

## Voice Mail and Automated Attendant Quick Reference Guide



### Sending Calls to a Mailbox

#### To forward your incoming calls to your mailbox

**For i-Series Keysets:** Press idle CALL key ● Press Call Forwarding key or dial \*2 ● Dial Call Forwarding Type (2 = busy; 6 = no-answer; 4 = all calls) ● Press Voice Mail key or dial NVM-Series master ext. ● Select type of calls to be forwarded (2 = all calls, 3 = outside calls or 4 = Intercom calls) ● Hang up

**For DS1000/2000 Keysets:** Press ICM ● Dial \*3 ● Dial Call Forwarding type (2 = busy/no answer, 4 = immediate, 6 = no answer) ● Press MW ● Hang up

**For ONYX/DS01:** Get Intercom dial tone ● Press # ● Dial NVM-Series master ext. ● Dial Call Forwarding Type (1 = forward unanswered calls, 2 = busy and unanswered calls, 3 = all calls) ● Hang up

**For Portrait:** Press SPK ● Press TRFR ● Dial Voice Mail ext ● Dial Call Forwarding type (0 = all calls, 1 = busy, 2 = no answer, 3 = busy/no answer) ● Press SPK

#### To cancel forwarding

**For i-Series Keysets:** Press idle CALL key ● Dial \*20 ● Hang up

**For DS1000/2000 Keysets:** Press ICM ● Dial \*30 ● Hang up

**For ONYX/DS01:** Get Intercom dial tone ● Press # ● Hang up

**For Portrait:** Press SPK ● Press TRFR twice ● Press SPK

#### To transfer your outside call to a mailbox

**For i-Series Keysets:** Press HOLD ● Press Voice Mail key ● Call extension ● Hang up

**For DS1000/2000 Keysets:** Press ICM ● Call extension ● Press MW key ● Hang up

**For ONYX/DS01:** Press TRF (if none, press Intercom key) ● Press MSG key ● Dial mailbox ● Hang up

**For Portrait:** Press ICM ● Dial ext. ● Press 3 ● Press TRFR ● Hang up

### Additional Ways to Call the Auto Attendant or Your Mailbox

#### To call Auto Attendant or mailbox

**(Not available on Portrait):** Forward calls to your mailbox (see above) ● Call your line ● Wait for greeting ● Dial \* before beep for Auto Attendant or # before beep for mailbox

### Additional Ways to Record a Message

#### Quick Message from outside

Dial Auto Attendant number ● Wait for greeting ● Press \* ● Dial ext. ● Leave message ● Hang up

#### After you make an Intercom call to busy/no-answer/DND extension

**For i-Series:** Press Voice Mail key (or dial 8 if no key)

**For DS1000/2000:** Press MW ● Leave message after tone ● Hang up

**For ONYX/DS01:** Press Message key (or dial 6 if no key) ● Leave message after tone ● Hang up

**For Portrait:** Dial 3

**Main Menu**

**L Listen to Messages** 5

**Voice Mail** lets outside callers leave recorded messages for you and lets you leave recorded messages for co-workers. Messages get stored in each person's mailbox. To listen to your messages or use other Voice Mail features, you call your mailbox and access the Main Menu. **Automated Attendant** answers your company's calls with a recorded Welcome Message and gives dialing instructions for callers to follow.

**While listening you can:**

<b>RE</b>	Record REply	73
<b>MF</b>	Have Msg Forwarded	63
<b>MC</b>	Make Call to Sender	62
<b>TI</b>	Get Time, Date, [Sender]	84
<b>SA</b>	SAve Message	72
<b>E</b>	Erase Msg	3

<b>RL</b>	Reverse Listening Order	75
<b>L</b>	Listen to Next Msg	5
<b>B</b>	Backup a Few Secs	2
<b>BB</b>	Backup to Beginning	22
<b>G</b>	Go Ahead a Few Secs	4
<b>*</b>	Pause/Resume Listening	*

<b>VU</b>	Turn Volume Up	88
<b>VD</b>	Turn Volume Down	83
<b>VN</b>	Restore Volume to Normal	86
<b>#</b>	Exit Listen Mode	#
See also "Select Listen Mode" on the Main Menu		

**RS Record & Send a Message** 77

**While recording you can:**

<b>B</b>	Backup a Few Secs	2
<b>BB</b>	Backup to Beginning	22
<b>*</b>	Pause/Resume <sup>†</sup>	*
<b>E</b>	Erase Recording	3
<b>TI</b>	Hear Time/Date <sup>†</sup>	84
<b>#</b>	End Recording	#

**When done recording you can:**

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

**After entering a mailbox number or name you can:**

<b>*R</b>	Enter another mailbox number. Or, press N to enter another mailbox name. Request a return receipt. As soon as the recipient listens to your msg, NVM-Series lets you know by placing a "receipt" in your mailbox. The receipt consists of two parts: the voice prompt " <b>The following receipt arrived on (date/time) from (name or number)</b> ," followed by the msg that was listened to. After you press *R, you can go to the top of this menu. <sup>†</sup>	*7
<b>*U</b>	Tag a message as "urgent" so the message gets priority handling in the recipient's mailbox. Upon logging on to their mailbox, the recipient hears " <b>This is an urgent message</b> " followed by the message. <sup>†</sup>	*8
<b>*C</b>	Tag a message as "confidential." Recipients of confidential messages cannot use the MF command or Auto Forward feature to send the message to another mailbox. <sup>†</sup>	*2
<b>#</b>	Send msg and return to Main Menu.	#
<b>*N</b>	Specify next recipient by the opposite method, then go to the top of this menu.	*6
<b>*</b>	Cancel previous mailbox. If no mailbox recipients remain, go to previous menu. Otherwise, go to the top of this menu.	*
<b>**</b>	Erase msg and go to Main Menu.	**

**CM Check or Delete Message<sup>†</sup>**  
Lets you know if a msg that you sent has been listened to. If not listened to, you can delete it. NVM-Series also lets you listen to the msg before you delete it. 26

**G Mailbox Greetings**  
You can have 3 different greetings. NVM-Series plays the greeting you select as "active." If Auto Attendant DND is ON, the Auto Attendant does not ring your phone. Callers immediately hear your greeting. If OFF, the Auto Attendant will try your extension. Callers hear your greeting only if you do not answer or are busy. (Note that NVM-2e has only 1 greeting.) 4

**RN Record Mailbox Name**  
NVM-Series will play your mailbox name in the voice prompts instead of your mailbox number. 76

**FD Future Delivery Message**  
NVM-Series sends the message on the date and time you specify. 33

**PG PaGing Message<sup>†</sup>**  
When a caller tries to reach you, NVM-Series uses the message to page you. If the message is ON, NVM-Series pages immediately. If OFF, NVM-Series pages only if you do not answer. See also the User's Guide. 74

**OP Mailbox OPtions** 67

**The mailbox options are as follows:**

<b>S</b>	<b>Security Code</b> Changes or erases your mailbox security code.	7
<b>N</b>	<b>Message Notification</b> Calls co-worker <sup>†</sup> or outside number when you get a msg.	6
<b>AH</b>	<b>Auto Help<sup>†</sup></b> Turns some voice prompts on/off.	24
<b>AF</b>	<b>Auto Forward<sup>†</sup></b> Copies your msgs to any mailbox you choose.	23

<b>AT</b>	<b>Auto Time-Stamp<sup>†</sup></b> Plays the msg time, date and sender after the msg.	28
<b>CW</b>	<b>Call Waiting<sup>†</sup></b> Lets a caller send beeps to your ext while you are busy on a call.	29
<b>CA</b>	<b>Call Announcing<sup>†*</sup></b> Lets you know who is calling.	22
<b>#</b>	<b>Exit Menu</b>	#

**TI Time and Date** 84

**SA Sys Admin Options**  
(For Sys Admin Mailboxes only) 72

<b>Select Listen Mode</b>		
<b>1N</b>	New Messages	16
<b>1S</b>	Saved Messages	17
<b>1H</b>	Held Messages	14
<b>1A</b>	All Messages	12
These options are also available while listening to a msg.		

**X EXit Mailbox** 9

**To call your mailbox and access the Main Menu:**

- From outside: Dial NVM-Series phone number \_\_\_\_\_.  
From any ext: Get intercom dial tone. Dial NVM-Series Master ext \_\_\_\_\_.  
From your i-Series ext: Press Voice Mail key. Or, press CALL key, dial \*8. On single lines, dial \*8.  
From your DS1000/2000 keyset: Press ICM, press MW key or dial \*8.  
From your ONYX/DS01 ext: Press MSG key (or dial \*6 if no key).  
From your Portrait ext: Press ICM, dial \*.
- If you hear the company greeting, dial # (or other log-on code \_\_\_\_). Otherwise, go to step 3.
- If requested, dial your mailbox number \_\_\_\_.
- If requested, dial your security code \_\_\_\_.  
*If you dial \* at this point, NVM-Series will ask you to enter a mailbox number.*
- 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. 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 any time, press 0. For detailed information on the features, see the User's Guide.

<sup>†</sup>and [ ] mean the option is not available in NVM-2e.  
<sup>\*</sup>means the option is not available in Portrait.