



Quick Reference Guide For System Administrators InMail Voice Mail And Webpro

System Information

Webpro Login:

User Name: ADMIN1

Password: 0000 (4 zeros)

System Boxes

Main Greeting 390

Night Greeting 391

System Administrator Options

| | |
|---|---|
| Calling a System Administrator (SA) Mailbox | 2 |
| Record an Instruction Menu or Directory Dialing Message | 2 |
| Set up Answer Schedule Override | 2 |
| Hear the Version of the InMail voice prompts | 2 |
| Subscriber Maintenance | 2 |
| Erase All Messages | 2 |
| Erase a Mailbox Greeting | 3 |
| Erase a Mailbox Name | 3 |
| Delete a Mailbox Security Code | 3 |
| Record a Mailbox Name | 3 |
| Change the Time | 3 |
| System speed dialing..... | 3 |

WebPro

| | |
|--|---|
| How to log in to Web Pro | 4 |
| Date and Time for telephone system | 5 |
| System Speed Dials | 5 |
| Change Extension Naes | 6 |
| Function Keys | 6 |
| Setting up Call Forwarding | 7 |



Calling a System Administrator (SA) Mailbox

From administrator's telephone:

1. Press MSG or the VoiceMail Function Key (if one is programmed on the phone).

From any ext:

2. Press SPEAKER key
3. Dial In-Mail Pilot number (normally 300)
4. Dial System Admin mailbox number (normally 100)
5. Dial System Admin security code.

From outside the company:

1. Call In-Mail
2. Dial #, 8 or 9 during company greeting
3. Dial System Admin mailbox number
4. Dial System Admin security code

Record an Instruction Menu or Directory Dialing Message

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).

1. Call System Administrator Mailbox
2. Press 7, 2 (S A)
3. Press 4. Enter mailbox number's by default are:

390 - Voicemail day greeting
391 - Voicemail night greeting
395 - Directory, if used

Set up Answer Schedule Override

Answer Schedule Override provides alternate answering for Automated Attendant calls.

1. Call System Administrator Mailbox
2. Press 7,2 (S A)
3. Press 6

Hear the Version of the InMail Voice Prompts

1. Call System Administrator Mailbox
2. Press 7,2 (S A)
3. Press 8

Subscriber Maintenance

Access the Subscriber Mailbox

1. Call System Administrator Mailbox
2. Press 7,2 (S A)
3. Press 7
4. Dial subscriber's mailbox (eg 100)

Erase All Messages

*** System does not ask for confirmation of option selected.**

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

1. Call System Administrator Mailbox
2. Press 7,2 (S A)
3. Press 7
4. Dial subscriber's mailbox
5. Press 3,2



Erase a Mailbox Greeting

* System does not ask for confirmation of option selected

This lets you erase a Subscriber Mailbox greeting. With Multiple Greetings, this erases all greetings and

Resets the active greeting to 1.

1. Call System Administrator Mailbox
2. Press 7, 2 (S A)
3. Press 7
4. Dial subscriber's mailbox
5. Press 3, 4

Erase a Mailbox Name

* System does not ask for confirmation of option selected

This lets you erase a Subscriber Mailbox name.

1. Call System Administrator Mailbox
2. Press 7, 2 (S A)
3. Press 7
4. Dial subscriber's mailbox
5. Press 3, 6

Delete a Mailbox Security Code

* System does not ask for confirmation of option selected

This lets you delete a Subscriber Mailbox security code.

1. Call System Administrator Mailbox
2. Press 7, 2 (S A)
3. Press 7
4. Dial subscriber's mailbox
5. Press 7

Record a Mailbox Name

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

1. Call System Administrator Mailbox
2. Press S A
3. Press S
4. Dial subscriber's mailbox
5. Press 6

Change the Time

From the phone:

1. Press the **Speaker** Key.
2. Dial 728
3. Dial two digits for the hour (24 hour clock, 13 = 1:00pm)
4. Dial two digits for the minutes (00-59)
5. Press **Speaker** key to hang up.

System Speed Dialing

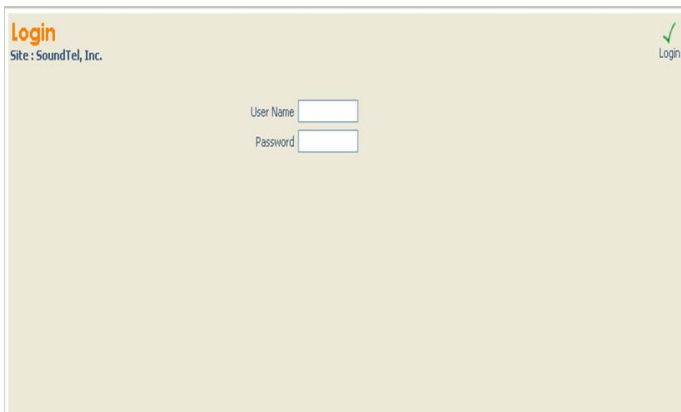
To store a Speed Dialing number and name from a display phone.

1. Press the **Speaker** key.
2. Dial **753**
3. Dial the system group storage code. **(000-999)**
4. Dial the **9 + Telephone** number you want to store. For example, 914254815493 for SoundTel.
5. Press the **Hold** key to program a name.
6. Press the **Hold** key to store the name and number.
7. Press **Speaker** to hand up.



Web Pro User Reference Guide

Access is restricted, see your system administrator



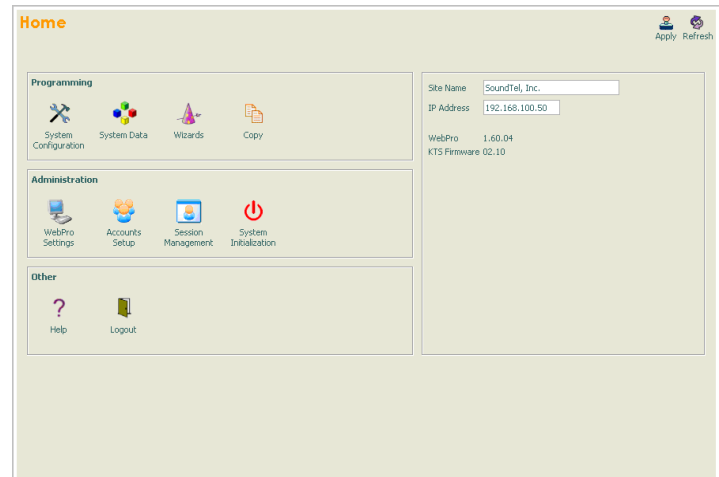
Through the **Web Pro** Console, you will be able to use your computer to program features that can be accessed to all users connected to the **SV8100** phone system.

Note: You must have **Java** installed on your computer to take advantage of the phone Web Pro programming. If you do not have Java installed, contact your IT administrator or go to www.java.com to download it.

To Login

1. Open an Internet Explorer window
2. In the address window, type

3. At the login screen type the following:
Username – ADMIN1
Password – 0000
4. The Home screen will appear.



5. At the **home** screen, click on **System**



Data System Data

Note: After initial login, the site can be stored in favorites with preferred browser.

To Logoff

1. Click on the **Home** icon on the top right of the screen
2. From the home page, click on **logout**



Date and Time (Phone System)

Changing the date and time in the Web Pro console will change the date and time for all phones connected to the phone system.

Note: The following steps will only change the date and time for the phone system. This will not change the date and time for the voicemail system!

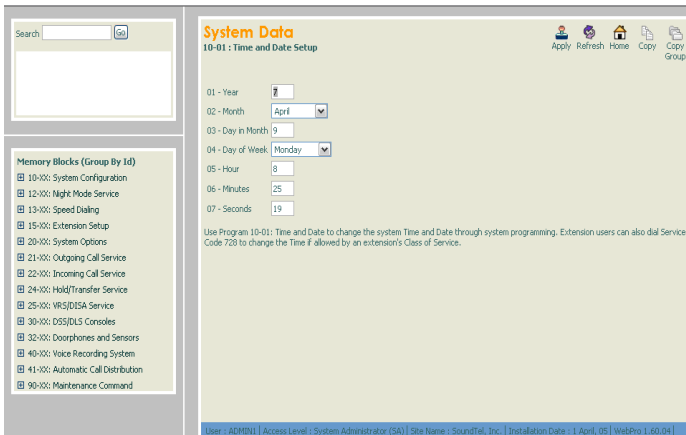
1. Log into the **Web Pro console** and




select **system data.** System Data



- The **first screen** that will appear after you click on system data will have the time and date displayed.



- Adjust the time and date by clicking on the box that needs to be changed, e.g., hour.
- Click the **Apply** icon  (located on the top right of the screen) to save.

System Speed Dials

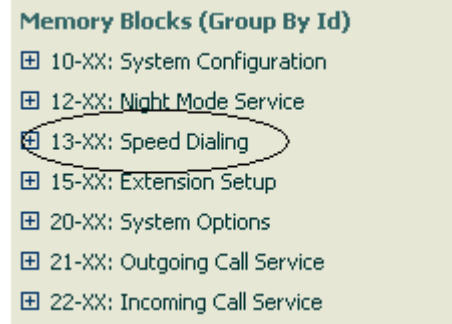
System speed dials are a valuable tool that allows you to store up to **2,000 phone numbers** (1,000 by default) that are accessible from any phone connected to the system.

- Log into the **Web Pro** console and



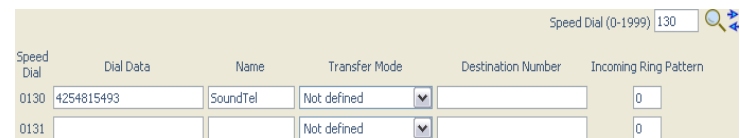
select **system data** [System Data](#)



- Look at the **left** side of the screen and locate the box labeled **Memory Blocks (Group by ID)**
Click on **13-XX: Speed Dialing**



- Click on **13-04: Speed Dialing Number and Name**

You will see the phone number and name for **SoundTel**.



- Type in the **name(s)** and phone **number(s)** you want to store. If you run out of fields, click the **right** arrow  key located next to the look up  magnified glass. This will bring up 10 more blocks.
(Ignore Transfer Mode and Destination Number).

- Click **Apply** to save.



Change Extension Name

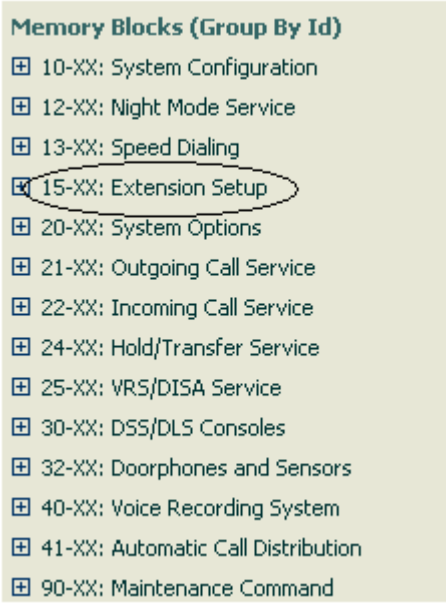
The phone administration console will allow you to **change the name** that is displayed on each phone connected to the phone system.

- Log into the Web Pro console and

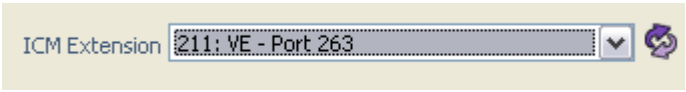


select **system data** [System Data](#)

2. Look at the left side of the screen and locate the box labeled **Memory Blocks** (Group by ID).
3. Click on **15-XX: Extension Setup**.



4. Click on **15-01: Basic Extension Setup**.
5. Locate the drop down window labeled **ICM Extension** on the **top right** of the screen.



6. Use the **drop down window** to locate the extension that needs a new name.
7. In the center of the screen, you will see a box that contains the name of the extension, **type the new name**.
8. Click **Apply** to save.



(For Desiless phones proceed to the next step)

1. Click on **15-20 LCD Line Key Name assignment**
2. Locate the drop down window labeled **ICM Extension** on the **top right** of the screen.
3. Select the correct extension you want to program a function for.
4. Enter what you want to be displayed in the LCD screen for each button programmed. (Use the blue arrows to switch between pages).
5. Click **Apply**.



Function Keys

Function Keys allow you to program/change **blank keys** as shortcuts for specific functions.

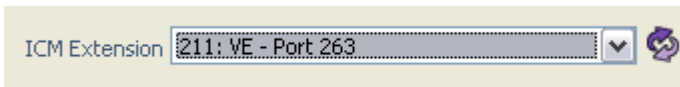
1. Log into the Web Pro console and select **system data**
2. Look at the left side of the screen and locate the box labeled **Memory Blocks** (Group by ID).
3. Click on **15-XX: Extension Setup**.



Memory Blocks (Group By Id)

- ⊕ 10-XX: System Configuration
- ⊕ 12-XX: Night Mode Service
- ⊕ 13-XX: Speed Dialing
- ⊕ **15-XX: Extension Setup**
- ⊕ 20-XX: System Options
- ⊕ 21-XX: Outgoing Call Service
- ⊕ 22-XX: Incoming Call Service
- ⊕ 24-XX: Hold/Transfer Service
- ⊕ 25-XX: VRS/DISA Service
- ⊕ 30-XX: DSS/DLS Consoles
- ⊕ 32-XX: Doorphones and Sensors
- ⊕ 40-XX: Voice Recording System
- ⊕ 41-XX: Automatic Call Distribution
- ⊕ 90-XX: Maintenance Command


4. Click on **15-07 Function keys**.
5. Locate the drop down window labeled ICM **Extension** on the **top right** of the screen.



6. Select the correct extension you want to program a function for.


Some of the common functions you can select are:

Call Forwarding:


1. Decide what key you want to designate for **call forwarding** shortcut.
2. Click on drop **down menu and scroll to Call Forward** options.
3. Select the **type** of call forward option desired (all, immediate, busy, no answer, etc.).
4. Click **Apply**. 

DND (Do Not Disturb):

1. Decide what key you want to designate for **DND** shortcut.


2. Click on drop down menu and scroll to Do Not Disturb.
3. Click Apply. 

Paging:

6. Decide what key you want to **designate for Paging** shortcut.
7. Click on drop **down menu and scroll to Internal /External** page options.
8. Select specific **paging option** (Internal group, Internal all page, External group, External all page).
9. Click **Apply**. 

DSS One-Touch:


(For setting up internal or external shortcut keys)

1. Decide what **key** you want to **designate for extension shortcut**.
2. Click on drop **down menu and scroll to DSS/One touch**.
3. In the **Additional Data** box (to the right), enter the extension number or 9 + phone number to be programmed. (eg 914254815493)
4. Click **Apply**. 

Setting up Call Forwarding

This feature allows you to setup call forwarding, for anyone who's on the system, if they are away from their phone and can't set it up themselves.

1. Log into the Web Pro console and

 select **system data** System Data

