

6 System Administrator Mailbox Functions

This section describes the various programming operations that may be performed from the System Administrator's mailbox. The System Administrator Mailbox is a special mailbox that is not used for any messaging or transfer operations. Its sole purpose is to allow specific programming functions using the Touch-Tone pad on any telephone.

Since the System Administrator mailbox controls many features, be sure to thoroughly train the customer's System Administrator as well as provide this person with their own copy of this document for reference purposes.

Entering the System Administrator Mailbox

To enter the System Administrator Mailbox, dial into any available system port and follow these steps:

1. When the system answers, first dial **#** and then when prompted, dial the System Administrator Mailbox number. The System Administrator mailbox numbers can be **#0**, **#00**, or **#000** depending on the PBX Integration selected:

#0.....2 digit mailbox system

#003 digit mailbox system

#000 ...4 digit mailbox system

(i.e. The complete dial sequence for a 3-digit integration would be: **# #000**)

2. The system will announce: "Mailbox 00" - which is the System Administrator Mailbox number.
3. When requested, enter the default password - 0000. This password can be changed by entering Mailbox Administration mailbox as shown above and pressing 1 to change an access code.
4. The System Administrator Mailbox menu will now play:

Administrator options

For System greetings	Press	1
For Mailbox Administration	Press	2
For Auto Attendant configuration.....	Press	3
To set date and time	Press	4
To set operating mode	Press	5
To select PBX integration.....	Press	6
To record a prompt.....	Press	7
To listen to a prompt	Press	8
To change Open and Closing Schedule...	Press	9

5. Select the desired operation by pressing the corresponding digit. Details are described on the following pages.

Administrator Options – Detailed Descriptions

System Greetings [Press 1]

The programmed Day or Night Greeting for each port that was programmed in the *Number Plan Screen* (Figure 9) is the first announcement played to outside callers when they reach the system. Callers will either dial the system's access number directly or be forwarded when the dialed extension is busy or unanswered. Remember that with integrated systems, callers forwarded to a mailbox in the system will hear the subscriber's mailbox personal greeting.

The option of recording up to nine programmable greetings can be recorded to provide callers with certain information and instructions upon their entering the system.

Customize the system sign-on greetings can be recorded to meet organizational needs. When a customized greeting is used, remind subscribers to dial # to identify themselves to the system as subscribers in the recording. This is important for new subscribers who can get confused and end up leaving unintended messages for others rather than entering their own mailboxes.

Outside callers who have never encountered a voice message system should be given

Set Date and Time [Press 4]

You may use the System Administrator's Mailbox to set the system date and time. The time and date stamp is used for all envelope information and to check delivery notifications. It is important to set the system date and time accurately.



NOTE:

The time and date MUST be reset whenever there is a local time change such as Daylight Savings Time.

To set the system date and time:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator Options Menu now plays.
2. Press **[4]** to Set Date and Time. You will be prompted: "To review data, press one. To change press two. To exit press star".
3. Depending on your selection:
 - a. Press **[1]** - the current date and time settings in the Voice Mail will be announced and then you will be returned to Step 2.
 - b. Press **[2]** - you will be prompted to enter the new time and date values. At the first prompt - enter the time in four-digit military time. For example: for 9:30 AM, dial 0930; for 3:25 PM, dial 1525. At the second prompt, enter the date as a six-digit number in MMDDYY format. For example: for August 1, 2005, dial 080105. You will then be returned to Step 2.
 - c. Press **[*]** - you will be returned to the Administrator Options Menu.
4. You may now:
 - a. Press **[1]-[9]** to select another System Administrator task to perform.
 - b. Press **[*]**..... to return to the system Main CCR Menu.
 - c. Press **[*][*]**. to exit the system completely.