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 get confirmation that they have selected their intended party. Note: By default you will not be included in the Dial By Name Directory if you do not record your name.

3 **Enter Your Dial-By-Name Directory Name:** ....**[#][7][3]**
You are asked to first enter (spell out) and accept your Last Name, then your First Name on the Telephone Keypad. The Automated Directory uses this feature for callers who know your name but do not know your extension number. Example for Jane Doe: Doe would be entered as [3] [6] [3] and Jane would be entered as [5] [2] [6] [3].

4 **Record Your Primary (No-Answer) Greeting:** ....**[5][1]**
This Personal Greeting plays to your callers when you do not answer your phone*. If you are only going to record one greeting, this is generally the one greeting you should record. If you do not record this greeting a system generated greeting will tell the caller you are not available and give them the option to leave you a message or dial another extension number.

5 **Record Your Mailbox Greeting:** ....**[5][7]**
This Greeting only plays when a Primary Greeting is not recorded and/or a call is transferred directly into your Mailbox. If the Primary No-Answer Greeting is recorded this greeting is optional as it will now only be heard if a caller is transferred directly to your Mailbox.

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*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.
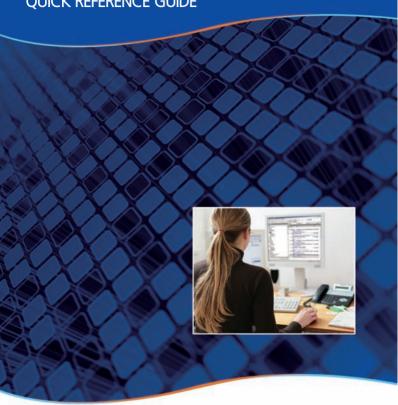
Quick Reference Index

*Must be Authorized by System Administrator.

Samsung Voicemail
QUICK REFERENCE GUIDE

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 Password)
- 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 **[✱]** followed by **[#]** and your Extension / Mailbox Number.
  (You will be prompted to enter your Password)
- 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)

Group New Messages
11

Group Messages Menu

Key	Function
1	Group Urgent Messages
2	Group Callback Requests
3	Group Reminders
4	Group Private Messages
5	Group Fax Only Messages
6	Group** Voice Only Messages
7	Group** E-Mail Only Messages
8	Pause, Resume Menu Prompting
9	Group A Specific Sender
#	Play Message Inventory
0	Play Menu Options
*	Cancel, Return to Subscriber Menu

Group Saved Messages
33

Listen to New Messages
1

Review Saved Messages
3

Listen Menu

Key	Function
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 & Send Messages
2

Record Menu

Key	Function
#	For a Directory of Subscribers
##	To Create a Reminder

"Enter the Recipient's Number"

Key	Function
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

Key	Function
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

Samsung Voicemail Services 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

Personal Services —

- 1 — Review Workload
- 2 — Edit Stored Telephone Numbers
- 3 — Change Weekly Schedule
- 5 — Place a Direct Call
- 7 — Personal Administration
  - 1 — Change Password
  - 2 — Record Name
  - 3 — Enter Directory Name
  - 4 — Extended Prompting
  - 8 — Pause, Resume Menu Prompting
  - 0 — Play Menu Options
  - * — Cancel, Return to Services Menu
- 8 — Pause, Resume Menu Prompting
- # — Record a Reminder
- 0 — Play Menu Options
- * — Cancel, Return to Subscriber Menu

Pause, Resume Subscriber Menu — 8

Play Menu Options — 0

Exit Subscriber Menu — *

Functions While Listening to a Message

1 & 3 — While Listening to Messages

1 Play Messages	2 Save Message	3 Discard Message
11 Previous Message		
4 Reply to Sender	5 Call Sender	6 Forward a Copy
	55 Deliver Fax Copy	
7 Rewind 5 Secs	8 Pause, Resume	9 Forward 5 Secs
77 Change Volume*		99 Change Speed*
* Cancel	0 Play Options	# Skip Messages
	00 Msg Information	## Scan Messages

Functions While Recording and Sending a Message

2 — While Recording Messages

1 Review Recording	2 Stop Recording, Append	3 Discard, Rerecord
4 Delivery Options	5 Schedule Future Delivery	6 Send, And Copy
7 Rewind 5 Secs	8 Pause, Resume	9 Forward 5 Secs
77 Change Volume*		99 Change Speed*
* Cancel	0 Play Options	# Send