

Americom Telephone Systems --- Voice and Data Solutions

Voice Mail System Manager Guide

STEP 1: Access System Manager options in the Voicemail System

***** From **your own** extension: *****

1. Dial into the voicemail system using your normal procedure
2. From your soft keys choose "MORE"
3. From your soft keys choose "MGR"

This will enter your System Manager options – Go to STEP 2

STEP 2: Make desired changes

A. Changing a Mailbox

1. Enter SYSTEM MANAGER options
2. From your soft keys choose "CHBX"
3. Enter the extension number to be changed
4. Dial (1) for YES if you want to delete the security code *
5. Dial (1) for YES if you want to reset the mailbox as new (assigning the box to a new user)

*You may want to reset a mailbox to new in 2 steps. First delete the security code and then retrieve old messages from the extension. After you have retrieved the messages, then go back into the system and reset the mailbox to new.

B. Recording the Standard Opening Greeting (Day and Night Greetings)

1. Enter SYSTEM MANAGER options
2. From your soft keys choose "GREET"
3. The system will announce if you are in day or night mode
4. Dial (2) for NO to changing to Holiday Mode
5. Dial (1) for YES to change the greeting for "Opening Box"
 - ~The system will play the day greeting first and give you the option to rerecord
 - ~The system will then play the night greeting and give you the option to rerecord

C. *Activating / Recording the “Holiday” Greeting**

The “Holiday Greeting” will play 24 hours a day once activated

To Set:

1. Enter SYSTEM MANAGER options
2. From your soft keys choose “GREET”
3. The system will announce if you are in day or night mode
4. Dial (1) for YES to changing to Holiday Mode
5. Dial (1) for YES to change the greeting for “Opening Box”

~The system will play the current “Holiday greeting” & give you the option to rerecord

To Cancel (return to standard opening greetings):

1. Enter SYSTEM MANAGER options
2. From your soft keys choose “GREET”
3. The system will announce that the system is currently in “Holiday Mode”
4. Dial (2) for NO when asked to keep the system in “Holiday Mode”
5. HANG-UP!

D. *Updating the System Schedule*

1. Enter SYSTEM MANAGER options
2. From your soft keys choose “SCHED”
3. Dial (1) for YES if you would like to change the clock
~Follow voice prompts
4. Dial (1) for YES if you would like to change the calendar
~Follow voice prompts
5. Dial (1) for YES if you would like to change a schedule range
~Follow voice prompts