



Telecommunications & Data Networking

SALES, INSTALLATION & 24-HOUR SERVICE

1-888-685-3900 www.breninger.com Fax: 973-285-7435

Setting Up Your Personal Voice Mail Outgoing Greetings

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In order for your voice mail to properly work, all of these options MUST be completed!! Please have your Samsung SVMI voice mail user guide available for more details.

This is how you may access your voice mail:

ACCESSING YOUR MAILBOX FROM YOUR DESK PHONE:

1. Lift the telephone handset and press the VM-Button or dial the voice mail extension_____
2. When prompted enter your password (the default password is 0000)
You are now logged into your mailbox.

ACCESSING YOUR MAILBOX FROM OUTSIDE THE OFFICE:

1. Dial the number that is answered by the voice mail system_____
2. When you hear the greeting press the pound (#) button and enter your mailbox number. This needs to be done without pausing.
3. When prompted enter your password (the default password is 0000)
You are now logged into your mailbox.



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Step I-

YOUR DIRECTORY NAME:

This is where you type in your first and last name into the voice mail system via the telephone keypad. This will allow callers to locate you via the employee directory.

- A. Lift the telephone handset and press the VM-Button or dial the voice mail extension_____
- B. When prompted enter your password (the default password is 0000)
You are now logged into your mailbox.
- C. Now dial "Pound, 73" and the system will say:

"The current directory name is not set. To accept press 1 to change press 2, to exit press the star key"
- D. Press 2 and follow the prompts. When done simply pause and the system will confirm your entry and it will ask to accept press 1, to change press 2, or to exit press the star key. If you press 1 the system will then ask you to enter your first name. When done simply pause and the system will confirm your entry and again it will ask to accept press 1, to change press 2, or to exit press the star key. Press 1 to except.
- E. You are done with step ONE.



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Step II-

RECORD YOUR SUBSCRIBER NAME:

This recording is what a caller will hear when they search for you in the employee directory.

A. Lift the telephone handset and press the VM-Button or dial the voice mail extension_____

B. When prompted enter your password (the default password is 0000)
You are now logged into your mailbox.

C. Now dial "Pound, 72" and the system will say:

"Subscriber name. No recorded name exists. To stop recording press 2 – Recording: (this is where you state your first and last name). When you are done press the number 2 digit and follow the prompts.

D. You are done with step TWO.



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Step III-

RECORD YOUR PERSONAL GREETING:

This is what a caller will hear if you do not answer your telephone.

- A. Lift the telephone handset and press the VM-Button or dial the voice mail extension_____
- B. When prompted enter your password (the default password is 0000)
You are now logged into your mailbox.
- C. Press 5 for personal greetings.
- D. To assign your no answer greeting press 1
- E. Press 2 to edit the greeting and read from the below script.

“You have reached the desk of (First & Last Name) at extension _____. At the tone please leave your full name, telephone number, including the area code and a detailed message, and I will return your call as soon as possible. If you require further assistance please press zero”

Press 2 to stop recording and listen to the prompts.

1 to review, 2 to continue recording, 3 to discard and rerecord or press the pound (#) key to save.

- F. Press 1 to activate your greeting.
- G. You are done with step THREE.



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Step IV-

RECORD YOUR PERSONAL MAILBOX GREETING:

This is what a caller will hear if you set your mailbox to DND (do not disturb) mode. We recommend that you do this recording now so that it will minimize any problems later.

- A. Lift the telephone handset and press the VM-Button or dial the voice mail extension_____
- B. When prompted enter your password (the default password is 0000)
You are now logged into your mailbox.
- C. Press 5 for personal greetings.
- D. Press 7 to edit your mailbox greeting.

The system will say "Mailbox greeting. No greeting is recorded. To stop recording press 2. Recording"

Read from the below script-

"You have reached the desk of (First & Last Name) at extension _____. At the tone please leave your full name, telephone number, including the area code and a detailed message, and I will return your call as soon as possible. If you require further assistance please press zero"

Press 2 to stop recording and listen to the prompts.

1 to review, 2 to continue recording, 3 to discard and rerecord or press the pound (#) key to save.

- E. You are done with step FOUR

You are finished setting up your personal mailbox!

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