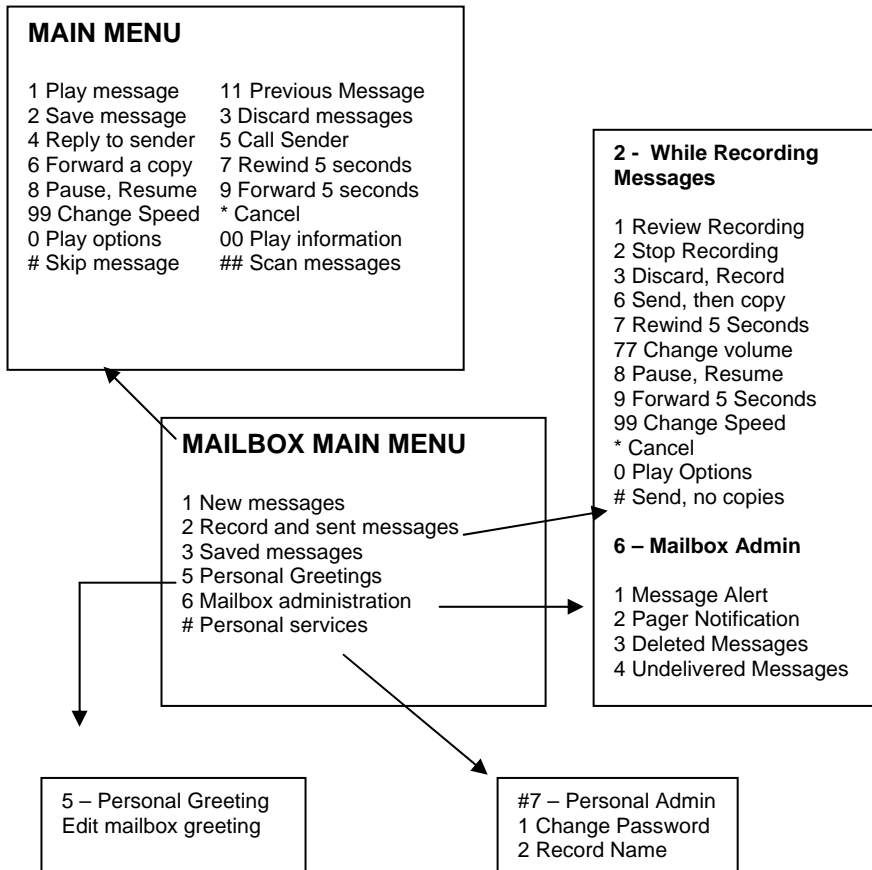


# SVM – 400 User Guide

## Samsung Voicemail

### FLOWCHART



**DownerCommspec**  
**0800 828 888**

### External Access

Ring the main number (or your ddi)  
At the voicemail greeting dial # plus your mailbox number  
Enter your password (default is 0000)

### Internal Access

Ring the voicemail (usually 509) or press mail key  
Enter your password (default is 0000)

### MAIN MENU (Once you have accessed your mailbox)

You will hear how many messages are in your mailbox followed by the options listed below:

- 1 Listen to New Messages
- 2 Record and Send a Message
- 3 Review Saved Messages
- 5 Personal Greetings
- 6 Mailbox Administration
- # Personal Services
- \* Disconnect

### First Time User

As a new user there are 3 things you need to do

- Record a greeting (see 5 for Personal Greetings)
- Record a name against your mailbox (see # for Personal Services)
- Change your password (see # for Personal Services)

## **Listening to Your Messages**

If you have messages in your mailbox select 1 to listen to new messages and 3 to listen to saved messages.

- 1 To play/replay the message you just heard
- 11 To play the previous message
- 2 To save the message you just heard and listen to next one
- 3 To delete message you just heard and listen to next one
- 4 To reply to a message. You can leave a message in the mailbox of the sender (sender needs a mailbox)
- 5 To return the call directly to the telephone number that left the message
- 6 To forward the message to another mailbox and keep a copy in your own mailbox
- 7 To rewind the message 5 seconds
- 77 To change playback volume of the recording
- 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 the help options
- 00 To hear time & date

## **Message Forwarding Options**

If option 6 is chosen from the above menu you will be given the option to forward this message to another mailbox. This can be selected by keying in the mailbox number you are sending to.

## **Sending Messages**

Press 2 from the main menu to go into Send Menu

- 1 Select the recipient
- 2 Record the message
- 3 Follow instructions to review, continue, rerecord etc

## **Personal Greetings**

Press 5 from the main menu

Follow the instructions on how to record your personal greeting. Once you have recorded your greeting you will be able to listen, save or rerecord it.

## **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 activated the voicemail will call any external or internal telephone number after each message is left in your mailbox.

- From the mailbox main menu press 6 for mailbox administration
- Press 1 for message alert
- 2 options are available to you

Press 1 to toggle message alert on and off

Press 2 to set the destination phone number

## **Pager Notification**

When this function is activated the voicemail will call your pager notify you after each message is left in your mailbox

- From the mailbox main menu press 6 for mailbox administration
- Press 2 for pager notification
- Only one option is available to you

Press 1 to toggle pager notification off and on. (Your pager number must be programmed by the system administrator).

## **Personal Services**

The personal administration menu is used to set your password and record your name.

## **Setting Your Password**

- From the main mailbox menu press #
- Press 1
- The current password will be played and you will have the chance to change it

## **Recording Your Name**

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the voicemail system.

- From the mailbox menu press #
- Press 2
- The current name will be played and you will have the chance to change it.