

## Change the Greetings in Emerald ICE Hard Drive Voicemail

### System Admin Box

Admin Box is **555**

Password – **1234**

To access the System Administrator's mailbox:

1. Dial the directory number associated with the first port in the *Emerald ICE HD Voicemail*. Should be **253**. (Voicemail ports in the ICE are 465 – 472 by default).
2. At the system greeting, dial \* then # followed by the Administrator's mailbox Number (**555**).
3. Dial the mailbox password (the default is **1234**).

*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.

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**. (01 is the most common entry).

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

Dial **1** to review – then the greeting number (1-9). The most common entries will be **1** for the day greeting and **2** for the night greeting. The selected greeting is played.

Dial **2** to record – then the desired greeting number (1-9). Again, enter **1** for the day greeting and **2** for the night greeting. 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.

6. You may now:

Press \* .....to go back to step 4 – the Greetings Submenu or

Press \*\* .....to return to the System Administrator Main Menu or

Press \*\*\* .....to exit the system completely.