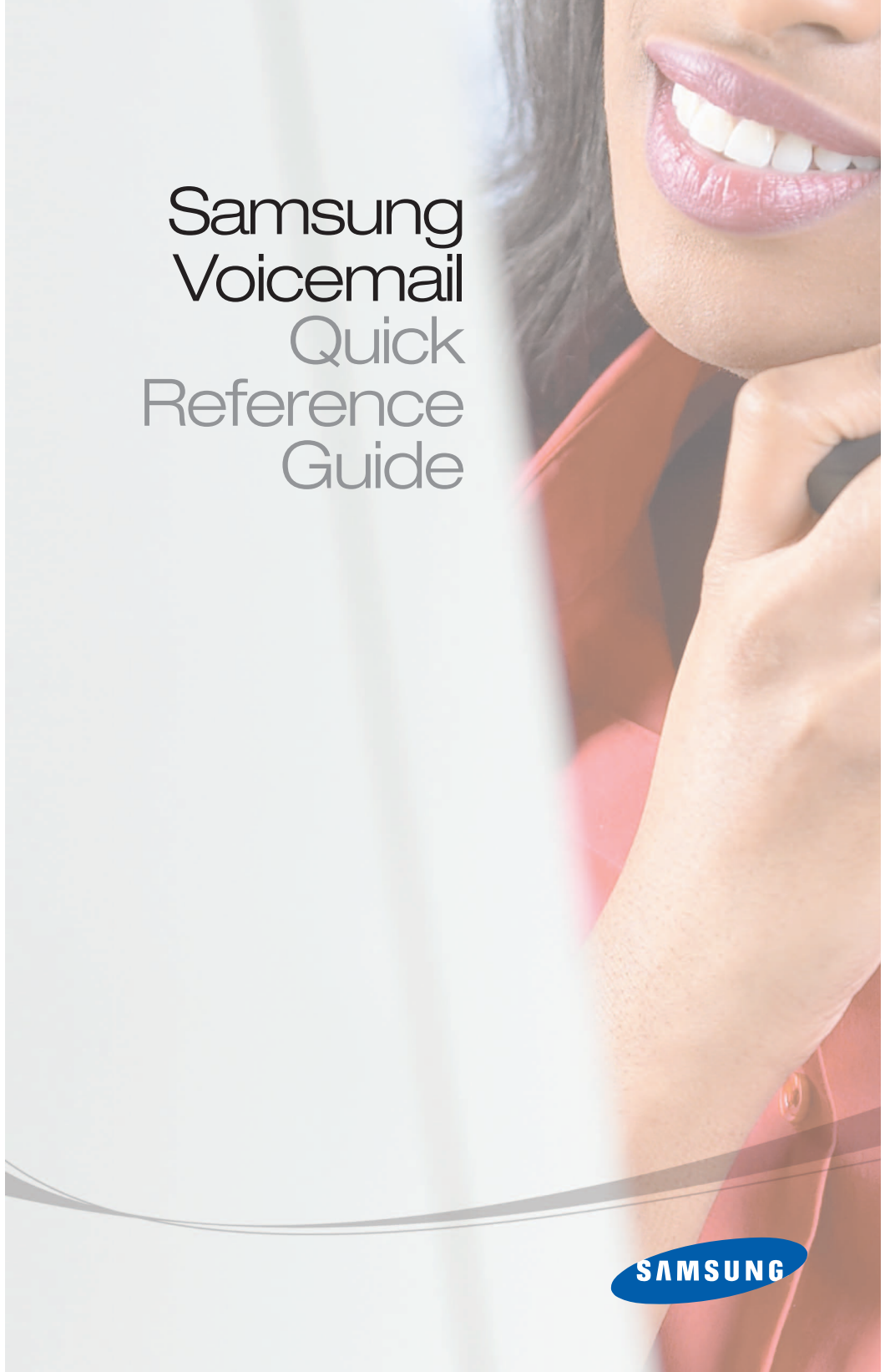
Samsung Voicemail Quick Reference Guide



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First Time Easy Set-Up

After log in, set up the following five options for optimum performance.

1

Change Your Password:.....[#][7][1]

Required to Log In as a Subscriber. Password length can be from 1 to 8 digits. Default password is 0000.

2

Record Your Name:.....[#][7][2]

This recorded name plays to your callers when they are transferred through the Auto Attendant. The Automated Directory also plays your recorded name so callers receive the correct spelling.

3

Enter Your Dial-By-Name Directory Name:.....[#][7][3]

You are asked to first spell, enter and accept your Last Name, then your First Name on the Telephone Keypad. The Automated Directory uses the feature for callers who do not know your extension number but do know your name.

4

Record Your Primary (No-Answer) Greeting:.....[5][1]

This Personal Greeting plays to your callers when you do not answer your phone*.

5

Record Your Mailbox Greeting:.....[5][7]

This Greeting plays when a Primary Greeting is not recorded and/or a call is transferred directly into your Mailbox.

*There are other Personal Greetings available that can be scheduled to play for Busy, Forward All (DND), and Night Call Conditions. Ask your System Administrator for more information on Call Condition Greetings.

Accessing Your Mailbox *(Subscriber Services Menu)*

From Your Desk

- Press the button labeled **MESSAGE** or **VMMSG**

  OR
- Dial the Samsung Voicemail Access Code: _____

  (You will be prompted to enter your Passcode)
- Enter your Password: _____

  (Default Password: 0000)

From Off-Site (Home, Cell Phone)

- Dial the phone number that is answered by the Voicemail. _____

  (Your Company's Main Greeting)
- At the Main Greeting dial [#] plus your Subscriber (or Mailbox) number.

  (Subscriber and Mailbox Number usually match your extension number)
- Enter your Password: _____

  (Default Password: 0000)

From Another Subscriber's Phone

- Press the button labeled **MESSAGE** or **VMMSG** or dial the **Access Code**.
- Dial **[✱]** followed by **[#]** and your Extension / Mailbox Number.

  (You will be prompted to enter your Passcode)
- Enter your Password: _____

  (Default Password: 0000)

Alternate Off-Site for DID Users (Home, Cell Phone)

- Dial your DID phone number.

  (Your Personal Greeting will answer in approximately 4-6 rings)
- During your Personal Greeting dial **[#]** directly followed by your password.

  (Default Password: 0000)

Quick Reference Index

AUTO PLAY OF MESSAGE INFORMATION ..... **[6][6]**

Time & Date Stamp Information. This option can be turned on/off.

AUTO PLAY NEW MESSAGES ..... **[6][5]**

Plays new messages after you log in. This option can be turned on/off.

DIRECT CALL* ..... **[#][5]**

Used for placing outgoing calls while logged in.

EXTENDED PROMPTING ..... **[#][7][4]**

This option can be turned on/off.

FIND ME* ..... **[4][6]**

Calls you at a series of numbers in your stored number list.

FOLLOW ME* ..... **[4][1]**

Changes the number where you are taking your calls.

LISTEN TO NEW MESSAGES ..... **[1]**

LISTEN TO SAVED MESSAGES ..... **[3]**

MESSAGE ALERT* ..... **[6][1]**

When enabled, the system calls to let you know you have new messages. This option can be turned on/off.

PAGER NOTIFICATION* ..... **[6][2]**

When enabled the system will call your Pager to let you know you have new messages. This option can be turned on/off.

QUICK MEMO ..... **[#][MAILBOX #]**

Quickly send a message to another Subscriber.

RECORD AND SEND A MESSAGE ..... **[2]**

REMINDER ..... **[#][#]**

Quickly send a message to yourself.

STORED TELEPHONE NUMBERS* ..... **[#][2]**

Enter a list of numbers used by Follow Me, Find Me, and all Notifications.

UNDELETE MESSAGES ..... **[6][3]**

Deleted messages can be recovered any time before Daily Maintenance time, scheduled by the System Administrator. The default time is 3 a.m.

*Must be Authorized by System Administrator.

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Group New Messages
11
Group Saved Messages
33
Listen to New Messages
1
Review Saved Messages
3
Record & Send Messages
2
Group Messages Menu
1 Group Urgent Messages
2 Group Callback Requests
3 Group Reminders
4 Group Private Messages
5 Group Fax Only Messages
8 Pause, Resume Menu Prompting
9 Group A Specific Sender
Play Message Inventory
0 Play Menu Options
* Cancel, Return to Subscriber Menu
Listen Menu
1 Play Message
11 Play Previous Message
2 Save Message
3 Discard Message
4 Reply to Sender
5 Place Call to Sender
55 Deliver Copy of Fax Message
6 Forward a Copy of Message
7 Rewind 5 Seconds
77 Change Playback Volume
8 Pause, Resume Message Playback
9 Fast Forward 5 Seconds
99 Change Playback Speed
Skip to Next Message
Scan Messages
0 Play Menu Options
00 Play Message Information
* Cancel, Return to Subscriber Menu
Record Menu
For a Directory of Subscribers
To Create a Reminder
"Enter the Recipient's Number"
1 Review Recording
2 Stop, Append to Recording
3 Discard Recording and Rerecord
4 Set Delivery Options
5 Specify Future Delivery
6 SEND Message, Then Copy
7 Rewind 5 Seconds
77 Change Playback Volume
8 Pause, Resume Record/Playback
9 Fast Forward 5 Seconds
99 Change Playback Speed
SEND Message, Then Exit Record
0 Play Menu Options
* Cancel, Return to Subscriber Menu

Access Manager

4

- 1 Follow Me
- 3 Block All Calls
- 4 Call Forwarding
- 5 Call Screening
- 6 Find Me
- 7 Auto Set Night Intercept
- 8 Pause, Resume Menu Prompting
- # Play Access Coverage
- 0 Play Menu Options
- * Cancel, Return to Subscriber Menu

Personal Greetings

5

- 1 Assign and/or Edit Primary Greeting
- 2 Assign and/or Edit Busy Greeting
- 3 Assign and/or Edit Blocking Greeting
- 4 Assign and/or Edit Night Greeting
- 5 Assign and/or Edit Screened Greeting
- 6 Edit Only Personal Greetings
- 7 Edit Only Mailbox Greeting
- 8 Pause, Resume Menu Prompting
- 0 Play Menu Options
- * Cancel, Return to Subscriber Menu

Mailbox Administration

6

- 1 Change Message Alert
- 2 Change Pager Notification
- 3 Review Deleted Messages
- 4 Review Undelivered Messages
- 5 Auto Play New Messages
- 6 Auto Play Message Information
- 8 Pause, Resume Menu Prompting
- 9 Record & Send Broadcast Message
- 0 Play Menu Options
- * Cancel, Return to Subscriber Menu

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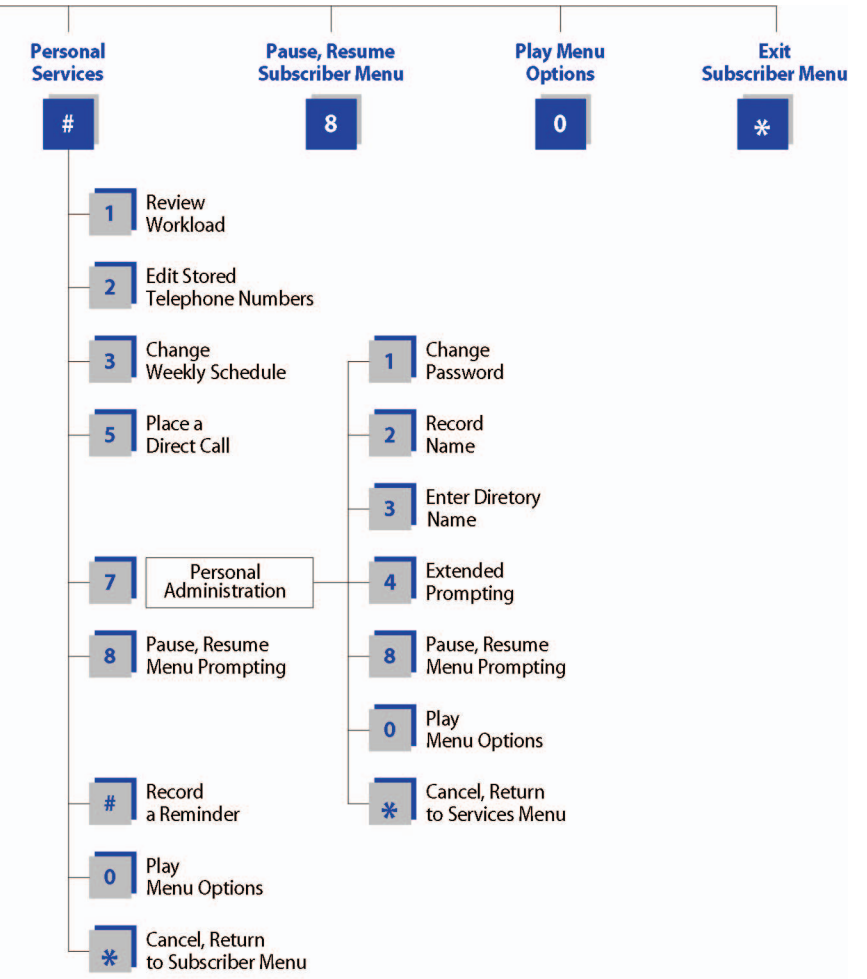
NOTE: All options shown MAY NOT be authorized. If an option is not authorized, please speak to your System A



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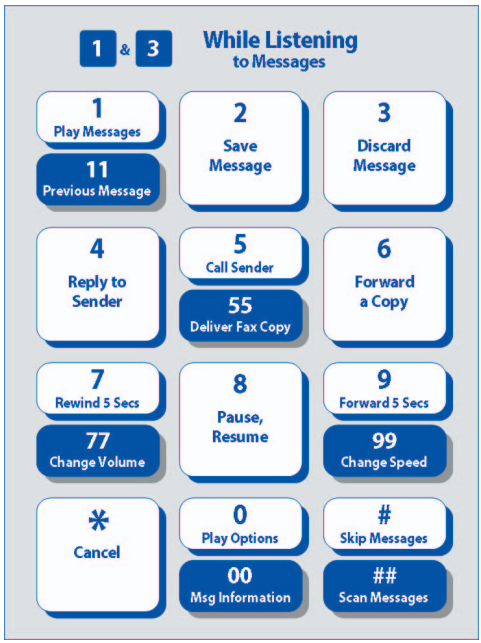
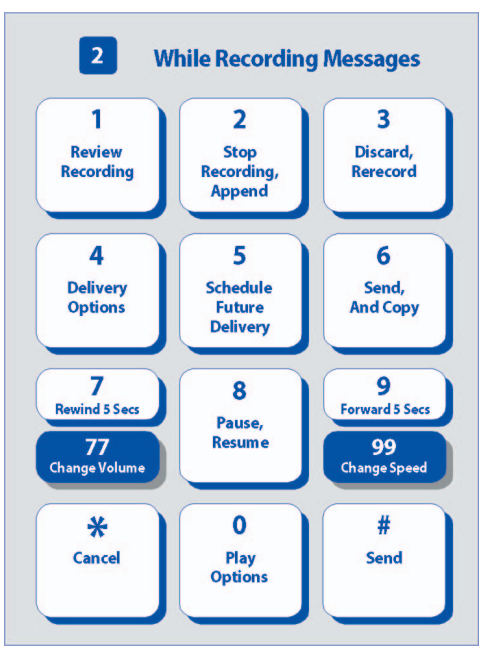
Administrator.

Functions While Listening to a Message



Functions While Recording and Sending a Message