



TVM-2000 (MiniTel-128 & TMP Systems Version 3.95)

User Guide

Telekol Intelligent Applications

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TVM-2000 (MiniTel-128 and TMP) software is owned and developed by Telekol Intelligent Applications.

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Getting Started

This User Guide is designed to help you get your TVM-2000 mailbox up and running with ease. It describes how to record personal greeting messages, retrieve messages left in your mailbox, send voice messages to other mailboxes, and change your mailbox characteristics. Please review this guide carefully before you begin using your TVM-2000 voice mail system.

First Time Setup

To Access the Mail Box Owner's Main Menu

1. *From an extension:*
Dial the TVM-2000 voice mail extension (___) provided by your System Administrator.
From an outside line:
Dial your company's voice mail (_____) during the Welcome Message, dial [*] plus your mailbox number.
2. *Wait for a prompt requesting you to enter your access code. At this point, your access code will be the system default: [9][8][7][6]. [To change your access code, see "To Set Your Personal Access Code" on page 4.]*
3. *Enter your access code. The TVM-2000 will inform you of any new and old messages in your mailbox.*

To Set Your Personal Options

1. Access the Mail Box Owner's Main Menu as described above.
2. Enter [3] to access the Personal Options Menu. The following options are offered:

PERSONAL OPTIONS MENU

- [1] Record Your Personal Greeting
- [2] Set Your Access Code
- [3] Forwarding Options
- [4] Enter Your Name
- [5] Record Your Name
- [6] Record Greeting By Number
- [7] Set Current Greeting
- [#] Exit and Return to the Mail Box Owner's Main Menu

To Record Your Personal Greeting

Once recorded, your personal greeting will be played by default when you do not answer your phone. A typical personal greeting message is: *“Hi, this is [your name]. Sorry I can’t take your call right now. Please leave your name and number and I will get back to you as soon as I can.”*

After selecting Menu choice [1], you will hear your previously recorded greeting if it exists. You have the option to either keep that greeting or record a new one. If you have not yet recorded a greeting, simply record your greeting message and enter [#] when you are finished. After recording your message, the following options are available:

RECORD MENU

- [1] Listen To the Greeting You Recorded
- [2] Save The Greeting And Return to the Previous Menu
- [3] Record The Greeting Again
- [4] Exit Without Saving and Return To The Personal Options Menu

To Set Your Personal Access Code

Access codes ensure privacy. The TVM-2000 automatically uses the default access code [9][8][7][6] until you change it.

1. Access the Mail Box Owner’s Main Menu as previously described.
2. Access the Personal Options Menu by entering [3].
3. Enter [2] to set your four digit personal access code. Make sure you write down your code for future reference.

To Enter Your Name

Entering your name will confirm your listing in the Corporate Directory. Once you have entered the digits corresponding to your name, callers who do not know your extension can reach you by entering the letters of your first or last name on their telephone keypad. The TVM-2000 will automatically match the entered letters with your extension and transfer the call.

Example:

Joe Smith would enter the following digits from the telephone keypad:
For Smith enter: [764]. For Joe enter: [563]

1. Access the Mail Box Owner's Main Menu as previously described.
2. Enter [3] to access the Personal Options Menu.
3. Enter [4] to enter your name.
4. Enter the keys that correspond with the first three letters of your last name. For the letters Q and Z enter [1]. If you make a mistake and wish to restart, enter [*].

To Record Your Name

Use this option to record your name. Your recorded name is played in various situations, e.g., Overhead Paging, Corporate Directory, etc. In cases where there is more than one person at your company with the same name, your recorded name will let callers determine your correct extension number.

1. Access the Mail Box Owner's Main Menu as previously described.
2. Enter [3] to access the Personal Options Menu.
3. Enter [5] to record your name.
4. Say your name and enter the pound [#] key.

Listening To Messages

To Listen to Messages

The TVM-2000 gives you the option to play any messages after you access the Mail Box Owner's Main Menu.

1. Access the Mail Box Owner's Main Menu as previously described.
2. Enter [1] to listen to messages. This option is only enabled if you have messages.
3. At the end of each message the listen menu provides the following options:

LISTEN MENU

- [1] Replay The Message You Just Heard
- [2] Save The Message And Listen To The Next Message
- [3] Delete The Message And Listen To The Next Message
- [4] Hear The Time, Date, And Message Sender's Name
- [5] Forward/Reply/Send The Message
- [7] Rewind The Message
- [8] Pause and Toggle Volume During Message Playback
- [9] Fast Forward The Message
- [0] Mark Or Un-mark A Fax Message For Retrieval
- [#] Exit And Return To The Mail Box Owner's Main Menu You have the option to fast forward, rewind or pause while listening to a message. The TVM-2000 will let you know when there are no more messages left in your mailbox.

To Forward Or Reply To A Message

You may decide you want to forward messages to another mailbox after listening to them. Forwarded messages are copied and transferred to another mailbox.

1. Enter [5] in the Listen Menu.
2. You are prompted to choose whether you want to forward, reply, or send the message.

FORWARD/REPLY MENU

- [1] To Forward the Message
- [2] To Reply to the Message
- [3] To Send the Message

If you choose “Reply”, your message will be sent to the sender of the message automatically. If you choose to forward or send the message, you can enter the number of the mailbox to which you want the message sent, or first enter one of the forwarding options shown below:

FORWARDING OPTIONS MENU

- [*][1] To Append To This Message
- [*][2] To Dial By Name
- [*][3] To Mark The Message As Urgent
- [*][4] To Receive Message Receipt Confirmation
- [*][5] To Mark Message Private

“**Append To This Message**” enables you to add a preface to the message being forwarded. This feature can be used to introduce or add comments to the message you are forwarding.

“**Dial By Name**” sends you to the Corporate Directory to select the destination mailbox.

“**Mark As Urgent**” enables you to mark a message as Urgent, putting the message at the top of the list of messages waiting to be retrieved in the destination mailbox. If the recipient’s mailbox has enabled forwarding options such as Beeper Notification or Outbound Message Notification, marking the message as urgent will initiate those procedures.

“**Receive Message Receipt**” will activate a message that will inform you when and if your forwarded message has been read.

“**Mark Message Private**” will prevent the message you are sending from being forwarded to other parties.

To Send a New Message

This option allows you to record a message and send it to another mailbox.

1. Enter [2] from the Mail Box Owner's Main Menu.
2. Record your message at the tone. Enter [#] when you are done.

After you record the message, the Send Menu provides you with the following options:

SEND MENU

- [1] Listen To The Message
 - [2] Send The Message
 - [3] Record The Message Again
 - [4] Exit Without Saving and Return To Mailbox Owner's Main Menu
3. Enter [2] to send the message when you are satisfied with your recording.
 4. Enter the number of the mailbox to which you want the message sent.
 5. Enter the number(s) of any additional mailboxes to which you want the message sent.
 6. Enter # when finished entering recipients.

To Un-Delete Messages

Deleted messages are temporarily stored on the TVM-2000 server until 2:00 am the next day. Select this option to recover ("un-delete") messages before the 2:00 am deadline.

1. Access the Mail Box Owner's Main Menu as described previously.
2. Enter [8] from Mail Box Owner's Main Menu.

Setting Up Multiple Greetings

To Record Multiple Greeting Messages

The TVM-2000 stores up to nine personal greetings for your individual mailbox. You can select any of those greetings to give your callers pertinent information; for example, one greeting could inform callers that you are working from home for the day; another could state that you will be attending a conference for the week, and another could simply wish your caller Happy Holidays.

1. Write down and label each message with a number from 1 to 9.
2. Access the Mail Box Owner's Main Menu.
3. Enter your access code.
4. Enter [3] to access the Personal Options Menu.
5. Enter [6] to record greetings by number.
6. The system will ask you to enter the greeting number you wish to record. Enter the single digit number that you wish to assign to the greeting you are about to record.

If there is an existing greeting for your mailbox with that digit assigned to it, the system will prompt you with the following options:

RECORD GREETING MENU

- [1] Listen To The Existing Greeting
- [2] Save The New Greeting
- [3] Record The Greeting Again
- [4] Exit Without Saving And Return To The Personal Options Menu

If there is no existing greeting, the system will prompt you to record your greeting and enter the pound [#] key for further options.

7. Continue recording your greetings by number until you have completed them all. The default personal greeting message number is [1].

To Set Your Current Greeting

Once you have recorded multiple greetings, you can program the TVM-2000 to either automatically play a different greeting depending on the time of day, or to always play a specific greeting.

1. Access the Mail Box Owner's Main Menu as previously described.
2. Access the Personal Options Menu by entering [3].
3. Enter [7] to set the current greeting.

SET CURRENT GREETING MENU

- [1] Automatic Selection
- [2] Specific Greeting
- [#] Previous Menu

Forwarding & Notification Options

Forwarding options allow you to redirect phone calls and messages from your mailbox to another extension, an outside telephone, or a beeper.

1. Access the Mail Box Owner's Main Menu as previously described.
2. Access the Personal Options Menu by entering [3].
3. Enter [3] to access the Forwarding Options Menu.

FORWARDING OPTIONS MENU

- [1] Activate Message Notification To Your Beeper
- [2] Activate Outbound Message Notification
- [3] Activate Outbound Follow Me
- [4] Forward Calls To Another Extension
- [5] Cancel Call Forwarding
- [6] Set Notification Interval
- [7] Set Number Of Notifications
- [8] Activate Voice Mail Only (Do Not Disturb)
- [#] Exit And Return To The Personal Options Menu

Only one of the first four options above can be activated at any one time.

To Activate Message Notification to a Beeper

When this function is activated, the TVM-2000 will call your beeper and notify you after each message is left in your mailbox.

1. Enter [1] at the Forwarding Options Menu.
2. At the prompt, enter the phone number of your beeper service.

Your system administrator will be able to tell you whether your callers can enter a phone number where they can be reached. Modify your greetings accordingly. By default, your beeper will show your mailbox number when you have a message pending.

Contact your system administrator to find out if this option is available for your mailbox, and whether or not callers will have to mark messages as "urgent" for this to work.

To Activate Outbound Message Notification

When this function is activated, the TVM-2000 will call an outside telephone number to alert you that a message has been left in your mailbox.

1. Enter [2] at the Forwarding Options Menu.
2. Enter the telephone number of the outside location where you want to receive calls. Enter only the phone number - no outside line access codes or local area codes. The TVM-2000 will add any necessary processing codes. For instance, to program the TVM-2000 to dial a number outside your local area code, enter 1 + (area code) + seven digit phone number.

Contact your system administrator to find out if this option is available for your mailbox, and whether or not callers will have to mark messages as “urgent” for this to work.

To Activate Outbound Call Forwarding

When this function is activated, the TVM-2000 forwards calls received at your extension to any outside telephone number you specify.

1. Enter [3] at the Forwarding Options Menu.
2. Enter the telephone number to which you would like your calls forwarded. Enter only the phone number - no outside line access codes or local area codes. TVM-2000 will add any necessary processing codes. For instance, to program the TVM-2000 to dial a number outside your local area code, enter 1 + (area code) + seven digit phone number.

Contact your system administrator to find out if this option is available for your mailbox, and whether or not callers will have to mark messages as “urgent” for this to work.

To Forward Calls to Another Extension

If this function is activated, the TVM-2000 will forward calls from your extension to any other extension in your office.

1. Enter [4] at the Forwarding Options Menu.
2. Enter the extension number to which you would like your calls forwarded.

To Cancel Call Forwarding

Use this function to cancel any of the forwarding options mentioned above.

1. Enter [5] at the Forwarding Options Menu.

The system will confirm that you have cancelled any previously configured forwarding options.

To Set the Notification Interval

Use this option to set the time interval between each attempt to notify you when there is a message waiting in your mailbox. You may select an interval time between 1 and 60 minutes.

1. Enter [6] at the Forwarding Options Menu.
2. Enter the desired number of minutes between notification attempts.

To Set the Number of Notifications

Use this option to specify the number of times the system will try to notify you of a message waiting. You may set between 1 and 15 notifications.

1. Enter [7] at the Forwarding Options Menu.
2. Enter the desired number of total notification attempts.

Optional Features

To Activate Voice Mail Only (Do Not Disturb)

Use this option to determine whether or not calls are transferred to your phone. When Voice Mail Only is activated, calls go directly to voice mail, without ringing your extension.

1. Enter [8] at the Forwarding Options Menu.

The system toggles this option on or off. The TVM-2000 will confirm that the option has been activated or cancelled based upon its previous setting.

With the TVM-2000 fax module, you can receive and print faxes through your voice mailbox. The TVM-2000 system handles voice and fax messages in the same fashion. Time and date stamp, total pages, and any appended voice messages are accessible using this option. After the Mail Box Owner's Main Menu is accessed, the TVM-2000 will play:

“You have X new messages. You have X old messages. You have X new fax messages. You have X old fax messages.”

To Listen to a Fax

The Fax Options Menu supplies information about faxes stored in your mailbox.

1. From the Mailbox Owner's Main Menu, enter [4] to listen to faxes.
2. If you plan to retrieve the fax to a fax machine, mark it by entering [0].

To Retrieve a Fax

1. Enter [5] from the Mailbox Owner's Menu. The Fax Options Menu then provides you with the following options:

FAX OPTIONS MENU

- [1] Retrieve Faxes Previous Marked for Retrieval
- [2] Retrieve All Faxes
- [3] Set Default Fax Telephone Number
- [#] Exit Without Saving and Return To The Mailbox Owner's Main Menu

2. After selecting [1] or [2], the following options are presented:

PRINTING FAX MENU

- [1] Print To The Default Fax Machine.
- [2] Print To A Different Fax Machine.
- [3] To Print To The Fax Machine From Which You Are Calling.
- [#] Exit Without Saving and Return To The Mailbox Owner's Main Menu

TVM-2000 Mailbox Owner Functions

