

# 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<sup>‡</sup>

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<sup>‡</sup>

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<sup>‡</sup>

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

To record an **A**nnouncement Message

Call System Administrator Mailbox ● Press S A ● Press A N  
  
An Announcement Message is for an Announcement or ACD Mailbox.

To record Mailbox **N**ames

Call System Administrator Mailbox ● Press SA ● Press N  
  
A name replaces the corresponding number in voice prompts.

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To use Answering  
Schedule **O**verride

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

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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.

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To record **I**nteractive  
**P**rompts† ‡

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

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To use System **P**rompt  
**C**ustomization†

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

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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.

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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.

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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.

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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.

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To **D**elete a  
**S**ecurity Code

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

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†Available on NVM-2000

‡Option not available on NVM-2e

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