Windows NT Logon

When the DV2000 boots up, a blue screen will appear with "Windows NT Workstation Version 4.0" highlighted. You may wait or press Enter to speed this up. ***Do not*** select "Windows NT Workstation Version 4.0 (VGA Mode)" – this mode is for diagnostics only.
Then the NT *Begin Logon* window will appear and will require Ctrl-Alt-Delete to log into the system. The user name Pairtree will appear. **There is no password (leave blank)** press Enter to log on.

Mailbox Administration Password

The default password is "**duvoice**" (lower case) and click on **OK**.
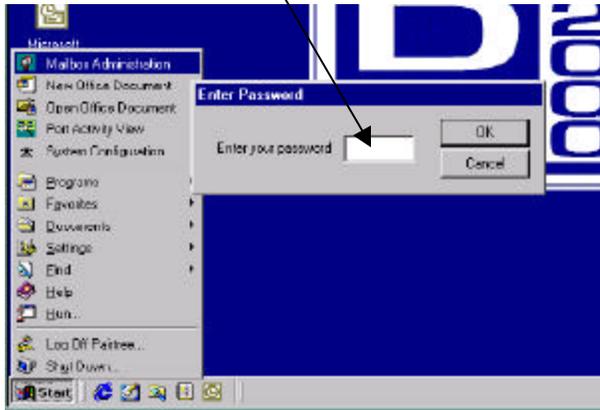
Auto Attendant Setup

Set Up Main Auto Attendant Greetings, Schedule and Single Digit Actions
By default, Mailbox 991 is the main auto attendant mailbox. By default, Mailbox 991 plays the night greeting (Prompt 3). Mailbox 991 changes to the day greeting (Prompt 2) using a schedule within the mailbox (Day Schedule-Scheduled Event). The day and night single digit action menus are also controlled by the same day schedule.

Record Non Business Hours Greeting
(Steps from main greeting)

* 9 9 1 #	Access mailbox 991
1 2 3 4 #	Enter (default) Password
4	Greetings Menu
3	Change Your Mailbox Prompts
2	Re-record Mailbox Prompts
3	Enter Prompt 3 (Non-Business Hours Greeting)
2	Delete and Re-record Prompt
1	Accept New Recording
*	To return to previous menu

Record Business Hours Greeting
(Steps from main greeting)

* 9 9 1 #	Access mailbox 991
1 2 3 4 #	Enter Password
4	Greetings Menu
3	Change Your Mailbox Prompts
2	Re-record Mailbox Prompts
2	Enter Prompt 2 (Business Hours Greeting)
2	Delete and Re-record Prompt
1	Accept New Recording
*	To return to previous menu

Change Greeting Schedule

(Default: 8:00am -5:00pm M-F)

In *Mailbox Administration* select *Templates,* then *Open,* then *Scheduled Mailbox Events.* Double click *Day Schedule* then edit the time you wish the business hours greeting to play. For days with different business hours create a new template using the *Save As* button and add the template to the scheduled events in mailbox 991. Example: For the Day Greeting to play on Saturday from 8:00am till 12:00 noon: Open the Day Schedule, click off all the weekday buttons and click on the Saturday button. Change the Start and End Times to 8:00am and 12:00pm then press the *Save As* button and name the template Saturday Schedule. Now open mailbox 991 and scroll over to the Scheduled Events Tab and press the Add button then select your new Saturday Schedule temp late.

Change One Touch Actions

(Day and Night)

In Mailbox Administration, select *Templates* then *Open* then select *Single Digit Action Codes*. Double click *Day Menu Action (991).* Type in the extension to be transferred to next to the digit number or select an action from the drop down list. Example: "For sales press 1 for a spell by name directory press 2." Type in the sales extension next to the digit one and select "Directory" next to the digit 2. Repeat this for the Night Menu Action. Note these menus are set up in mailbox 991 to correspond with the Day and Night greetings. (Defaults: **4** Directory, **8** Direct Message, **9** Disconnect, **0** go to Operator, **#** DTMF Mask (skip greeting), ***** Login, **1 2 3 5 6 7** No Action, NI=No Input go to Operator)

Adding Mailboxes

(Copy mailbox templates 995,996 & 997)

Four System Template Mailboxes have been provided as templates to copy from: Normal (mailbox 995), Message Only (mailbox 996) and Audio Text (mailbox 997), Question and Answer (mailbox 998. In Mailbox Administration, <u>right</u> mouse click on mailbox icon for mailbox 995 then select copy. Enter the mailbox number to begin with then enter the number of mailboxes to create. All new mailboxes are created with the password 1234.

For Message Only mailboxes copy mailbox 996. For Audio Text Mailboxes copy mailbox 997.

CAUTION If the *Mailbox* menu option is selected from the main Mailbox Administration screen and used to create single mailboxes, message-waiting lights will not work until the message waiting light on/off notifications are added to the mailbox notification tab. By copying mailbox 995 or using the *Create Range* option with the *Mailbox to Copy From* box, you will avoid this step and save time.

DV2000 Terminology

For PAL and FrontDesk Users

PAL / FrontDesk	DV-2000	Definition
Audiotext Mailbox	A mailbox using a no input action in the SDA. Use Mailbox Template 997 for a pre-configured Audiotext Mailbox.	A mailbox that does not take a message but does some other function after the greeting plays.
Message Only	A mailbox with call blocking on and disabled MWI on/off functions. Use Mailbox Template 996 for a pre-configured Message Only Mailbox	A mailbox that does not have an associated extension. The automated attendant will transfer directly to this mailbox, rather than to this extension.
Direct Page	Relay Page	The feature that allows a caller to enter a pager number to be displayed on the subscriber's digital pager
Interview Mailbox	Q & A Mailbox	A mailbox that plays multiple greetings, and records multiple responses.
Time Out Action	NI, No Input	The One Touch / SDA function which is automatically executed after the mailbox greeting has played
Touch Tree Menu	Single Digit Action Template	The menu of single keystroke commands available in each mailbox
Business hours Greeting	Greeting 1 in MB 991	The greeting which plays during the Daytime Scheduled event
Non-business Hours greeting	Greeting 2 in MB 991	The greeting that plays in the absence of a scheduled event.