

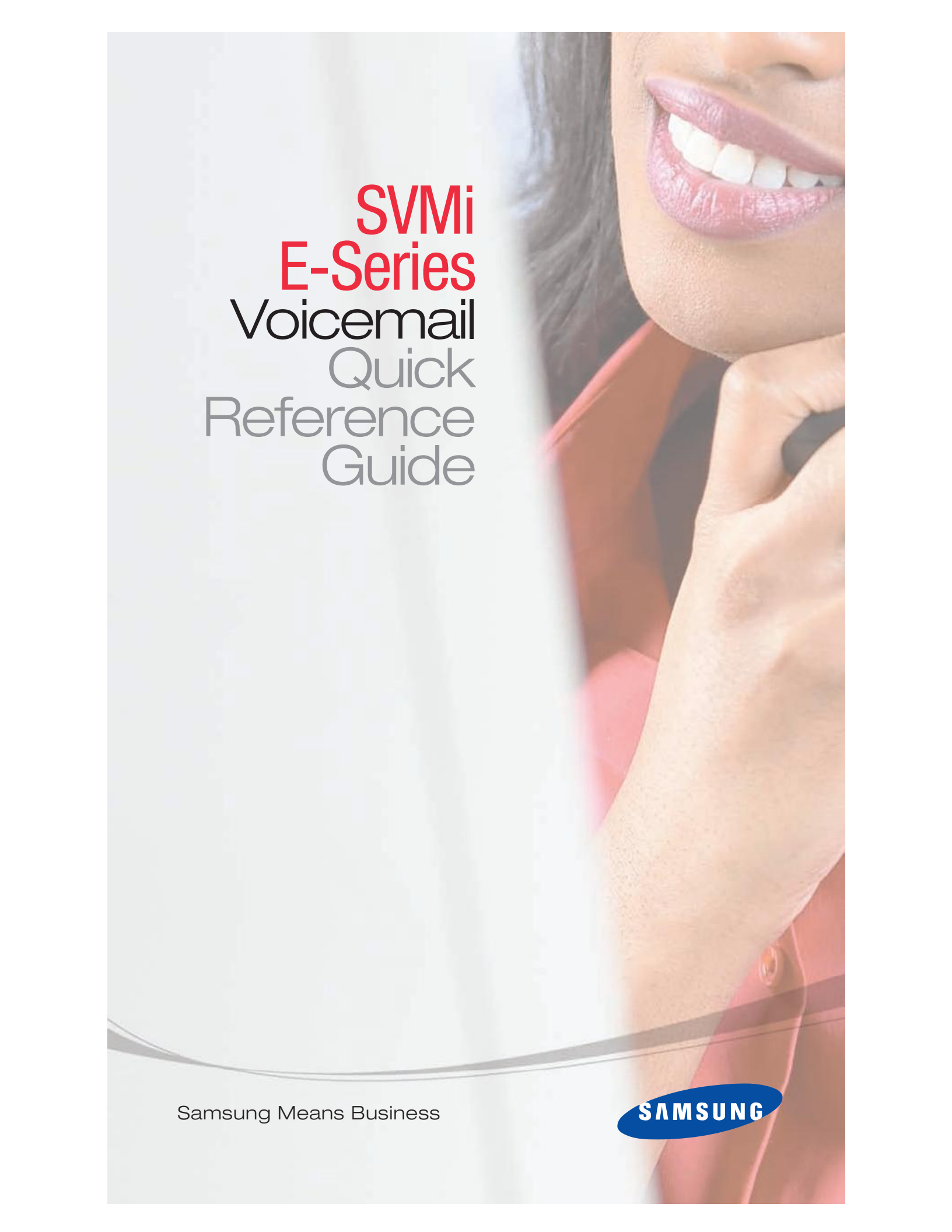


SVMi E-Series Voicemail Quick Reference Guide



Hampton Roads Communication Technologies (HRCT) provides quality business telecommunications solutions to companies and organizations throughout the Hampton Roads Virginia cities of Virginia Beach, Chesapeake, Norfolk, Portsmouth, Suffolk, Newport News and Hampton, north into Williamsburg and south into the Outer Banks of North Carolina. HRCT keeps your company connected.

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SVMi
E-Series
Voicemail
Quick
Reference
Guide

Samsung Means Business

SAMSUNG

Accessing Your Mailbox *(Subscriber Services Menu)*

From Your Desk

- Press the button labeled **MESSAGE** or **VMMSG**
OR
- Dial SVM Access Code: _____
(You will be prompted to enter your Passcode)
- Enter your Password: _____
(Default Password: 0000)

From Off-Site (Home, Cell Phone)

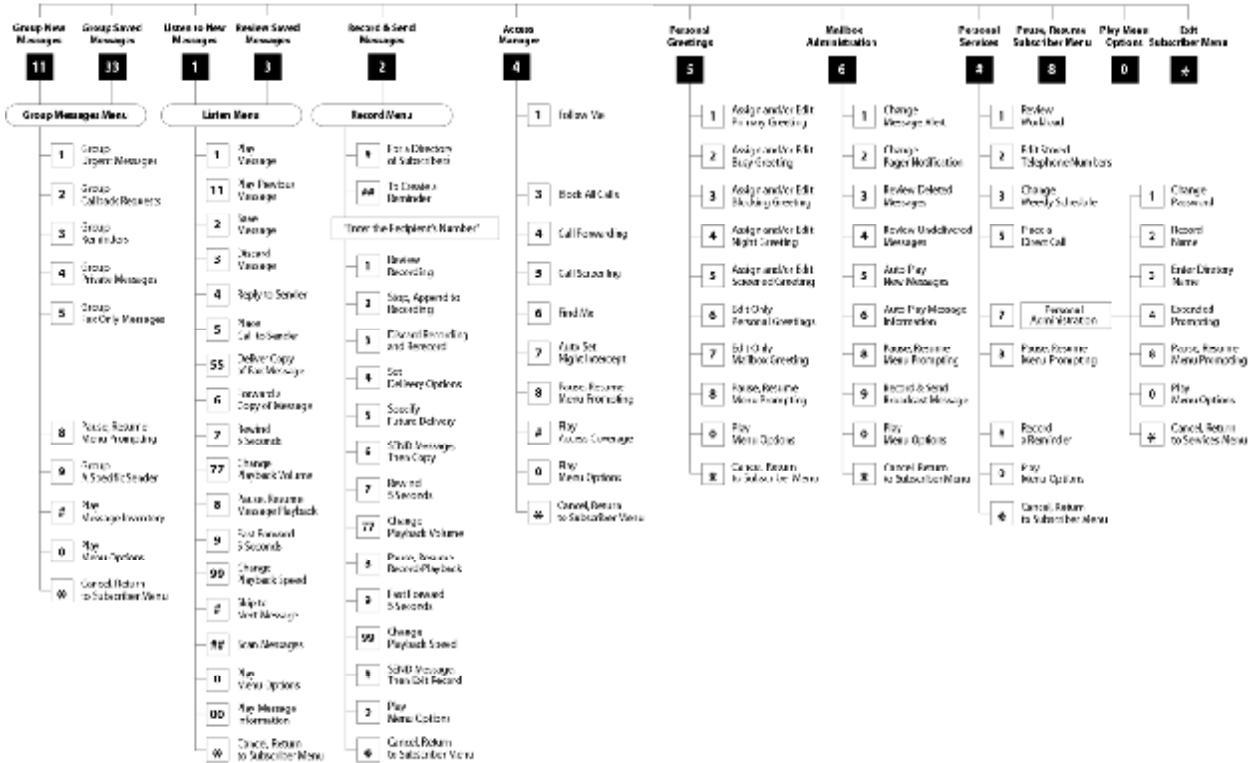
- Dial the phone number that is answered by the SVM. _____
(Your Company's Main Greeting)
- At the Main Greeting dial [#] plus your Subscriber (or Mailbox) number.
(Subscriber and Mailbox Number usually match your extension number)
- Enter your Password: _____
(Default Password: 0000)

From Another Subscriber's Phone

- Press the button labeled **MESSAGE** or **VMMSG** or dial **SVM Access Code**.
- Dial **[Q]** 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)



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.

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.



Functions While Listening to a Message



Functions While Recording and Sending a Message

