

Voice Processing Systems

Stratagy iES32, ES4, ES80, ES96, ES96R

System Administrator Guide

Publication Information

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Introduction

This guide has been customized for your use and describes how to use the Stratagy System Administrator User ID Mailbox (User ID 999) for the Stratagy ES systems.

Organization

This System Administrator User Guide includes one or more of the following topics.

- System Administrator describes the available System Administration Menu functions.
- Voice Processing covers in detail Stratagy call processing control and the use of User Agents, Class of Service, and mailboxes. It also covers the Mailbox Editor menu options in detail.

Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	Calls attention to important instructions or information.
CAUTION!	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
Courier	Shows a computer keyboard entry or screen display.
Helvetica Bold	represents tokens. For example: M().
Italics	represent parameter and menu/screen field names, and book titles. For example: <i>hot_box</i> parameter, <i>Extension</i> field.
"Туре"	Indicates entry of a string of text.
"Press"	Indicates entry of a single key. For example: Type prog then press Enter .
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: Esc + Enter . Entries with spaces between them show a sequential entry. Example: # + 5 .
Tilde (~)	Means "through." Example: 350~640 Hz frequency range.
>	Denotes the step in a one-step procedure.

Conventions	Description
>	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata DK Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

Action/Response Table

- 1. Actions you perform appear in this column. They can consist of either a single step or a series of numbered steps.
- 2. When the action you perform results in a screen, menu, etc., the screen displays to the right.

this column. Additional notes and comments are also included. 💕 Stratagy Enterprise Server Control 🛛 🗖 🖂 🗙 Stop Running Start Type Close

O Manual 💿 Automatic

The *immediate response to the action* performed appears in

Related Documents/Media

Some documents listed here may appear in different versions on the CD-ROM, FYI, or in Note print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

You can find additional detailed information about Stratagy in the following companion documents:

- Stratagy Voice Processing General Description ٠
- Stratagy ES Installation and Maintenance Manual
- Stratagy ES User Guide
- Stratagy ES Quick Reference Guide •
- Stratagy Library CD-ROM

For authorized users, Internet site FYI (http://fyi.tsd.toshiba.com) contains all current Stratagy ES documentation and enables you to view, print, and download current publications.

Overview

Stratagy ES has a special mailbox known as the System Administrator mailbox. It is Mailbox 999, and you access it through the telephone just as any other mailbox.

Note The System Administrator mailbox 999 cannot be assigned to another mailbox number.

In addition to normal options available on the Main Menu, the System Administrator's Main Menu includes a System Administration option (**8**).

All procedures in this chapter assume that you are logged on to the System Administrator's mailbox.

System Administrator

Your company will assign all or some System Administrator functions to an employee who knows your telephone system, organizational structure, and the needs of your customers and employees. The Technical Service Representative will perform the remaining functions. System Administrator functions may include:

- Initial setup (assisting the Installer with defining your company's configuration and customization requirements)
- Customizing mailboxes
- Customizing special mailboxes
- Generating reports
- · Performing system shutdown and restart
- Backing up the system
- Using the System Administrator mailbox

System Administrator Menu

System Administration is an option designed for the System Administrator to create system lists and to manage system-wide functions (see Figure 1).

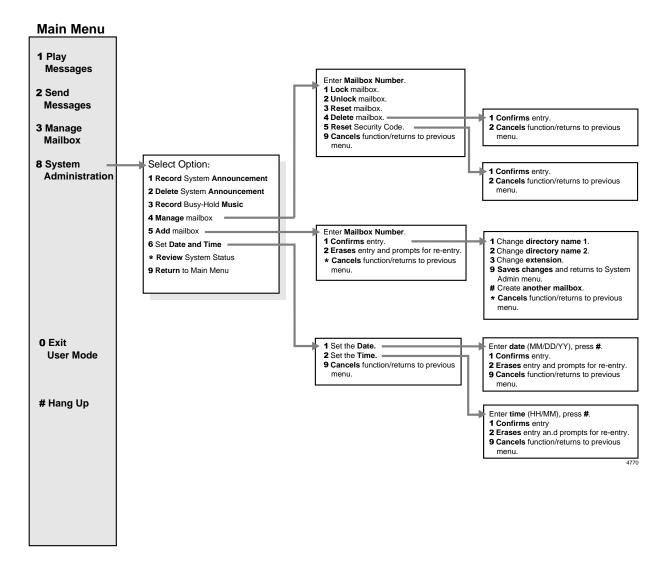


Figure 1 System Administrator Menu

Notes

- Instructional greetings can be recorded by logging into the answering User Agent and pressing **3** Manage Mailbox + **6** Record Instructional Greeting. The greetings can be recorded using the same procedure as recording a Personal Greeting for a mailbox. Up to 7 greetings can be recorded. See the *Stratagy ES User Guide* for details.
- System Distribution Lists are created using the Distribution List option on the User Agent Menu from the Stratagy E Administration Menu. See the *Stratagy ES Installation and Maintenance Manual* for details.

Select Option on System Administration Menu

1.		om the Main Menu, sss 8 .	The System Administration Menu plays.
2.	From the System Administration Menu, press:		
	1	Record system announcement	
	2	Delete system announcement	
	3	Record busy-hold music	
	4	Manage mailbox	
	5	Add mailbox	
	6	Set date and time	
	*	Review system status	
	9	Return to Main Menu	

Overview System Administrator Menu

Features

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Record System Announcement

System announcements are useful in disseminating system-wide information. With this option, you can record an announcement that Stratagy ES plays to every user when he/she accesses his/her mailbox.

Users can interrupt the system announcement by selecting from the User Main Menu during playback. However, the announcement plays each time the user accesses his/her mailbox until it has completely played. Once played in its entirety, Stratagy ES deletes the announcement from the user's mailbox.

1.	From the Main menu, press 8 System Administration.		You are prompted to enter the mailbox number.
2.	 From the System Administration menu, press 1 Record System Announcement. 		Stratagy ES prompts you to record the system announcement.
3.	Aft pre	er recording, you can ss:	You can repeat options 1~3 as many times as you wish.
	1	Review recording	The complete greeting plays.
	2	Rerecord	The system prompts you to record at the beep.
		Press # when done.	
	3	Append recording	The appended greeting plays after the already recorded portion
		Press # when done.	of the greeting. The system prompts you to record at the beep.
	4	Cancel recording	The greeting is canceled. The system returns to the previous menu.
	9	Save recording	Stratagy ES tells you that greeting (number) has been recorded and returns to the previous menu. Again, you are given the option to review or record over the greeting you have just recorded.
4.	When finished, press 9.		Returns to the main menu.

Delete System Announcement

With this option, you can purge a previously recorded system announcement.

1.	From the Main menu, press 8 System Administration.	You are prompted to enter the mailbox number.
2.	From the System Administration menu, press 2 Delete System Announcement.	Stratagy ES confirms the deletion.
3.	When finished, press 9.	Returns to the main menu.

Record the Busy-Hold Music

By pressing *****, the busy-hold music is heard by callers when they elect to hold for a busy extension. Stratagy ES plays the entire recording before re-trying the busy extension.

When the system is delivered, it plays approximately 30 seconds of music. You can replace this music with another recording which plays either music or recorded information about your company or its products and services. To make a recording, you can use the telephone handset. We recommend that you prepare a professional recording.

1.	From the Main menu, press 8 System Administration.	You are prompted to enter the mailbox number.
2.	From the System Administration menu, press 3 Record Busy- Hold Music.	Stratagy ES confirms the deletion.
3.	When finished, press 9.	Returns to the main menu.

Manage Mailbox

Manage Mailbox enables you to perform special mailbox functions.

1.	. From the Main menu, press 8 System Administration.		You are prompted to enter the mailbox number.
2.	Adı	m the System ministration menu, ss 4 Manage Mailbox.	Stratagy ES prompts you to enter the mailbox number.
3.	nun	er the mailbox nber to be added and ss #.	Stratagy ES repeats the mailbox number entered.
4.		ect one of the owing:	
	1	Lock Mailbox	Prohibits user access to the mailbox.
	2	Unlock Mailbox	Unlocks a locked mailbox.
	3	Reset Mailbox	Clears the mailbox specified. Resets the Info/Status field values to 0. Changes the Users Menu and Auto and Notify record field values to those specified in the Defaults Box (default User ID 997).
			See Chapter 6 – Messaging Voice Processing in the <i>Stratagy ES I&M</i> for information on creating a User Mailbox.
	4	Delete Mailbox	Enter mailbox number to be deleted and press # . You are asked to confirm the number:
			1 - Confirms entry and returns you to the previous menu.
			2 - Cancels functions and returns to previous menu.
	5	Reset Security Code	Resets security code to security code designated in default Mailbox (999). Enter mailbox number and press # . You are asked to confirm the number:
			1 - Confirms entry and returns you to the previous menu.
			2 - Cancels functions and returns to previous menu.
	9	Cancel	Cancels function and returns to the System Administration menu.

Add Mailbox

1.	From the Main menu, press 8 System Administration.		You are prompted to enter the mailbox number.
2.	From the System Administration menu, press 5 Add Mailbox.		Stratagy ES prompts you to enter the mailbox number.
3.		the mailbox er to be added and #.	Stratagy ES repeats the mailbox number entered and prompts you to confirm your entry.
4.	Select follow	one of the ing:	
	1 Co	onfirm	Confirms and assigns the mailbox number, and returns you to the System Administration menu.
	1	Change directory	Stratagy ES prompts you to enter the User's first name.
		name 1	Using the telephone's dial pad, enter the user's first name. When finished, press # . Use 7 for Q and 9 for Z.
			Note Entries made using this option display as numeric characters in the Directory Name 1 field of the User Mode Options Menu.
	2	J	Stratagy ES prompts you to enter the User's last name.
		name 2	Using the telephone's dial pad, enter the user's last name. When finished, press # . Use 7 for Q and 9 for Z.
			Note Entries made using this option display as numeric characters in the Directory Name 2 field of the User Mode Options Menu.
	3	Change	Changes the extension number for the mailbox.
		Extension	Enter the extension number and press # . Stratagy ES repeats the extension number entered and prompts you for the following:
			 Confirms and assigns the extension number with a supervised transfer and returns you to Add Mailbox menu.
			 2 – Erases first entry and prompts you to re-enter the correct number.
			 3 – Confirms and assigns the extension number for a blind transfer. Returns you to the Add Mailbox menu.
			 4 – Confirms and assigns the extension number for a blind transfer with supervised busy. Returns you to the Add Mailbox menu.
			 Cancels function and returns to the System Administrator menu.
	9	Save changes	The changes are saved and Stratagy ES returns to the System Administrator menu.

	#	Create another mailbox	The beginning to the Add Mailbox menu restarts.
	*	Cancel	Cancels function and returns to the previous menu.
2	Era	ase	Erases first entry and prompts you to re-enter the correct number.
*	Ca	ncel	Cancels function and returns to the System Administrator menu.

Set Date and Time

1.From the Main menu, press 8 System Administration.You are prompted to enter the mailbox number.2.From the System Administration menu, press 6 Set Date and Time.Stratagy ES prompts you to enter the mailbox number.3.Select one of the following:System prompts you to enter the date in the following format MM/DD/YY (MM = month, DD = day, YY = year). When finished, press # .3.Set DateSystem repeats your entry and asks you to confirm by pressing:1.Set DateSystem repeats your entry and asks you to confirm by pressing:2.Set TimeCancels function and returns you to the System Administration menu.2.Set TimeSystem prompts you to enter the date in the following format HH/MM (HH = hour, MM = minutes). When finished, press # .3.System repeats your entry and asks you to confirm by pressing:1.Confirms and updates the time. Returns you to the System Administration menu.2.Set Time3.System repeats your or e-enter the date.3.So and updates the time. Returns you to the System Administration menu.3.Cancel3.Cancels function and returns you to the System Administrator menu.3.Cancel3.Cancels function and returns to the System Administrator menu.			
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Features Set Date and Time