

# System Administrator Guide

Via Telephone

For Use With:

i-series Phone System

NVM Series 22, 202, 2002/Vanguard Voice Mail

**COMMUNICATIONS  PLUS**

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# FUNCTION KEYS

## PROGRAMMING FUNCTION KEYS

1. Leave the handset in the cradle.
2. Press the **CALL1** key.
3. Dial **8 5 1**
4. Press the function key (one of the lighted keys) you want to program.
5. Select a key code from the chart below:

For this feature:	Use this code:
Hotline Keys (Intercom)	1058 + ext. number
Headset Key	1028
AA/On (Night Mode)	1040 + 0000
AA/Off (Day Mode)	1039 + 0000
Park Key	1033 + Orbit # (1-9)
Voice Mail Key	1059 + ext. number
Voice Over Key	1057

6. Dial in the code plus any additional required information.
7. Press the **SPK** key to hang up.

## DELETING FUNCTION KEYS

1. Leave the handset in the cradle.
2. Press the **CALL1** key.
3. Dial **8 5 1**
4. Press the function key (one of the lighted keys) you want to delete.
5. Press **0 0 0 0**
6. Press the **SPK** key to hang up.

# GREETINGS

## RECORDING AUTOMATED ATTENDANT GREETINGS

1. Lift the handset.
2. Dial **6 0 0**
3. Enter mailbox number **9 4 9**.
4. Enter the system administrator security code.
5. Dial **"S A"** (7 2)
6. Dial **"W"** (9)
7. Enter mailbox number for the greeting you are recording:
  - Daytime Greeting – use mailbox number **2 0 0**
  - Nighttime Greeting – use mailbox number **2 0 1**
  - Holiday Greeting – use mailbox number **2 0 2**
8. Dial **"R"** (7) Follow the system voice prompts.  
**EXAMPLE:** *"Thank you for calling ABC Company".*
9. Press the # sign to end recording.
10. **After you have recorded the "Welcome" portion of the greeting, press # to go to another "Welcome" mailbox, or press # twice to exit the "Welcome" messages.**
11. Dial **"I"** (4)
12. Enter mailbox number for the greeting you are recording:
  - Daytime Greeting – use mailbox number **2 0 0**
  - Nighttime Greeting – use mailbox number **2 0 1**
  - Holiday Greeting – use mailbox number **2 0 2**
13. Dial **"R"** (7) Follow the system voice prompts.  
**EXAMPLE:** *"If you know your parties extension please dial it now, for a directory of extensions,  
Press 1..."*
14. Press the # sign to end recording.
15. **When you are done recording, press ### to get back to the main menu and X to exit the voice mail.**

# HOLIDAY SCHEDULE

## TURNING ON/OFF HOLIDAY SCHEDULE OVERRIDE

1. Lift the handset.
2. Dial **6 0 0**.
3. Enter mailbox number **9 4 9**.
4. Enter the system administrator security code.
5. Press "**S A**" (7 2)
6. Press "**S O**" (7 6)
7. Press "**O**" (6) to turn the schedule override on or off.

**Note:** The holiday mailbox number is usually **2 0 2**.

### ***FOLLOW THE SYSTEM VOICE PROMPTS.***

**Note:** This feature is called Answering Schedule Override and is used to turn on the holiday greeting. Remember to turn this feature off after the holiday.

# MESSAGE NOTIFICATION

1. Lift the handset
2. Press the Voice Mail key
3. Enter your security code if necessary
4. Press “**O P**” (6 7)
5. Press “**N**” (6)
6. Follow the system voice prompts to:
  - Hear a summary of the current settings for all of your message notification groups, press “**S**” (7)
  - To select which of the groups are to be active, press “**A**” (2)
  - To review or modify the parameters of a group, press “**M**” (6)
  - To set the priority of each group for notification of urgent messages, press “**U**” (8)

# PHONE SYSTEM DISPLAY NAMES

1. Leave the handset in the cradle.
2. Press the **CALL1** key.
3. Dial **8 0 0**.
4. Enter the extension number.
5. Enter the name using the "One Touch" keys.  
 There are ten of these keys towards the top of your phone – next to check and clear.  
 Press the DND button for lowercase characters. The name can be up to 10 characters long.

Use this key:	For these characters:
Key 1	A B C D
Key 2	E F G H
Key 3	I J K L
Key 4	M N O P
Key 5	Q R S T
Key 6	U V W X Y Z
Key 7	Hyphen -
Key 8	Blank Space
Key 9	ASCII Characters
Key 10	Punctuation Marks

6. Press the **CHECK** key after each character to have the system accept it.
7. Press the **HOLD** key when you are done programming the name.
8. Press the **SPK** key to hang up.

# SECURITY CODES

## DELETING SECURITY CODES

1. Lift the handset
2. Dial **6 0 0**.
3. Enter mailbox number **9 4 9**.
4. Enter the system administrator security code.
5. Press "**S A**" (7 2)
6. Press "**D S**" (3 7)

***FOLLOW THE SYSTEM VOICE PROMPTS.***

**Note:** This will delete the security code and a new one may be entered through the mailbox via standard procedures. (See below)

## CHANGING PERSONAL SECURITY CODES

1. Lift the handset.
2. Press the Voice Mail key.
3. Press "**O P**" (6 7)
4. Press "**S**" (7)

***FOLLOW THE SYSTEM VOICE PROMPTS.***

# SPEED DIAL

## PROGRAMMING SYSTEM WIDE SPEED DIAL

1. Leave the handset in the cradle.
2. Press the **CALL1** key.
3. Dial **8 5 3**
4. Enter the abbreviated dialing bin number (000-199 on the 124i or 000-999 on the 384i/704i)
5. Dial the telephone number you want to store. (1 + area code if necessary)
6. Press **HOLD**
7. Enter the name using the one-touch keys.  
There are ten of these keys towards the top of your phone – next to check and clear.  
Press the DND button for lowercase characters. The name can be up to 10 characters long.

Use this key:	For these characters:
Key 1	A B C D
Key 2	E F G H
Key 3	I J K L
Key 4	M N O P
Key 5	Q R S T
Key 6	U V W X Y Z
Key 7	Hyphen -
Key 8	Blank Space
Key 9	ASCII Characters
Key 10	Punctuation Marks

8. Press the **CHECK** key after each character to have the system accept it.
9. Press the **HOLD** key when you are done programming the name.
10. Press the **SPK** key to hang up.

## USING SYSTEM WIDE SPEED DIAL

1. **DO NOT LIFT THE HANDSET!**  
Press **3 2**  
Using the dial pad, press the number that corresponds with the first letter of the name you wish to find in the directory.  
Watch the display and choose 1, 2 or 3 for the letter you desire.  
Using the volume up/down keys, you can scroll through the directory until you reach the name you desire.  
Left the handset or press **SPK** key  
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# SHUT DOWN

## **VOICE MAIL SYSTEM**

Lift the handset.

Dial **6 0 0**

**Enter mailbox number 9 4 9.**

**Enter the system administrator security code.**

**Dial "S A" (7 2)**

**Dial "P D" (7 9) – "SD" 73**

**FOLLOW THE SYSTEM VOICE PROMPTS**

## **PHONE SYSTEM**

Unplug the cabinet(s) from the power source.

*NOTE: If there is more than one cabinet, unplug the last cabinet first.*

Leave the cabinet unplugged for a few minutes.

Plug the cabinets back in - first, second, third if applicable.

Wait several minutes for the system to come back up.

# TIME & DATE

## PHONE SYSTEM

Leave the handset in the cradle.

Press the **CALL1** key.

Dial **8 2 8**

Dial the Time and Date password: **0 0 0 0**

Dial two digits for the year (e.g., 04).

Dial two digits for the month (01-12) 01=January, 12=December

Dial two digits for the day (01-31).

Dial one digit for the day of the week

Example: 0=Sunday

1=Monday

2=Tuesday

3=Wednesday

4=Thursday

5=Friday

6=Saturday

Dial two digits for the hour (24 hour format) For Example: 13=1:00 P.M.

Dial two digits for the minutes (00-59).

Press the **SPK** to hang up.

## VOICE MAIL SYSTEM

### Time:

Lift the handset.

Dial **6 0 0**

Enter the mailbox number **9 4 9**.

Enter the system administrator security code.

Press "**S A**" (7 2)

Dial "**T I**" (8 4) **FOLLOW THE SYSTEM VOICE PROMPTS**

### Date:

Lift the handset.

Dial **6 0 0**.

Enter mailbox number **9 4 9**.

Enter the system administrator security code.

Dial "**S A**" (7 2)

Dial "**D T**" (3 8) **FOLLOW THE SYSTEM VOICE PROMPTS.**