SVMi-4 Version 1.2 User Guide

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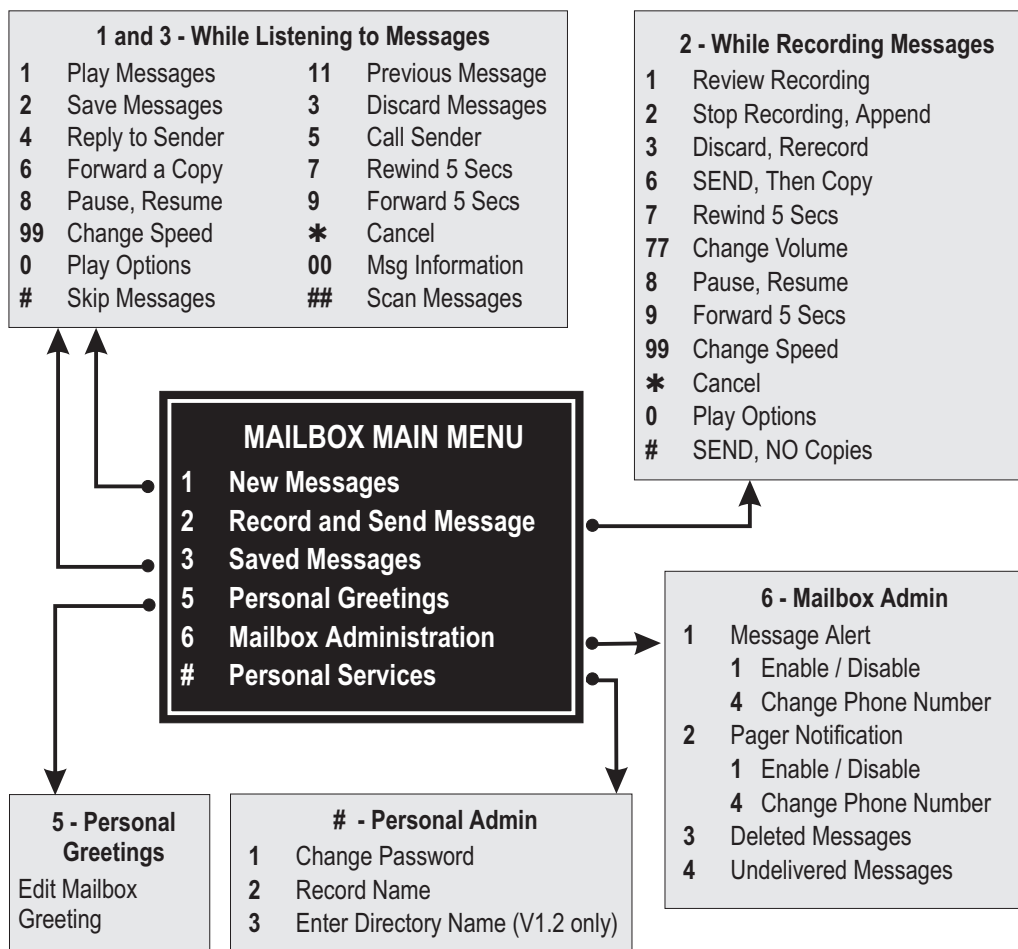
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About this Book

This user guide describes how to setup your mailbox, and how to use the various mailbox owner features. Please review this guide carefully before you use your mailbox.

Your voice mail box has the capability of storing private messages offers a number of options for sending or redirecting messages and provides several ways to notify you of new messages or calls.

This guide can be used by mailbox owners from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. **See the user guide flow chart for more details.**

Note that some features and prompts detailed here may not be available to all mailbox owners. See your system administrator if you have questions about feature availability.

Flow Chart

1 and 3 - While Listening to Messages

1	Play Messages	11	Previous Message
2	Save Messages	3	Discard Messages
4	Reply to Sender	5	Call Sender
6	Forward a Copy	7	Rewind 5 Secs
8	Pause, Resume	9	Forward 5 Secs
99	Change Speed	✱	Cancel
0	Play Options	00	Msg Information
#	Skip Messages	##	Scan Messages

2 - While Recording Messages

1	Review Recording
2	Stop Recording, Append
3	Discard, Rerecord
6	SEND, Then Copy
7	Rewind 5 Secs
77	Change Volume
8	Pause, Resume
9	Forward 5 Secs
99	Change Speed
✱	Cancel
0	Play Options
#	SEND, NO Copies

MAILBOX MAIN MENU

1	New Messages
2	Record and Send Message
3	Saved Messages
5	Personal Greetings
6	Mailbox Administration
#	Personal Services

6 - Mailbox Admin

1	Message Alert		
		1	Enable / Disable
		4	Change Phone Number
2	Pager Notification		
		1	Enable / Disable
		4	Change Phone Number
3	Deleted Messages		
4	Undelivered Messages		

5 - Personal Greetings

Edit Mailbox Greeting

- Personal Admin

1	Change Password
2	Record Name
3	Enter Directory Name (V1.2 only)

Accessing your Mailbox

Outside Callers

● Dial the phone number that will be answered by the SVMi-4. The main greeting will answer.

● At the main greeting dial # plus your mailbox number (mailbox numbers will usually match your extension number.

● Enter your personal mailbox password when prompted (the default password is 0000).

Inside Callers

● Dial the SVMi-4 Access Number or press the key assigned to ring SVMi-4 [VMMSG].

● Enter your personal mailbox password when prompted (the default password is 0000).

Access your mailbox from a station other than your own (or checking a mailbox associated with a different station

● Press the VMMSG key or dial the SVM group number. You will be prompted to enter a password.

● Press '✳'. This will take you to the main auto attendant menu.

● Press '#' plus the mailbox number of your choice. You will be prompted to enter your passcode.

At this point the inside and outside callers follow the same instructions. You will hear a message stating the number of messages left in your mailbox. You will then hear the Mailbox Owner Main Menu with the following options:

1   Listen to New Messages - See Listening to your Message.

2   Record and Send Message - See Sending Messages.

3   Review Saved Messages - See Listening to your Message.

5   Personal Greetings - See Personal Greetings.

6   Mailbox Administration - See Mailbox Administration.

 #   Personal Services - See Personal Services.

✳   Return to Main Menu.

Getting Started

Using your new CADENCE mailbox is as simple as following a few simple spoken instructions. First time users should read this user guide as a tutorial. The first things to should do are:

● Access your mailbox - You already know how to do this.

● Record a personal greeting - **See page 4**.

● Change your password - **See page 4**.

● Record your name - **See page 5**.

After you have completed the steps above your mailbox is set up and ready to use.

Listen to your Messages

If there are new messages in your mailbox your VMMSG key will be lit.

Call the SVMi-4 by pressing this key, and when prompted enter your password. Select **[1]** to listen to new messages or 3 to listen to saved messages.

1	To play / replay the message you just heard.
11	To play the previous message.
2	To save the message you just heard and listen to the next message.
3	To delete the message you just heard and listen to the next message.
4	To reply to the message. This will allow you to leave a message in mailbox of the sender (if the sender has a mailbox on this system).
5	To return the call directly to the telephone number that left the message (Caller ID service is needed to use this feature on an outside call).
6	To forward the message and saves a copy - **See message forwarding**.
7	To rewind the message 5 seconds.
77	To change playback volume of the recording.
8	To pause or resume during message playback.
9	To fast forward the message 5 seconds.
99	To change playback speed of the recording.
0	To play Help options.
00	To hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.
#	To Move to the next message. Does not Save or Discard current message.
##	To scan. Plays first 7 seconds of message then skips to next message. To stop scanning press 1.
✱	To Cancel and return to previous menu.

Message Forwarding Options

If option [6] is selected from the message play menu, you will be given the option to Forward this message to another subscriber.

The subscriber can be selected by dialing the mailbox number (nnn), using the directory service (#) or you may also add comments and leave it as a memo to yourself (##).

The SEND and Copy Service (option [6]) allows a user to send copies of a message to multiple recipients easily. A different introduction message may be left for each recipient.

Sending Messages

Press 2 from the Main Menu.

Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:

1   Select the recipient.

2   Record the message.

3   Follow instructions to review, continue, re record or accept it or continue sending it to other subscribers using the send then copy option.

Personal Greetings

To set personal mailbox greeting press [5] from the Main Menu.

Your personal greeting will be played every time someone reaches your mailbox. A typical text for a personal greeting message is:

"Hi, this is .... sorry I can't take your call right now. Please leave your name and number and I will get back to you as soon as I can."

Follow the instructions to record your greeting message. When you are done After recording your message, you will be able to listen to the message you recorded, save the message you recorded, and return to the previous menu, record the message again, or exit without saving the message.

Remember that the options you can offer callers are as follows:

a) Dial another extension at any time.

b) Dial 0 to reach an operator.

c) Press 1 to skip the greeting and record.

d) Press ✻ to return to the main auto attendant.

Mailbox Administration

The Mailbox Administration menu is used to turn on and off your pager notification, message alert options and other sent message control features.

Message Alert

When this function is activated, the SVMi-4 will call any outside or inside telephone number after each message is left in your voice mailbox. To hear your message at the remote location, pick up the telephone and enter your access code.

- From the mailbox main menu press 6 for mailbox administration.

- Press 1 for message alert.

- 2 options are available to you.

  Press 1 to toggle message alert on and off.

  Press 2 to set the destination phone number.

Pager Notification

When this function is activated, the SVMi-4 will call your beeper service and notify you after each message is left in your voice mailbox.

- From the mailbox main menu press 6 for mailbox administration.

- Press 2 for pager notification.

- Two options are available to you.

  Press 1 to toggle pager notification on and off.

  Press 2 to set the destination phone number (you must have SVMi-4 version 1.1 or later to use this option).

  *Your pager number must be programmed by the system administrator.

Undelete

When this function is activated, the SVMi-4 will allow you to undelete any messages that you have recently deleted (up to 3 am the following morning).

- From the mailbox main menu press 6 for mailbox administration.
- Press 3 for deleted messages.

    Deleted voice mail messages are temporarily stored in memory until 3AM the following day. Select this option to recover ("undelete") previously deleted messages during this period of time.

Undelivered Retrieval

When this function is activated, the SVMi-4 will allow you to recall any messages you have sent that have not yet been picked up by the recipient.

- From the mailbox main menu press 6 for mailbox administration.
- Press 4 for undelivered messages.

    This useful feature will allow you to cancel any messages that have not yet been picked up by the recipient.

Broadcast to all mailboxes

If you have been designated as a System Administrator, you may send a message to all mailboxes in the system.

- From the mailbox main menu press 6 for mailbox administration.
- Press 9 for Broadcast messages. This option will only be available if your mailbox has been assigned system administration privileges.

Access Manager (Follow Me)

This function must be allowed by the System Administrator. This area of user programming allows the subscriber to set an alternate phone number where they would like their calls transferred. It is commonly called 'Follow Me'.

- From the mailbox main menu press 4 (Access Manager).
- Press 1 and enter a different phone number or press the # key to set your own extension.
- Follow the prompts to set how long you want this new instruction to be in effect.

Personal Services

The Personal Administration menu is used to set your password and record your name.

Setting your Password

- From the main mailbox menu press #.
- Press 1. The current password will be played and you will have the chance to change it.

Recording your Name

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the SVMi-4 system.

- From the main mailbox menu press #.
- Press 2. The current name will be played and you will have the chance to change it.

Entering your Directory Name (SVMi-4 Version 1.2 or higher)

Use this option to enter your Directory Name. Your Directory name is used by callers to find you if they do not know your extension number.

- From the main mailbox menu press #.

- Press 3. The current Directory Name will be played as a string of digits that are equal to your name spelled out on your telephone keypad. Follow the instructions to enter a new name. You will be prompted to enter your last name and then your first name. This must be done in order for the directory feature to work correctly.

Keyset User Features

The following options are available if you have a DCS keyset. They require setup by the system administrator.

Message Waiting Lights

When a new message is left in your mailbox, the voice mail message light on your keyset will flash. Press this flashing key and follow the prompts to retrieve messages.

Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mailbox. At this time you will only be monitoring the call, you can not talk to the outher party until you answer. You may pick up the call at any time or ignore it.

To activate this feature press the **AME** key. It will light and the feature is set. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

While the caller is leaving a message or ringing you may:

- Press [#] to immediately put the caller in your voice mailbox and monitor it.

- Press [✱] to immediately disconnect your station. The caller continues to leave a message normally.

- Pick up the handset and monitor privately.

- Press ANS / RLS to answer the call (using the handset or speaker).

NOTE: If you do not want to hear your personal greeting during this process you can select AME BGM in your keyset MMC 110. This will play background music at your keyset instead of your personal greeting.

AME Password

If your keyset has AME PASSWORD (MMC 110) set to YES, you must enter your station password to listen to messages being left. This will prevent unauthorized people from listening to messages being left for you.

If the password option is turned on, while a message is being left, press the flashing AME light and enter your station password (not your SVMi-4 password). You will then hear the message being left.

Shortcuts

Calling

Calling a station that is busy or does not answer you can press [#] to immediately send the call to the called parties mailbox.

Being Called

If your phone rings and you want to send the caller directly to your mailbox, simply press [#].

Direct Messaging

+ DSS To make it easy to leave messages for others in your office without having to dial their extension number first, keyset users may simply dial # plus a mailbox (extension) number and leave a message directly. If you dial a busy extension press # to connect directly with the mailbox.

Self Memo

+ # Pressing ## will leave a message in your own mailbox.

Interactive Displays

Display keyset users have the added advantage of using the soft keys and displays to play, save, delete, reply, call, fwd, rewind, pause, fast forward, change the volume, get message information, or help.

Viewing Mailbox Contents

If you have new messages, in addition to the message waiting light you will be able to use the keyset displays and soft keys to communicate with the SVMi-4.

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