



SAMSUNG QUICK REFERENCE GUIDE For Using Cadence Voicemail

GETTING STARTED Using Cadence Voicemail

- Lift handset and press MESSAGE key
- Enter passcode (default 9876)
- Dial 3
- Dial 1 and begin recording after the tone
- Press # to finish,
 - Press 1 - if you would like to listen your recorded greeting
 - Press 3 - to rerecord your greeting and press # to finish recording
- Press 2 to save your new greeting
- Press 5 and record your full name after the tone (full name is only heard when other internal extensions dial your extension)
- Press Fwd N/A or Fwd All.

WHAT HAPPENS TO MY CALLS WHEN MY FWD N/A IS ACTIVATED.

Your phone is now defaulted to be answered by your voicemail if you have not answered your calls within 15 seconds (4 rings). In your greeting, include an option for caller to dial "0" before the tone to be transferred to reception.

WHAT HAPPENS TO MY CALLS WHEN MY FWD ALL IS ACTIVATED.

Your phone is now defaulted to send all calls straight to voicemail without ringing your phone.

UPDATE YOUR GREETING REGULARLY

To update your greeting from now on (change your greeting)

- Lift handset and press MESSAGE key
- Enter passcode (default 9876)
- Dial 3 1 3
- Begin recording after the tone
- Hang up

EXAMPLE GREETINGS THAT YOU CAN USE

When you are in the office:

This is John Citizen. I'm sorry I haven't answered your call personally but I am in the office today and probably on another call or away from my desk briefly. Please leave a message after the tone, and I will return your call as soon as possible or, to return to reception, dial "0" now. Thank you.

Before going into a meeting or leaving the office

Hi this is John Citizen. It's Monday, 10th of October and I will be in a meeting from 9am until 2pm. Please dial "0" now if you would like to go back to reception, otherwise leave your message after the tone and you can expect a return phone call after 2pm today. Thank you.

When you are away on holidays:

You have reached the voicemail of John Citizen. It is now (DAY & DATE), I am away on holidays until (DAY & DATE). I will return your call until such time or, to speak to someone else in the office, please press "0" now. Thank you.



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TO LISTEN TO YOUR MESSAGE(S)

When you have message(s) left in your voicemail, the MESSAGE light will flash and the screen on your phone will display the number of new messages.

To listen your messages when in the office:

- Press MESSAGE key
- Enter passcode (default 9876)
- Dial 1
- Note the menu options displayed on your screen while you play your messages. Press the soft keys under the screen to select the option. Press SCROLL key to display further menu options.

To listen your messages from outside the office:

- Dial **XXXX XXXX**
- When the Auto Attendant answers please press 5
- When the Voicemail answers press * and your extension number
- Enter your passcode (default 9876)
- Dial 1 to listen to your messages
- Menu options are:
 - 1 = to replay the message
 - 2 = to play the next message
 - 3 = to delete
 - 4 = to check time data and senders details (if any)
 - 5, 1 and extension number = to forward this message to another extension
 - 5, 2 = to reply to the sender
 - 7 = to rewind (only use while listening to your message)
 - 8 = to pause
 - 9 = fast forward

TO LEAVE A MESSAGE FOR ANOTHER MAILBOX

- Press "#" key and the extension number of the person you are leaving the message for
- Begin recording your message after the tone
- Hang up

TO TRANSFER A CALL DIRECTLY INTO SOMEONE'S VOICEMAIL

- While still on the call, press "VM TRSF" and dial the extension number of the person that you wish to transfer the call through
- Hang up

TO LEAVE YOURSELF A REMINDER

You can use your voicemail to leave yourself a quick reminder message. When you use the following instructions to record your memo, your MESSAGE key will flash and your display will show number of new messages received.

- On your own handset, press # # and begin recording after the tone
- Hang up