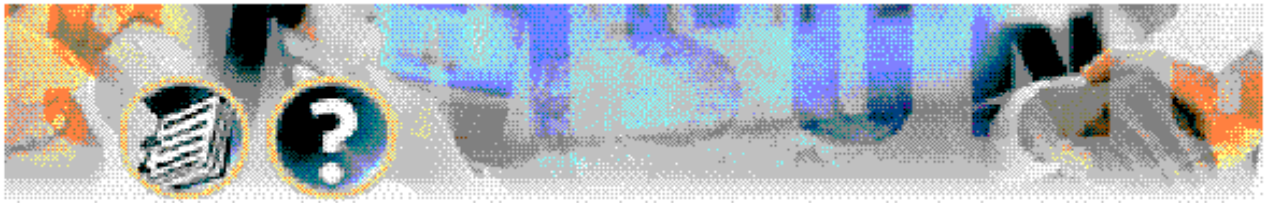


**SVMi-4 & SVM-400**  
**Voice Mail System**  
**System Administration Manual**



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## About this Guide

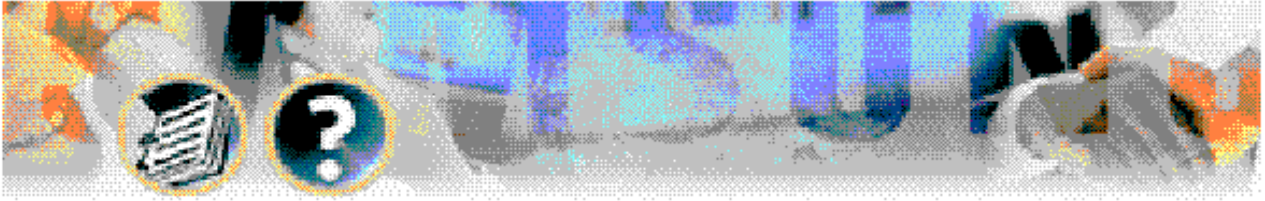
This System Administrator manual describes the features available on the SVMi-4 / SVM-400 Voice Mail system including the System Administration features.

The System Administrator is able to perform day to day operational changes on the SVMi-4 / SVM-400 Voice Mail systems. These features are described in this manual along with the programming steps required. All operations are available via a Samsung DCS / DX Keypad or via a touch tone telephone outside of the office.

The System Administrator should also be familiar with the mailbox features available to each mailbox owner detailed in the SVMi-4 / SVM-400 User Guide. Each mailbox user will also have access to the SVMi-4 / SVM-400 Quick Reference Guide for mailbox operation.

For additional advice please contact your Samsung Communications Specialist.

Samsung Communications: [www.samcom.com.au](http://www.samcom.com.au)



## How to use this online manual

This manual provides detailed information on how to use the SVMi-4 / SVM-400 voice mail and auto attendant for the Samsung DCS & DX systems.

It has been subdivided into the following sections :

SVMi-4 / SVM-400 Features, and  
System Administrator programming.

To navigate in this manual do one of the following:



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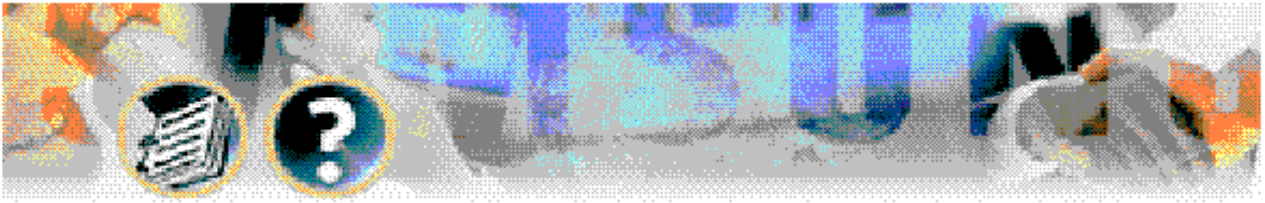
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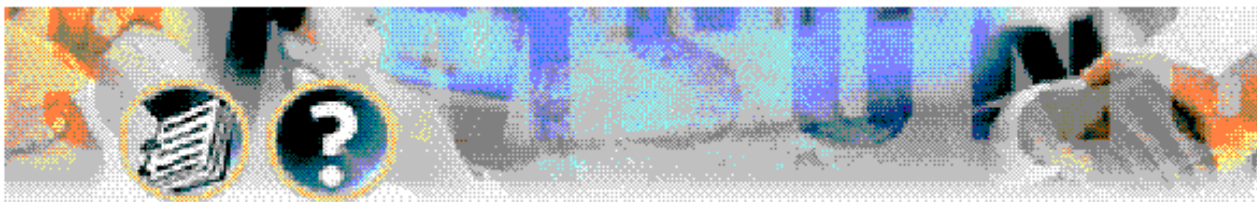
## How to print this online manual

This manual was designed for online viewing, but if you prefer to print it do the following:

1. Use File > Page Setup to set general printing options. The available options will vary with different printers and drivers, See your printer documentation for details.



2. Click the Print button  , or choose File Print. Specify the printer, page range, member of copies, and other options, and click OK.



## Feature Descriptions

### SYSTEM FEATURES

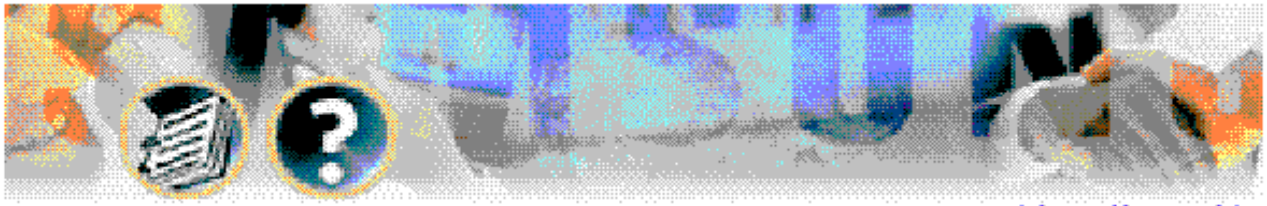
**Caller ID Compatible** If you subscribe to your Carrier's caller ID, the SVMi-4 / SVM-400 is compatible. Just as the Caller ID data appears on DCS or DX keysets, so the same information is saved in your voice mailbox for each message you receive. This can be used for call back or simply to identify the caller.

**Expandable** The SVMi-4 / SVM-400 can be easily field upgraded from 2 ports and 25 (16 for SVM-400) mailboxes to 4 ports and 50 (32) mailboxes by using a hardware upgrade key. This doubles the call handling capabilities of the system.

**Keypad Display and Soft Key Support** If you have a DCS display keypad the number of new messages will be displayed on it. The display will also echo many of the options available. You will be able to navigate through the SVMi-4 / SVM-400 menus using the Keypad display and the soft keys below the display to respond to the prompts.

**MOH Supply** Music or announcements may be recorded in the SVMi-4 / SVM-400 Memory and used by the DCS phone system for music on hold. The recorded announcement or music will play in a continuous loop and may be used to provide custom on-hold announcements or promotional messages.

**Proprietary Design** The SVMi-4 / SVM-400 is designed to work specifically with the DCS / DX systems. This allows tighter integration with the phone system and allows for enhanced features like Call Record, Answer Machine Emulation and Display and Soft Key support not normally available third party voice mail / auto attendant systems.



**Synchronized Clock** The SVMi-4 / SVM-400 clock is responsible for providing each message with a date and time stamp; changing between day and night modes is always synchronized with the phone system.

## **AUTO ATTENDANT FEATURES**

**Alphabetic Directory** Callers who do not know an extension number in the system but do know a name, may enter the first few letters of the person's name and be transferred. This system may even be used internally if an extension number is not known.

**Audiotext** You may use the SVMi-4 / SVM-400 to supply a recorded announcements or audiotext message to callers. Audiotext allows you to provide information only without giving the option to record a message. An example of this might be directions or movie times.

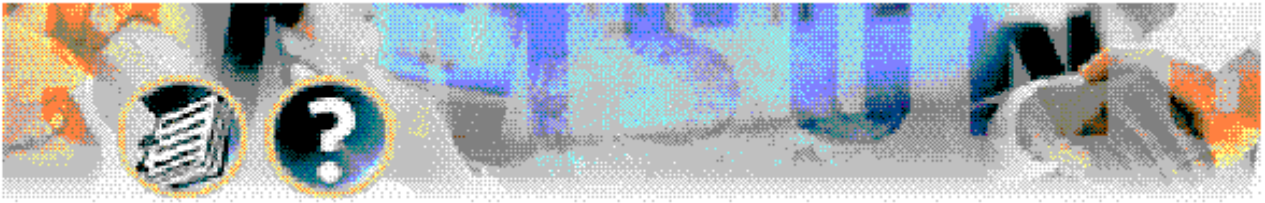
**Auto Attendant Routing** The Auto attendant can transfer or route callers based on the digits they enter. Callers may be transferred to a station, groups or the system directory to select a subscriber based on their name.

**Automatic After Hours Answering** The Main Auto Attendant greeting for the SVMi-4 / SVM-400 changes from the day to the night greeting automatically when your Samsung DCS / DX system changes from day to night mode.

**Camp On Support** Each station user on the system may decide if they want the SVMi-4 / SVM-400 to transfer additional calls to them if they are on the phone. Calls transferred to a busy station, if unanswered will be sent to voice mail or any other destination according to the user's needs.

**Direct to Mailbox** You may have mailboxes on the SVMi-4 / SVM-400 system that do not have associated extensions. This is ideal if you have a small





number of employees in your office but numerous employees outside the office that need to keep in contact.

**Holidays and Special Events** When your business closes because of a Holiday or a special event, the SVMi-4 / SVM-400 can provide a special appropriate greeting to your callers.

**Incoming Call Overflow** The SVMi-4 / SVM-400 may be programmed to answer any or all lines immediately or answer only the calls that your operator does not pick up.

**Interruptible Voice Prompts** At any time during an announcement or greeting, callers may dial a selection and the SVM will immediately respond. It is not necessary to listen to all the options if you are a 'power user' and know what you are doing.

**Multiple Call Handling** The SVMi-4 / SVM-400 can answer and process up to 4 calls simultaneously, with the upgrade key installed.

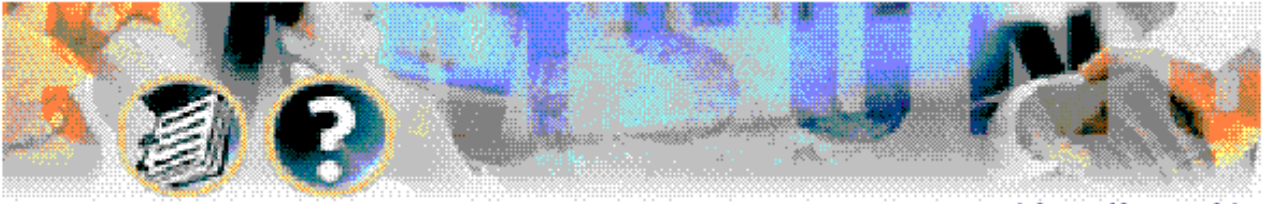
**Operator Access** Callers may connect with an available operator any time by dialing 0.

## VOICE MAIL FEATURES

**Answer Machine Emulation** This feature allows you to monitor calls left in your voice mail box through the speaker of your DCS keyset. In function it is very much like screening a call on your home telephone answering machine.

**Auto Log In** When calling Voice Mail, the DCS / DX system can correctly identify you as the caller and ask for your password (optional). The benefit of this is that you do not have to identify yourself to the SVMi-4 / SVM-400, it knows who is calling and what mailbox you want to access.





**Auto Forward** Message auto forward allows messages left in one mailbox to be automatically forwarded to another mailbox. The delay time before the message is forwarded is programmable between 00:00 (immediately) and 23:59 (1 day). After the message is forwarded it may be deleted or saved in the original mailbox.

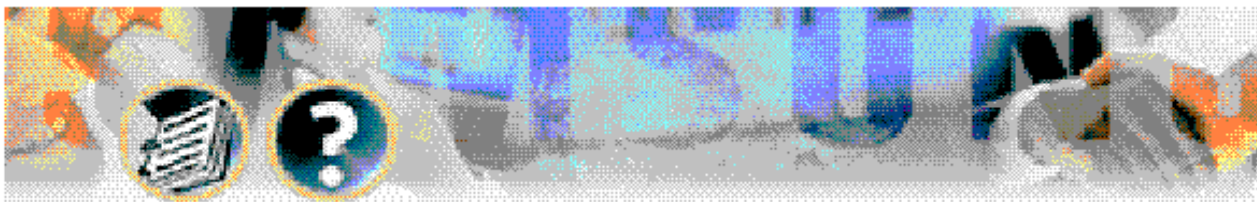
**Call Back** When listening to your voice mail messages you may press one key to automatically call back the person who left you the message, This call back feature may be allowed for internal calls and / or external calls. Long distance may be either allowed or denied and specific area codes may be allowed or denied. For external calls, Caller ID is used and therefore must be received from your phone company.

**Call Forward to Voice Mail** Any station on the DCS 70 phone system may be forwarded to the SVMi-4 / SVM-400 voice mail. Forwarding types are Forward all calls, Forward only when busy, Forward only when no answer, or forward when either Busy or No answer.

**Date and Time Stamp** Each message you receive will be stamped with the time and date of its arrival.

**External Number Notification** When you have messages in your mailbox, you may be alerted at your mobile phone, home phone or any other phone.

**External Pager Notification** When you have messages in your mailbox you may be notified via your pager. The display on your pager will show your mailbox number.



**Individual Mailbox Greeting** Each mailbox has its own associated individual greeting recorded in the mailbox owner's voice. This may be changed as frequently as you desire.

**Individual Mailbox Name** Each mailbox has its own associated individual name recorded in the mailbox owner's voice.

**Individual Mailbox Password** Each mailbox has its own associated individual password selected by the user or system administrator. This provides some security and prevents unauthorized access. The password may be up to 8 digits long.

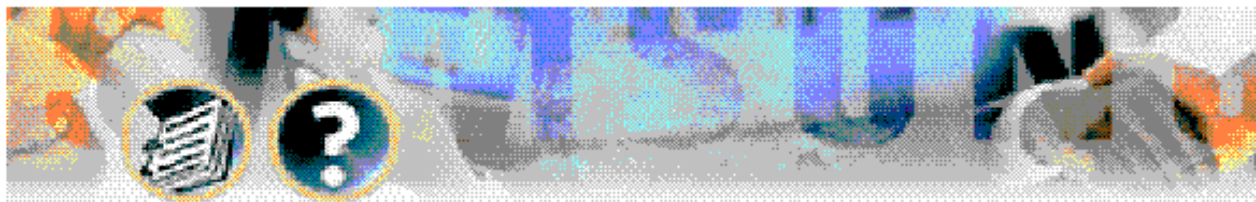
**Message Counter** Whenever you access your mailbox, you are told the number of new and old messages. You may selectively listen to the new or the old messages.

**Message Delete** When a message has been heard, you may delete it.

**Message Fast Forward** When listening to a message you may fast - forward 5 seconds. This is useful if you are looking for a specific piece of information like a phone number.

**Message Forward With Append** Messages received in your mailbox may be forwarded to other mailboxes on the system. Introductory remarks may be added for the recipient in front of the message.

**Message Pause** At any time while listening to your voice mail messages, you can pause the playback.



**Message Play Order** Each mailbox may be set up to play messages in order of oldest first (FIFO) or newest first (LIFO).

**Message Replay** Messages may be replayed as many times as you like.

**Message Reply** When listening to your voice mail messages you may press one key to automatically leave a message for the person who left you a message. This call return feature may only be used for internal calls.

**Message Retrieve** Any sent message may be cancelled before the recipient has accessed it.

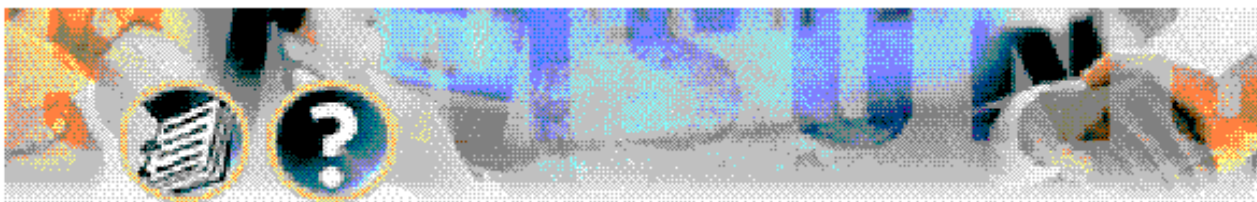
**Message Rewind** When listening to a message you may rewind 5 seconds. This is useful if you are looking for a specific piece of information like a phone number.

**Message Save** You may save any message. Once saved it will remain as a 'saved' message until it is deleted.

**Message Send** From within your mailbox you may send a message to any other mailbox owner on the system. This makes it easy for any employee who is out of the office to send a message to another internal user.

**Message Scan** Message Scan allows a user who is retrieving their messages to 'scan' through them. The first few seconds of each message will be played.

**Message Skip** When listening to new messages, if you are searching for a specific one you can skip over new messages. This saves the message as a new message. It's like picking one thing out of your in-basket without disturbing all the others.



**Message Undelete** At some time, everyone discards a message, and immediately wishes they had kept it. The undelete feature of the SVMi-4 / SVM-400 will allow you to retrieve messages that have been deleted.

**Message Waiting Light Indication** An indication on your keyset tells you when you have new messages. Press one button to connect with your voice mail.

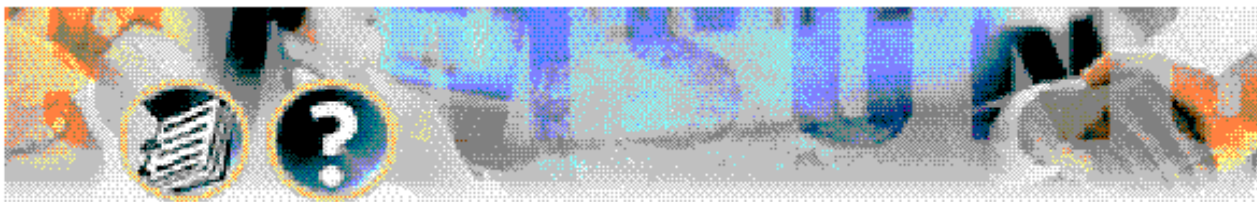
**New / Old Selection** When you access your mailbox you may chose to listen to either new or old messages. This makes it easier to find specific information contained in an old message without having to listen to all the new messages first.

**One Touch Access** The SVMi-4 / SVM-400 Voice Mail can be accessed to check messages or perform administration simply by pressing one button on your DCS /DX keyset.

**Personal Mailbox Administration** You may change settings for your mailbox any time you like. Personalize the greeting that callers will hear and change your name, password and notification options.

**Personal Greetings** Each mailbox can greet the caller with a personalized announcement offering instructions. This greeting may be changed as often as necessary. The new message will replace the existing greeting.

**Quick Memo / Direct Messaging** This feature makes it easier to leave messages for others in the office. It allows the user to access mailboxes without dialing the extension number first. Easily leave a message for anyone that has a mailbox.



## ADMINISTRATION FEATURES

**Administrators Mailbox** The designated system administrator can perform many routine activities from their mailbox by using the system administration special menu. These activities include adding and removing mailboxes, and changing prompts.

**Automatic Setup** When the SVMi-4 / SVM-400 is first installed a range of mailboxes matching the DCS database is created. This reduces set up time.

**Back Up And Restore** The customer database can be saved to a PC hard drive and restored at a later date. This is useful in a number of maintenance scenarios. Note: additional hardware is necessary to accomplish this.

**Default Operation** The SVMi-4 / SVM-400 is designed to be in operation as soon as as it is installed.

**Password Security** All administration is under password control to prevent unauthorized access.

**Voice Prompted Programming** From any Tone phone in the world an administrator can record custom prompts and add or delete mailboxes.

## BROADCAST MESSAGES

The System Administrator may send a broadcast message to all other mailbox users. The System Administrator's mailbox must be allocated System Administration capability.

### Operation

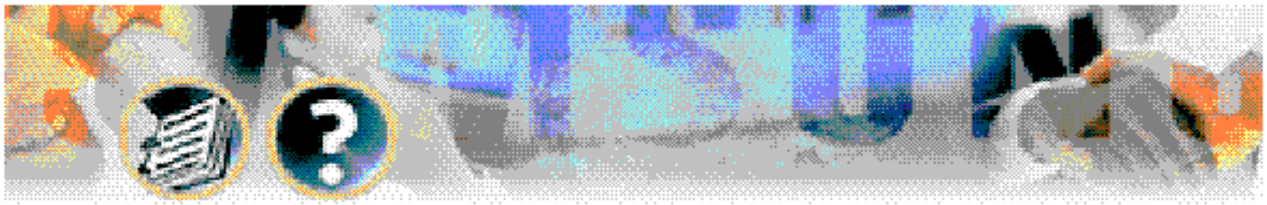
After logging into your mailbox

Press **6** for mailbox administration

Press **9** for broadcast message

Record the message.





## **SYSTEM ADMINISTRATION**

System administration can be on several levels.

### **The Subscriber**

A subscriber or mailbox user is someone who has an extension or mailbox on the SVMi-4 / SVM-400 system. Each Subscriber has control over individual options associated with their mailbox and extension settings.

Each subscriber (mailbox owner) will have the option of setting or changing certain mailbox options. These are listed in the user guide.

The mailbox owner will use DTMF subscriber administration to set and change these options.

For a full description of this process refer to the user guide.

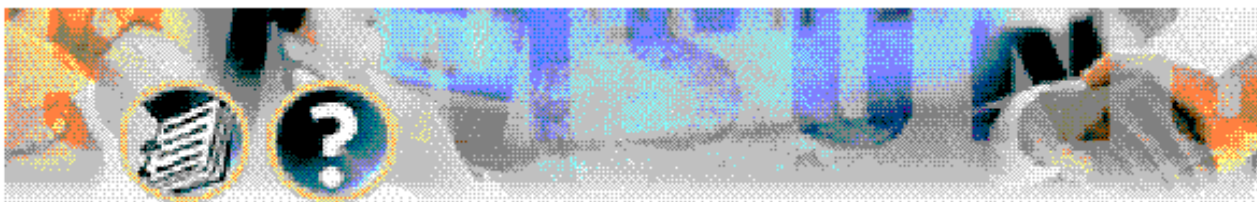
### **The System Administrator**

The System Administrator has limited authority to make changes within the SVM system that pertain to the day to day operation of the system.

Following the installation of the SVMi-4 / SVM-400, the System Administrator can make any ongoing changes including the creation and deletion of mailboxes, recording or changing system greetings and activating holiday and emergency greetings.

The System Administrator uses DTMF system administration to perform this service.





## **DTMF SYSTEM ADMINISTRATION**

Some System Administration functions can be accessed by calling the SVM from a touch tone phone. These administrative functions allow the system administrator to do the following:

### **Adding and Removing Subscribers**

Call the SVM, and when it answers, press the '#' key followed by 4 zeros and when prompted enter the administration password specified in the System Wide Parameters.

You will be presented with the System administration menu containing the following options:

- To edit system prompts, press 1.
- For subscriber Administration press 2.
- Follow the spoken instructions to add or delete mailboxes and extensions.

### **Recording System Greetings**

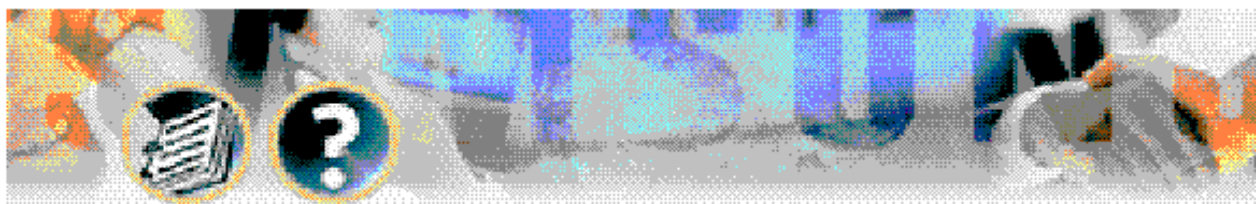
Call the SVM, and when it answers, press the '#' key followed by 3 zeros and when prompted enter the administration password specified in the System Wide Parameters.

You will be presented with the System administration menu containing the following options:

- To edit system prompts, press 1.
- Follow the spoken instructions to edit system prompts:

Day Greeting = Prompt 1001

Night Greeting = Prompt 1002



Holiday Greeting = Prompt 1003

Emergency (bad weather) Greeting = Prompt 1004

## **Changing the Operating Mode**

Call the SVMi-4 / SVM-400, and when it answers, press the '#' key followed by 3 zeros and when prompted enter the administration password specified in the System Wide Parameters.

You will be presented with the System administration menu containing the following options:

- To manually set the mode press 3.
- Follow the spoken instructions to change the operating mode:

Day Mode = 1

Night Mode = 2

Holiday Mode = 3

Emergency (bad weather) Mode = 4

The mode to automatically follow the DCS Day/ Night mode = 0

## **System Administrator Password**

After installation of the SVMi-4 / SVM-400 Voice Mail system your Samsung Communication Specialist will advise you of the System Administration password. Default Password 0000.

## **Other Programming Options**

Your Samsung Communication Specialist will tailor your SVM system to meet your initial requirements. To maximise the power that the SVMi-4 / SVM-400 can bring to your Samsung Digital Telephone system, please contact your Samsung Communications Specialist for ongoing programming changes.