

IntraMail

Quick Reference for System Administrators

[Super Display Soft Key] - [Keyset Soft Key]

Using System Administrator Options [SYS ADMIN] - [N/A]

Calling a System Administrator (SA) Mailbox

From administrator's telephone: Press **MW**

From any ext: Press **ICM** ● Dial *IntraMail* master number (normally 700) ● Dial SA mailbox number (normally 300) ● Dial security code.

From outside the company: Call *IntraMail* ● Dial **#** during company greeting ● Dial SA mailbox number ● Dial security code

To record an **I**nstruction Menu or Directory Dialing Message

Call System Administrator Mailbox ● Press **S A** ● Press **I**

[INSTRUCTION] - [INST]

An Instruction Menu is for a Call Routing Mailbox. This menu greets the caller and tells them what to dial (e.g. *Please dial the extension you wish to reach, or dial 1 for sales*).

To record an **A**nnouncement Message

Call System Administrator Mailbox ● Press **S A** ● Press **A**, or

[ANNOUNCEMENT] - [ANN]

An Announcement Message is for an Announcement Mailbox.

To set up Answer Schedule **O**verride

Call System Administrator Mailbox ● Press **S A** ● Press **O**, or

[ANS SCHEDULE] - [N/A]

Answer Schedule Override provides alternate answering for Automated Attendant calls.

To hear the **V**ersion number of the stored IntraMail voice prompts

Call System Administrator Mailbox ● Press **S A** ● Press **V**, or

[VER] - [N/A]

To record a Message On Hold

Call System Administrator Mailbox ● Press **S A** ● Dial **1**, or

[MSG ON HOLD] - [N/A]

The Message On Hold can play to callers while they wait on Hold.

Using Subscriber Maintenance Options [SUBSCRIBER] - [SUBS]

To **E**rase **A**ll Messages Call System Administrator Mailbox ● Press **S A** ●
Press **S** ● Dial subscriber's mailbox ● Press **E A**, or

[ERASE ALL MSGS] - [EA]

This lets you erase all the messages in a Subscriber Mailbox.

To **E**rase a Mailbox **G**reeting Call System Administrator Mailbox ● Press **S A** ●
Press **S** ● Dial subscriber's mailbox ● Press **E G**, or

[ERASE GREETING] - [EG]

This lets you erase a Subscriber Mailbox greeting. With Multiple Greetings, this erases all greetings and resets the active greeting to 1.

To **E**rase a Mailbox **N**ame Call System Administrator Mailbox ● Press **S A** ●
Press **S** ● Dial subscriber's mailbox ● Press **E N**, or

[ERASE NAME] - [EN]

This lets you erase a Subscriber Mailbox name.

To Delete a Mailbox **S**ecurity Code Call System Administrator Mailbox ● Press **S A** ●
Press **S** ● Dial subscriber's mailbox ● Press **S**, or

[ERASE SECURITY CODE] - [N/A]

This lets you delete a Subscriber Mailbox security code.

To record a Mailbox **N**ame Call System Administrator Mailbox ● Press **S A** ●
Press **S** ● Dial subscriber's mailbox ● Press **N**, or

[RECORD MBOX NAME] - [N/A]

The name replaces the mailbox number in the *IntraMail* voice prompts.

NEC

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