SVM/SVMi E-Series

(SVM-400E, SVMi-4E, SVMi-8E, SVMi-16E)

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 Passcode)

- Enter your Password: _____

    (Default Password: 0000)

From Off-Site (Home, Mobile Phone)
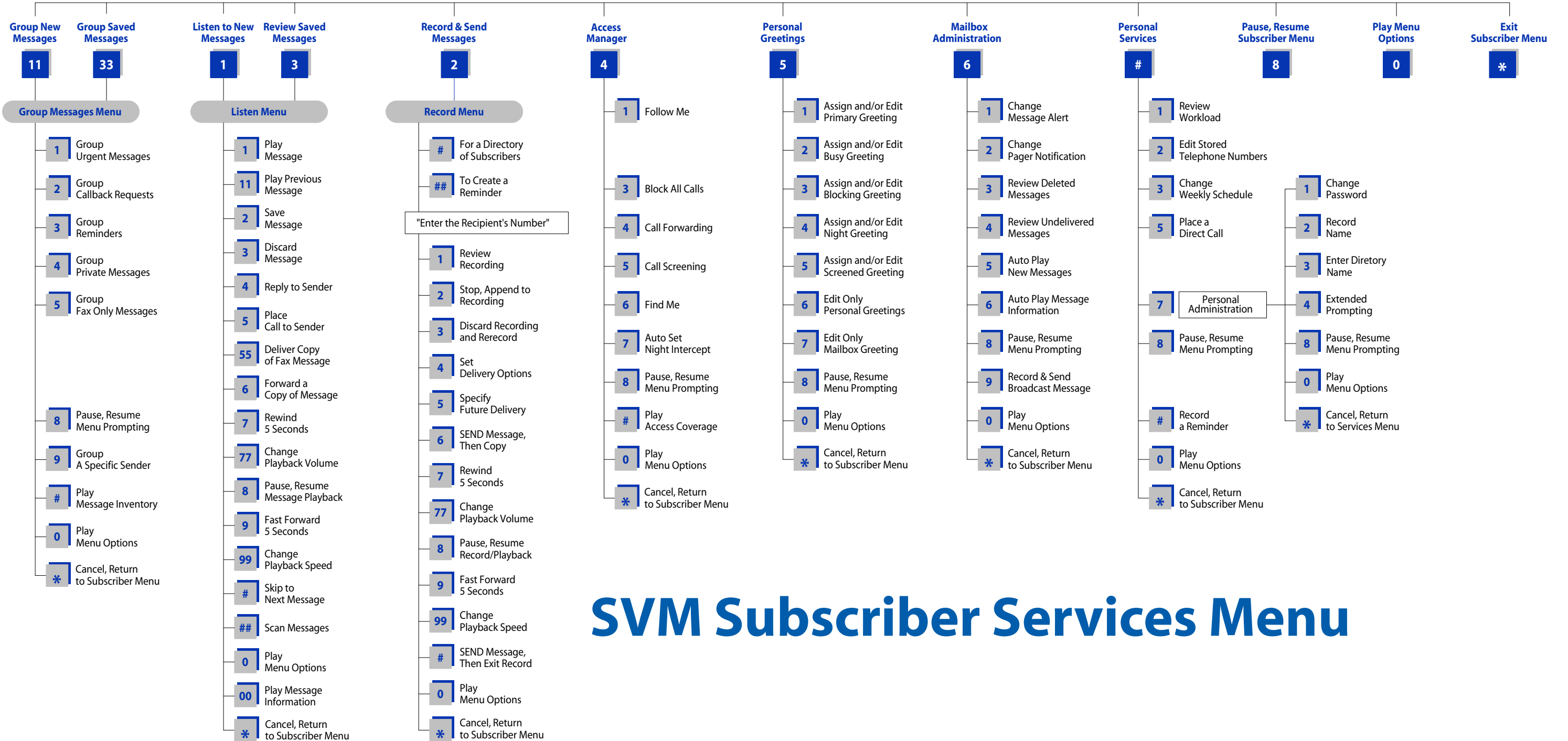
- Dial the phone number that is answered by the SVM. _____

    (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 Passcode)

- Enter your Password: _____

    (Default Password: 0000)

Alternate Off-Site for DID Users (Home, Mobile 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)

SVM Subscriber Services Menu

Group New Messages — 11 / Group Saved Messages — 33

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 to New Messages — 1 / Review Saved Messages — 3

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 & Send Messages — 2

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

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 — ✱

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

First Time Easy Set-Up

There are five easy setup options required for optimum performance. These can be done after you log in.

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 throught the Auto Attendant. It is also used by the Automated Directory so the caller can verify they spelled your name correctly.

3 **Enter Your Dial-By-Name Directory Name:**............................[#][7][3]
You will be asked to first spell and enter and accept your Last Name, then your First Name on the Telephone Keypad. This is used by the Automated Directory for callers who do not know your extension number but do know your name.

4 **Record Your Primary (No-Answer) Greeting:**...............................[5][1]
This is your Personal Greeting that plays to your callers when you do not answer your phone*.

5 **Record Your Mailbox Greeting:**...[5][7]
This Greeting is only used if you do not have a Primary Greeting recorded and/or another Subscriber transfers a caller directly into 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.

Functions While Listening to a Message

1 & 3 While Listening to Messages

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

Quick Reference Index

*Must be Authorized by System Administrator.

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