DS1000/2000
IntraMail
DSX
TELEWORKS
COMMUNICATIONS, INC.
WWW.TWRKS.COM

SYSTEM ADMINISTRATION GUIDE

To access system admin functions, you must first log into a mailbox with system admin privileges. If you wish to have this ability within your own personal mailbox, please arrange it with Teleworks which boxes should have such abilities.

ONCE LOGGED IN:

Press **72** (SA system admin)

System Admin Options Menu:

I (4) = *Instruction Menu messages (valid box numbers 001 – 015)*

001 is the main greeting. You must record a greeting before using schedule override

A (2) = *Announcement messages (valid box numbers 820 - 829)*

These can be used for giving hours/directions/current events or specials etc...

L (5) = *Distribution Lists (valid box numbers 830 - 832) (DSX Only)*

Up to 20 mailboxes can be in each list.

S (7) = *Subscriber Maintenance, enter mailbox no when prompted.*

EA = *erase all messages*
EG = *erase greeting*
EN = *erase name (mailbox name)*
S = *Delete security code*
N = *Record a new name*

O (6) = *answer schedule override (make sure you have recorded a greeting in the instruction msg)*

Table number is usually number 1

C (2) = *Change override mailbox (use 001- 015)*
O (6) = *on or off*

(1) = *Message on hold*

You can record a script or music through the handset and it will play whenever a caller is placed on hold. Teleworks must predefine which source will play on hold whether it's the message on hold or an external audio source such as CD player.

(3) = *Mailbox Announcement Messages   (DSX Only)*

This message will play as an announcement the moment any staff member logs into their mailbox. It can be set to be active for any number of days by the system administrator.

V (8) = *Voice Mail Version number (Latest version is 140)*

Changing Display name (also effects dial by name directory)

Do not log into voice mail for this admin function. Do this from idle phone.

1) Handset stays in cradle and select **Menu** on display options
2) press **MORE** until you see **NAME** show on display
3) select **NAME** and **enter extension number** + **[HOLD]**
4) enter name, same as you do on a cell phone (press **[HOLD]** when completed)
5) enter another extension or press blinking **SPEAKER** button to end session

CHANGE SYSTEM TIME & DATE

press **#83**, enter 6 digit time in military format + **[HOLD]**, enter date + **[HOLD]**
press **[SPEAKER]** to end session.