

## < Phenomenon and workaround>

**Messages in mailbox are deleted midnight.  
(TVA/TVM, UM func. of NS and NSX)**

29<sup>th</sup> January 2026

Manufacturing Operations Division Business Support Group

< Phenomenon and workaround >

Following phenomenon is reported from the market. Then Workaround is described as below.

Phenomenon	<p>In following condition, TVA, TVM, and UM function of NS and NSX delete recorded messages midnight if it match to following condition.</p> <ul style="list-style-type: none"><li>- Retention time is set as “Unlimited” (as default, it’s 30days)</li><li>- The date is 1<sup>st</sup> January 2026 or later</li></ul> <p>* Until 2025, "Unlimited" works as "Unlimited" correctly. Parameter locations for “Retention Time” are in next 2 pages</p>
Cause	<p>Date comparing process to determine retention action works wrongly after 1<sup>st</sup> January 2026 when retention time is set as "Unlimited".</p>
Workaround	<p>Change Retention Time from “Unlimited” to 30days. And, setup Email Notification to send messages immediately to email address for each mailbox.</p>

## Message Retention Time : TVA/TVM

Retention Time settings are in COS

Default value : 30 (days)

Value range: 1-30 or “Unlimited”

The screenshot shows the 'Mailbox Parameters' window with the 'COS No. 1 Parameters' tab selected. The parameters are organized into two main sections: 'Class Of Service' and 'Personal Options'. The 'New Message Retention Time' and 'Saved Message Retention Time' parameters are highlighted with orange boxes, indicating they are the focus of the slide.

Parameter	Value
<b>Class Of Service</b>	
Class of Service Name (Up to 32 ASCII characters)	
Personal Greeting Length (1-360 s)	60
Message Length (1-60 min/unlimited)	3
Mailbox Capacity Maximum Message Time (1-600 min/unlimited)	100
<b>New Message Retention Time (1-30 days/unlimited)</b>	<b>30</b>
<b>Saved Message Retention Time (1-30 days/unlimited)</b>	<b>30</b>
Message Retrieval Order (LIFO/FIFO)	LIFO
Intercom Paging Group (1-32/All)	1
Prompt Mode	Primary
Number of CIDs for Caller Name Announcement (1-30/None)	30
Message Envelope Setting	After
Number of New Messages Announcement	Subscriber Service
Total Number of Message Announcement	Receiving Message
Mailbox Capacity Warning (1-60min/None)	10
<b>Personal Options</b>	
VM Menu	Yes
Play System Prompt after Personal Greeting	No
Use Call Waiting on Busy	No
Message Cancel for Live Call Screening	Yes
Remote Call Forward to CO	No
Delete Message Confirmation	No
Personal Greeting for Caller ID	Yes
Caller ID Screen	Yes
Caller ID Callback	No
Notify of Transfer	No
Directory Listing	Yes
Tutorial	Yes
Auto Receipt	No
Autoplay New Message	No
First Playback Urgent Messages	Yes
Announce Message Transferred Information	No

Nothing To Edit

OK Cancel Help

# Message Retention Time : NS/NSX Series

UM Configuration > 2.Class of Service > Mailbox Tab

Retention Time settings are in COS

For both of New Message and Saved Message

Retention Time (Selection)	Retention Time(Limited) (days)
Limited	30(range:1-30)
Unlimited	N/A

Default value

Users

PBX Configuration

UM Configuration

1.Mailbox Settings

2.Class of Service

3.UM Extension / Trunk Service

4.Service Settings

5.System Parameters

Class of Service

GeneralMailboxCall TransferHospitality Mode

Capacity Maximum age Time (Limited) (min)	New Message Retention Time (Selection)	New Message Retention Time (Limited) (days)	Saved Message Retention Time (Selection)	Saved Message Retention Time (Limited) (days)	Message Retrieval Order	Number of Name An (Sel
	ALL		ALL		ALL	ALL
	Limited	30	Limited	30	LIFO	Other
	Limited	30	Limited	30	LIFO	Other
	Limited	30	Limited	30	LIFO	Other
	Limited	30	Limited	30	LIFO	Other

The background is a dark blue field filled with various geometric shapes in lighter shades of blue, including squares, rectangles, and semi-circles, some of which are partially overlapping. The shapes are scattered across the entire frame, creating a complex, abstract pattern. The bottom of the image features a white curved border.

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