



PHONE SYSTEM ADMINISTRATOR DUTIES

As a Phone System Administrator, you can provide the following services:

- Set the date and time of your system
- Program system speed-dial numbers
- Program user programmable feature keys
- Name changes
- Extension Swapping

VOICEMAIL ADMINISTRATOR DUTIES

The Voicemail Administrator can use special features that are not provided to Subscribers. The System Administrator mailbox has all standard features plus the ability to do the following:

- Record a broadcast message
- Perform mailbox and group list maintenance
- Change voice mail company greetings

HOW TO CHANGE THE DATE/TIME

- 1). While on hook, enter the Set Date/Time feature code (9800). Your display shows DATE (current date). If you do not need to change the date, press # or ACCEPT to skip the TIME XX:XX prompt.
- 2). Use the keypad keys to enter the month, day, and year. For example, press 020301 for February 3, 2001. When finished, the display shows TIME (current time). If you entered the date incorrectly, the display shows INVALID DATE and you are prompted to enter a new date. If you do not need to change the time, press # or ACCEPT twice to exit. The display shows SYSTEM DATE AND TIME UPDATED.
- 3). Use the keypad keys to enter the time in hours and minutes. (For example, enter 0900 for 9:00.) If you entered the time incorrectly, the display shows INVALID TIME and you are prompted to enter a new time.
- 4). If the system is set for 12-hour display format, the display shows SELECT AM OR PM (AM=1, PM=2). Press 1 (or the AM menu key) for AM or press 2 (or the PM menu key) for PM. The display shows SYSTEM DATE AND TIME UPDATED. If you press any key other than 1 or 2, the display shows INVALID TIME and you are prompted to enter a new time.

HOW TO CHANGE REMOTE MESSAGING

- 1). Press VMS, or dial 2501, and press * when the voice prompts begin.
- 2). Enter the administrator's mailbox number and password.
- 3). Upon entering the mailbox, press 4 for personal options.
- 4). Press 5 for Remote Messaging Setup
- 5). Press 1 for Primary Setup. (You will now hear how the call reminders are currently setup)
- 6). Press 1 to change your Cascade Level.
- 7). Press 1 for your Cascade Level. (You will now hear the current number to which messages are being sent)

- 8) Press 2 to change the phone number.
- 9) Press 2 to call an outside number, and enter the phone number.
- 10) Press 1 to turn the number on, and then choose 2 for “personal phone notification”. The system will confirm the phone number and return you to the previous menu.
- 11) Hang up.

HOW TO PROGRAM SYSTEM SPEED DIAL NUMBERS

- 1). While on hook, enter 9801.
- 2). Enter the speed-dial location number (000-999).
- 3). To change or program the name: Enter the desired name for the speed-dial number.
 - In numeric mode*, the keypad keys are used to enter numbers 0-9, the # key is used for entering a hyphen, and the * key is used for entering a colon.
 - In alphanumeric mode*, keypad keys are used to enter the desired letters, numbers, and punctuation. The number of times a key is pressed determines which character is entered. When adjoining characters are located under the same key, press FWD to advance to the next character.
- . To erase the current name and leave it blank: Press MUTE repeatedly until the name is erased. Then press #.
 - To leave the name the same: Press #.
- 4). Enter the number (up to 48 digits) to be stored.
- 5). Press #.

HOW TO PROGRAM USER-PROGRAMMABLE FEATURE KEYS

- 1). While on hook, dial SPCL 397 or just dial 397.
- 2). Press the feature key you want to program.
- 3). Dial the feature code or extension number you want to store under that key. (Refer to the Axxess User Guide for default feature codes).

HOW TO DISPLAY THE CURRENT FEATURE KEY VALUES

- 1). While on hook, dial SPCL 396, or just dial 396.
- 2). Press the feature key(s) you want displayed.
- 3). Press the SPKR key to hang up.

NAME CHANGES

(The "Name" Displayed in the LCD)

- 1). While on hook, enter 9932.
- 2). Press (1) for Station.
- 3). Enter extension to be changed.
- 4). Press #.
- 5). Press 2 for Station Info.
- 6). Press 2 for User Name.
- 7). Enter the new name using the letters on the number pad. For names with repeating letters (i.e. Jill, Will or Jennifer), press Transfer or FWD> to move the cursor to the next space, and press Hold or MUTE< to backspace the cursor.
- 8). Press # to accept.

EXTENSION SWAPPING

- 1). While on hook, enter 9932.
- 2). Press (2) for system.
- 3). Press (4) for station extensions.
- 4). Press (2) for swap extensions.
- 5). Enter first extension number and press #.
- 6). Enter second extension number and press #.
- 7). Unplug each phone and plug into the new locations.

BROADCAST MESSAGES

The System Administrator has the ability to make a single recorded message and send it to all Standard and Receive Only subscriber mailboxes.

HOW TO RECORD A BROADCAST MESSAGE

- 1). Press VMS, or dial the voicemail application number (2501). You hear the main menu.
- 2). During or after the greeting, press * to identify yourself as a subscriber.
- 3). Enter the System Administrator mailbox number and password.
- 4). Press 9 to access the System Administrator's Menu.
- 5). When you hear the System Administrator Menu list of options, press 1 to send a broadcast message.
- 6). Record your message.

To pause while recording: Press 2. To continue, press any key except 0.
To erase and re-record your message: Press 3.

If you exceed the maximum allotted time for message length, a prompt will notify you and allow you to re-record the message or send it.

If voicemail is full, a message will notify you that it cannot accept your message. Hang up and try again later.

- 7). When you have completed your message, you have the following options:
If you are satisfied with your message, hang up OR press # for more options.

If you wish to hear your message, press 1.

If you wish to add to your message, press 2 and continue your message as described in step 6.

To erase and re-record your message, press 3.

MAILBOX/GROUP LIST MAINTENANCE

Using the System Administrator's mailbox, you may provide basic voicemail mailbox and group list maintenance. This maintenance includes the following:

- Record the name of a standard subscriber mailbox or group list
- Record the mailbox greeting and set personal options for a subscriber mailbox
- Set the password for a subscriber mailbox

HOW TO PERFORM MAILBOX/GROUP LIST MAINTENANCE

- 1). Press VMS, or dial the voicemail application access number (2501). You hear the main menu.
- 2). During or after the greeting, press * to identify yourself as a subscriber.
- 3). Enter the System Administrator mailbox number and password (Admin Mailbox Number, Admin Mailbox Passcode).
- 4). Press 9 to access the System Administrator's menu.

- 5). When you hear the System Administrator Menu list of options, press 2 to access the Mailbox/Group List Maintenance option.
- 6). Dial the mailbox or group list number to be accessed.

If programming a mailbox, press 4 to hear the Personal Options menu. Follow the instructions to program the name (press 2), password (press 3) or greeting (press 1) for the selected mailbox.

If programming a group list, the current name is played. You are prompted to enter a name. After the tone, record the name for the selected list. When you are finished, press #. Then press # again to accept the name. (Or, press 1 to replay the name you just recorded, or 3 to erase and re-record.).

HOW TO RE-RECORD COMPANY GREETINGS

- 1). Press VMS, or dial the voicemail application number (2501)
- 2). During or after the greeting, press * to identify yourself as a subscriber.
- 3). Enter the System Administrator mailbox number and password.
- 4). Enter 9-Administration Features.
- 5). Enter 3-Recording Options then Enter 1: Make Custom Recording
- 6). Enter the 3-digit recording number.

Recording Number*	Greeting
100	Menu Day
103	Menu Night
104	Directory
200	Menu Weather
110	Menu Holiday
105	Information Menu

To re-play, press 1

To erase and re-record, press 3

To accept, press

** These are sample recording numbers. Consult your system documentation for the correct recording numbers.*

HOW TO APPLY COMPANY GREETINGS

- 1). Dial the voicemail number (2500) OR Dial the main telephone number.
- 2). During or after the greeting, press * to identify yourself as a subscriber.
- 3). Enter the System Administrator mailbox number and password.
- 4). Enter 9-Administration Features.
- 5). Enter 3-Recording Options.
- 6). Enter 2-Select Custom Recording.
- 7). Enter the Application Number.

Application Number*	Greeting
2500	Menu Day
2503	Menu Night
2504	Directory
2500	Menu Weather
2510	Menu Holiday
2505	Information Menu

- 8). Select 1 for Day OR 2 for Night.
- 9). Enter 3 digit recording number (Listen to greeting---Press # to apply greeting).

Recording Number**	Greeting
100	Menu Day
103	Menu Night
104	Directory
200	Menu Weather
110	Menu Holiday
105	Information Menu

** These are sample application numbers. Consult your system documentation for the correct application numbers.*

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