



COMPACT ICS / MODULAR ICS AND CALL PILOT 100 VOICEMAIL ADMINISTRATION GUIDE



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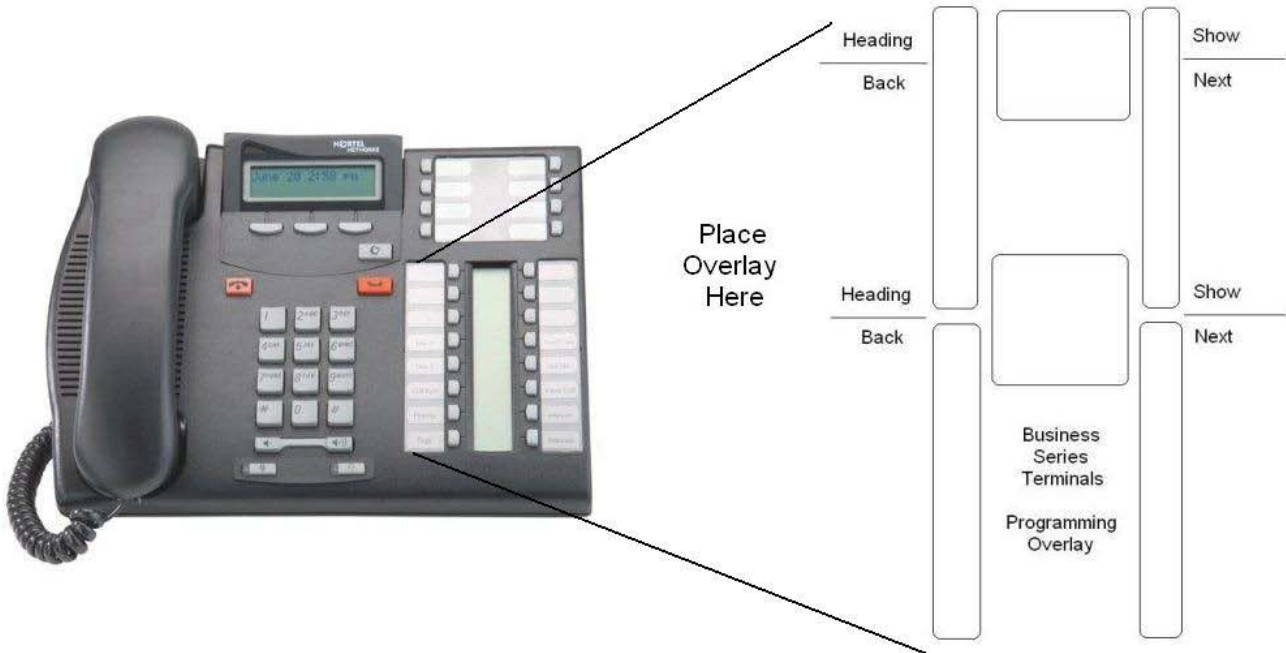
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Phone System Programming

Programming Overlay

T-Series



M-Series



Change the Name of a Set

1. Press **FEATURE ** 266344**
2. Password: **23646**, press **OK**
3. See Terminals and Sets: press **SHOW** (top right button)
4. Enter the extension number
5. Press **SHOW**
6. Press **NEXT** until you see the current name (NEXT=second key down on right hand side)
7. Press **CHANGE** (see on display)
8. Spell out the new name, press # after each letter
9. Press **NEXT**
10. Press **RLS** to exit programming

Program/Make Changes to Call Forward No Answer or Busy

1. Press **FEATURE ** 266344**
2. Password: **23646**, press **OK**
3. See Terminals and Sets: press **SHOW** (top right button)
4. Enter the extension number
5. Press **SHOW**, then press **NEXT**, see CAPABILITIES, press **SHOW**
6. See Fwd no answer: press **SHOW**
7. See the extension number where calls are being forwarded
(usually the vmail ext. If unknown press Feature 985 and display will show vmail ext)
8. Press **CHANGE** to enter a different extension OR
9. Press **NEXT** to see the number of rings and press **CHANGE** if you want to change the number of rings
10. Press **HEADING** (top left button) then **NEXT** to make changes to call forward busy
11. Press **SHOW** then **CHANGE** and enter in vmail ext.
12. **RLS** to exit programming



Change the Time and Date

1. Press **FEATURE ** 266344**
2. Password: **23646**, press **OK**
3. Press **NEXT** until you see time and date on display
4. Press **SHOW**
5. Follow prompts on display

Program System Speed Dials

1. Press **FEATURE ** 266344**
2. Password: **23646**, press **OK**
3. Press **NEXT** until you see SYS SPEED DIAL
4. Press **SHOW**
5. Enter a speed dial code : 001-255, press **SHOW**
6. Press **CHANGE** on display and enter the phone number, then press **OK**
7. Press **NEXT**, then **CHANGE** until you see POOL
8. Enter **9**
9. Press **NEXT** then press **CHANGE** to enter a NAME for the speed dial OR go to step 9 if no name wanted; if entering a name, press **NEXT** then **CHANGE** , spell out name (press # after each letter), then press **NEXT**
10. Then **HEADING** to enter another speed dial



Program Keys on the Phones

A. For Outside numbers

1. Press Feature *1
2. Press a key
3. Enter the phone number and press OK

B. For Internal extensions:

1. Press Feature *2
2. Press a key
3. Enter the desired extension number

C. For Features:

1. Press Feature *3
2. Press a key
3. Press Feature key the desired feature code

Common Feature Codes:

Feature:	Description:
Feature *0	Button Inquiry
Feature 4	Call Forward
Feature 984	Call Forward to Mailbox (Voicemail Required)
Feature 74	Call Park
Feature 82	Camp On
Feature 3	Conference Call
Feature 85	Do Not Disturb
Feature 5	Last Number Redial
Feature 980	Leave Message (Voicemail Required)
Feature 71	Link
Feature 630	Page – External & Internal
Feature 620	Page – External
Feature 610	Page – Internal
Feature 76	Pick up – Direct
Feature 75	Pick up – Group
Feature 989	Record Call (Voicemail Required)
Feature *6	Ring Type
Feature *80	Ring Volume
Feature 871	Ring Service
Feature 0	Speed Dial
Feature 983	System Administration (Voicemail Required)
Feature 70	Transfer
Feature 986	Transfer to Mailbox (Voicemail Required)
Feature 981	Voicemail



Voicemail Programming

Log Code:

- 2 Digit Extension: 121234 or 121111 or 120000
- 3 Digit Extension: 1021234 or 1021111 or 1020000
- 4 Digit Extension: 10021234 or 10021111 or 10020000

Record Introduction Greeting

1. Press **FEATURE 983**
2. LOG: Press **OK**
3. Press **AA**
4. Press **GRTG**, press **GRTG** again
5. Enter greeting number: 1= (Usually open day greeting)
2=
3= (Usually closed night and weekend greeting)
4=HOLIDAY or Non-Business
6. Press OK
7. Press REC... record greeting, press OK when done
8. Press OK to accept recording: press RLS when done

This is only the FIRST part of what callers hear.

Example:

"Thank you for calling ABC company. Our regular business hours are 8:30 to 5 Monday to Friday"

Record Instructions:

NOTE: If you are using a CCR Tree, this is NOT required

1. Press **FEATURE 983**
2. LOG: Press **OK**
3. Press **AA**
4. Press **TABLE**, enter **1**, then **OK**
5. Press **REC**, then **REC** again
6. Make your recording, press OK when done
7. Press OK to accept recording

This is only the SECOND part of what callers hear and it plays RIGHT after the Introduction Greeting

Example:

"If you know the extension of the person you are calling please enter it now, for a company directory press #. To reach reception or to leave a general message, press 0."



CCR Tree Setup and Changes

Making changes to a CCR Tree involves 4 steps:

1. Disable the Tree
2. Make Changes to the Tree
3. Save the Changes
4. Re-Enable the Tree

1. Disable the Tree:

1. Press **FEATURE 983**
2. LOG: Press **OK**
3. Press **AA**
4. Press **TABLE**, enter **1**, press **OK** twice
5. Press **NEXT** 5 or 6 times until you see:
6. Morn CCR tree: 1... press **CHNG**, then **DISABLE**, press **NEXT**
7. See Aft CCR tree: 1... press **CHNG**, then **DISABLE**, press **NEXT**
8. See Eve CCR tree: 1... press **CHNG**, then **DISABLE**, press **NEXT**
9. See Nbus CCR tree: 1 ... press **CHNG**, then **DISABLE**, press **NEXT**
10. Press RLS

2. Make Changes to the Tree:

1. Press **FEATURE 983**
2. LOG: Press **OK**
3. Press **OTHR**, press **CCR**, press **ADMIN**
4. Enter the tree number... usually **1**, press **OK**
5. Press **CHNG**
6. Enter the **PATH** number you want to change, press **OK**

Note:

- If you are recording the main menu instructions path enter **0**;
- Then press REC then REC again:
- Begin to speak after the tone and press OK when done and OK to accept recording or PLAY to hear current recording

Path Choices:

- Menu** – A recording of options (Example: “For Admin press 1, sales press 2”)
- Info** – Information Recording (Example: “We are located at.... Our fax number is...”)
- Other** – Brings you to the options of pressing Xfer or Lv Msg
- Xfer** – Transfers directly to a specific extension or phone number
 - INT** – Internal Transfer or **EXT** - External Transfer
- Lv Msg** – Transfers a caller directly to a specific mailbox number.

- **** Path 0 is the instruction recording that plays after the Introductory Greeting 1, 2, 3 or 4
- Path 1 is where callers go if they press 1 from the instruction recording
- Path 2 is where callers go if they press 2 from the instruction greeting etc



3. Save Tree

1. Once you have made changes to the paths see END.. press **END**
2. Press **SAVE**
3. See save as Tree 1.. press **YES**
4. Press **RLS**

4. Re-Enable the Tree

1. Press **FEATURE 983**
2. LOG: Press **OK**
3. Press **AA**
4. Press **TABLE**, enter **1**, press **OK** twice
5. Press **NEXT** 5 or 6 times until you see: Morn CCR: NO... press **CHNG** then enter **1** for tree 1, then press **OK**, then press **NEXT**
6. See Aft CCR tree: NO... press **CHNG** then enter **1**, press **OK** then **NEXT**
7. See Eve CCR tree: NO... press **CHNG** then enter **1**, press **OK** then **NEXT**
8. See Nbus CCR tree: NO... press **CHNG** then enter **1**, press **OK** then **NEXT**
9. Press **RLS**

Holiday Greeting Activation

1. Record greeting 4. (see Page 7 for instructions)
2. To activate: press **FEATURE 982**
3. Password: **1111**, press **OK**
4. See ATDT Avail: Y press **CHNG**: see N, press **NEXT**
5. See Bus Open: Y press **CHNG**: see N press **NEXT**
6. Press **RLS**

NOTE: When Bus Open set to Y system will play regular greetings: 1, 2, 3
When Bus Open set to N system will only play greeting 4

Holiday Greeting De-Activation:

1. Press **FEATURE 982**
2. Password: 1111. Press **OK**
3. See ATDT Avail: N: press **CHNG** see Y, press **NEXT**
4. See Bus Open: N press **CHNG**: see Y, press **NEXT**
5. Press **RLS**



