
Samsung OfficeServ Voice Mail Administration

Summary:

Below are instructions on how to activate and deactivate telephone controls as well as how to perform basic Voice Mail administration. These settings will directly impact how your system performs, and once you've saved a recording, that will be the active recording until you rerecord it. At all times please refer to the documentation you were given during the installation of your system for the proper prompt numbers.

Accessing the Administration Menu:

From the office:

1. Dial your Voice Mail Group or press your Voice Mail button
 - Your company Voice Mail Group is _____
2. Press *#0000 and you'll hear "Please enter your password"
3. Enter your password
 - Your company password is _____

From home:

1. Dial your office's main number
 - a. If the main menu answers, go directly to step 2 above.
 - b. If your general mailbox answers, press #0000 and go to step 3 above.
 - c. If a person answers, have them transfer you to your company Voice Mail Group.

Setting an Override Mode:

1. Access the Administration Menu
2. Press 3
3. Press 0
4. Press the proper mode
 - 1 – Day
 - 2 – Night
 - 3 – Holiday
 - 4 – Weather
 - 0 – Return to automatic scheduling

Recording Prompts:

1. Access the Administration Menu
2. Press 1
3. Enter the proper prompt number (below are defaults – please check with your system programmer do see if your prompt number differ)
 - 1001 – Day
 - 1002 – Night
 - 1003 – Holiday
 - 1004 – Weather
4. Listen to the prompt to make sure you've selected the proper one.

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5. Press 3 to erase the prompt and begin rerecording (if you don't, it will just add on to the existing recording)
 6. Follow the directions provided to edit the prompt
 7. Press # when you are satisfied