

**Pulse**

Voice & Data

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## Pulse Voice & Data

### Samsung Voice Mail User Guide



[www.pulse.ie](http://www.pulse.ie)




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## SVMi Voicemail User Guide

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### BEFORE YOU START

On entering your mailbox for the first time, perform the following steps:

-  **Change your mailbox password**
-  **Record an outgoing greeting**
-  **Record your name**

### TO LOG ON INTERNALLY

From your own phone

1. Dial 171 or press your **VOICEMAIL** button

2. Wait for voicemail to answer
3. Enter your security code (default password is 0000)

### TO LOG ON EXTERNALLY

1. Dial External Access Number \_\_\_\_\_
2. Wait for voicemail to answer
3. Press **#** and enter your **mailbox number** (your extension number)
4. Enter Security Code

### CHANGING YOUR SECURITY CODE

1. Log on to voicemail
2. Press **# 7 1**
3. Your current password will be played
4. Press **2** to change your current password
5. Enter four digit password
6. Press **#**
7. Press **1** to confirm your new password

### RECORDING YOUR NAME

1. Log on to voicemail
2. Press **# 7 2** (or **# 7 2 3** if you have already recorded your name previously)
3. Record your name
4. Press **#** to save your recorded name

### RECORDING YOUR GREETING

1. Log on to voicemail
2. Press **5** for Personal greetings
3. Press **7** to record a Mailbox greeting (or **7 3** if you have already recorded a greeting previously)
4. Record your greeting after the tone
5. Press **#** key to complete recording

*If using multiple greetings:*

1. Log on to voicemail
2. Press **5**

3. Select **1** for your no answer greeting, **2** for your busy greeting, or **3** for your out of office greeting.
4. Press **2** to edit the greeting or press **4** to review the greeting first if already recorded previously
5. Press **#** key to save
6. Press **\*** to record another greeting then follow steps 3 – 5.

It is important that when you record your voicemail message, you give callers the option to speak to the operator if they do not wish to leave a message.

### **Suggested Greeting**

*“Hi, you’ve reached the voicemail of [your name]. I’m not available to take your call at the moment. Please press 0 to speak to the operator, or leave me a message after the tone and I will return your call as soon as possible. Thank you for calling.”*

## **SENDING A QUICK MESSAGE**

1. Log on as above
2. Dial 2
3. Enter the mailbox number you wish to send the message to (extn number)
4. Record your message
5. Press **#** to send message

## **LISTENING TO YOUR MESSAGES**

When you have a message in your mailbox, your message light will flash. If you have a keyphone your display will tell the number of messages you have.

### **To listen**

1. Log on to voicemail
2. Press 1 to listen to new messages  
Press 3 to listen to saved messages

### **Options Available Whilst Listening to Your Messages**

(use your telephone display and softkeys to activate the following or simply select the required option using the keys on your telephone keypad)

PLAY	Press 1 to replay current message
SAVE	Press 2 to save the message and to go to the next message
DEL	Press 3 to delete the message
REPLY	Press 4 to reply to the message (internal calls only)
CALL	Press 5 to return the call directly to the telephone number that left the message (you will need caller ID for this feature)
FWD	Press 6 to forward message to another extension
REW	Press 7 to back up five seconds (rewind)
PAUSE	Press 8 to pause message
FF	Press 9 to advance five seconds (fast forward)
VOL	Press 77 to adjust playback volume
INFO	Press 00 for date and time message was sent

### Note

***Internal telecommunications systems are frequently targeted by hackers and fraudsters, in an attempt to gain illegal access. If they succeed they are in a position to alter the configuration of the switch, alter public announcements, delete or alter voice messages, lock out legitimate users, and generally compromise the entire working of the system. Switches compromised in this way are frequently used to support telephone fraud involving high cost international and Premium Rate Services, which can quickly leave the company exposed to charges running into hundreds of thousands of pounds. Losses suffered as a result of an attack on a PABX are the responsibility of the customer, and not that of the supplier or network operator. This, however, is no comfort to the customer who has suffered loss.***

- ***No voicemail password should ever be left as the default number***
- ***It must be ensured that voicemail passwords are changed frequently.***
- Call Detail Records should be monitored for suspicious call patterns e.g. long duration, outside office hours, exotic/erotic destinations etc.

**For Further information on PABX Fraud see [www.garda.ie](http://www.garda.ie) Garda crime prevention advice on pabx fraud.**