

UltraMail

Quick Reference for System Administrators

Using System Administrator Options

Calling a System Administrator (SA) Mailbox

From administrator's telephone: Press Voice Mail key
From any ext: Press idle CALL or ICM key ● Dial *UltraMail* master ext. ● Dial SA Mailbox number ● Dial security code.
From outside the company: Call *UltraMail* ● Dial # during company greeting ● Dial SA Mailbox number ● Dial security code.

To record a **BR**oadcast message

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

A Broadcast Message plays when a person calls (logs on to) a Subscriber, Guest, Message Center, or Future Delivery Mailbox, right before the message count plays.

To record a **W**elcome message

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

A Welcome Message is for a Call Routing, Message Center, or Directory Dialing Mailbox. It greets the caller (e.g. *Thank you for calling company ABC*).

To record an **I**nstruction Menu

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

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

To record a **D**irectory **D**ialing Message

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

A Directory Dialing Message is for a Directory Dialing Mailbox or for a Call Routing Mailbox. This message tells the callers what letters to dial to reroute their call.

To record an **A**nnouncement Message

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

Use this message for an Announcement Mailbox.

To record Mailbox **N**ames

Call System Administrator Mailbox ● Press SA ● Press **N**

A name replaces the corresponding mailbox number in voice prompts.

To E rase All M essages	Call System Administrator Mailbox ● Press S A ● Press E M Lets you erase all the messages in a Subscriber, Guest, or Message Center Mailbox.
To D elete a S ecurity C ode	Call System Administrator Mailbox ● Press S A ● Press D S Lets you delete the security code for a Subscriber, Guest, Message Center, Announcement or Modem mailbox.
To use Answering S chedule O verride	Call System Administrator Mailbox ● Press S A ● Press S O Changes the mailbox that answers incoming calls.
To record I nteractive P rompts	Call System Administrator Mailbox ● Press S A ● Press I P These prompts are the questions for an Interactive mailbox.
To use System P rompt C ustomization	Call System Administrator Mailbox ● Press S A ● Press P C Lets you re-record all the voice prompts in the system.
To set the T ime and/or D a T e	Call System Administrator Mailbox ● Press S A ● Press T I for time or D T for date. Lets you set the <i>UltraMail</i> time and/or date.
To get System V ersion N umber	Call System Administrator Mailbox ● Press S A ● Press S V Lets you get the software version for your system.
To prepare the System for P ower- D own	Call System Administrator mailbox ● Press S A ● Press P D Shuts down <i>UltraMail</i> . You should shut down <i>UltraMail</i> prior to unplugging the PCB.
To set the U ltra M ail T CP I P and G A T Eway addresses (required to connect the Admin program)	<u>To set the TCPIP Address:</u> Call System Administrator mailbox ● Press S A ● Press TCPIP ● Use the format $x*x*x*x*y\#$ to enter the IP address (x) and number of bits in the subnet mask (y). See <i>Setting the IP Address</i> in the <i>System Guide</i> for more. <u>To set the GATEway Address:</u> Call System Administrator mailbox ● Press S A ● Press GATE ● Use the format $x*x*x*x\#$ to enter the gateway address. See <i>Setting the Gateway Address</i> in the <i>System Guide</i> for more. You must reset <i>UltraMail</i> after setting the TCPIP and gateway addresses.

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