

Phone Works

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Samsung Voicemail and Telephone Administrator Set-up and Maintenance

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Samsung SVMi Voice Mail Administrator Sheets

With this document you will learn how to make changes to your SAMSUNG SVMi voice mail system. Changes such as edit of the system prompts, add, delete and edit subscriber's mailboxes and set the operating mode of your voice mail system (day mode, night mode, or holiday mode)

ACCESSING THE VOICE MAIL SYSTEM

First you must get into the admin mode of the voice mail system and the easiest is to find the phone that has the V-ADMIN button or something that closely resembles it. You can access this menu remotely by dialling the telephone number of your system and letting the voice mail answer. From the main menu press the # key followed by 4 zeros. You can also do this from the vmmsg key on your phone by pressing the vmmsg key then * then # and followed by 4 zeros. When prompted for your password **enter 4 zeros**. The system will then tell you the options that you can change. **LISTEN** to the options and then make your selection.

EDIT OF SYTEM PROMPTS

Once you have accessed the voice mail using the above instructions you can change the greetings. It is always best to script out the greeting you want to change. Again you should **LISTEN** to the voice mail as it tells you what to do. The voice mail has 4 main greeting of which in most cases only 2 are ever used these being day greeting and the night greeting.

1. GREETINGS

The day greeting or prompt is 1001

The night greeting or prompt is 1002

The holiday greeting or prompt is 1003

The emergency greeting or prompt is 1004

When a prompt has been recorded, sometimes there is some ambient noise (big breath) at the front or back of the recording that needs to be trimmed. Press 4 and select the trim mode. You may now trim small amounts of

“noise” from the front and back of the recording. Repeatedly press 1 or 2 to trim small amounts from the front or back until the recording sounds clean. **You must press # to save your selection when done**

2. SUBSCRIBER INFORMATION

This allows you to add, delete and/or edit mailboxes this is handy for resetting lost or forgotten passwords

Access the voice mail using one of the steps at the front of the document. **Listen to the recording as it will help you.** After entering the password of 4 zeros press 2 and listen to the voice mail. (When it asks for a subscriber number it means extension number.) You then have 2 choices. The first one is to delete the mailbox and the 2nd option is to edit the mailbox settings eg passwords

3. MODE SELECTION

In this section you will learn how to set the operating mode of your system.

The operating mode is the mode that determines what greeting is played when your customer calls you. These greeting are directly connected to the greeting recorded in the system prompts. If you manually change a mode it will stay in that mode until you change it again or put it back to automatic scheduling. **THIS MEANS IF YOU CHANGE THE SYSTEM TO HOLIDAY/DAY or NIGHT GREETINGS IT WILL STAY THAT WAY TILL YOU CHANGE IT BACK.** In most cases your phone system will be set up in auto mode and you will only ever have to change it for the holiday mode.

To change the mode of your voice mail system you must access your voice mail system as described above. When it tells you to enter the port number to change the new mode or to change the mode on all ports enter 0. (this is so that all of the lines are answered by the same greeting) Select the 0 option and then make your selection of what mode you wish to put your system in. The modes are

- 1.....Day Mode
- 2.....Night Mode
- 3.....Holiday Mode
- 4.....Emergency (bad weather) Mode
- 0.....Automatic Mode (uses the clock on the system to set)

As a reminder we do not change our system passwords so any system password is 0000 and any reset password is 0000. Also anytime you make a change in the voicemail you must press the # key to save your changes.

We hope that using this guide will help you use your voice mail to its full capabilities. Of course if you are having some problems please don't hesitate to call us so that we may help you out. We can be reached at our office number..613-384-5150 and leave a message on the service mailbox.

SAMSUNG VOICE MAIL BOX SET UP

Introduction

The SAMSUNG voice mail system is one of the most advanced and feature rich systems made and yet it is very user friendly. When your system was installed you should have been given some set up instructions from the technician as well as the SVMi E-series Voicemail Quick Reference Guide. In this Guide are all of the features that are available from this system. In most cases all that is generally wanted are to record the mailbox greetings and a basic voice mail set up.

Your mailbox can have a total of 7 different greetings than you can pre-record and have them play when required (eg if you are out of the office on Wednesday afternoons you can record a greeting for Wednesday afternoons (as an example greeting #6) and just before you leave the office you would “assign” that greeting (#6) to play. This saves you from having to record a new greeting on Wednesday afternoon all the time.

In most cases you will only have 1 or 2 greetings with 1 being your “no answer” greeting and number 2 being your “busy greeting. (The typical “no answer” greeting is the old “hello I am either on the phone or away from the phone right now please leave a message and I’ll call you right back.”) Greeting #2 can be your busy greeting that tells the caller that you are on the phone (as an example if you are on the phone and get a call the greeting can say I’m sorry I am on the phone right now please leave me a message and I will return your call as soon as I hang up). This is a popular feature as the caller knows you are on the phone and thusly are in the office.

Once you access the voicemail system (using the VMMSG button) you can get to the different menus by pressing the different number buttons on the dial pad. Please be PATIENT as the voice mail system will speak the menu to you and if you listen to the prompts it really is easier to make the changes. (I make the same mistakes myself)

Samsung SVMi Voice Mail

First Time Easy Set Up

Log on to your mailbox (press the vmsg key)

1...Change Your Password.....(# -7-1)

This is required for security reasons. Password length can be from 1 to 8 digits with the default password being 0000

2...Record Your Name.....(#-7-2)

This is the name that plays when someone transfers through the auto attendant. The Automated Directory also plays this recording so callers can receive the correct spelling. We also recommend you say your telephone extension number in the recording as well (eg Bud Wiser Ext 201) and possibly the callers will remember it

3...Enter your Dial-by-Name Directory Name.....(#-7-3)

This is so someone that accesses the company directory can spell your name using the letters on the keypad to reach your extension. You are asked to spell your last name then your first name on the telephone keypad

4...Record Your Primary (No-Answer) Greeting.....(5-1)

This is the greeting that plays to callers when they reach your voicemail (Don't forget there are other personal greetings as well)

5...Record Your Mailbox Greeting.....(5-7)

This is the greeting that plays when a Primary Greeting is not recorded and/or a call is transferred directly to your mailbox

Samsung SVMi Voice Mail

ACCESSING YOUR MAILBOX

Outside Callers

- Dial the phone number that will be answered by your voice mail system (e.g. your main number)
- At the main greeting dial # plus your mailbox number (usually the same as your telephone extension number)
- Enter your password when asked (default password is 0000)
- Follow the spoken directions

Inside callers

- Either press the button on your phone that is labeled VMMSG or dial the voice mail access number (either 509,519 or 549 depending on the size of system you have)
- Enter your password when asked
- Follow the spoken directions

Accessing your mailbox from someone else's phone

- Press the VMMSG button on the phone
- Press the * on the dial pad (if there are messages on the phone you are using you will have to press the * again)
- Then press the # button plus your mailbox number
- From here on in it is the same as the other steps you will hear the mailbox owner main menu with the following options

Once inside your mailbox you will hear the Mailbox Owner Main Menu with the following options

- 1.....Listen to new Messages
- 2.....Record and Send Messages
- 3.....Review saved Messages
- 5.....Personal Greetings
- 6.....Mailbox Administration
- #.....Personal Services
- *.....Return to Main Menu

Getting Started

Using your mailbox is very simple; however you should read this section to familiarize yourself with the steps. The first things to do are

- Access your mailbox (you already know how to do this)
- Record a personal greeting
- Change your password
- Record your name

Listening to your messages

If there are messages in your mailbox you will have some kind of notification (either the VMMSG button will be lit or a flashing light on the phone and possibly both) here are the options available

- 1.....To play/replay the message
- 11.....To play the previous message
- 2.....To save the message you just heard and listen to the next message
- 3.....To delete the message you just heard and listen to the next message
- 4.....To reply to the message (this allows you to leave a message in the mailbox of the person who sent you a message)
- 5.....To return the call directly to the number that left the message
- 6.....To forward the message to someone else on the system (and saves a copy for you)
- 7.....To rewind the message 5 seconds
- 77.....To change the playback volume

- 8.....To pause or resume during message playback
- 9.....To fast forward the message 5 seconds
- 99.....To change playback speed of the recording
- 0.....To play HELP options
- 00.....To hear the time and date and the senders information of the message you just heard
- #.....To move to the next message (does not save or discard the message)
- ##.....To scan (plays first 7 seconds of messages then skips to the next message to stop scanning press 1)
- *.....To cancel and return to the previous message.

Message Forwarding Options

If you choose option 6 during message playback you have the option to forward the message to someone else in the company. While listening to the message press 6 and enter the extension number of the person you wish to send the message to (if you don't know their extension number then press the # key for the directory) you can also press ## and leave the message as a memo to yourself.

Mailbox Administration

The mailbox Administration menu is used to turn on and off your pager notification, message alert options and other sent message control features

Message Alert

When this function is turned on the SVMi will call any outside or inside telephone number after a message is left in your mailbox eg cell phones. To hear the message at your remote location simply enter your password when the voice mail asks you for it.

- From the mailbox main menu press 6 for mailbox administration
- Press 1 for message alert
- 2 options are available
 - Press 1 to turn feature on or off
 - Press 2 to set the destination phone number

Pager Notification

With this feature on the SVMi will call your pager and leave you a numeric message (usually your mailbox number) after each message is left in your mailbox.

- From the mailbox main menu press 6 for mailbox administration
- Press 2 for pager notification
- 2 options are available
 - Press 1 to turn feature on or off
 - Press 2 to set your pager number

For this feature to work your pager number must be programmed in a special menu in the voice mail (this is done by the installer)

Undelete

As you would expect with this feature you can retrieve a voicemail message if you accidentally delete it after listening to it. You have up until 3am the following day or the message will get wiped when the system goes into maintenance.

- From the mailbox main menu press 6 for mailbox administration
- Press 3 for deleted messages
- Once listened to you can delete again or save it

Undelivered Retrieval

This is an excellent option to use if you get fed up and send the boss an ranting voice mail telling him what you think of him and his company (this will only work if the person you have sent the voice mail to has not heard it)

- From the main mailbox menu press 6 for mailbox administration
- Press 4 for undelivered messages

Shortcuts

Calling

When calling a phone that is busy or you get no answer you can simply press the # key to send the call to that phones mailbox

Being called

If you phone rings and you don't wish to answer you can press the # Key to send the call directly to your mailbox

Direct Messaging

If you wish to send a message to a person without ringing their phone you press the # key and their mailbox number or if you have a key with their extension on it you press the # key and then their extension key

Self Memo

If you wish to send yourself a memo about the big company golf tournament then simply press the # key twice (# #) and leave yourself a message

HOW TO CHANGE THE DATE & TIME ON A SAMSUNG PHONE SYSTEM

1. From any Samsung phone press the transfer button then dial 200 (This feature may not work on a 8 button phone)
2. Enter the pass code 1234.
3. Press 1 to enable customer programming.
4. Press the speaker button and you should see CUS. PASSCODE on your screen.
5. Dial 505 and you will see the old date on the top of your screen and the new date waiting to be entered on the bottom of your screen. Generally you will only have to change the time which are the last 4 (HHMM).

ex. OLD:2/05/21/02:1300

New: wmmddy: hhmm

6. Using the dial pad enter the same digits from old until you get to HHMM (hours minutes). Enter the new time (using the 24 hour clock) then press transfer.
7. Clock should now be ok.

HOW TO INPUT SYSTEM AND PERSONAL SPEED DIALS AND NAMES

1. From any Samsung Phone press the TRANSFER button and dial 200.
2. Enter pass code 1234.
3. Press 1 to enable customer programming.
4. Press the SPEAKER button and you should see CUS PASSCODE on the screen. Dial 705 for the **SYSTEM** speed dial (which starts at 500) and dial 105 for the **STATION** speed dial (which starts at 00). Use the volume arrow up to find a blank spot (ex: 500 or 00). When you find the spot, dial the phone number. You must enter a trunk code. In most cases it is a 9 dialed before the phone number - this grabs you an outside line in the dialing string. You then enter the phone number that you are trying to program. The area code needs to be entered for local calls and 1 + area code for long distance calls.
5. To input the name after you program the number you will press the SPEAKER button which will take you to the naming the speed dial, regardless whether you are programming station or system speed dials. You must enter the location number that you just programmed ex: 500 or 00 and use the keypad to enter the name (ex: For 'A' you press 2 once and for 'C' you would press 2 three times).
6. You use the volume keys to go forward or backward, if you make a mistake, pressing the HOLD button will erase the whole line and you will have to start that line again.
7. It is usually easier to input all the speed dials in the system speed dial bin. The only problem with this is any "secret numbers" can be seen by anyone using the "DIR" or directory button.
8. Press the TRANSFER button to save and exit.