

NEC

ELITEMAIL FMS/VMS SOFTKEY SYSTEM MANAGER GUIDE

You may add, delete, and reset mailboxes, change the opening greeting message and system schedule, and perform other maintenance operations through the System Manager options. Once you access a System Manager option, press 1 for Yes and 2 for No, using the telephone keypad.

LOG IN

To log in as a System Manager, dial voicemail (from your telephone).

You will hear: "Please enter your **personal security code**."

After you enter the correct security code, your telephone will display the following (if you have no new messages):

LVMSG MORE

Press the **MORE** softkey.

Your telephone will display the following:

SETUP MGR MORE

Press the **MGR** softkey:

You are now logged in as System Manager. Your telephone will display the following:

CHBX GREET SCHED MORE

Press the **CHBX** softkey:

This option lets you add a new mailbox, delete a security code, reset a mailbox to new, and delete a mailbox entirely.

You will hear: "Enter the extension number."

Enter a mailbox number of an existing mailbox.

If this selection has a security code set,

You will hear: "Extension....Would you like to delete the security code?"

"Would you like to reset the mailbox to new?"

"Would you like to delete the mailbox?"

If this selection has no security code set,

You will hear: "Extension....There is no security code set for this mailbox."

"Would you like to reset the mailbox to new?"

"Would you like to delete the mailbox?"

Hint: When you delete a mailbox, or reset it to new, you delete everything in the voice mail system that is associated with that mailbox. Be sure that this mailbox is not the owner of a Transaction box or Group box.

Press the **GREET** softkey:

This option allows you to change the voicemail system into and out of Holiday mode, and change the Opening Greeting.

If the system is not in holiday mode,

You will hear: "The system is in day/night mode."

"Would you like to change to holiday mode?"

If you enter NO;

You will hear: "Would you like to change the greetings for 'Opening Box'?"

"The current day greeting is....would you like to change it?"

"The current night greeting is....would you like to change it?"

This is used as the main greeting for your voicemail system unless otherwise noted.

If you enter Yes;

You will hear: "Would you like to change the greetings for 'Opening Box'?"

If the system is in holiday mode,

You will hear: "The system is in holiday mode."

"Shall I leave it on?"

If you enter No;

You will hear: "Would you like to change the greetings for 'Opening Box'?"

If you enter Yes;

You will hear: "Would you like to change the greetings for 'Opening Box'?"

"The current holiday greeting is....would you like to change it?"

Hint: The Holiday Mode lets you record one greeting to play no matter what time of day or night calls are received. When you record this greeting, you do not record over your regular Day Mode or Night Mode greetings. It is a greeting of its own. When you put the voicemail system into the Holiday Mode, this Holiday greeting will play, 24 hours a day UNTIL you put the system back into Day Mode or Night Mode. It is usually best to set the system into Holiday Mode at the close of the business day before the holiday/day you are to be closed. As soon as you return to work on the next regular business day, put the system back into day mode. (The system will go into Night mode at this time if you are doing this before the regular starting time of your Day mode. When the regular Day mode starting time occurs, the system will automatically return to Day mode.)

WARNING: If you have an emergency dispatch or order taking of any kind during your Night Mode, you must give the exact instructions to your callers in the new Holiday greeting in order to maintain service to your callers.

ONCE YOU SET YOUR HOLIDAY MODE, ALWAYS TAKE A FEW MINUTES TO TEST IT. CALL YOUR OFFICE, AS AN OUTSIDE CALLER WOULD AND MAKE SURE THAT THE CALL IS PROCESSED PROPERLY.

Press the **SCHED** softkey:

This option lets you change the voicemail system clock time, the voicemail system date, and the schedule range.

You will hear: "The clock time is set to...."

"Would you like to change it?"

If you enter Yes;

You will hear: "Enter the new clock time to the minute."

"Press star when you are finished"

Enter time, You will hear:

"Press 1 for a.m. or 2 for p.m."

"The clock time is set to...."

"Would you like to change it?"

If you enter No;

You will hear: "The date is set to...."

"Would you like to change it?"

If you enter Yes;

You will hear: "Enter the month of the year as a number from 1 to 12; where January is 1 and so on."

"Enter the day of the month as a number from 1 to 31."

"Enter the year as a four-digit number."

"The date is set to...."

"Would you like to change it?"

If you enter No;

You will hear: "Would you like to change a schedule range?"

If you enter Yes;

You will hear: "Would you like to change schedule one, interval A?"

Most systems are set up in schedule one, interval A. The time frame within this schedule range indicates the voicemail system to play your Day Mode greeting. Any time outside this range, the system will play your Night Mode greeting. You could change the schedule to reflect your office being closed at an early hour. Possibly due to inclement weather, a corporate meeting or picnic. You could do this for just a short period of time, or an entire day. The voicemail has 9 schedules available to follow through programming.

If you enter No;

You will hear: "Would you like to change schedule one, interval B?"
"Would you like to change schedule one, interval C?"
"Would you like to change schedule two, interval A?"
"Would you like to change schedule two, interval B?"
"Would you like to change schedule two, interval C?"
"Would you like to change schedule three, interval A?"
"Would you like to change schedule three, interval B?"
"Would you like to change schedule three, interval C?"

If you enter Yes and a schedule does not exist in that location;

You will hear: "There are currently no scheduled hours."
"There are currently no scheduled days."
"Would you like to change it?"

If you enter Yes and a schedule already exists in that location;

You will hear: "The current schedule is active from....to....on (days of week)...."
"Would you like to change it?"
"Would you like to delete it?"

If you enter Yes;

You will hear: "Enter the starting time to the minute."
"Press * when you're finished." Enter start time.
"Press 1 for a.m. or 2 for p.m."

You will hear: "Enter the ending time to the minute."
"Press * when you're finished." Enter end time.
"Press 1 for a.m. or 2 for p.m."

You will hear: "Enter the new days active by pressing 1 for Sunday, 2 for Monday and so on."

"Press the * key when you're finished." Enter days.
"Would you like to change schedule one, interval B?"....and the cycle continues.

Press the **MORE** softkey:

This will take you to the next system administrator screen.

INFO OPER BACK

Press the **INFO** softkey:

This is a play only parameter where system statistics are reported.

You will hear: "This is software version....Q...."
"The system key serial number is...."
"Available recording time is....hours."
"The clock is set to...."
"The date is set to...."
"The system is in day/night/holiday mode."
" (#) voicemail ports are active, using driver version....and firmware version...."

Press the **OPER** softkey:

This option tells you where the system operator is assigned.

You will hear: "The operators mailbox is...."

"Would you like to change it?"

WARNING: Do not change the operator assignment without reviewing your system configuration with an NEC representative. Changing this parameter could cause the failure of callers to be able to dial out of your voicemail system.

If you enter Yes and there is no fax extension set;

You will hear: "Please enter extension for the operator station." Enter extension.

"The operator extension is...."

"Operators mailbox setup complete."

"There is no current fax extension."

"Is this correct?"

If you enter No and there is no fax extension set;

"There is no current fax extension."

"Is this correct?"

If you enter Yes and there is a fax extension set;

You will hear: "Please enter extension for the operator station." Enter extension.

"The operator extension is...."

"Operators mailbox setup complete."

"The fax extension is....Is this correct?"

"Fax notify for operator mailbox is currently on."

"Shall I leave it on?"

OR

"Please enter extension for the operator station." Enter extension.

"The operator extension is...."

"Operators mailbox setup complete."

"The fax extension is....Is this correct?"

"Fax notify for operator mailbox is currently off."

"Shall I turn it on?"

If you enter No and there is a fax extension set;

You will hear: "The fax extension is....Is this correct?"

"Fax notify for operator mailbox is currently on."

"Shall I leave it on?"

OR

"The fax extension is....Is this correct?"

"Fax notify for operator mailbox is currently off."

"Shall I turn it on?"

If you choose to enter a fax extension;

You will hear: "Enter number of fax."

"Press * when finished." Enter extension.

"The fax extension is....Is this correct?"

"Fax notify for operator mailbox is currently on/off."

"Shall I leave it on/turn it on?"

To delete a Fax extension, press *.

Press the **BACK** softkey:

This takes you back one screen.

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