

NVM-Series

Voice Mail with Automated Attendant Quick Reference for System Administrators

Using System Administrator Options

Calling a System Administrator (SA) Mailbox

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

To record a **BR**oadcast message[‡]

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

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

To record a **W**elcome message[‡]

Call System Administrator Mailbox ● Press S A ● Press W

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

To record an Instruction Menu

Call System Administrator Mailbox ● Press S A ● Press I

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

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

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

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

To record an **A**nnouncement Message

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

An Announcement Message is for an Announcement or ACD Mailbox.

To record Mailbox **N**ames

Call System Administrator Mailbox ● Press SA ● Press N

A name replaces the corresponding number in voice prompts.

To use Answering
Schedule **O**verride

Call System Administrator Mailbox ● Press S A ● Press S O
This changes the mailbox that answers incoming calls.

To record **M**usic on **H**old† ‡

Call System Administrator Mailbox ● Press S A ● Press M H
This music plays during the Call Queuing wait time.

To record **I**nteractive
Prompts† ‡

Call System Administrator Mailbox ● Press S A ● Press I P
These prompts are the questions for an Interactive mailbox.

To use System **P**rompt
Customization†

Call System Administrator Mailbox ● Press S A ● Press P C
This lets you re-record all the voice prompts in the system.

To set the **T**ime
and/or **D**a**T**e

Call System Administrator Mailbox ● Press S A ● Press T I for
time or D T for date.

This lets you set the time and/or date in the NVM system.

To get **S**ystem **V**ersion
Number

Call System Administrator Mailbox ● Press S A ● Press S V
This lets you get the software version number for your system.

To prepare the System
for **P**ower-**D**own†

Call System Administrator mailbox ● Press S A ● Press P D
This shuts down NVM. Shut down NVM before you turn it
off or reset it. Otherwise, you may corrupt the database.

To **E**rase All **M**essages

Call System Administrator Mailbox ● Press S A ● Press E M
This lets you erase all the messages in a Subscriber,
Guest, or Message Center Mailbox.

To **D**el~~e~~te a
Security Code

Call System Administrator Mailbox ● Press S A ● Press D S
This lets you delete the security code for a Subscriber,
Message Center, Guest, Announcement, Modem or Fax
mailbox. (In NVM-2, you have access to this option through
the Database Management Menu. See the NVM-2 System
Guide for the specifics.)

†Available on NVM-2000

‡Option not available on NVM-2e

NEC

NEC America, Inc., Corporate Networks Group

4 Forest Parkway, Shelton, CT 06484

Tel: 800-365-1928 Fax: 203-926-5458

www.cng.nec.com

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