



SAMSUNG QUICK REFERENCE GUIDE For SVMi-8 Voicemail

GETTING STARTED Personalising your voicemail

- To Record Personal Greeting.
- Press message key.
- Enter password (Default password is 0000)
- Dial 0 for options
- Dial 5
- Dial 7
- Record greeting, when finished dial 2 and follow prompts. (Dial # to save)

- To Record your name.
- Press message key.
- Enter password.
- Dial #
- Press 7
- Press 2
- Record name, when finished dial 2 and follow prompts. (Dial # to save)

Once greeting and names have been recorded dial 603 529

Or Select forward option using Fwd All or Fwd N/A keys

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

Fwd N/A = Calls will go to Voicemail after 15 seconds.

WHAT HAPPEN TO MY CALLS?

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.

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 here in the office, please dial "0", or 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, 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). You can dial '0' now and speak to someone else here in the office, or leave me a message after the tone, and I'll return your call when I return to the office. Thank you for calling.

Note: Default passcode is 0000



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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 or dial 0 to listen to further options.

To listen your messages from outside the office:

- Dial **03 9581 3695**
- 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

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

- Press message key
- Enter password (default 0000)
- Dial #
- Press 7
- Press 1 and follow the prompts

VOICEMAIL TO E-MAIL FUNCTIONALITY

- Your voicemail messages that are left on your handset, will now also be sent to your inbox as a wave file attachment, which can be opened and listened to via the speakers on your PC or laptop.
- The number that the call came from – if it hasn’t been blocked – will display in the subject field of the e-mail, as well as the date and time the message was left
- Messages that are deleted from the PC, will also have to be deleted from the handset, and vice versa
- These wave file attachments (voice messages) can also be forwarded to another staff member (like you would forward a normal e-mail, or saved in your network if they are of importance



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- **Please delete any messages that aren't required, as they take up room on the network**