

# 9 *System Administrator Mailboxes*

## 9.1 Introduction

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### *General Information*

The System Administrator mailbox in *Emerald ICE HD Voicemail* is dedicated to the System Administrator's needs and functions. It can be used to send broadcast announcements, set various features and perform various system maintenance functions. It has full voice mail capability and can send or receive normal subscriber messages as well. In *Emerald ICE HD Voicemail*, two separate System Administrator mailboxes are available. This permits a second person to access the administrative features when one person is out of the office, or otherwise unavailable.

Using the System Administrator's mailbox, there are options to:

- Record any of the Voice Menu greetings.
- Create or delete a broadcast announcement.
- Add or delete mailboxes.
- Reset any mailbox password.
- Record greetings for any mailbox in the system.
- Reset message waiting indicators (MWI).
- Manage system group distribution lists.
- Set the system date and time.
- **Change the system operating mode.**
- Record the company name.
- Perform system shutdown procedures.

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## 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.

A system group list can be modified by adding a mailbox to the group list or deleting a mailbox from the group list. If a mailbox number is already in the list, entering that same number removes it from the list. If the mailbox number is not already in the list, it will be added. A system group list can be modified by renaming it or changing the recorded name.

To modify a system group list, follow the steps below:

1. From the **System Administrator's Menu**, dial  for System Group Lists.
2. Dial  to modify a system group list.
3. Dial the system group list number to be modified (30-79).
4. The system group list number and name are played.
5. Dial  to add or delete a group list member - enter the mailbox number(s) to be added or deleted. Press  when finished.
6. Dial  to rename the system group list - record the new name, then dial # to end the recording.
7. When finished press  one time to return to the System Administrator Menu or press  two times to exit the system completely.

## Utility

### Setting the System Date and Time


The System Administrator's mailbox can also be used to set the system date and time. The system date and time is used to generate the time and date stamp used for all envelope information and check delivery notifications. It also is used to generate accurate system traffic reports. It is important to insure that the system date and time is accurate.















#### **NOTE:**

*The time and date MUST be reset when there is a local time change such as Daylight Savings Time.*

To set the system date and time:

1. From the System Administrator's Main Menu, dial .

2. Dial the date as a four-digit number. For example, for October 10, 1997, the System Administrator would dial . Dial  to return to the Main Menu or continue. The date is played back to you for confirmation.
3. Dial the time in six-digit military time. For example, for 9:30 A.M., dial 093000; for 3:25 P.M., dial . The time is played back to you for confirmation.
4. Dial  to exit the system.



#### **NOTE:**

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*The system date and time cannot be set using the keyboard while the system is running. It may be set from the keyboard only if the system is taken off-line and the change is done from the DOS prompt. It is therefore recommended to always change the time and date from the Administrator's mailbox.*

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