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# NEC

# Elitemail

# System Manager Guide

# Table of Contents

<a href="#">Accessing System Manager</a> .....	1
<a href="#">Mailbox Maintenance</a> .....	2
<a href="#">Add a Mailbox</a>	
<a href="#">Delete a Mailbox</a>	
<a href="#">Delete Security Code</a>	
<a href="#">Reset as a New User</a>	
<a href="#">Greetings</a> .....	4
<a href="#">Change Main Greetings</a>	
<a href="#">Change to Holiday Mode</a>	
<a href="#">Schedule</a> .....	7
<a href="#">Changing the Date and Time</a>	
<a href="#">Changing Office Hours</a>	
<a href="#">System Information</a> .....	8
<a href="#">Operator Settings</a> .....	9

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# Accessing System Manager

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All of the System Manager functions are displayed on the display phone as you do your changes. However you can make these changes from off sight or from a non-display phone as well. The following instructions will include both.

To access the System Manager, first dial into the Voice Mail system. You can do this from any phone on the system or from a remote site.

If you are calling from within the office, once you enter the voicemail extension, you will need press the # sign in order to bypass the auto login feature.

From outside the office, if your receptionist answers live, then have her transfer you to the voicemail extension.

Once you have reached your main company greeting, dial **9900** then enter the security code of UCI1 (8241). You will hear “System Manager (*company name*). To reach the system manager conversation, press **0** while the system is playing the options for this mailbox or from a display phone, choose **MORE** and then choose **MGR**.

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# Mailbox Maintenance

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## To Add a Mailbox

Dial into the voice mail and access the System Manager. The first prompt that is played will ask you if you would like to change a mailbox and press 1 for yes. Or from a display phone, choose **CHBX**. The system will then ask you to enter the mailbox number. Enter the number of the extension you wish to add a mailbox for. The system will repeat the number you've just entered and tell you that this extension does not have a mailbox and ask you if you would like to add one. Press 1 for yes, then the system will tell you add complete.

## To Delete a Mailbox

Dial into the voice mail and access the System Manager. The first prompt that is played will ask you if you would like to change a mailbox, press 1 for yes. Or from a display phone, choose **CHBX**. The system will then ask you to enter the mailbox number. Enter the number of the mailbox you wish to edit. The system will repeat the number you've just entered and ask you if you would like to delete the security code, press 2 for no. Then it will ask you if you would like to reset the mailbox, press 2 for no. The next prompt will be to delete the mailbox; press 1 for yes and the system will say deletion complete. The system will then ask you if you would like to edit another mailbox. Press 1 for yes if you wish to edit another mailbox or press 2 if you are finished. Press \*\*\* to exit the system quickly.

## To Delete a Security Code

Dial into the voice mail and access the System Manager. The first prompt that is played will ask you if you would like to change a mailbox, press 1 for yes. Or from a display phone, choose **CHBX**. The System will then ask you to enter the mailbox number. Enter the number of the mailbox you wish to edit. The system will repeat the number you've just entered and ask you if you would like to delete the security code, press 1 for yes and the system will say deletion complete. Then it will ask you if you would like to reset the mailbox as new, press 2 for no. Next it will ask you if you would like to delete the mailbox, press 2 for no. The system will then ask you if you would like to edit another mailbox. Press 1 for yes if you wish to edit another mailbox or press 2 if you are finished. Press \*\*\* to exit the system quickly.

### **To Reset a Mailbox for a New User**

When you reset a Voicemail box to new, this will give the subscriber the First Time Enrollment Script when a user first enters the personal ID. IE: *“Welcome. As a new voicemail user, please take a moment to personalize your mailbox.”*

Dial into the voice mail and access the System Manager. The first prompt that is played will ask you if you would like to change a mailbox, press 1 for yes. Or from a display phone, choose **CHBX**. The System will then ask you to enter the mailbox number. Enter the number of the mailbox you wish to edit. The system will repeat the number you’ve just entered and ask you if you would like to delete the security code, press 1 for yes and the system will say deletion complete. Then it will ask you if you would like to reset the mailbox as new, press 1 for yes and you will hear reset complete. The system will then ask you if you would like to edit another mailbox. Press 1 for yes if you wish to edit another mailbox or press 2 if you are finished. Press \*\*\* to exit the system quickly.

**\*\*\*Note\*\*\*** *In order to successfully reset a mailbox to new, you must first delete the security code.*

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# Greetings

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## How to Change your Main Greetings

### *In a Single Office Environment*

Dial into the voicemail and access System Manager. If, when following these instructions, you do not hear a prompt you expect or you hear an unexpected message or something you do not understand, your safest choice is to press 2 for no in answer to any question you do not know how to answer.

When the system asks you if you would like to edit a mailbox, press 2 for no. The next prompt will ask you if you would like to change the main greeting, press 1 for yes. From a display phone, choose **GREET**. You will then be asked if you would like to change the greetings for box number “Opening Greeting”, press 1 for yes. You will be asked if you would like to switch to Holiday Mode, press 2 for no. The system will then play the greeting currently recorded and ask you if you would like to rerecord it. Press 1 for yes and follow the prompts to record. After you have recorded the day greeting, you will be asked if you would like to record the night greeting. Press 1 for yes and follow the prompts to record. If you wish to only rerecord the Day greeting or the Night greeting, only press 1 for yes for the greeting you wish to rerecord. Please make sure that the new recording 1-touch selections remain the same. When you have completed your recordings, press \*\*\* to exit quickly

### *In a Multiple Site Environment*

In a multi-site environment, you will have other greeting boxes besides the main greeting. You will need to access them a little differently. To find out which of your offices is the main greeting, please contact UCI.

To access the other greeting boxes, dial into the voicemail and enter 9900 then 8241. The system will answer and give you the same options as you would hear in your own voicemail. When the system asks you if you would like to leave a message, press 1 for yes. On a display phone, choose **LVMSG**. The system will ask you to enter the ext number or press ## to spell the name. Press ## and enter the first 3 numbers corresponding to the name of the other offices on the keypad on your phone. The system will then play a list of matches. Press 2 for no until you hear “*other office name* Main Greeting” then press 1 for yes. You will be asked if you would like to switch to the alternate greeting. Choose 2 for no. Then the system will play the greeting currently recorded and ask you if you would like to rerecord it. Press 1 for yes and follow the prompts to record. After you have recorded the day greeting, you will be asked if you would like to record the night greeting. Press 1 for yes and follow the prompts to record. If you wish to only rerecord the Day greeting or the Night greeting, only press 1 for yes for the greeting you wish to rerecord. Please make sure that the new recording 1-touch selections remain the same. When you have completed your recordings, press \*\*\* to exit quickly

## **To Change to Holiday Mode**

### *In a Single Site Environment*

Dial into the voicemail and access System Manager. Choose no when you are asked if you would like to edit a mail box and yes when you are asked if you would like to change the main greetings. You will then be asked if you would like to change the greetings for box number "Opening Box", press 1 for yes. From a display phone, choose **GREET**. The voicemail will tell you that the voicemail is in day mode and ask you if you wish to change to holiday mode. Press 1 for yes. The system will then play your current alternate greeting and ask if you would you like to change it. Press 1 for yes and follow the prompts record. The Holiday greeting should be in the same general format as the Night greeting, except that the phrase "Our switchboard is now closed" should be replaced with a line similar to "We are closed in observance of" and then list the holiday which is taking place, followed by the date and time you will resume your normal business hours. When you are satisfied with your recorded greeting, press \*\*\* to exit quickly.

The voicemail is now set up to play your alternate Holiday greeting. On the day you return to work after the holiday, make sure to log in to the voicemail to change the greeting back. This is necessary otherwise the Holiday greeting will continue playing.

Log back in as system manager and choose 1 for yes to change your greeting. The system will say it is in Holiday mode. The system will tell you it is in Holiday mode, and ask if you want to leave it on. Press 2 for no. The system will begin playing the day greeting. You may press 2 to end playback, and the system will ask if you want to change it. Press 2 for no. The system will then play the night greeting; press 2 again and press 2 when asked if you want to change it. Then press \*\*\* to exit quickly.

## **To Change to Holiday Mode**

### *In a Multiple Site Environment*

In a multi-site environment, you will have other greeting boxes besides the main greeting. You will need to access them a little differently. To find out which of your offices is the main greeting, please contact UCI's MIS department.

To access the other greeting boxes, dial into the voicemail and enter 9900 then 8241. The system will answer and give you the same options as you would hear in your own voicemail. When the system asks you if you would like to leave a message, press 1 for yes. From a display phone, choose **LVMSG**. The system will ask you to enter the ext number or press **##** to spell the name. Press **##** and enter the first 3 numbers corresponding to the name of the other offices on the keypad on your phone. The system will then play a list of matches. Press 2 for no until you hear "*other office name* Main Greeting" then press 1 for yes. You will be asked if you would like to switch to the alternate greeting. Choose 1 for yes. The system will then play your current alternate greeting and ask if you would you like to change it. Press 1 for yes and follow the prompts record. The Holiday greeting should be in the same general format as the Night greeting, except that the phrase "Our switchboard is now closed" should be replaced with a line similar to "We are closed in observance of" and then list the holiday which is taking place, followed by the date and time you will resume your normal business hours. When you are satisfied with your recorded greeting, press **\*\*\*** to exit quickly.

The voicemail is now set up to play your alternate Holiday greeting. On the day you return to work after the holiday, make sure to log in to the voicemail to change the greeting back. This is necessary otherwise the Holiday greeting will continue playing.

Call back into the voicemail and enter 9900 then 8241. The system will answer and give you the same options as you would hear in your own voicemail. When the system asks you if you would like to leave a message, press 1 for yes. The system will ask you to enter the ext number or press **##** to spell the name. Press **##** and enter the first 3 numbers corresponding to the name of the other offices on the keypad on your phone. The system will then play a list of matches. Press 2 for no until you hear "*other office name* Main Greeting" then press 1 for yes. The system will tell you it is in Holiday mode, and ask if you want to leave it on. Press 2 for no. The system will begin playing the day greeting. You may press 2 to end playback, and the system will ask if you want to change it. Press 2 for no. The system will then play the night greeting; press 2 again and press 2 when asked if you want to change it. Then press **\*\*\*** to exit quickly.

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# Schedule

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## Changing the Date and Time

Log into Voicemail as System Manager and press 2 for no until you hear “Schedule”, choose 1 for yes. Or from a display phone, choose **SCHED**. The system will then play the current date and time and ask if you would like to change them. Press 1 for yes and follow system prompts to enter information correctly. When you are finished, the system will then replay the settings you have just entered and ask if you would like to change them again. Press 2 for no and the \*\*\* to exit quickly.

## Changing Your Office Hours

Your schedule range is how the voicemail knows when to play your day or night greeting. Make sure that when you change your schedule range, you also rerecord your night greetings to say the correct hours.

Log into Voicemail as System Manager and press 2 for no until you hear “Schedule”, choose 1 for yes. Or from a display phone, choose **SCHED**. The system will then play the current date and time and ask if you would like to change them. Press 2 for no and you will then be asked if you would like to change a schedule range. Press 1 for yes and then you will be prompted if you would like to change schedule range 1 – A. Choose 1 for yes. The current schedule range will be played and you will be prompted to change this. Press 1 for yes and follow prompts to make your changes. You will be asked for a start time, an end time and which days they are active (i.e.: Monday, Tuesday, Wednesday ect...)

In a multiple site environment, it is possible that the other offices may have a different schedule range. If this is the case in your office, check with UCI to verify which schedule range is for your office.

When you have finished your changes, the system will play them back for you and ask if you would like to change them again. Press 2 for no and \*\*\* to exit quickly.

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## System Information

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When you choose this option, the system will play all of the hardware and software levels of your voicemail and how many recording hours you have left.

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# Operator Settings

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The operator settings should not be changed without the supervision or assistance from a UCI Technician as operator settings are customized to your site and may involve operator keys on several different phones.