Programming System Functions Via Telephone

After connections are established, the system is ready to accepts calls. You can either use the Laptop Administration or Telephone Administration (*has limited access*) to configure the voice mail system. This section describes Telephone Administration.

Administrator Login

To access the system as an Administrator, perform the following steps:

1. Dial any extension number connected to the voice mail system.
2. Once you hear the main greeting, press [7] to access the voice mail system and enter a mailbox number.
3. When prompted, press [✳] followed by the password. The default password is 0000.
4. Press [7] again to access Administrator functions. If the mailbox is not in the supervisor Class of Service, the system will prompt for the administrator password. The default administrator password is [2275]. The password must be entered within 3 seconds.

> **Note** *With Telephone Administration, data is entered only through a touch-tone telephone. The Admin Password can be changed in the Registry (only by using the laptop/PC). If you have not configured your phone system, do so now. Refer to "System Configuration Menus" on page D-31 for more information.*

5. After logging in, you will be prompted to select one of the following menus:

    [1] Record Prompts

    [2] Administer Mailboxes

    [4] Administer Distribution Lists

    [5] Administer Broadcast Messages

    [8] System Administration

System Administrator Menus

Record Prompts Options [7+1]

The Record Prompts feature lets a System Administrator edit the following types of prompts:

Menu Prompts	instruct a caller of the keys to press for different options.
System Prompts	are used for basic system functions such as: instructions for the voice mail or auto-attendant module. (These prompts can be customized.)
Mailbox Signatures	are the recorded names associated with a specific mailbox.

Editing Menu Prompts

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [1] for Record Prompts.
3. Press [1] to select Edit Menu Prompts.
4. Enter the desired menu number, followed by [#]. Default menus are 100-179.
5. Select the desired action, and press [#] when finished.

    [1] to hear greeting
    [2] to re-record
    [3] to delete

Editing System Prompts

Editing System Prompts allows re-recording of default system prompts. Refer to *Table D-2* for a list of the customizable prompts used while in the Record Prompts option of the Administrative functions. All prompts are located in the VOX directory. Record new information to replace the default prompt, or create a blank prompt (with one byte of data) to suppress certain prompts.

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [1] for Record Prompts.
3. Press [2] to select Edit System Prompts.
4. Enter the prompt number to re-record, followed by [#]. Default prompts are 001-023.
5. Select the desired action, and press [#] when finished.

    [1] listen to current system prompt
    [2] to re-record the current custom prompt
    [3] to delete the custom system prompt

Editing Mailbox Signatures

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [1] for Record Prompts.
3. Press [3] to select Edit Mailbox Signatures.
4. To record a signature, enter the mailbox or list number for a group of mailboxes, followed by [#]. The system will play the current signature for that entry.
5. Select the desired option, and press [#] when finished.

    [1] to hear name
    [2] to re-record
    [3] to delete
    [#] when finished

Mailbox Administration Options [7+2]

Mailbox Administration resets mailbox passwords, creates and deletes mailboxes. With this option, the administrator controls and changes the subscriber's mailbox actions.

Resetting the Mailbox Password

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [1] to reset the mailbox password.
4. Enter the mailbox number followed by [#]. The system will play the current password.

    a. To leave password as entered, press [#]. The system will confirm that the password has not been changed and return to Mailbox Administration.

        -or-

    b. To change password, enter the new password followed by [#]. After the system repeats the new password, press [#] to confirm. You will return to Mailbox Administration.

Changing the Mailbox COS

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [2] to change the mailbox COS.
4. Enter the mailbox number followed by the [#] key. The system will play the current class of service.
   a. To leave class of service as entered, press [#]. The system will confirm that the class of service has not been changed and return to Mailbox Administration.
      -or-
   b. To change the class of service, enter the new COS followed by [#]. After the system repeats the new class of service, press [#] to confirm. You will return to Mailbox Administration.

> **Note** *Refer to "Class of Service Menus" on page D-18 for more information on the available COS options.*

Recovering Deleted Messages from a Mailbox

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [3] to recover a mailbox's deleted messages.
4. Enter the mailbox number followed by [#].
   a. If the mailbox HAS NO deleted messages, the system will confirm that no deleted messages were found for that mailbox and return to Mailbox Administration.
      -or-
   b. If the mailbox HAS deleted messages, the system will confirm the number of deleted messages found for that mailbox. Press [#] to proceed with message recovery. When finished, the system will return to Mailbox Administration.

Adding a Mailbox

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [5] to add a mailbox.
4. Enter the mailbox number to add followed by [#]. The system will confirm that the mailbox was added and return to Mailbox Administration.

> **Note** *BEFORE you can add mailboxes via the telephone ...*
> *a template mailbox must have been defined in the Registry using PC/Laptop Administration. Refer to "Registry Variables" on page D-53 for more details.*

Deleting a Mailbox

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [2] to select Administrator Mailboxes.
3. Press [6] to delete a mailbox.
4. Enter the mailbox number to delete followed by [#].
5. After the system repeats the mailbox number you selected, press [#] to confirm. You will return to Mailbox Administration.

Distribution List Options [7+4]

A distribution list is a collection of mailboxes assigned a group number. A message can be sent to a group of mailboxes using one list number. Thus, distribution lists simplify sending messages to groups of subscribers.

Adding a New Distribution List

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [4] to select Administrator Distribution Lists.
3. Press [1] to add a new Distribution List.
4. Enter the system list number to add followed by [#]. The system will confirm the list number created. When prompted, select one of the following:
   a. Press [✳] to access the Edit a Distribution List menu for further instructions.
      -or-
   b. Press [#] and the system will return to Distribution List Administration.

Deleting a Distribution List

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [4] to select Administrator Distribution Lists.
3. Press [2] to delete a Distribution List.
4. When prompted, select one of the following options:
   a. To delete a list ... enter the desire system list number followed by [#]. After the system confirms the list number to delete, press [#] to confirm. You will return to Distribution List Administration.
      -or-
   b. To hear existing list numbers ... press [✳]. After selecting the desired list number, press [#] to go back, then press [2] to Delete a Distribution List.

Editing a Distribution List (add members)

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [4] to select Administrator Distribution Lists.
3. Press [3] to edit a Distribution List.
4. When prompted, enter one of the following options:
   a. Enter the number of the distribution list to edit, followed by [#]. The system will confirm your selection.
      -or-
   b. Press [✳] for a directory of system lists. Enter a list number, then press [#] to validate the number entered. The system will present these options:
      [1] listen to a directory of members in the list
      [2] add members to the distribution list
      [3] delete members from the distribution list
      [#] return to the Administration menu

Broadcast Message Options [7+5]

Broadcast Message Administration plays a currently recorded broadcast message or allows you to create a new one. By default, this menu option places a broadcast message into every subscriber's mailbox in the voice mail system. A system can have up to ten broadcast messages (0-9).

Broadcast messages are different from distribution lists in the following ways:

☐   Broadcast messages use less disk space.

☐   A broadcast message automatically plays when a subscriber accesses their mailbox.

Listening to a Broadcast Message

1.   At the Main Menu, press [7] to access the Administrator functions.
2.   Press [5] to select Administrator Broadcast Messages. The system will announce the number of active broadcast messages.
3.   Press [1] to hear previously recorded Broadcast Messages. The system will play the active broadcast message numbers. Select the message number to play followed by [#].
4.   When prompted, enter the message number you want to hear. The system will play the selected message and then return to Broadcast Message Administration.

Creating a New Broadcast Message

1.   At the Main Menu, press [7] to access the Administrator functions.
2.   Press [5] to select Administrator Broadcast Messages. The system will announce the number of active broadcast messages.
3.   Press [2] to create a new broadcast message. The system will play the available broadcast slot numbers. Select which message number you want to use, followed by [#].
4.   To create a new message, enter an available broadcast slot. The system will confirm your selection, and then present the following choices:

[1] send broadcast message   [4] append to the recording

[2] listen to the recording   [5] re-record the message

[3] cancel   [#] return

Cancelling a Broadcast Message (already distributed)

1.   At the Main Menu, press [7] to access the Administrator functions.
2.   Press [5] to select Administrator Broadcast Messages. The system will announce the number of broadcast messages that are active.
3.   Press [3] to cancel a broadcast message.
4.   After listening to the available broadcast messages, select the message number to delete and press [#] to confirm.
5.   To delete a broadcast message, enter the desired message number and press [#] to confirm.
6.   Press [#] to accept the delete action. The system returns to Broadcast Administration.

System Administration Options [7+8]

With this option, the administrator controls and can modify the operation of the voice mail system, via the telephone.
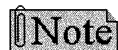
⌂**Note**	*Changing these settings from default values may cause erratic system operation and may require PC/Laptop Administration to correct.*

Setting Up Voice Lines

This option determines what functions are available on the voice lines, and determines how lines are answered. Configuring the port numbers is part of the voice line options.

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [8] for System Administration.
3. Press [1] to select Set-Up Voice Lines.
4. Enter the port number to configure, or press [0] for all ports.
   a. If you enter the desired port number, the system will confirm the module being used and play the configuration of that line.
   b. If you press [0] to configure all ports, select one of the following options:

      Press [1] and the system will play how each line is set up.

      -or-

      Press [0] and the system will prompt you to enter the module number that you want to run. After entering the desired module number, press [#] to confirm the change.

      The menu choices are:

      [1] for Voice Mail (*uses mailbox number*)

      [2] for Auto-Attendant (*uses extension number*)

      [3] for Menu

      [4] for Time Control

      Press [#] again to return to previous level, or enter the phone system configuration file. The system will confirm that the "run code" was changed, and then reset itself.

Shutting Down the System

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [8] to select System Administration.
3. When prompted, press [3] and select one of the following options:
   a. Press [1] to shut down and park. The system will reset itself.
   b. Press [2] to shut down and reboot. The system will shut down and reboot itself.
      For more details, refer to the *"Shutdown Wizard" on page D-12.*

Resetting the System Date and Time

1. At the Main Menu, press [7] to access the Administrator functions.
2. Press [8] to select System Administration.
3. When prompted, press [4]. The system will <u>automatically</u> reset itself, and you will return to System Administration.

Automated Attendant Options

The Auto Attendant menu is accessed using the voice mail main menu. Press [6] for Extended Options on the main voice mail menu to change Auto Attendant functions. Features available to a voice mail owner are dependent on the configuration set by the System Administrator. This section discusses the basic features available to Mailbox Owners.

The Auto Attendant Module performs call transfers without the assistance of a live operator. The voice mail system supports two transfer methods: Direct and Requested.

Auto-Attendant Menus

This shows the menus that are used by the Auto Attendant:

[6] Extended Options
    [1] Extension Settings
        [1] Immediate Forward to Personal Mailbox
        [2] Blind Transfer
        [3] Supervised Transfer
            [1] Call Screening
            [2] Call Holding
            [3] Call Screening & Call Holding

System Access

This menu allows a mailbox user to set up and edit the special features that come with the Automated Attendant. Extension features are accessed through the Voice Mail Owner menu.

1. Dial the internal extension or outside phone number.
2. Enter your mailbox number and press [*].
3. Enter your password and press [6] at the mailbox owner prompt.

Call Transfer Options

The voice mail system transfers calls using several methods. A mailbox user changes the method of transfer through Extension Maintenance.

1. Press [1] for the Extension Settings option.
2. Select the desired transfer option. When the voice mail system forwards a call to an extension the transfer types are:

   Immediate Forward -- Press [1] ... the voice mail system forwards the call immediately to the mailbox without trying to reach the extension.

   Unsupervised (Blind) -- Press [2] ... the voice mail system does not monitor the transfer, the call transfers immediately to the extension. In the event the call is not answered, the system does not forward the call.

   Supervised -- Press [3] ... the voice mail system monitors the transfer. If the call is not answered, it is forwarded. If the System Administrator has allowed the Call Screening or Call Holding functions, the extension can be set to follow these options:

   ☐   Set Call Screen - Press [1]
   ☐   Set Call Hold - Press [2]
   ☐   Set Both - Press [3]
   ☐   Call transfers to the mailbox or extension of the person calling in
        (If transfer is Supervised or Immediate Forward, then select where to forward call.)