

Nitsuko Tech Tip

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Number: NTK0036

System	Software
NVM-2e and DS2000	NVM-2e 1.20

**Title: DS2000 Systems Using Caller ID and NVM-2e Ver. 1.20
Dropping CO Calls or Hearing "Invalid Entry"**

Note: Caller ID features "Return Call" and "Automatic Transfer" are not available on any version of the NVM-2e.

NVM-2e software 1.20 changed the default value in the "Wait After Last Protocol Digit" string from 1 (one second) to 0 (seconds). With an entry of zero, the voice mail does not pause before performing the action designated by the remaining portion of the digit string. This change was made to shorten the amount of time it takes the NVM-2e to answer a central office call. In systems that do not send Caller ID information to voice mail, this increases the performance of the system.

Phone systems that send enhanced Caller ID protocol to this version of the NVM-2e will process digits differently. With this change, however, this version of the NVM-2e now tries to interpret Caller ID protocol as dialed digits. This causes the voice mail to work erratically and, therefore, any DS2000 system using this version of the NVM-2e could experience following problems:

- Central office calls directed to the auto attendant will be disconnected before hearing the main greeting if the Caller ID information contains the digit "9".
OR
- The caller will hear the prompt "Invalid Entry" and will then hear the main greeting.

When using Caller ID, you must prevent the system from sending the Caller ID integration to the voice mail. This change was made to the NVM-2e version 1.20 only. It does not apply to any other NVM-Series voice mail system or the VANGARD.

To resolve this problem, either:

- In **Program 1001 - Trunk Port Description**, change the Voice Mail CLID entry to "NO" for every CO line (by default this is set to "YES").
OR
- Edit the system options in the NVM-2e.
 1. Connect a laptop to the Voice Mail. The Main Menu for your phone system will be

displayed.

2. Type "EXIT" and then press <Enter>.
3. Type "SYSEEDIT" and then press <Enter>.
The System Configuration Management Program Main Menu appears.
4. Press the letter "O" (System Options) from the Main Menu, and then press <Enter>.
5. You see the field for each System Option. Press <Enter> until you see:
Wait after last protocol digit (0-99 sec)
0 >:
6. Change to "1" and then press <Enter> until the Main Menu appears.
7. Select "Q" to quit.

Note: If a system initialization is done on the NVM-2e, the "wait after last protocol digit" will default to a "0" again.

Note: As the Caller ID features "Return Call" and "Automatic Transfer" are not available on any version of the NVM-2e, no features are being lost by disabling this option in the voice mail or telephone system programming.