



## SAMSUNG QUICK REFERENCE GUIDE For SVMi-4 Voicemail

### GETTING STARTED *Personalising your voicemail*

- To Record Personal Greeting – this is what external callers will hear
- Press message key.
- Enter password ( Default password is 0000)
- Dial 0 for options
- Dial 5.
- Record greeting, when finished dial 2 and follow prompts. (Dial # to save)
  
- To Record your name – this is what internal callers will hear
- Press message key.
- Enter password.
- Dial #
- Press 2
- Record name, when finished dial 2 and follow prompts. (Dial # to save)

For calls to actually go to Voicemail, please ensure that either your Forward Busy/No Answer key or your Forward All key is pressed.

Fwd All = All calls to go straight to Voicemail without ringing phone.

Fwd N/A = Calls will go to Voicemail after firstly ringing your handset.

#### 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. If you would like to speak to someone else in the office now, please dial "0", alternatively you can leave me a message after the tone, and I will return your call as soon as possible. Thank you for calling.*

##### ***Before going into a meeting or leaving the office***

*Hi this is John Citizen. It's Monday, 10<sup>th</sup> 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). If you would like to speak to someone else here in the office, please press "0" now, alternatively you can leave me a message after the tone, and I'll return your call when I return to work. Thank you for calling.*

**Please note, it's always good to include an option for the caller to dial 0 to return to reception if they don't want to leave you a message, or it's urgent and they want to speak to someone else now.**



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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 password ( Default password is 0000)
- All new and saved messages will be then played.
- 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
- Press # and your extension number
- Enter password and follow prompts as normal.

### 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
- Please note the phone will not ring, it goes right to the internal message (name only)

### 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

### TO CHANGE YOUR PASSWORD

You can change you password from the default (0000) if you wish

- Press the message key
- Enter your password
- Press 0
- Press #
- Press 7
- Press 1
- It will tell you your current password
- To change it press 2
- Enter you new password
- To accept press 1