

**User Functions:** Press your Message button or dial 529. Dial the password when requested (0000 is the default). See notes below if you do not have a system telephone extension.

Press 1 to listen to new messages. This prompt will not play if you do not have any new messages

Press 2 to send a message to another mailbox owner.

Press 3 to listen to saved messages. This prompt will not play if you do not have any saved messages.

Press 0 for more options

Press 4 to enter the Access Manager. Sets where and for how long callers will go when they dial your extension from the AA

Press 5 to record your greeting

If multiple greetings have been allowed: 1 = No Answer greeting, 2 = Busy greeting, 3 = Blocked greeting, 4 = Night greeting, 5 = Call Screening greeting, 6 = Personal greeting editor, 7 = Mailbox greeting

Press 6 to administer mailbox

1 to set message alert options to an off site telephone number

2 to set message notification to a pager

3 to undelete messages deleted today

4 to review messages that you left for another mailbox but have not been listened to yet

5 to enable auto play of new messages

6 to enable auto play of message information (CID, time and date)

Press # for personal services

2 = list of phone numbers for the find me feature under Access Manager

3 = Availability Schedule. Enter in the hours of each day of the week that you want to receive calls and that your No Answer greeting answers. The other times will hear your Night greeting.

5 = Direct Call

7 = Personal administration.

Press 1 to change your password, Press 2 to record your name, Press 3 to enter the keys that represent your last and then first name spelling

#### Notes:

If you need to access a mailbox that is not attached to a phone (i.e.-500, 501, or a guest mailbox). Press the associated MW key and enter the password. If you do not have an MW key, press the message key on your phone or dial 529 from a system phone and press \* at the 'enter your password' prompt, which will take you to the main menu. Press # plus the mailbox that you need to administer/access. When prompted enter that mailbox password (default = 0000).

If you call in from the outside world, ask the person who answers to press Transfer, dial 529 and hang up, or you can call a number that rings directly to the auto attendant. When the main greeting plays, press # plus the mailbox that you need to administer/access. When prompted enter that mailbox password (default = 0000).

#### System Administration:

To log into the administration mailbox press the VM Admin key and enter the password. If you do not have a VM Admin key, press your Message button (or dial 529). Press \* at the 'enter your password' prompt, which will take you to the main menu. Press # plus 0000 and when prompted enter the administration password (default = 0000).

There are three options available to the system administrator: 1 = Edit prompts (greetings) - see below, 2 = subscriber administration (edit mailboxes and/or extensions), and 3 = manually set a mode (see below).

#### System Greetings and Modes:

The greeting of the auto attendant can be changed to one of four modes at any time. Follow the steps under System Administration above to activate a mode or record a prompt

#### Notes:

The default settings are listed below. Please speak with a TVC rep. if your configuration is different.

When programming the mode press 0 for all ports and then choose one of the following mode numbers to activate.

Mode 1 = day = prompt 1001, followed by 1005

Mode 2 = night = prompt 1002, followed by 1005

Mode 3 = holiday = prompt 1003, followed by 1005

Mode 4 = bad weather = prompt 1004, followed by 1005

Mode 0 = Automatically changes the mode and prompts to follow when the phone system is placed in day or night mode (iDCS16)

or the ring plans (iDCS100&500).

#### Standard greetings:

1001 = Thank you for calling 'Your business name'.

1002 = Thank you for calling 'Your business name'. Our office is currently closed. Normal office hours are 'your office hours'.

1003 - Unrecorded - Night

1004 - Unrecorded -

1005 = If you know your party's extension you may dial it at anytime during this message. To use the company dial by name directory press 9, or to reach an operator or leave a general message press 0. Thank you again for calling 'Your business name'.

**Notes:** General messages will go into mailbox 500 and then be forward automatically into mailbox 201. 500 greeting should be something like "You have reached our general mailbox. Please leave your name, telephone number and a brief description of why you called and a representative will get right back with you. Thank you again for calling 'Your business name'."

The name for mailbox 500 should be recorded to say "The operator", or "The attendant".

You should at the very least record the above auto attendant messages and a mailbox 500 greeting and name immediately.

TVC 5/10/05-2  
SVMi Admin

1005 - Smoke

Press 1

Normal

1001 - 1005 - Day

1002 - 1003 - Night

## **SVMi-20E VOICE MAIL INSTRUCTIONS**

### ***Samsung iDCS Series Phone Systems***

#### **LOGGING INTO YOUR MAILBOX:**

Press the **MESSAGE** button at your own extension. The system will ask you for a password. The default password is **0000**.

If you are calling from outside call (\_\_\_\_) \_\_\_\_-\_\_\_\_. When the main greeting starts to play press # plus your mailbox number. You will then be prompted for your password.

If you are at a phone extension other than your own press the **MESSAGE** button to access the voicemail. When prompted for the password press \* followed by # and your mailbox number.

#### **VOICEMAIL EASY SETUP:**

Your mailbox will not operate correctly until five easy steps are completed to setup your mailbox. When the system answers, press these shortcut keys to set up your mailbox.

##### **#71 – CHANGE PASSWORD**

Password length can be from 1-8 digits. Default is **0000**.

##### **#72 – RECORD YOUR NAME**

Plays when callers access you through the directory or when calls are transferred to you.

##### **#73 – ENTER NAME**

Follow the prompt to enter your name using the number pad on your phone. This is how callers locate you in the automated directory.

##### **51 - RECORD N/A GREETING**

This greeting answers your callers when your phone is not answered.

##### **57 - RECORD PRIMARY GREETING**

This greeting plays when calls are transferred to your mailbox.

**NOTE:** *It is recommended that your No-Answer Greeting (51) and your Primary Greeting (57) be recorded with the same message.*

##### **66 - Disable Message Information**

This will disable read back of phone numbers on each message.

Your phone should be already forwarded to the voice mail system. If not, set Call Forwarding-Busy by dialing **6025\_9** if you want callers to automatically go to voice mail when you are on the phone. Wait for a clear tone. Hang up. Then set Call Forwarding-No Answer by dialing **6035\_9**. Wait for a clear tone. Hang up. This sends your calls to voice mail when you are unable to answer. If you would like both modes active at the same time press **604**.

#### **MESSAGE LIGHT:**

The message light on your phone will light when you have a message and the display, if available, will show the number of messages in your mailbox.

#### **QUICK MEMO:**

You can leave a message for yourself by pressing **##** at your own extension, or for another voicemail user by pressing **#** plus their mailbox number

**SHORT CUTS:**

After you log into your mail box, you can:

- 1= Listen to new messages.
- 2= Save message.
- 3= Delete message just heard.
- 4= Reply to message sender.
- 6= Forward a message to another mailbox.
- 7= Rewind 5 seconds.
- 8= Pause
- 9= Fast Forward 5 seconds