

PROGRAMMING SYSTEM FUNCTIONS VIA TELEPHONE FOR VODAVI STS VOICE MAIL

To access the **System Administrator Mailbox**:

1. Dial into voice mail (**press voice mail button or dial 440**).
2. When the system answers, dial [*** #**] followed by the System Administrator Mailbox number:
 - [#] + [0] = **two-digit mailbox system**
 - [#] + [00] = **three-digit mailbox system**
 - [#] = [000] = **four-digit mailbox system**

The system will announce: “**Mailbox 15-00**”, which is the System Mailbox Administrator Mailbox number. This number does not conflict with Mailbox 15 in a two-digit mailbox system.

3. When requested, enter the **System Administrator password**.
Default = [9] + [#] + [56]

The **System Administrator Mailbox menu** plays to prompt you to **select one** of the options listed below:

Press: [1] for system greetings
[2] for Mailbox Administration
[3] for Auto Attendant configuration
[4] to set date and time
[5] to set operating mode
[6] select PBX integration
[7] to record a prompt
[8] to listen to a prompt
[9] to change the open & close schedule

4. Select the appropriate button to select the desired option. Descriptions of the options are provided on the next several pages.

ADMINISTRATOR OPTIONS

System Greetings

The programmed Day or Night greeting for each port, as programmed in the Number Plan screen, is the first announcement played to outside callers when they reach the system.

Callers will either dial the system's access number directly or they might be forwarded when the dialed extension is busy or unanswered.

You have the option to record up to nine programmable greetings to provide callers with certain information and instructions upon their entering the system.

You can customize the system sign-on greetings to meet your organization's needs. When you record a customized greeting, remind subscribers to **dial [#] to identify themselves to the system as subscribers**. This is important for new subscribers who can get confused and end up leaving unintended messages for others rather than entering their mailboxes.

Outside callers who have never encountered a voice message system should be given clear instructions on what to do when they reach the system. Since mailbox numbers are generally the same as the extension numbers, a **caller can leave a message** by just **dialing a [*] before the extension number of their intended party**. By customizing the system greeting, explicit directions can be given to the outside caller.

To program system greetings:

1. Access the System Administrator Mailbox. The System Administrator Mailbox Menu plays.
2. **Press [1] to access system greetings**. The system will prompt you for the greeting number (1 – 9).
3. **Enter the desired greeting number**.

For example:

1 = Default Day greeting

2 = Default Night greeting

3 = Default Temporary greeting

4 – 9 = Open for customized greetings

4. You will be prompted with the following three choices:

Press [1] to Review. The greeting selected in Step 3 is played, then you are returned to step 4.

Press [2] to Record. You will be prompted to record the greeting selected in Step 3. When you finish recording, **press [#] to save the recording.** Then you are returned to Step 4.

Press [3] to Delete. The system will announce that the greeting selected in Step 3 is deleted, then you are returned to Step 4.

5. When you finish work on the greeting initially selected in Step 3, you have three choices:

- Press [*] to go back to **Step 3** and select another greeting to manage.
- Press [*] + [*] to return to the **Administrator Option Menu.**
- Press [*] + [*] + [*] **to exit the system** completely.

Mailbox Administration

Mailbox administrative functions are normally accessed using the programming terminal along with the appropriate programming screens on the system. However, for your convenience, a number of functions can be performed using your System Administrator mailbox. These include:

- **Changing** an unknown/forgotten mailbox access code to a new temporary access code.
- **Adding** new mailboxes. You may need to use the Mailbox Setup Screen to enter any additional information.
- **Deleting** an existing mailbox.
- **Recording** personal mailbox greetings
- **Resetting** a Message Waiting Indicator (MWI).

Changing a Mailbox Access Code

If a subscriber forgets their access code, you can reset it without deleting the mailbox and its messages. Once they are given the new temporary access code, the subscriber should immediately enter their mailbox and change the temporary access code to one of their own.

This is the only method for changing the administrator mailbox access code.

To change a Mailbox Access Code:

1. **Access the System Administrator Mailbox** as described on page 1. The Administrator Options Menu plays.
2. **Press [2]** to access mailbox administration.
3. After the prompt, **enter the mailbox number** for which you want to change the access code.
4. After the next prompt **press [1] to change an access code.**
5. **Enter the new access code**, then **press [#] to accept.** The system will announce the new access code confirmation, then you are returned to the Administrator Options menu in Step 1.
6. When you finish changing the access code(s), you have three choices:
 - **Press [1] through [9] to select** another System Administrator **task** to perform.
 - **Press [*]** to return to the system **Main CCR Menu.**
 - **Press [*] + [*]** to **exit** the system completely.
7. Give the new temporary access code to the subscriber. Tell the subscriber to enter their mailbox immediately to change the access code to one of their own choice.

Adding a Mailbox

When you add a mailbox to the system, several default values are assigned: the **extension number** will be the **same as the mailbox number**, the password will be [0] + [0] + [0] + [0], the **Class of Service** will **default to 1**, and the **Outcall function** will be **turned OFF**. If you need to **change** these options from the default values, you will have to use the **Programming Terminal**.

To add a Mailbox:

1. **Access the System Administrator Mailbox.** The Administrator Option menu plays.
2. **Press [2]** to access mailbox administration
3. After the prompt, **enter the mailbox number** for which you want to add.
4. After the next prompt, **press [2] to add a mailbox.** The system confirms addition of mailbox and then returns you to the Administrator Options Menu in Step 1.
5. When you finish adding a mailbox, you have three choices:
 - **Press [1] through [9] to select** another System Administrator **task** to perform.
 - **Press [*]** to return to the system **Main CCR Menu.**

- Press [*] + [*] to exit the system completely

Deleting a mailbox is a permanent action and the mailbox or its messages cannot be recovered after the delete action is confirmed by pressing [#].

Deleting a Mailbox:

1. **Access the System Administrator Mailbox.** The Administrator Options menu plays.
2. **Press [2]** to access mailbox administration.
3. After the prompt, **enter the mailbox number** for which you want to delete.
4. After the next prompt, **press [3] to delete the mailbox.**
5. After the prompt, **press [#] to confirm** deletion or **[*] to cancel.** You are then returned to the Administrator Options Menu.
6. When you finish mailbox deletion activities, you have three choices:
 - **Press [1] through [9] to select** another System Administrator **task** to perform.
 - **Press [*] to return to the system Main CCR Menu.**
 - **Press [*] + [*] to exit the system completely.**

Recording a Mailbox Greeting

You can use the System Administrator's Mailbox to record the mailbox greeting for any system mailbox, as well as for **RAN mailboxes.**

To record a mailbox greeting:

1. **Access the System Administrator Mailbox.** The Administrator Options menu plays.
2. **Press [2]** to access mailbox administration.
3. After the prompt, **enter the mailbox number** for which you want to record a greeting.

RAN mailbox numbers are 801 – 816.

4. After the next prompt, **press [4] to record** a mailbox **greeting.**
5. After the **beep, record** the mailbox greeting, then **press [#]** when finished.

6. After the prompt, **press [#]** to **confirm** the **recording** is satisfactory. You are then returned to the Administrator's Options Menu.
7. When you finish recording the mailbox greeting activities, you have three choices:
 - **Press [1] through [9]** to **select** another System Administrator task to perform.
 - **Press [*]** to return to the system **Main CCR Menu**.
 - **Press [*] + [*]** to **exit** the system completely.

Resetting a Message Waiting Indicator

The System Administrator can reset the **message waiting indicator (MWI)** for a mailbox. When this option is selected, the system checks the current status of any messages stored in the mailbox. The system then dials the appropriate MWI “turn on” code if there are new messages in the mailbox and the appropriate “turn off” code if there are no new messages in the mailbox. This operation will re-synchronize the physical MWI with the mailbox message status.

To reset an MWI:

1. **Access the System Administrator Mailbox.** The Administrator Options menu plays.
2. **Press [2]** to access mailbox administration.
3. After the prompt, **enter the mailbox number** for which you need to reset the MWI.
4. After the next prompt, **press [5]** to **reset MWI**. The system confirms that the request has been processed and you are returned to the Administrator Options Menu.
5. When you finish resetting the MWI activities, you have three choices:
 - **Press [1] through [9]** to **select** another System Administrator **task** to perform.
 - **Press [*]** to return to the system **Main CCR Menu**.
 - **Press [*] + [*]** to **exit** the system completely.

Auto Attendant Configuration

Using this option allows you to easily **change** the **greeting** a caller will hear on a given **port** between the programmed **Day/Night** greeting and the programmed **Temporary greeting**.

This is useful when a Temporary greeting for something like a weather-related closing needs to be **activated** from a **remote** location.

To change Auto Attendant Configuration:

1. **Access the System Administrator Mailbox.** The Administrator Options Menu plays.
2. **Press [3] for Auto Attendant Configuration.**
3. After the prompt, **press [1]** to select **normal** greeting or **[2]** to select **temporary** greeting.
4. After the prompt, **press** the appropriate **port number** to change **[0] – [8]**. You are returned to the Administrator Options Menu.
5. When you finish Auto Attendant Configuration activities, you have three choices:
 - **Press [1] through [9]** to **select** another System Administrator **task** to perform.
 - **Press [*]** to return to the system **Main CCR Menu**.
 - **Press [*] + [*]** to **exit** the system completely.

Setting Date and Time

You may use the System Administrator 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.

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

1. **Access the System Administrator Mailbox.** The Administrator Options menu plays.
2. **Press [4] to Set Date and Time.**
3. After the prompt, press:
 - [1] to **review data** – the current date and time settings in the Voice Mail are announced, then you are returned to the Administrator Options Menu.
 - or-**
 - [2] to **change data** – after the first prompt, **enter** the time in **four-digit military time** format e.g., 0930 for 9:30am or 1830 for 6:30pm. After the **second prompt**, **enter** the **date** as a **six-digit number** in **MMDDYY format**. You are then returned to the prompt that asks if you want to review data, change data, or exit.
 - or-**
 - [*] to **exit** – you are returned to the Administrator Options Menu.
4. When you finish setting Date and Time activities, you have three choices:
 - **Press [1] through [9] to select** another System Administrator's **task** to perform.
 - **Press [*] to return** to the system **Main CCR Menu**.
 - **Press [*] + [*] to exit** the system completely.

Setting Operating Mode

Under normal conditions, the **pre-programmed Auto Attendant screen controls the greeting that plays** when the *Flash-based Voice Mail* answers a caller. This screen tells the *Flash-based Voice Mail* which **greeting to play based upon the time of day, Day or Night**, which is programmed in the **Open & Close screen**.

There may be a time when it is desirable to change the system from **Day (Mode 1)** to **Night (Mode 2)** at the other-than-normal time. The System Administrator can accomplish this by dialing into the system, rather than having to access the programming terminal.

When the mode is changed manually to either Mode 1 or Mode 2, the Flash-based Voice Mail stays in that mode until the System Administrator changes the mode back to Automatic mode through the Administration Options menu. The mode cannot be changed from the programming terminal.

The following are the **System Operating Mode Numbers** and their meanings.

- **Mode 1 – Fixed Day Mode:** the system is in Day Mode all of the time.
- **Mode 2 – Fixed Night Mode:** the system is in Night Mode all of the time.
- **Mode 3 – Automatic Mode:** the system follows the **Open & Close** times as programmed.

To Change the Operating Mode

1. Access the **System Administrator Mailbox**. The Administrator Options menu plays.
2. **Press [5] to Set Operating Mode**.
3. After the prompt, press:

[1] to review data – the system will announce the current Mode and then you are returned to the prompt that asks if you want to review data, change data, or exit.

-or-

[2] to change data – after the prompt, press:

[1] for **Day Mode** – choice is confirmed, then you return to prompt asking if you want to review, change, or exit.

-or-

[2] for **Night Mode** – choice is confirmed, then you return to prompt asking if you want to review, change, or exit.

-or-

[3] for **Automatic Mode** – choice is confirmed, then you return to prompt asking if you want to review, change, or exit.

-or-

[*] to **exit** – you are returned to the Administrator Options Menu.

4. When you finish Setting the Operating Mode, you have three choices:

- **Press [1] through [9] to select** another System Administrator **task** to perform.
- **Press [*]** to return to the system **Main CCR Menu**.
- **Press [*] + [*]** to **exit** the system completely.

Selecting PBX Integration

The *Flash-based Voice Mail* uses a **set of pre-programmed PBX Integration screens**. These screens provide **standard configurations** for various PBX systems that might be used with the Flash-based Voice Mail.

The current PBX Integration may be changed from the System Administrator Mailbox.

To change the PBX Integration:

1. **Access the System Administrator Mailbox**. The Administrator Option Menu plays.

2. **Press [6] to Select PBX Integration**.

3. After the prompt, press:

[1] to **review data** – the system will announce the current PBX Integration and then you are returned to the prompt that asks if you want to review data, change data, or exit.

-or-

[2] to **change data** – after the prompt, **enter** the desired **two-digit Integration Number** (00 = **Vodavi STS 2 digit**; 01 = **Vodavi STS 4 digit**). You are then returned to the prompt that asks if you want to review data, change data, or exit.

-or-

[*] to **exit** – you are returned to the Administrator Options Menu.

4. When you finish Selecting a PBX Integration, you have three choices:

- **Press [1] through [9] to select** another System Administrator **task** to perform.
- **Press [*]** to return to the system **Main CCR Menu**.
- **Press [*] + [*]** to **exit** the system completely.

Recording a Prompt

The *Flash-based Voice Mail* is shipped with a complete set of system voice mail prompts. These system prompts cover all system operations and functions.

There may be occasions, however, when it is desired to change the wording of a prompt to meet a specific requirement. This function allows such changes.

Refer to “**Voice Prompts**” for a complete listing of the system’s **default voice prompts**.

All of the supplied prompts are the same voice and volume level. If you desire to re-record a prompt, you should ensure that you use the same volume level and a similar tonal quality as the original.

You must not change any of the listed options or their activation keys. If you do, you will become confused when the options do not work as expected. There is no way to change these options in the field.

To re-record a System Prompt:

1. **Access the System Administrator Mailbox.** The Administrator Options menu plays.
2. **Press [7] to Record a Prompt.**
3. After the prompt, **enter the three-digit prompt number** of the **prompt** that you want to **re-record**.
4. After the **beep**, **record** your new prompt, then **press [#]** when **finished** recording. You are then returned to the Administrator Options Menu.
5. When you finish Recording a Prompt, you have three choices:
 - **Press [1] through [9] to select** another System Administrator **task** to perform.
 - **Press [*]** to return to the system **Main CCR Menu**.
 - **Press [*] + [*]** to **exit** the system completely.

Listening to a Prompt

The *Flash-based Voice Mail* includes a method of listening to any or all of the recorded prompts. This may be used to determine whether it is necessary to modify a prompt.

You can listen to a **single** prompt, a **range** of prompts, or the **last** prompt that was recorded.

To listen to System Prompts:

1. **Access the System Administrator Mailbox.** The Administrator Options menu plays.
2. **Press [8] to Listen to a Prompt.**
3. After the prompt, **enter one of the following three options:**
 - A **three-digit prompt number**, then when prompted **enter the same number** a second time. The selected prompt plays and then you are returned to the Administrator Options Menu.
 - or-
 - The **first three-digit number of the range** followed by the **second three-digit number** of the range. The selected prompts play and then you are then returned to the prompt that asks if you want to listen to a single prompt, listen to a range of prompts, or listen to the last prompt recorded.
 - or-
 - **Press [#] to listen to the last prompt recorded.** After the prompt plays you are returned to the Administrator Options Menu.
4. When you finish listening to the Prompts you have three choices:
 - **Press [1] through [9] to select** another System Administrator **task** to perform.
 - **Press [*] to return to the system Main CCR Menu.**
 - **Press [*] + [*] to exit** the system completely.

Change Open and Close Schedule

The *Flash-based Voice Mail* allows the system administrator to change the **Opening and Closing Schedule** via a DTMF telephone. This is useful for unscheduled closings or hour changes.

To change the Open & Close Schedule:

1. **Access the System Administrator's Mailbox.** The Administrator Options Menu plays.
2. **Press [9] to change Open and Closing schedule.** You are prompted to select the day of the week to modify.
3. **Press the desired digit [1] through [7] to select a day of the week (Sun-Sat) to modify.** You are prompted to select an option to either **change** the **Closing** time **or** the **Opening** time.
4. **Press [2] for Closing** time or **[6] for Opening** time. You are prompted to select an option to review, modify, or delete the time.
5. **Press [1] to review, [2] to modify, or [3] to delete** the selected value. A **recorded announcement** is provided to **confirm** the **action** you have taken.
6. **Press [*]** after your changes are complete.
7. When all schedule changes are complete, you have three choices:
 - **Press [1] through [9] to select** another System Administrator **task** to perform.
 - **Press [*] to return** to the system **Main CCR Menu**.
 - **Press [*] + [*] to exit** the system completely.