SAMSUNG VOICEMAIL TRAINING GUIDE

IMPORTANT – The first thing that you should do before using your mailbox is to change your password from the default of 0000.

This will assist your company in stopping telephone fraud, which is becoming more prevalent and could end up costing your company thousands of pounds.

MAILBOX SET UP	ACTIONS
To change your password	Dial your voicemail group or press the VMMSG key, dial the default password – 0000, dial #71. You must then follow the prompts to change your password and be sure to "accept" your new password once the voicemail has confirmed the new number.
To record your personal greeting	Dial your voicemail group, enter your password, then dial 57. Follow the system prompts to record a new greeting and be sure that you follow the system prompts to save the greeting once it has been played back to you.
Record Mailbox name	Dial 0#72 and record your own name only

WHEN LISTENING TO MESSAGES	
When messages are left in your mailbox, your VMMSG key will flash and additionally if you have a display telephone, your display will change to show you that you have voicemail messages. When you press VMMSG, enter your password, if you have a display telephone you will then be able to press the soft keys under the display for the following actions or you can use the keypad as follows.	
To listen to message	1
To delete message	3
To forward message	6
To pause while listening to message	8
To rewind message 5 seconds	7
To skip message	#
To scan message	# #

ADDITIONAL FEATURES	
To access your voicemail from another extension	
*Dial the voicemail group or press the VMMSG key, dial * #, your extension number and then follow the system prompts*	
To access your voicemail externally	
If your main number is answered by the Auto Attendant, then dial this number and on answer dial #, your extension number and then follow the system prompts	