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│              Inter-Tel Axxess                       │
│        Database Administration Training             │
│                ATI of Illinois                      │
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Start by logging into phone system
>   To do this, go to Start/Programs/Inter-Tel/Session Manager. Check settings and press Start.
When prompted to enter password, do so. (System Password: **bteam003**)

In any folder, the folder name can be added to the left side of the screen by right clicking on the Description and choosing add description to folder name

1.   **How to add, alter and delete extensions**
      To add and alter
      System/ Devices and Feature codes/ Stations/
      Choose extension to alter and click in the Description field. Always enter the name as Last Name, First Name. To exclude a name from the directory, enter a ~ in front of their description. In the username field, enter the name as it should appear on the phone display.
      To delete
      Find address of extension. (This will appear in keyset programming)
      System/Cabinets/select card that extension is associated with and right click on the Extension. Select batch change type, and change to none.

2.   **How to alter dialing restrictions**
      System/ Devices and Feature codes/ Stations/
      Double click on the desired extension, click on Class of Service (Day & Night). To remove the restriction, right click on the restriction number/remove selected items. To add a restriction, right click in the open area/add to the list/Class of Service/Next/select the desired restriction/Add Items/Finish.
      *Note: COS 8 restricts 900 & 976 numbers.

3.   **How to edit voicemail forwarding**
      Double click on the desired extension/Forwarding Paths/
      To remove a forwarding, right click on the forwarding/Remove Selected Items. To add a forwarding path, right click in the open area/Add to Forwarding Path List/Next/Select appropriate forwarding/Add Items/Finish. Once the forwarding path is assigned, double click on it to program the phone status associated with the forwarding, set Busy to 'No' & IC Calls to 'Yes'.

4.   **How to add members to a Hunt Group/Ext List**
      Most members of hunt groups are part of an extension list. To find out what list is assigned to what Hunt Group select,
      System/ Devices and Feature codes/ Hunt Groups/
      Then find the Hunt Group you wish to add or delete member.
      Click on that Hunt Group/ click on Members. It will then show you the members.

Click on the extension List, it will automatically take you to that list. Right click in the open area to add users or right click on the extension to remove it.

5. **How to change Keymaps and DSS**
System/ Station related info/ Key assignments/ Select keyset or DSS / When selecting keyset, choose keyset type to alter. *(Note: when changing, it will change all keysets)*
To change, double click keymap. It will pull up a picture of your phone, highlight key that needs to be changed. Select desired function using the drop down box, when done click OK.

6. **System Speed Dials**
System/ Station-related Info/ System Speed Dial/
Click on the desired speed dial, enter the Name & Number the way it would be dialed.

7. **How to change ring in destination of DID's**
System/ Trunk-related Info/ Call-routing Tables/ select Day or Night table. Find DID number, highlight ring in destination, and enter in destination.

8. **Change Timers**
System/ Timers and Limits
Find timer that is to be changed (ex Hold, Recall, Unsupervised CO).
Then highlight number and change.

9. **How to program and print reports**
To program reports
For a new extensions list go to System/ Report Programming/
under Report Type, highlight None and when dropdown box appears, select General Station Report. Now double click.
Double click on Stations/ right click in box/ select Add to Stations List. Select keyset, Next. Then add keysets.
When done, click Finish.
To print reports
Go to Operations at top of screen/ select Print Reports/ select report to print/ then click Print.

10. **How to add and delete mailboxes**
Voice Processor/Devices/Mailboxes/
To create a new mailbox that is associated with an extension
Right click on screen, select create associated mailbox. When box appears select Keyset/Single Line, then click on Next.
Find mailbox that you wish to add, click Add, then Finish.
To create a new mailbox that is not associated with an extension
Right click on screen, select create unassociated mailbox. When box appears enter new mailbox number. Then click ok. Name mailbox.
Once mailbox is created double click to setup.
The items to be changed or copied are as follows:
Directory Information – set the Private Extension & Mailbox Number to YES
Envelope Settings – set Announce Message Source & Length to NO
Message Limits – set to 60 for capacity, 10 for Non-Subscriber & Outgoing
        Message Length
For a Non-Associate mailbox enter the Message Notification Station

      <u>To delete a mailbox</u>
Verify that there are no messages in the mailbox by double clicking on the mailbox to be deleted, click Subscriber Statistics and view the statistics. To delete the mailbox, right click on the mailbox number, select Delete.

11.   **<u>How to edit passwords</u>**
Voice Processor/Devices/Mailboxes/
Double click on the desired mailbox, right click on the password field, select edit password, enter new password, Confirm password, OK.

12.   **<u>Group lists</u>**
Voice processor/ devices/ group lists
<u>To create a group list</u> right click/ select Create Group List/pick extension number and press OK. Once list is created, name it.
<u>To add members to group list,</u> double click on list/ right click in screen/ add to list/ select mailbox, and press Next. Highlight mailbox. To add, press Add. When done, press Finish.

And of course,
13.   **<u>Database saves</u>**
Go to top of screen and select Operations. Click Database Save, select Save to location and press Start.