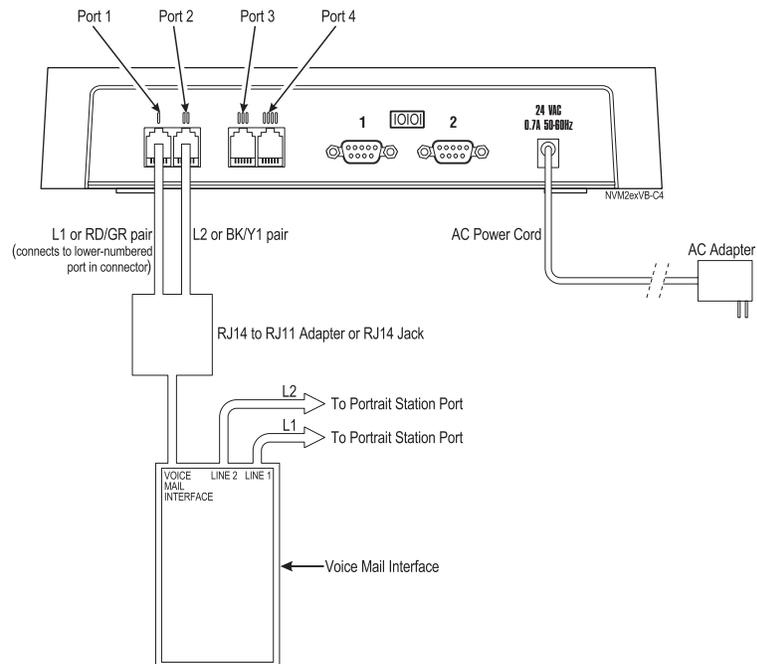
Figure 6: Connecting the NVM-2e to the Portrait

Connect a Phone System to NVM-2e (cont'd)

Note: An alternate method for installing the 28i/124i is on the following page.

To connect NVM-2e to a 28i, 124i, Onyx VS or Businesscom DS01 phone system:

1. Plug one end of a modular line cord into Port 1 on the NVM-2e. Plug the other end into an ASI or Dual ASI.

2. Connect the ASI or Dual ASI to the phone system. Figure 7 shows connecting to a Dual ASI.

3. Repeat steps 1 and 2 for Port 2.

4. Repeat steps 1 and 2 for Ports 3 and 4 if your Voice Mail contains four ports.

   Note: Extensions will receive notification of new messages (blinking Message Waiting lights and interrupted dial tone for single line phones) only if Port 2 is connected to the phone system.
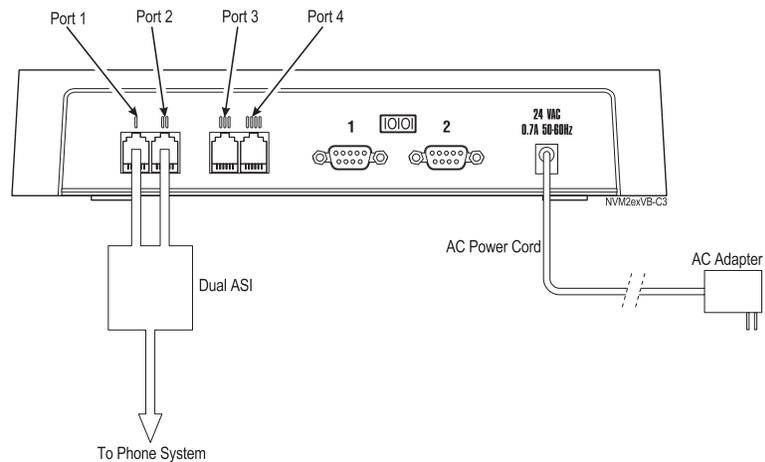
Figure 7: Connecting NVM-2e to a 28i, 124i, Onyx VS or Businesscom DS01 Phone System

Connect a Phone System to NVM-2e (cont'd)

Note: The following is an alternate method for connecting the 28i or 124i to the Voice Mail.

To connect NVM-2e to a 28i or 124i Phone System:

1. Plug one end of a modular line cord into Port 1 on NVM-2e. Plug the other end into an RJ11 modular jack. See Figure 8.

2. Repeat step 1 for Port 2.

3. Repeat step 1 for Ports 3 and 4 if your Voice Mail has four ports.

   Note: Extensions will receive notification of new messages (blinking Message Waiting lights and interrupted dial tone for single line phones) only if Port 2 is connected to the phone system.
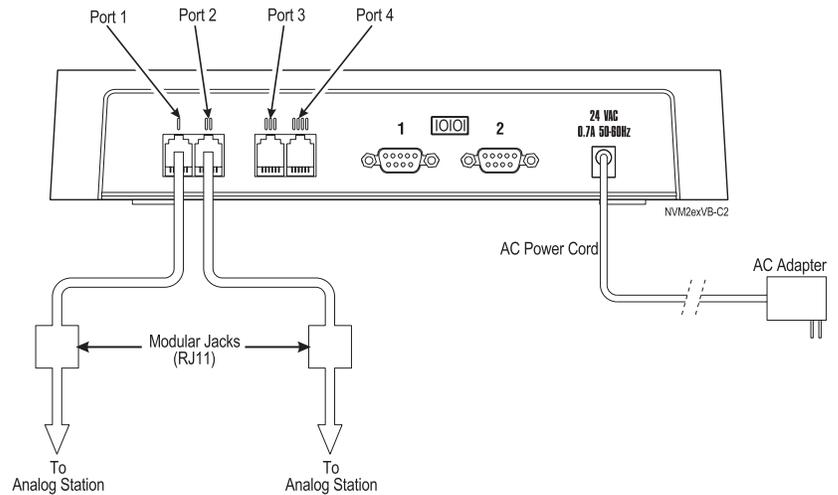
Figure 8: Connecting NVM-2e to a 28i or 124i Phone System

Program NVM-2e for the Correct Phone System

The default phone system that the Voice Mail recognizes as installed is the Portrait. If you connected a 28i, 124i, Onyx VS or Businesscom DS01 to NVM-2e, you will need to change the default setup in programming so that the Voice Mail recognizes your phone system.

To change the phone system that NVM-2e recognizes as installed:
1. Log onto the System Administrator Mailbox (extension 10 in the Portrait). From any extension:
   - Get intercom dial tone.
   - Dial NVM-2e Master Number.
   - Dial 9*.
   - Wait for Main Greeting, then press #.
   - When you are requested to enter a mailbox number, dial 10.
2. At the Main Menu, press DM for the Database Management Menu.
3. Press SI for System Initialization.
4. Press 3 to initialize the Voice Mail database for a particular phone system.
5. Enter the code for the phone system you installed. Valid codes are listed below:
   - 1 - Portrait
   - 2 - 28i/124i
   - 3 - Onyx VS or Businesscom DS01
   - 4 - DS-2000 (available in software version 1.10)
6. Press #. Follow the voice prompts.

Program Your Phone System for Voice Mail

Certain programs in your phone system require specific entries when you integrate with NVM-2e. See the NVM-2 Setup Guide (P/N 17690SET02 or higher) for specific programs that you need to set up in your phone system so that it integrates with the Voice Mail.

Program NVM-2e

Follow the instructions in the NVM-2 Programming Guide (P/N 17690INS02 or higher) and NVM-2 Release Notes for Version 1.05.07 (P/N 17690UPG01 or higher) to customize your NVM-2e. **However before you program the NVM-2e, be sure to read the information in the Release Notes portion of this supplement.**

The Release Notes section provides information about the new and enhanced features that are available on the NVM-2e. This information **is not** included in the NVM-2 documentation.

Start Up the System Configuration Management Program:

The System Configuration Management Program allows you to configure certain parameters in the Voice Mail which you cannot access through a System Administrator's Mailbox.

The System Configuration Management Program is described in detail in the NVM-2 Release Notes for Version 1.05.07 (P/N 17690UPG01 or higher).

To use The System Configuration Management Program, you need to connect a laptop computer to the NVM-2e as explained on page 9.

To start up The System Configuration Management Program:

1. Connect a laptop to the Voice Mail. For instructions, see page 9.

2. At the prompt, *Main Menu - >* type **exit** and press **<Enter>**. You will exit the Voice Mail System and go to DOS.

3. At the DOS prompt, type **sysedit** and press **<Enter>**.
   The System Configuration Management Program Main Menu appears and lists the phone system that you have installed with the Voice Mail System. For example:

   Selected system Type: PORTRAIT

     Enter   To view / modify

      O ... system Options
      R …poRt Options
      G ... Global parameters
      C ... Channel parameters
      P ... call Processing parameters
      T ... Tone table
      M …Mailbox Range
      Q ... Quit
    >:

   See **Part II: The System Configuration Management Program** in the NVM-2 Release Notes (P/N 17690UPG01 or higher) for more information on this program and the Release Notes in this supplement (beginning on page 17).

   Note: The Learn Tone Procedure described in the NVM-2 Release Notes (P/N 17690UPG01 or higher) is not currently available on the NVM-2e.

To exit the System Configuration Management Program:

1. From the System Configuration Management Program Main Menu (see above), enter **Q** and press **<Enter>**.

2. You return to the DOS prompt.

3. Enter **VM**. Press **<Enter>** to restart the Voice Mail.

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NVM-2e
Release Notes for Version 1.08

New and Enhanced Features

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Version 1.08 Feature Availability

This section of the supplement describes the new and enhanced features available with Software Version 1.08.

Changes and Additions in the System Configuration Management Program

The System Configuration Management Program in the NVM-2e has several changes and additions from the program described in the NVM-2 documentation. These changes and additions are described on the following pages.

For information on starting up this program, see page 15 in this supplement. See **Part II: The System Configuration Management Program** in the NVM-2 Release Notes (P/N 17690UPG01 or higher) for more information.

Changing Ranges of Mailboxes in the Numbering Plan
(New for the NVM-2e)

When you select a phone system for integration, the Voice Mail automatically assigns numbers to Subscriber Mailboxes. Generally, these numbers start at the lowest numbered extension and continue in sequence until the total number of Subscriber Mailboxes reaches 50.

However, some phone systems have fewer than 50 extensions. For these systems, the Voice Mail provides Subscriber Mailbox numbers that correspond to the current phone system numbering plan. Since the total number of Subscriber Mailboxes in the Voice Mail always equals 50, the remaining mailboxes should be equal to the differences between 50 and the actual number of extensions in your system. In most cases, these mailboxes are placed in the 800 range, starting with extension 810.

You can modify the default numbering plan by changing the range of numbers for your Subscriber Mailboxes. For example, the default numbering for Subscriber Mailboxes in the Onyx VS phone system is 300 to 347 and 810, 811. You can change this numbering plan if you want your mailboxes to be numbered differently.

To create or change the mailbox ranges, you use the System Configuration Management Program, which is a program in the Voice Mail. To access this program, you need a laptop computer connected to the Voice Mail. For instructions on accessing the System Configuration Management Program, see page 15. For additional information on using the System Configuration Management Program, see Part II: The System Configuration Management Program in the NVM-2 Release Notes (P/N 17690UPG01 or higher).

After you create these ranges, you must re-initialize the Voice Mail. Re-initializing the system will return the entire database to its default values and erase any recordings (such as the Main Greeting, personal Mailbox Greetings, and messages).

Changes and Additions in the System Configuration Management Program (cont'd)

Changing Ranges of Mailboxes in the Numbering Plan (cont'd)

IMPORTANT
You need to set up all your ranges before you perform any other Voice Mail programming. If you add a mailbox range at a later date, you will have to re-initialize the Voice mail System. After the re-initialization, you must re-program the entire system, and users must re-record their personal Mailbox Greetings.

The following table shows the default numbering of the Subscriber Mailboxes for each phone system. It is recommended that you do not change the first Trunk Mailbox number, unless the trunks in your phone system start with a different number.

Phone System	Default Subscriber Mailbox Numbering	Default First Trunk Mailbox Number
Portrait 308/824	10-59	01
28i/124i	301-359	001
Onyx VS	300-347, 810-811	348

To change the mailbox range:
1. Connect a laptop to the Voice Mail. For instructions, see page 9.
   Start up the System Configuration Management Program.
   For instructions, see page 15.
   The Main Menu will appear for your phone system.
   The following is an example of the Main Menu:

   Selected system Type: XX

   Enter   To view / modify

      O ... system Options
      R ...poRt Options
      G ... Global parameters
      C ... Channel parameters
      P ... call Processing parameters
      T ... Tone table
      M ...Mailbox Range
      Q ... Quit
     >:

2. From the Main Menu, enter **M** and press <**Enter**>.

Changes and Additions in the System Configuration Management Program (cont'd)

Changing Ranges of Mailboxes in the Numbering Plan (cont'd)

You will see the table for setting up Mailbox Ranges. For example:

Mailbox Ranges for XX

```
-------------------------------------------------------------
Seq.   Starting   Mailbox  Mailbox
 #     Mailbox #  Count    Type
-------------------------------------------------------------
  1 ...           ... 0 ...  Undef
  2 ...           ... 0 ...  Undef
  3 ...           ... 0 ...  Undef
  4 ...           ... 0 ...  Undef
  5 ...           ... 0 ...  Undef
  6 ...           ... 0 ...  Undef
  7 ...           ... 0 ...  Undef
  8 ...           ... 0 ...  Undef
  9 ...           ... 0 ...  Undef
 10 ...           ... 0 ...  Undef
-------------------------------------------------------------
   P ... Print/display the mailbox range table
   E ... Edit a mailbox range by sequence #
   C ... Clear a mailbox range by sequence #
   Q ... Quit and return to main menu
```

3. Enter **E** to edit the mailbox range and press <**Enter**>.
4. At the prompt, ***Enter the sequence number >:***, enter an available sequence number (e.g., **1**), and press <**Enter**>.
5. At the prompt, ***Starting mailbox number (2 to 7 digits)***, enter the number you want as the first mailbox in your numbering plan. This number may be from two to seven digits in length. Be sure to enter the number exactly as it will be dialed. Press <**Enter**>.
6. Enter the number of mailboxes that will be in this range at the ***Number of consecutive mailboxes:*** prompt, and press <**Enter**>. You will see:

   Mailbox type: U-Undefined   E-Extension   T-Trunk

7. Enter the **letter** corresponding to the type of mailbox you want to assign to the range. Press <**Enter**>. You should only assign Trunk Mailboxes if your phone system sends trunk ID information (and you could not disable the phone system from sending it). The phone system uses Trunk Mailboxes for this information. You cannot program any parameters for Trunk Mailboxes.
8. Repeat steps 3 through 7 for each range of consecutive mailboxes in your numbering plan.

Notes: The total number of extensions (Subscriber Mailboxes) is 50. As a result, the total number of mailboxes when the ranges are added together must not exceed 50.

You can have up to eight trunk mailboxes.

If you want to change system numbering plan, be sure you do so **before** you perform any other programming.
If you make a mistake when creating a range of consecutive mailboxes, enter **C** from the Mailbox Range Table to delete the entry.

Changes and Additions in the System Configuration Management Program (cont'd)

Changing Ranges of Mailboxes in the Numbering Plan (cont'd)

9. When finished, press **Q** and then press <**Enter**>.
10. At the System Configuration Main Menu, press **Q** then <**Enter**>.
11. At the DOS prompt, type **VM** and press <**Enter**> to start up the Voice Mail.
12. Logon to a System Administrator's Mailbox, and re-initialize the Voice Mail Database.
    For instructions, see the NVM-2 Programming Guide, Chapter 5.

Example: A sample Mailbox Range Table is shown below
Mailbox Ranges for XX

Seq. #	Starting Mailbox #	Mailbox Count	Mailbox Type
1 ...	10	... 6	... Extension
2 ...	20	... 6	... Extension
3 ...	30	... 6	... Extension
4 ...	71	... 2	... Trunk
5 ...		... 0	... Undef
6 ...		... 0	... Undef
7 ...		... 0	... Undef
8 ...		... 0	... Undef
9 ...		... 0	... Undef
10 ...		... 0	... Undef

P ... Print/display the mailbox range table
E ... Edit a mailbox range by sequence #
C ... Clear a mailbox range by sequence #
Q ... Quit and return to main menu

Explanation:
In this example, the Mailbox/Extension Range consists of 4 sequences. Each sequence is numbered consecutively and contains the following entries:

- Sequence 1 (10 through 15)
  A **10** is entered for the *Starting Mailbox #.* Since there are a total of 6 mailboxes in this sequence, a **6** is entered for the *Mailbox Count*. Because they are all Subscriber Mailboxes, the entry is **Extension** for the *Mailbox Type*.
- Sequence 2 (20 through 25)
  A **20** is entered as the *Starting Mailbox #.* Since there are a total of 6 mailboxes in this sequence, a **6** is entered for the *Mailbox Count*. Because they are all Subscriber Mailboxes, the entry is **Extension** for the *Mailbox Type*.
- Sequence 3 (30 through 35)
  A **30** is entered for the *Starting Mailbox #*. Since there are a total of 6 mailboxes in this sequence, a **6** is entered for the *Mailbox Count*. Because they are all Subscriber Mailboxes, the entry is **Extension** for the *Mailbox Type*.
- Sequence 4 (71 and 72)
  A **71** is entered for the *Starting Mailbox #.* Since there are only two mailboxes in this sequence, a **2** is entered for the *Mailbox Count*. Because they are both Trunk Mailboxes, the entry is **Trunk** for the *Mailbox Type*.

Changes and Additions in the System Configuration Management Program (cont'd)

Port Options for Lamping and Message Notification

The System Configuration Management Program provides you with the ability to change the Voice Mail ports that allow or do not allow Lamping callouts and Message Notification callouts.

You can enable (allow) either or both features on one, some, or all Voice Mail ports. The Voice Mail will then use a port you enabled to inform Subscribers that they received new messages. How the Voice Mail informs a Subscriber with a new message depends on the feature or features enabled:

- When Lamping is enabled, the Voice Mail will inform the Subscriber by turning on the Msg Waiting Lamp at the Subscriber's extension.
- When Message Notification is enabled, the Voice Mail will call the Subscriber at an extension, outside number, or digital pager.

If you enable more than one Voice Mail port for either Lamping or Message Notification (or both), several Subscribers can be informed about the arrival of their new messages at the same time. The number of Subscribers that can be so informed always matches the number of ports you enabled.

By default, only Port 2 on your Voice Mail system is enabled for Lamping and all ports are enabled for Message Notification. But you can change these default port settings.

To change the port settings for Lamping and/or Message Notification:

1. Connect a laptop to the Voice Mail. For instructions, see page 9. Start up the System Configuration Management Program. For instructions, see page 15.
   The Main Menu for your phone system will be displayed. The following is an example of the Main Menu:

   Selected system Type: Portrait

   Enter   To view / modify

     O ... system Options
     R ... poRt Options
     G ... Global parameters
     C ... Channel parameters
     P ... call Processing parameters
     T ... Tone table
     M ... Mailbox Range Setup
     Q ... Quit
   >:

2. Press **R** (poRt Options) from the Main Menu, and then press **<Enter>**.
   You will see the following sequence of prompts for changes of port option settings. For your convenience, these prompts will be displayed one by one, so that only one prompt is displayed at a time on your screen.

Changes and Additions in the System Configuration Management Program (cont'd)

Port Options for Lamping and Message Notification (cont'd)

Port 1 Options

Allow Lamp callouts (Y/N)
No >:

Allow Msg Notification callouts (Y/N)
Yes >:

Port 2 Options

Allow Lamp callouts (Y/N)
Yes >:

Allow Msg Notification callouts (Y/N)
Yes >:

Port 3 Options

Allow Lamp callouts (Y/N)
No >:

Allow Msg Notification callouts (Y/N)
Yes >:

Port 4 Options

Allow Lamp callouts (Y/N)
No >:

Allow Msg Notification callouts (Y/N)
Yes >:

3. Change the ports for Lamping and Message Notification, as desired.
As each prompt is displayed, press **Y** to enable the port option or press **N** to disable the port option. Then press **<Enter>**.
The next prompt in the sequence will be displayed.

When you finish programming the last prompt and press **<Enter>**, you return to the Main Menu for the System Configuration Management Program.

4. If you are finished programming the System Configuration Management:
- Press **Q** and **<Enter>**.
- At the DOS prompt, enter **VM** and press **<Enter>** to start the Voice Mail.

Changes and Additions in the System Configuration Management Program (cont'd)

System Options

The following descriptions are changes and additions to the System Options portion of the System Configuration Management Program.

Instructions are provided for accessing the System Options. After these instructions, each new or changed System Option is listed and described. The description for the changed System Options includes only an explanation of the revision. Complete details for the field is found in **Part II: The System Configuration Management Program** in the NVM-2 Release Notes (P/N 17690UPG01 or higher).

In addition, each description for the new or changed System Option includes the default value and possible entries that you can make.

To change System Options in the System Configuration Management Program:

1. Connect a laptop to the Voice Mail. For instructions, see page 9. Start up the System Configuration Management Program. For instructions, see page 15. The Main Menu for your phone system will be displayed. The following is an example of the Main Menu:

Selected system Type: Portrait

   Enter To view / modify

    O ... system Options
    R ... poRt Options
    G ... Global parameters
    C ... Channel parameters
    P ... call Processing parameters
    T ... Tone table
    M ... Mailbox Range Setup
    Q ... Quit
 >:

2. Press **O** (system Options) from the Main Menu, and then press **<Enter>**.

3. You see the field for each System Option. Press **<Enter>** until you see the desired field you wish to edit.

4. Enter the desired value (changes/additions are described in the following paragraphs). Press **<Enter>**.

When you reach the last field and press **<Enter>**, you return to the Main Menu for the System Configuration Management Program.

5. If you are finished programming the System Configuration Management Program:
- Press **Q** and **<Enter>**.
- At the DOS prompt, enter **VM** and press **<Enter>** to start the Voice Mail.

Changes and Additions in the System Configuration Management Program (cont'd)

System Options (cont'd)

➤ Lamp On string (up to 20 digits, N-none)
(Changed field)

This is the string that tells the Voice Mail how to turn on the Message Lamp at a particular extension.

In the NVM-2e you have two more possible entries for these strings:

N - None
   Use this code for those phone systems that do not require Message Lamps.

H - Hang up
   An "H" at the end of this string tells the Voice Mail to go off hook and then back on hook.

   Every 15 minutes the Voice Mail performs a check on all Subscriber Mailboxes to see if they have new messages. If so, the Voice Mail re-lights the lamp.

   Some phone systems do not allow for multiple lamping to occur. An "H" at the end of this string indicates that after checking a Subscriber Mailbox and finding new messages, the Voice Mail will go off hook, dial the lamp on string, and then **hang up**. The Voice Mail then proceeds to the next Mailbox to perform the check.

DEFAULT: Depends on the phone system that is installed.

ENTRIES: Up to 20 digits, N-None
   Special Codes:
   F - flash
   P - pause
   M -   Monitor pause
   X -   extension
   W -   wait for dial tone
   G -   number of messages
   A -   analyzed pause
   S - Wait for sound
   H -   Hang up (If you use the "H," be sure to place the "H" at the end of the string.)

➤ Lamp Off string (up to 20 digits, N-none)
(Changed field)

This is the string that tells the Voice Mail how to turn off the Message Lamp at a particular extension.

In the NVM-2e you have two more possible entries for these strings:

N - None
   Use this code for those phone systems that do not require Message Lamps.

H - Hang up
   An "H" in the string tells the Voice Mail to go off hook and then back on hook.

Changes and Additions in the System Configuration Management Program (cont'd)

System Options (cont'd)

➤ Lamp Off string (up to 20 digits, N-none) (cont'd)

Every 15 minutes the Voice Mail performs a check on all Subscriber Mailboxes to see if they have new messages. If not, the Voice Mail turns off the lamp.

Some phone systems do not allow for multiple lamping to occur. An "H" in this string indicates that after checking a Subscriber Mailbox and finding no new messages, the Voice Mail will go off hook, dial the lamp on string, and then **hang up**. The Voice Mail then proceeds to the next Mailbox to perform the check.

DEFAULT: Depends on the phone system that is installed.

ENTRIES: Up to 20 digits, N-None
       Special Codes:
       F - flash
       P - pause
       M -   Monitor pause
       X -   extension
       W -   wait for dial tone
       G -   number of messages
       A -   analyzed pause
       S - Wait for sound
       H -   Hang up (If you use the "H," be sure to place the "H"
               at the end of the string.)

➤ Silence limit during recording (secs)
(New field)

This is the amount of silence that may be present in a recording. The silence is measured in seconds.

If the silence is greater than the value for this field, the Voice Mail erases the remaining silence as long as the field ***Eliminate silence during recording*** is enabled.

DEFAULT: 5 (seconds)

ENTRIES: 1 - 25 (seconds)

➤ Eliminate silence during recording?
(New field)
Callers may record silence at the end of a message they are recording. This option allows the Voice Mail to erase (eliminate) this silence.

DEFAULT: N

ENTRIES: Y (yes)
             N (No)

Changes and Additions in the System Configuration Management Program (cont'd)

Channel Parameters

The following descriptions are changes and additions to the Channel Parameters portion of the System Configuration Management Program.

Instructions are provided for accessing the Channel Parameters. After these instructions, each new or changed Channel Parameter is listed and described. The description for the changed Channel Parameter includes only an explanation of the revision. Complete details for the field is found in **Part II: The System Configuration Management Program** in the NVM-2 Release Notes (P/N 17690UPG01 or higher).

In addition, each description for the new or changed Channel Parameter includes the default value and possible entries that you can make.

To change Channel Parameters in the System Configuration Management Program:

1. Connect a laptop to the Voice Mail. For instructions, see page 9. Start up the System Configuration Management Program. For instructions, see page 15. The Main Menu for your phone system will be displayed. The following is an example of the Main Menu:

   Selected system Type: Portrait

     Enter To view / modify

       O ... system Options
       R ... poRt Options
       G ... Global parameters
       C ... Channel parameters
       P ... call Processing parameters
       T ... Tone table
       M ... Mailbox Range Setup
       Q ... Quit
     >:

2. Press **C** (Channel parameters) from the Main Menu, and then press **<Enter>**.
3. You see the field for each Channel Parameter. Press **<Enter>** until you see the desired field you wish to edit.
4. Enter the desired value (changes/additions are described in the following paragraphs).

   When you reach the last field and press **<Enter>**, you return to the Main Menu for the System Configuration Management Program.

5. If you are finished programming the System Configuration Management Program:
   - Press **Q** and **<Enter>**.
   - At the DOS prompt, enter **VM** and press **<Enter>** to start the Voice Mail.

Changes and Additions in the System Configuration Management Program (cont'd)

Channel Parameters (cont'd)

➤ **DTMF detection time (10 ms) during playback - Default is 5**
(New field)

The value that you enter for this parameter lets you create the proper balance between the level of immunity to talkoff and the level of the voice card's DTMF tone recognition capability during playback. Talkoff is speech that is misinterpreted as DTMF tones by the Voice Mail. DTMF tone recognition capability refers to the Voice Mail's sensitivity in recognizing DTMF tones. Due to its greater sensitivity in recognizing these DTMF tones, the Voice Mail will then be able to detect tones with a shorter duration that may be sent from some phone systems, cordless phones, or cell phones.

How you need to adjust this value depends on the type of problem that your Voice Mail is experiencing during the playback of greetings and other messages:

■ If you are experiencing a problem with the Voice Mail's misinterpreting DTMF tones, then you need to make the Voice Mail more sensitive to these tones by lowering this value.

■ But if you are experiencing a problem with the Voice Mail's hearing talkoff, you need to increase the DTMF tone recognition capability by raising this value.

DEFAULT: 5 (where 1 = 10 ms. So, 5 = 50 ms)
ENTRIES: Optimal range is 4 (40 ms) to 8 (80 ms).

➤ **DTMF detection time (10 ms) during record - Default is 6**
(New field)

The value that you enter for this parameter lets you create the proper balance between the level of immunity to talkoff and the level of the voice card's DTMF tone recognition capability during recording. Talkoff is speech that is misinterpreted as DTMF tones by the Voice Mail. DTMF tone recognition capability refers to the Voice Mail's sensitivity in recognizing DTMF tones. Due to its greater sensitivity in recognizing these DTMF tones, the Voice Mail will then be able to detect tones with a shorter duration that may be sent from some phone systems, cordless phones, or cell phones.

How you need to adjust this value depends on the type of problem your Voice Mail is experiencing during the recording of greetings and other messages:

■ If you are experiencing a problem with the Voice Mail's misinterpreting DTMF tones, then you need to make the Voice Mail more sensitive to these tones by lowering this value.
■ But if you are experiencing a problem with the Voice Mail's hearing talkoff, you need to increase the DTMF tone recognition capability by raising this value.

DEFAULT: 6 (where 1 = 10 ms. So 5 = 60 ms.)
ENTRIES: Optimal range is 4 (40 ms) to 8 (80 ms).

Changes and Additions in the System Configuration Management Program (cont'd)

Call Processing Parameters

The following descriptions are changes and additions to the Call Processing Parameters portion of the System Configuration Management Program.

Instructions are provided for accessing the Call Processing Parameters. After these instructions, each new or changed Call Processing Parameter is listed and described. The description for the changed Call Processing Parameter includes only an explanation of the revision. Complete details for the field is found in **Part II: The System Configuration Management Program** in the NVM-2 Release Notes (P/N 17690UPG01 or higher).

In addition, each description for the new or changed Call Processing Parameter includes the default value and possible entries that you can make.

Changes and Additions in the System Configuration Management Program (cont'd)

Call Processing Parameters (cont'd)

To change Call Processing Parameters in the System Configuration Management Program:

1. Connect a laptop to the Voice Mail. For instructions, see page 9.
   Start up the System Configuration Management Program.
   For instructions, see page 15.
   The Main Menu for your phone system will be displayed. The following is an example of the Main Menu:

   Selected system Type: Portrait

     Enter   To view / modify

      O ... system Options
      R ... poRt Options
      G ... Global parameters
      C ... Channel parameters
      P ... call Processing parameters
      T ... Tone table
      M ... Mailbox Range Setup
      Q ... Quit
    >:

2. Press **P** (call Processing parameters) from the Main Menu, and then press **<Enter>**.
3. You see the field for each Call Processing Parameter. Press **<Enter>** until you see the desired field you wish to edit.
4. Enter the desired value (changes/additions are described in the following paragraphs).

   When you reach the last field and press **<Enter>**, you return to the Main Menu for the System Configuration Management Program.

5. If you are finished programming the System Configuration Management Program:
   - Press **Q** and **<Enter>**.
   - At the DOS prompt, enter **VM** and press **<Enter>** to start the Voice Mail.

Changes and Additions in the System Configuration Management Program (cont'd)

Call Processing Parameters (cont'd)

➤ **CmdInputTimeout (sec) Time limit for dialing commands (for call routing)**
(Changed field)

This field sets the number of seconds of silence that elapse after the Instruction Menu finishes playing before the Voice Mail performs the Timeout function.

If you are using the FAX-detect dial string, you must increase this value from 4 (the current default value) to 7. A value of 7 allows the Voice Mail to detect the 100 Hz CNG tone that a FAX machine generates when it calls into the system.

DEFAULT: 4 (seconds)

ENTRIES: 1 - 100 (seconds)

Note: In the NVM-2, the default value is 7.

➤ **DtmfTimeout (sec) time allowed user between dialing digits (for call routing)**
(New field)

This new field sets the value in seconds of the time interval between the caller's dialing a digit and the Voice Mail's prompt to the caller to try again. Once this value is set, the Voice Mail will use it for inter-digit dialing when directing a call.

DEFAULT: 5 (seconds)

ENTRIES: 1 - 100 (seconds)

Note: In the NVM-2, 15 seconds was the time interval between the caller's dialing a digit and the Voice Mail's prompt to the caller to try again. This timer interval could not be changed.

Changes and Additions in the System Configuration Management Program (cont'd)

Call Processing Parameters (cont'd)

➤ **NoAnswerRings Number of ringback seconds before regarding call not answered**
(Changed field)

This field determines how long an Automated Attendant call should ring at an extension before the Voice Mail retrieves the call.

If the system is set up for supervised transfers, this parameter determines how long the call rings at any extension before the Voice Mail retrieves the call. The Voice Mail then routes the call to the extension's mailbox, and the caller hears the personal greeting recorded for that mailbox.

If the system is set up for unsupervised transfers, this parameter has no affect on how the call is handled.

DEFAULT: 10 (seconds)

ENTRIES: 1 - 100 (seconds)

➤ **NormalGain Default volume setting for recorded messages (Min: -10 Max: 10)**
(Changed field)

This field now represents the setting for the volume level of the recorded messages in the Voice Mail.

DEFAULT: 0 (0 represents the middle of the range.)

ENTRIES: -10 (minimum value that can be entered, which represents the lowest volume level)
+10 (maximum value that can be entered, which represents the highest volume level)

➤ **PromptAtten Volume setting for Voice Prompts (Min: -10 Max: 10)**
(New field)

This field represents the setting for the volume level of the prompts in the Voice Mail.

DEFAULT: 7 (0 represents the middle of the range.)

ENTRIES: -10 (minimum value that can be entered, which represents the lowest volume level)
+10 (maximum value that can be entered, which represents the highest volume level)

Changes in Drive Letters Displayed

Due to changes in the BIOS startup program, the drive letter you will see displayed in the prompt on your screen may be one of the following: A, B, or C.

Actions Added to the Dial Action Table (CR,27 and HU, 48)

You can program the following actions, which have been added to the Dial Action Table (also referred to as a Dialing Options Menu) for the NVM-2e:

■ *Message Recording2 For a Pre-Defined Subscriber Mailbox (CR, 27)*
This feature lets the caller press one key to leave a message in a specific Subscriber Mailbox. The number for this action is the desired Subscriber Mailbox number.

When assigning this key action, you will not hear any voice prompt. However, a caller will hear *Recording* followed by a beep tone, after pressing a key with this assignment.

■ *Hang up (HU, 48)*
This feature lets the caller press one key to terminate the call. You do not assign a number to the HU action.

When assigning this key action, you will not hear any voice prompt.

Each action on a Dial Action Table is associated with a code that you use when programming the action. The programming code is represented by the letters or numbers in parentheses next to the name of the action. For example, the programming code for the Hang up action is either HU or 48. When you are programming a Dial Action Table, you must enter the letter or number code for the desired action from your telephone in order to assign the action to a key.

For more information about these actions, see *Dial Action Table Programming* on the second page of the Database Management Menu in Appendix A. (See page 57).

Immediate Recording of Message for Subscriber

By pressing **✷✷** during the Subscriber Mailbox Greeting, a caller can now skip the greeting and go directly into the Record Mode. As a result, the caller can immediately record a message for the Subscriber, without first listening to the greeting.

Pressing SA or E While Listening to Messages

If you press SA (72) or E (3) while listening to a message, NVM-2e pauses the message. Press * to resume listening, or press L to skip to the next message.

In the NVM-2, if you press SA (72) or E (3) while listening, you skip to the next message.

Message Notification

Message Notification now operates as described in the following paragraphs:

Once you enable Message Notification, the Voice Mail will call you as soon as you receive your first message. If you accept the call at a telephone, or if the paging service gets through to you **and** you log onto your mailbox to listen to the message, the Voice Mail will not notify you again until you receive new messages.

Once you log off of your Mailbox, the Voice Mail will notify you **immediately** of any new messages.

Ring-No-Answer and Busy Locations

However, if the Voice Mail calls the number and **gets no answer** (after 5 rings), it will try again after 30 minutes. The Voice Mail will attempt to call a ring-no-answer location for a total of 3 times.

If the Voice Mail calls the number and **gets a busy tone**, it will try the number again after 10 minutes.

If the Voice Mail is calling a paging number, it waits 8 seconds for the paging service to answer before calling the callback number (which is the mailbox number and #). See the note below if your paging service takes longer than the allowed 8 seconds to answer.

If the number is busy or if a reorder tone is received, the Voice Mail will try the paging number again after 10 minutes. The Voice Mail will try calling the number for a total of 3 times before giving up.

NOTE: If your paging service takes longer than the allowed 8 seconds to answer, you will need to enter a short pause at the end of the paging number in order to give your service more time to answer before the Voice Mail calls back. You enter the ***p** key combination to represent the pause. Each pause that you enter will add 2 seconds to the response interval. Keep adding ***p** until the interval you set matches the actual response interval of your paging service.

Trunk Access Codes

If the Voice Mail must dial a trunk access code to get an outside line for making a notification call, the System Administrator/technician must enter these codes in the System Configuration Management Program. (To access this program, you must connect a laptop computer to the Voice Mail. See page 9 for details).

The required field you need to program is **Access digits before callout** in **System Options**. Enter the required digit(s) up to 30 including the following codes. The default digit is 9:
F   - Flash
S   - Wait for any type of sound
P   - Pause (Pauses 2 seconds, dials next digit)
M   - Monitored (Pauses 2 seconds, dials next digit if no busy/reorder tone; otherwise ends call).
A   - Analyzed pause (Pauses 2 seconds, dials next digit if no busy/reorder tone; otherwise ends call).

If you enter a **W** or **S** for this field, make sure this is the same code (**W** or **S**) that is entered for the field, **DialToneStr** in **Call Processing Parameters**.

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NVM-2e
**Release Notes for
Version 1.08.02**

New and Enhanced

Features

Version 1.08.02 Feature Availability

This section of the supplement describes the new and enhanced features available with Software Version 1.08.02.

Changes and Additions in the System Configuration Management Program

Dial Strings

The **W** entry (wait for dial tone) in all dial strings has changed to **S** (Wait for Sound).

This change is found in the following parameters in the System Configuration Managment Program: **System Options**: *Transfer String (up to 20 digits)* and *Access digits before callout (up to 20 digits)*

The change may also apply to the following parameters if your phone system uses a code for wait for tone in the dial string.

➤ **System Options**
Ringdown String (up to 10 digits)
RNA, Hold retrieval string (up to 20 digits)
Busy, Hold retrieval string (up to 20 digits)
Lamp On string (up to 20 digits, N-none)
Lamp off string (up to 20 digits, N-none)

➤ **Call Processing Parameters**
DialToneStr dial string to wait for dial tone

Note: If you decide that you wish to use the **W** entry in the *DialToneStr* field, be sure to change all of the **S** entries that appear in the fields shown above to a **W**.

Revisions to the Names of Various Parameters

The names of the following parameters are changed so that their function is more clear.

➤ **Call Processing Parameters**
UseSoundAsDialTone is changed to the following:
UseSoundAsDialTone - when testing if the line is ready for dialing

➤ **Tone Table**
The following field was changed in the Edit Options:
CPA -Call progress Analysis result code
was changed to:
CPA -Call progress Analysis result code
  Call Progress Tones: Ringback/NoAnswer = 8, Busy =7
  Termination Tones: Reorder=12, Dial tone=13, Incoming fax tone=15

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NVM-2e
Release Notes for
Version 1.20

New and Enhanced

Features

Table of Contents

Version 1.20 Feature Availability

This section of the supplement describes the new and enhanced features available with Software Version 1.20.

Menu Trees

For your convenience, menu trees are included at the end of this supplement in Appendix A. The menu trees should help you when programming and/or using the Voice Mail system.

The table below shows these menu trees and provides a page number where you can find each menu tree.

Menu Tree Name	Page Number
User's Menu Tree	Page 54
System Administrator Menu Tree	Page 55
Database Management Tree	Page 56

Enhanced Phone System Compatibility

Software Version 1.20 has an additional phone system on the Install Menu. You can now integrate with the DS-2000. When you integrate with the DS-2000, Subscriber Mailboxes are numbered 300 - 331 and 810 - 827. Trunk Mailboxes are numbered 401 - 408.

The default phone system that the Voice Mail recognizes as installed is the Portrait. If you connected any other phone system, you will need to change the default setup in programming so that the Voice Mail recognizes your phone system.

To change the phone system that NVM-2e recognizes as installed:
1. Log onto the System Administrator Mailbox (extension 10 in the Portrait). From any extension:
   - Get intercom dial tone.
   - Dial NVM-2e Master Number.
   - Dial 9*.
   - Wait for Main Greeting, then press #.
   - When you are requested to enter a mailbox number, dial 10.
2. At the Main Menu, press **DM** for the Database Management Menu.
3. Press **SI** for System Initialization.
4. Press **3** to initialize the Voice Mail database for a particular phone system.
5. Enter the code for the phone system you installed. Valid codes are listed below:
   - 1 - Portrait
   - 2 - 28i/124i
   - 3 - Onyx VS
   - 4 - DS-2000
6. Press #. Follow the voice prompts.

Additional information is provided the Database Management Menu (see Appendix A, page 58).

Changes and Additions in the System Configuration Management Program

System Options

The following descriptions are changes and additions to the System Options portion of the System Configuration Management Program.

➤ **Flash timer**
(Deleted field)

In software version 1.20, this field has been deleted from System Options since it is already in Global Parameters.

➤ **Wait after last protocol digit (0-99 sec)**
(Changed field)
The default value of this string was changed from 1 (one second) to 0 (seconds). With a zero entry, the Voice Mail will not pause one second before performing the action designated by the remaining portion of the digit string.

DEFAULT: 0
ENTRIES: 0–99 (1=1 second)

➤ **Operator's extension number (2 to 7 digits, N-None)**
(New field)

If the operator's **extension number** is entered for this parameter, a call containing the operator's number in the integration string is routed to the operator extension. The call is routed in this manner regardless of the rest of the integration string. If **N** is entered, for this parameter and the integration string contains the Operator's extension number, then the Operator's number will be ignored.

DEFAULT: None
ENTRIES: 2 to 7 digits
            N – None

➤ **Temporarily disable the system administrator password (Y/N) (One time access only - after which the password protection will automatically be enabled)**
(New field)

This field temporarily disables the password from any system administrator's mailbox. After you set this field to Y, you may only access the system administrator's mailbox once without the password. After accessing the mailbox one time, the password requirement is reinstated. This field is useful if the system administrator forgets or does not know the password.

DEFAULT: N
ENTRIES: Y - Yes to enable
            N – No to disable

Global Parameters

The following descriptions are changes to the Global Parameters portion of the System Configuration Management Program.

➤ **s_bnc (10ms) minimum duration of silence to detect change**
(Changed field)

The default value for this field was changed to 0 (zero) for all phone systems.

Changes and Additions in the System Configuration Management Program (cont'd)

Call Processing Parameters

The following descriptions are changes and additions to the Call Processing Parameters portion of the System Configuration Management Program.

➤ **ReadyToneStr dial string to wait for ready tone**
(Changed field)

The name of this field was changed from **DialToneStr** to **ReadyToneStr**.

The value of this field defines what the Voice Mail should detect as ready tone or if it should simply pause instead of detecting ready tone. The Voice Mail manufacturer recommends keeping the default entry of **S**. However, if you want to change the entry to **W**, test the Voice Mail to be sure that it recognizes your phone system's dial tone.

```
DEFAULT:    S
ENTRIES:    W – Wait for dial tone
            S –  Wait for any sound
            P –  Pause
NOTES:  1) Entries for other parameters must match the entry made for
           ReadyToneStr.  So, if you change the entry to a W, be
           sure to enter a W in the System Options: Tnsfer Str and
           Access digits before callout System Options as well:
        2) You should also change any string in which your phone
           system uses a code for a ready tone (examples are:
               Ringdown String
               RNA, Hold retrieval string
               Busy, Hold retrieval string
               Lamp On string
               Lamp Off string
```

➤ **ReadyToneTimeout (sec) Duration to wait for ready tone**
(Changed field)

The name of this field was changed from **DialToneTimeout** to **ReadyToneTimeout**.

After *ReadyToneStr* (above) has been set to "**W**" or "**S**," this parameter value determines how many seconds the Voice Mail will wait for this tone.

```
DEFAULT:    3
ENTRIES:    1–9999 (1=1 second)
```

➤ **ReadyToneDuration (55ms) minimum length of ready tone (Applicable only when sound is used as ready tone)**
(New field)

After *ReadyToneStr* (above) has been set to **S**, this parameter value determines the minimum length of the sound as a ready tone.

```
DEFAULT:  3
ENTRIES: 1 - 9999(1=55ms)
NOTES:    1) This field only applies when sound is used as ready tone.
          2) The entry is multiplied by 55 (ms) to determine the length
             of time.  So, a default of 3 means the duration of the ready
             tone is approximately 165 ms.
```

Changes and Additions in the System Configuration Management Program (cont'd)

Call Processing Parameters (cont'd)

➤ **ConversationLength (sec) time allowed for record conversation function**
(New field)

This field determines the length of time that a conversation is recorded.

DEFAULT: 3600 (1 = 1 second; 3600 = one hour)
ENTRIES: 1 through 3600

NOTES: 1) If you set the field to 0 (zero), the Voice Mail sets it to the default (which is 3600). So, if you do not want the conversation recorded, set the field to 1 (one). This setting means that the message is one second, which is too short to be recorded.
    2) In previous software versions, the recording length was fixed and limited to 10 minutes.

➤ **SoundCutoff (sec) Duration of sound or dialtone to truncate from recording**
(Changed field)

This parameter value determines how many seconds of sound will be truncated from the end of the recording, whenever the recording terminates due to the condition described in *maxnsil* parameter (The setting for *maxnsil* determines how many seconds of sound must be present before the Voice Mail will terminate record and play.)

This parameter now also determines how many seconds of recorded tone will be removed from a recording that was stopped because the Voice Mail detected a termination tone (such as dial tone). Recording a termination tone may occur if your phone system does not have lines with open loop disconnect supervision from the central office.

DEFAULT: 1 (1 = 1 second)
ENTRIES: 1–9999 sec

➤ **DTMFCutoff (10ms) amount to truncate from recording when terminated by DTMF**
(New field)

This parameter value determines how many seconds will be truncated from the end of the recording, whenever the recording terminates due to DTMF tones.

For example, this conditions may occur, if a user records a message and sends it using Quick Message. When the user presses **#** to send the message, the DTMF tone for the **#** is recorded. The setting for this parameter ensures that the DTMF tone is removed from the recording.

DEFAULT: 4 (1 = 10 ms)
ENTRIES: 1–9999

Changes and Additions in the System Configuration Management Program (cont'd)

Changed Format for the Tone Table

The format for the Tone Table has changed in this software version. The **On/OffTime3** column has been removed. The following is an example of the revised format for the Tone Table.

Tone Table for Phone System X

Tone id	Freq1 Hz			Freq2 Hz			On/OffTime1 (x10) ms						On/OffTime2 (x10) ms						Rep	Typ	CPA
1	1100	±	70	0	±	0	50	±	10	300	±	50	0	±	0	0	±	0	0	15	15
2	440	±	20	492	±	30	200	±	8	400	±	22	0	±	0	0	±	0	0	1	8
3	492	±	30	625	±	38	50	±	4	50	±	4	0	±	0	0	±	0	3	2	7
4	492	±	30	625	±	38	25	±	3	25	±	3	0	±	0	0	±	0	0	2	12
5	350	±	22	440	±	20	150	±	0	0	±	0	0	±	0	0	±	0	0	13	13
6	440	±	20	0	±	0	75	±	0	0	±	0	0	±	0	0	±	0	0	13	13
7	492	±	30	625	±	38	25	±	3	25	±	3	0	±	0	0	±	0	3	13	12

------- Tone Table options ----------
P ... Print/display the tone table
A ... Add a new entry with tone id
D ... Delete a tone by tone id
E ... Edit a tone by tone id
L ... Learn a tone by tone id
Q ... quit and return to main menu
>:

English Prompt Set and Voice Coder

This software version has a new prompt set that has a higher volume level. Software version 1.20 also has a newer voice coder which improves audio quality.

NVM-2e User's Menu

MAIN Menu

L Listen to Messages **5**

While listening you can:

RE	Record a REply	7	3
MF	Have Msg Forwarded	6	3
TI	Hear Msg TIme and Date	8	4
SA	SAve Message	7	2
E	Erase Message		3
RL	Reverse Listening Order	7	5
L	Listen to Next Message		5
B	Backup 5 Seconds		2
BB	Backup to the Beginning	2	2
G	Go Ahead 5 Seconds		4
*	Pause/Resume Listening		*
VU	Turn Volume Up	8	8
VD	Turn Volume Down	8	3
VN	Restore Volume to Normal	8	6
#	Exit Listen Mode		#

RS Record and Send a Message **7 7**

While recording you can:

B	Backup a Few Seconds		2
BB	Backup to Beginning	2	2
E	Erase Recording		3
#	End Recording		#

FD Record and Send a Future Delivery Message **3 3**

When done recording you can:

	Enter mailbox numbers to receive message, up to 10.	
*N	Specify mailbox recipients by name. After you press *N, follow the voice prompts.	*6
**	Erase message and return to Main Menu.	**

After entering a mailbox number or name, you can:

	Enter another mailbox number. Or, press N to enter another mailbox name.	
#	Send msg and return to Main Menu.	#
*N	Specify next recipient by the opposite method, then go to top of this menu.	*6
*	Cancel previous mailbox. If no mailbox recipients remain, go to previous menu. Otherwise go to top of this menu.	*
**	Erase msg and go to Main Menu.	**

OP Mailbox OPtions **6 7**

The mailbox options are as follows:

S	**Security Code** Changes or erases your mailbox security code.	7
N	**Message Notification** Calls co-worker or outside number when you get a msg.	6
#	**Exit Menu**	#

G Record a Greeting For Your Mailbox **4**

RN Record a Name For Your Mailbox **7 6**

SA System Admin Options (For Sys Admin Mailboxes only) **7 2**

DM Database Mgt Menu (For Sys Admin Mailboxes only) **3 6**

TI Hear TIme and Date **8 4**

X EXit Mailbox **9**

To call your mailbox and access the Main Menu of features:

1. Dial Voice Mail extension number_____
   or Voice Mail outside number_____.

2. If you hear the company greeting, dial #
   (or other log-on code_____).
   Otherwise, go to step 3.

3. If requested, dial your mailbox number_____.

4. If requested, dial your security code_____.

5. Select the desired feature from the Main Menu. To access a feature, dial the letters shown to the left of the feature name. For your convenience, their corresponding numbers are shown to the right of the feature name. You'll notice that the letters you dial to access a feature match some of the letters in the feature name. To get a recorded help message at anytime, press 0 (zero).

NVM-2e System Administrator Menu

System Administrator Menu

Instruction Menus

I — **4**

An Instruction Menu is recorded for a Call Routing Mailbox, which answers your incoming calls. The Instruction Menu should do the following:

- Greet the caller. To figure out what an appropriate greeting should be, look at the Answering Schedule for that particular Call Routing Mailbox. For example, if the Call Routing Mailbox is placed in a schedule for weekday mornings, perhaps the Instruction Menu can start out with *Good Morning, thank you for calling XYZ company*. For more information on Answering Schedules, see the Database Management Menu.
- List the available dialing options (e.g., *Press 1 for Sales, 2 for Technical Support*). The dialing options come from the Dial Action Table that is assigned to the Call Routing Mailbox. For more information on the Dial Action Table, see the Database Management Menu.

To record an Instruction Mailbox Menu, you have to enter a Call Routing Mailbox number. For your convenience, the Call routing Mailbox numbers (and their Dial Action Table assignments) are shown below.

    Call Routing Mailbox 802 has Dial Action Table 1
    Call Routing Mailbox 803 has Dial Action Table 2
    Call Routing Mailbox 804 has Dial Action Table 3
    Call Routing Mailbox 807 has Dial Action Table 4

ANnouncement Messages

AN — **2 6**

An Announcement Message is recorded for an Announcement Mailbox. An Announcement Message typically plays some type of information (movie schedule, sales promos, insurance rates) for Auto Attendant callers. When the Announcement finishes playing, the caller goes back to the Automated Attendant Instruction Menu. To record an Announcement Message, you will have to enter an Announcement Mailbox number (800 or 801). (To let a caller hear the Announcement, you will have to assign the Announcement Mailbox to a key in a Dial Action Table. See the Database Management Menu.)

Mailbox Names

N — **6**

A Subscriber Mailbox name replaces the mailbox number (or corresponding extension number) in voice prompts.

Erase All Messages

EM — **3 6**

This feature erases all the messages in a specific Subscriber Mailbox.

Answering Schedule Override

SO — **7 6**

This feature lets you change the Call Routing Mailbox (and therefore Instruction Menu) that is answering incoming calls. The selected Call Routing Mailbox (802, 803, or 804) will answer calls until you turn Answering Schedule Override off. See also Answering Schedules on the Database Management Menu.

System TIme

TI — **8 4**

This feature sets the time in the Voice Mail system.

System DaTe

DT — **3 8**

This feature sets the date in the Voice Mail system.

System Version

SV — **7 8**

This feature plays the software version number for your Voice Mail system.

Exit Menu

— **#**

To access the System Administrator Menu:

1. Make sure you call into a System Administrator Mailbox. To convert a Subscriber Mailbox into a System Administrator Mailbox, see the Database Management Menu. By default, the lowest numbered extension is a System Administrator Mailbox.

2. Dial Voice Mail extension number_____
or Voice Mail outside number_____
or press Voice Mail Key_____.

3. If you hear the Instruction Menu, dial #. Otherwise, go to step 4.

4. If a mailbox is requested, dial System Administrator mailbox number_____.

5. If requested, dial Security Code_____.

6. Press SA for System Administrator Menu.

7. Select the desired feature.

To select a feature, dial the letters shown to the left of the feature name. For your convenience, their corresponding numbers are shown to the right of the feature name.

NVM-2e Database Management Menu

Database Management Menu

MP   **Subscriber Mailbox Programming**   6 7

The Mailbox Programming Options are as follows:

NP   **Mailbox Name Programming**   6 7
This assigns a name to the Mailbox for the Directory Dialing (name-dialing) feature.

SA   **System Administrator**   7 2
This gives the Subscriber Mailbox access to the System Administrator and/or Database Management Menus.

DS   **Delete Security Code**   3 7
This deletes the Security Code of the Subscriber Mailbox.

ML   **Specify Message Storage Limit**   6 5
This determines the number of messages that a Subscriber Mailbox may hold. Setting the number to 0 (zero) prevents the mailbox from receiving messages.

MW   **Message Wait Lamp**   6 9
This lights the Subscriber's Msg Lamp when there is a new message in the Subscriber's Mailbox.

UX   **Forced Unscreened Xfer (Transfer)**   8 9
This transfers a call to the Subscriber extension and releases it. If not answered, the call is handled by the phone system, not the Voice Mail.

BA   **Block Auto Attendant Calls**   2 2
This prevents an Auto Attendant caller from reaching the Subscriber extension. Voice Mail lets the caller leave a message. Or you can have Voice Mail reroute the blocked caller to another extension. See Next Call Routing Mailbox below.

NC   **Next Call Routing Mailbox**   6 2
This assigns a Call Routing Mailbox (along with its Dial Action Table) to a Subscriber Mailbox. This Call Routing Mailbox does the following:
- Lets an outside caller dial 0 before or after leaving a message in a Subscriber Mailbox. Dialing 0 reroutes the caller to another extension, typically the operator.
- Automatically reroutes the callers who have been blocked from reaching the Subscriber extension (see Block Auto Attendant Calls above).
In both cases, the Voice Mail reroutes the call using the Key 0 assignment in the Dial Action table (see Dial Action Table Programming Menu). For example, if you assign Call Routing Mailbox 803 as the Next Call Routing Mailbox, you will have to program Key 0 in Dial Action Table 2. If you want the caller to go to the operator, you could select "Unscreened Transfer to a Pre- Defined Extension (UX)" for the Key 0 action and the operator's extension for the Key 0 number.

AN   **Automated Attendant ANswering Schedules**   2 6
This sets up answering schedules so the Automated Attendant can greet/instruct callers differently depending on the day/date and time. A schedule consists of 4 things:

1) A schedule number (1-20).
2) Day, date, or range of days that the greeting/instructions should play.
3) Time of day that the greeting/instructions should start playing.
4) Call Routing Mailbox number (802, 803, 804, 807) that should answer the call.
The greeting/instructions (called the Instruction Menu) is actually recorded for the Call Routing Mailbox.

For example, suppose the data for Schedule 1 is: Monday - Friday, 12:00 PM, 802. All people who call into the Auto Attendant on Monday - Friday at 12:00 PM or later will hear the Instruction Menu recorded for Call Routing Mailbox 802. To record the Instruction menu, see the System Administrator Menu. To set up dialing options for the Automated Attendant callers, see Automated Attendant Dial Action Tables below.

DA   **Automated Attendant Dial Action Tables**   3 2
A Dial Action Table (DAT) sets up a menu of dialing options (e.g., *For Susan, press 1. For John, press 2. For Sales, press 3., etc.)* for Auto Attendant callers. You can set up a menu using Keys 0-8 on the dialpad. To set up the menu, you assign an action and number to each key. When the caller presses the key, the Auto Attendant performs the action and dials the number. An example for entering an action/number/key is as follows:
1. Select the action: **ET**. The code ET is for action "Pre-Defined Extension Transfer (Screened)" listed on the next page.
2. Select the number: **25**.
3. Press the key for the action: **2**.
The result is as follows: When the caller presses key 2, the Auto Attendant transfers the call to extension 25.

Voice Mail provides 4 Dial Action Tables. Dial ActionTables (1-4) are associated with Call Routing Mailboxes 802, 803, 804, 807 respectively. So if Call Routing Mailbox 802 is answering calls (see Answering Schedules above), the Voice mail will let callers use the menu of options in Dial Action Table 1. The available actions are listed on sheet 2.

FT   **FAX Transfers**   3 8
This allows assigning an extension number to a FAX Machine (using an extension number for a FAX reduces the number of Subscriber Mailboxes to 49).

SI   **System Initialization**   7 4
This initializes the message database, the entire database and the phone system integration. *The available options are on sheet 3.*

To access the Database Management Menu:

1. Dial Voice Mail extension number_____
or Voice Mail outside number_____.

2. If you hear the company greeting, dial #. Otherwise, go to step 3.

3. If a mailbox is requested, dial System Administrator mailbox number_____.

4. If requested, dial Security Code_____.

5. Press DM for Database Management Menu.

6. Select the desired feature.

To select a feature, dial the letters shown to the left of the feature name. For your convenience, their corresponding numbers are shown to the right of the feature name.

Sheet 1 of 3

NVM-2e Dial Action Table Programming

Database Management Menu

The available actions are as follows:

DA

Automated Attendant
Dial Action Tables

A Dial Action Table (DAT) sets up a menu of dialing options (e.g., *For Susan, press 1, For John, press 2, For Sales, press 3,* etc.) for Auto Attendant callers. You can set up a menu using Keys 0-8 on the dialpad. To set up the menu, you assign an action and number to each key. When the caller presses the key, the Auto Attendant performs the action and dials the number.

An example for entering an action/number/key is as follows:
1. Select the action: **ET**. The code ET is for the action "Pre-Defined Extension Transfer (Screened)" listed to the right.
2. Select the extension number (for example, 25), press #.
3. Press the key for the action: **2**.
The result is as follows: When the caller presses key 2, the Auto Attendant transfers the call to extension 25.

Voice Mail provides 4 Dial Action Tables. Dial Action Tables (1-4) are associated with Call Routing Mailboxes 802, 803, 804 and 807 respectively. So if Call Routing Mailbox 802 is answering calls (see Answering Schedules), the Voice mail will let callers use the menu of options in Dial Action Table 1.
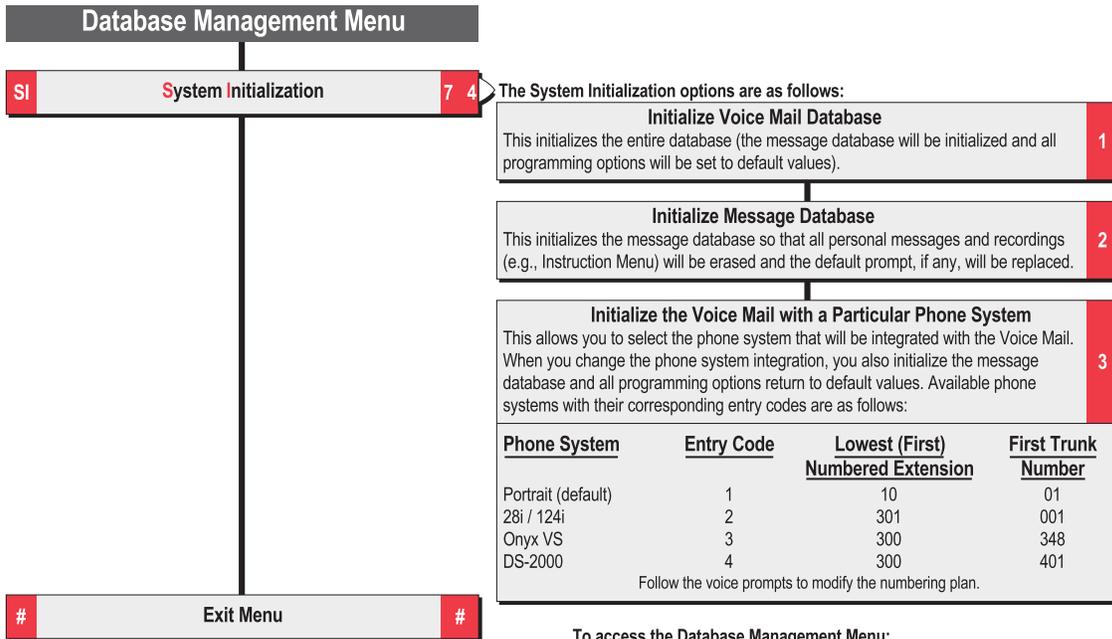
3 2

To Customize Dial Action Tables:

1. Dial Voice Mail extension number_____
or Voice Mail outside number_____.

2. If you hear the company greeting, dial #. Otherwise, go to step 3.

3. If a mailbox is requested, dial System Administrator mailbox number_____.

4. If requested, dial Security Code_____.

5. Press DM for Database Management Menu, then DA for Dial Action Table. Select a Dial Action Table number.

6. Select the desired feature.

To select a feature, dial the letters shown to the left of the feature name. For your convenience, their corresponding numbers are shown to the right of the feature name.

Code	Action	Keys
HP	**Hear Current Parameters For Keys** This plays the current dial action assignments for the dialpad keys.	**4 7**
MG	**Go to a Pre-Defined Mailbox** This lets the caller press one dialpad key to go to a specific mailbox. You can enter the following mailbox numbers ● Announcement Mailbox (800, 801). Voice Mail plays the Announcement that is recorded for the Announcement Mailbox. To record the Announcement Message, see the System Administrator Menu. ● Call Routing Mailbox (802, 803, 804 and 807). Voice Mail plays the Instruction Menu for the Call Routing Mailbox then lets the caller press a dialpad key to route their call. The dialing options are programmed in Dial Action Tables 1, 2, 3 or 4 respectively. To record the Instruction Menu, see the System Administrator Menu. ● Distribution Mailbox (805). Voice Mail lets the caller record a message that will automatically be distributed to all Subscriber Mailboxes. ● Subscriber Mailboxes (50 total). Voice mail logs the caller onto that mailbox so the caller can listen to the messages in the mailbox and use other Voice Mail features.	**6 4**
CG	**Caller-Dialed Go to a Mailbox** This lets the caller dial mailbox numbers to go to those mailboxes. Assign CG to the 1st digit of the mailbox numbers. There is no need to assign a number to this action. See MG for the types of mailboxes that the caller can go to.	**2 4**
ET	**Pre-Defined Extension Transfer (Screened)** This lets the caller press one dialpad key to make a screened transfer to a specific Subscriber extension. If the transfer is incomplete, Voice Mail retrieves the call and lets the caller leave a message or return to the Auto Attendant Instruction Menu.	**3 8**
CT	**Caller-Dialed Extension Transfer (Screened)** This lets the caller dial extension numbers to transfer to those extensions. Assign CT to the 1st digit of the extension numbers. There is no need to assign a number to this action. If the transfer is incomplete, Voice Mail retrieves the call and lets the caller leave a message or return to the Auto Attendant Instruction Menu.	**2 8**
UX	**Unscreened Xfer (Transfer) to a Pre-Defined Extension** This lets the caller press one dialpad key to make an unscreened transfer to a specific Subscriber extension. If the transfer is incomplete, the phone system handles the call.	**8 9**
UC	**Unscreened Transfers to Caller-Dialed Extensions** This lets the caller dial extension numbers to make unscreened transfers to those extensions. Assign UC to the 1st digit of the extension numbers. There is no need to assign a number to this action. If the transfer is incomplete, the phone system handles the call.	**8 2**
MR	**Message Recording For a Pre-Defined Subscriber Mailbox** This lets the caller press one key to leave a message in a specific Subscriber Mailbox. The caller hears the subscriber's greeting followed by a beep tone.	**6 7**
CR	**Message Recording 2 For a Pre-Defined Subscriber Mailbox** This lets the caller press one key to leave a message in a specific Subscriber Mailbox. The caller only hears the subscriber's prompt, *Recording*, followed by a beep tone. **You will not hear a voice prompt for this key action**.	**2 7**
DF	**Directory Dialing Using First Names** This lets the caller press one key to access Directory Dialing by First Names. There is no need to assign a number to this action. After pressing the key, the caller can dial the first few letters of a Subscriber's first name to make a screened transfer to the Subscriber's extension. Make sure you have entered the Subscriber's name in the Name Programming feature on the Database Management Menu. Enter their first name first.	**3 3**
DL	**Directory Dialing Using Last Names** This lets the caller press one key to access Directory Dialing by Last Names. There is no need to assign a number to this action. After pressing the key, the caller can dial the first few letters of a Subscriber's last name to make a screened transfer to the Subscriber's extension. Make sure you have entered the Subscriber's name in the Name Programming feature on the Database Management Menu. Enter their last name first.	**3 5**
HU	**Hang Up** This lets a caller press the selected key to terminate the call. **You will not hear a voice prompt for this key action**.	**4 8**
UK	**Undefined Key** This removes the action assigned to a key.	**8 5**
RD	**Restore Default Parameters** This restores the default actions to the keys. For DATs 1 & 4, Key 0 is unscreened transfer to the lowest extension number. For DATs 2&3, Key 0 is record a message for the lowest extension number. Keys 1-8 are either undefined or unscreened transfer to any extension the caller dials. Unscreened transfer is assigned only to the keys that match the first digit of the extension number. For example, if the extensions are 200-219, unscreened transfer is assigned to Key 2. Key 9 is hang up. Key * is record a message in a caller-dialed Subscriber Mailbox. Key # is log onto a Subscriber Mailbox. Timeout is unscreened transfer to the lowest extension number. For DATs 2&3, when Timeout occurs, the caller hears a prompt for recording a message for the lowest numbered extension.	**7 3**

Note 1: The actions for Keys 9, * and # cannot be changed. Key 9 is reserved for hanging up a call. Key* is reserved for Quick Message. After pressing *, the caller dials a Subscriber Mailbox number to leave a message in that mailbox. Key # is reserved for mailbox log on. A caller presses # followed by their Subscriber Mailbox number to log on to their Subscriber Mailbox (and listen to their messages, for example).

Note 2: You can also assign an action and number to the *Timeout* function. The *Timeout* function determines what the Auto Attendant does with a call if the caller does not dial anything after the Instruction Menu finishes playing. By default in DATs 1&4, the Auto Attendant sends the caller to the operator extension. By default in DATs 2&3, when Timeout occurs the caller hears a prompt for recording a message for the lowest numbered extension. To assign a *Timeout* function, you must press the * key when Voice Mail asks you to *Please press the key for this action*.

Sheet 2 of 3

NVM-2e Database Management Menu

Database Management Menu

| SI | **S**ystem **I**nitialization | 7 4 |

The System Initialization options are as follows:

Initialize Voice Mail Database
This initializes the entire database (the message database will be initialized and all programming options will be set to default values). **1**

Initialize Message Database
This initializes the message database so that all personal messages and recordings (e.g., Instruction Menu) will be erased and the default prompt, if any, will be replaced. **2**

Initialize the Voice Mail with a Particular Phone System
This allows you to select the phone system that will be integrated with the Voice Mail. When you change the phone system integration, you also initialize the message database and all programming options return to default values. Available phone systems with their corresponding entry codes are as follows: **3**

Phone System	Entry Code	Lowest (First) Numbered Extension	First Trunk Number
Portrait (default)	1	10	01
28i / 124i	2	301	001
Onyx VS	3	300	348
DS-2000	4	300	401
		Follow the voice prompts to modify the numbering plan.	

| # | Exit Menu | # |

To access the Database Management Menu:

1. Dial Voice Mail extension number_____
   or outside Voice Mail number_____.

2. If you hear the Instruction Menu, dial #. Otherwise, go to step 3.

3. If a mailbox is requested, dial System Administrator
   mailbox number_____.

4. If requested, dial Security Code_____.

5. Press DM for Database Management Menu.

6. Select the desired feature.

   To select a feature, dial the letters shown to the left of the feature
   name. For your convenience, their corresponding numbers are
   shown to the right of the feature name.

Sheet 3 of 3

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Customer Service FAX:.....................................203-926-5454
Technical Service..203-925-8801
Discontinued Product Service...........................900-990-2541
Technical Training:..203-926-5430
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         (Excludes discontinued products)

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