

Before Beginning

The *Emerald ICE HD Voicemail* default settings for the System Administrator's mailbox are as follows: the default mailbox number is 555. The default password is 1234.

The System Administrator should be familiar with standard dialing procedures and features such as using the  key as a recording or number terminator, etc.


Since the System Administrator can perform functions that can affect overall system operation, the person assigned these responsibilities should be thoroughly trained in how they operate. It goes without saying that the person should be carefully chosen.

Accessing the System Administrator's Mailbox

A System Administrator's mailbox is accessed in the same manner as a subscriber mailbox.

System Administrator functions are as easy to use as standard subscriber features. Upon entering a System Administrator mailbox, *Emerald ICE HD Voicemail* prompts the administrator for individual choices.


To access the System Administrator's mailbox:

1. Dial the directory number associated with the first port in the *Emerald ICE HD Voicemail*.
2. At the system greeting, dial  followed by the Administrator's mailbox number.
3. Dial the mailbox password (the default is 1234).



NOTE:

*If a voice mail key is programmed, press * to access the main menu and then press # followed by the administrator's mailbox number (the default is 555)*

4. The Main Menu for System Administration now plays.
5. Press  to exit the system when done.

Voice Menu Greetings

Using Voice Menus, *Emerald ICE HD Voicemail* can be programmed to answer a call, play a greeting (providing a listing of choices to dial) and then wait for the caller to press a digit. The caller uses the dial pad of a DTMF keyset to select a destination. Based on the digit(s) the caller presses the Voice Menu routes the caller to the appropriate destination. Voice Menus can be programmed to route calls even if the caller does not press a digit.

RAN's are recorded using the System Administrator's mailbox.

Voice Menu Greeting Functions

In the default configuration there are five voice menus programmed. They are:

1. Voice Menu 1, 1 which is the Day greeting.
2. Voice Menu 1, 2 which is the Night greeting.
3. Voice Menu 81-90 are the Holiday greetings.
4. Voice Menu 98, 1 which is the Alternate Greeting #1.
5. Voice Menu 99, 1 which is the Alternate Greeting #2.

The system greeting for Voice Menu 1 is the first announcement played to outside callers when they reach a port on the system. Depending on the time of day, callers may hear Voice Menu 1,1 or Voice Menu 1,2. Callers might dial the system's access number directly or they might be forwarded when the dialed extension is busy or unanswered.

If you are using Alternate Greeting mode operation, the appropriate Voice Menu 98, 1 and 98, 2 greetings must be recorded or *Emerald ICE HD Voicemail* will follow programming for Voice Menu 1,1. Remember that with integrated systems, callers directed to a mailbox in the system will hear the subscriber's mailbox (personal) greeting.

The *Emerald ICE HD Voicemail* system comes with the following standard system greeting, that is voice menu 1, greeting 1: *"Enter the extension number of the person you are calling. To reach an operator, press zero."*

The System Administrator has the option of recording up to eight programmable and one emergency greeting for each time of the day to provide callers with specific information and instructions.



NOTE:

The System Administrator must program the days and times that the various greetings are played via the Voice Menu Administration screen on the programming terminal. See Section 6 - Outcall Administration for more detailed information.

The System Administrator customizes system sign-on greetings to meet each organization's needs. When the System Administrator records a customized greeting, it should 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 own 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, callers can leave a message in the correct mailbox 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. For example, “If you know your party’s extension number, please dial it now, or dial zero for the operator. If you are a subscriber press pound”.



NOTE:

By keeping the instructions clear and simple, callers will not feel overwhelmed and will actually use the system better.

Working with Voice Menu Greetings

The System Administrator can listen to (or play) Voice Menu greetings at any time, and any of the Voice Menu greetings can be recorded or deleted at any time. The Voice Menu greeting can be customized to meet the organization’s needs by recording new greetings as required. Follow the steps below to listen to, record, or delete Voice Menu mailbox greetings:

1. Dial the directory number associated with the first port in the *Emerald ICE HD Voicemail*.
2. Dial # followed by the System Administrator’s mailbox number at the system greeting.
3. Dial the mailbox password. The Main Menu for System Administration now plays.



NOTE:

*If a voice mail key is programmed, when the system answers, press * to access the main menu and then press # followed by the administrator’s mailbox number and password.*




4. Dial 1 for Voice Menu Greetings.
5. Enter Voice Menu Box Number. This entry is the Voice Menu number and must be at least two digits. Example: Voice Menu 1 would be 01. The maximum number of digits that may be entered is seven.

Once you have entered the Voice Menu number, there are three available choices:

Dial 1 to review – then the greeting number (1-9). The selected greeting is played. Greeting 9 is the Override Greeting. If it is recorded, then Voice Menu Greetings 1 - 8 are not used. *Emerald ICE HD Voicemail* follows the programming for Voice Menu 1, greeting 1 after Greeting 9 has played.

Dial 2 to record – then the desired greeting number (1-9). When you are done recording, press # to save the recording.

Dial 3 to delete – then the desired greeting number (1-9). The selected greeting is deleted after receiving confirmation by the Administrator.

- When finished, press  one time to go back to step 4 – the Greetings Submenu or press  two times to return to the System Administrator Main Menu or press  three times to exit the system completely.

Broadcast Announcements

Broadcast announcements are recorded by the System Administrator and sent to every subscriber on the system. Unlike regular messages, a broadcast announcement is not delivered to the subscriber's new message queue. Instead, it plays automatically, immediately after subscribers enter their access codes.

Subscribers cannot save broadcast announcements nor can they skip listening to them. The announcement can be replayed after subscribers have heard the complete announcement, but subscribers must delete the broadcast announcement in order to get into their mailbox's Main Menu.

Since a broadcast announcement is not delivered into a subscriber's new message queue, it does not reduce the total number of messages that a mailbox can accommodate. Also, a broadcast announcement does not light the message waiting indicator (MWI) lamp on subscriber telephones.




NOTE:


Broadcast announcements appear in new subscriber mailboxes, even when the subscriber mailbox is added after the broadcast announcement was sent.

Only one broadcast announcement can be active at a time. The System Administrator can activate/ deactivate broadcast messages. Since broadcast announcements cannot be interrupted or skipped by subscribers, they should be used sparingly. In many instances, a large group distribution list may be a better method for sending such an announcement.






Working with Broadcast Announcements

The system can only have one broadcast announcement active at any time. To listen to the active broadcast announcement, to record a new broadcast announcement, or to delete an outdated broadcast announcement, follow the steps below.

- From the System Administrator's Main Menu, dial  for Broadcast Announcements. Dial one of the following:

Dial  to review a broadcast announcement. The broadcast announcement is played.

Dial  to record a new broadcast announcement.

2. Dial  to end recording. Dial  again to accept the announcement. An existing broadcast announcement is automatically deleted when a new one is recorded. The announcement is sent after it is accepted.
3. Dial  to delete a broadcast announcement. A broadcast announcement should be deleted when the information becomes outdated.
4. When finished with an announcement, press  one time to return to the System Administrator Menu or press  two times to exit the system completely.

9.2 Mailbox Administration

Mailbox administration functions can be accessed using the keyboard and monitor along with the appropriate programming screens on the system. However, for convenience, a number of functions can be performed using the System Administrator Mailbox. These include:

1. Resetting a forgotten mailbox password to a new temporary password. The only way to reset a mailbox password is by using the System Administrator mailbox.
2. Adding and deleting mailboxes. You may need to use [Figure 5-1: Mailbox Administration Screen](#) to enter any additional information, like the mailbox user's name.
3. Recording mailbox greetings, including Voice Menu greetings and Survey question counts.
4. Resetting Message Waiting Indicators (MWI).

Resetting a Mailbox Password

If subscribers forget their password, the System Administrator can reset the password without deleting the mailbox or messages. Subscribers should enter their mailbox immediately and change the temporary password to one of their own.



NOTE:

This is the only method for resetting a mailbox password.

To reset a mailbox password: