
USER GUIDE

SVMi-8

Complete Integrated Voice Processing

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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 mailbox 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 SVMi-8 Telephone Keypad Interface Diagram 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.

Accessing your Mailbox

Outside Callers

- Dial the phone number that will be answered by the SVMi-8. 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-8 access number or press the key assigned to ring SVMi-8 [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 SVMi-8 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 password.

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 SVMi-8 mailbox is as simple as following a few simple spoken instructions. First time users should read this user guide as a tutorial. You should start with the following steps:

- Access your mailbox - You already know how to do this.
- Record a personal greeting - Dial [5] from the Subscriber Main Menu.
- Change your access code, record your name and enter your directory name, dial [#7] from the Subscriber Main Menu.

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-8 by pressing this key, and when prompted enter your password. You will then be at the Subscriber Main Menu. Select [1] to listen to new messages or [3] to listen to saved messages.

Subscriber Main Menu

The following is a list of all the options available in the Subscriber Main Menu:

- 1 LISTENING TO NEW MESSAGES
- 11 GROUP NEW MESSAGES
- 2 SENDING A MESSAGE
- 3 LISTENING TO OLD MESSAGES
- 33 GROUP OLD MESSAGES
- 4 ACCESS MANAGER
- 5 PERSONAL GREETINGS
- 6 MAILBOX ADMINISTRATION
- 8 PAUSE / RESUME
- 0 PLAY OPTIONS
- * EXIT TO AUTO ATTENDANT
- # PERSONAL SERVICES

1 or 3

LISTENING TO OLD OR NEW MESSAGES

- 1 Play / replay the message you just heard.
- 11 Play the previous message.
- 2 Save the message you just heard and listen to the next message.
- 3 Delete the message you just heard and listen to the next message.
- 4 Reply to the message.
This will allow you to leave a message in the mailbox of the sender (if the sender has a mailbox on this system).
- 5 Return the call directly to the telephone number that left the message.
This will work for internal and external callers, but Caller ID service is needed to use this feature on an outside call.
- 6 Forward the message and saves a copy.
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.
- 7 Rewind the message 5 seconds.
- 77 Change playback volume of the recording.
There are two levels of volume during playback. Dialing this code will toggle between the two levels.
- 8 Pause or resume during message playback.
- 9 Fast forward the message 5 seconds.
- 99 Change playback speed of the recording.
There are two levels of speed during playback. Dialing this code will toggle between the two speeds.
- 0 Play help options.
Pressing this key will play all the menu options available to you.
- 00 Hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.

- # Move to the next message.
This does not Save or Discard the current message - it is retained as new.
- ## Scan. Plays first 7 seconds of a message then skips to next message.
This is similar to the scan button on a radio. It will allow you to find a specific message quickly. To stop scanning press [1].
- * Cancel and return to previous menu.

11 or 33

GROUP NEW OR OLD MESSAGES

Messages can be grouped as either Reminders, press [3] or Messages from a specific sender, press [9].

Additionally you can press [#] and hear a summary of your mailbox contents:

- a) Number of messages
- b) Number of reminders
- c) Number of urgent messages
- d) Number of messages needing a callback
- e) Number of private messages

2

RECORD AND SEND A MESSAGE

This option is used to send a message to another subscriber. The steps are simple:

- a) Enter the recipient's mailbox number, or if this is not known enter [#] to use the system directory.
- b) Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:
 - 1 Review
 - 2 Continue Recording
 - 3 Discard and Re-Record
 - 4 Set message Attributes (Delivery Options)
 - 5 Schedule Future Delivery
 - 6 Send a Copy to Someone Else
 - # Save the Recording

Setting Message Attributes

If after recording a message you select [4] you can set up any combination of the following delivery options:

- 1 Urgent Delivery
- 2 Return Receipt Requested
- 3 Request a Call Back
- 4 Private Delivery
- 5 Reply Required
- * Exit

Scheduling Future Delivery

If after recording a message you select [5] to schedule future delivery, you will be able to set message attributes and set this message as:

- # Immediate Delivery
- 1 Next Few Hours
- 2 End of Current Business Day
- 3 Beginning of Next Business Day
- 4 A Coming Day of the Week
- 5 Specific Day / Time
- * Exit

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ACCESS MANAGER

The Access Manager allows the subscriber to set a number of options for when, where and how the SVMi-8 contacts you when a caller dials your extension number. These options must be allowed by the System Administrator. They are:

1 Follow Me

This option is available only if the Administrator has assigned you this feature.

Allows the subscriber to enter an alternate location and set how long the new destination will be active. This number may be an internal or external number. This is useful if you are frequently traveling or changing the number where you can be reached.

When Follow Me is activated, the transfer will be supervised. This means that if the call is not answered at the destination it will be recalled to the owner's mailbox.

3 Call Blocking

This option is available only if the Administrator has assigned you this feature.

When this feature is active, callers will not be transferred to your extension, they will hear your 'blocked' greeting (if recorded) and go directly to your mailbox.

4 Call Forwarding

This option is available only if the Administrator has assigned you this feature.

This allows the Administrator to set up a default 'other destination', that the subscriber can turn on and off. When Follow Me is activated, the transfer will not be supervised. This means that if the call is not answered at the destination, it will not be recalled to the owner's mailbox.

5 Call Screening

This option is available only if the Administrator has assigned you this feature. If this is turned on, the caller will be asked their name and the SVMi-8 will play this name to you before the transfer, giving you an option to accept or reject the call.

6 Find Me

This option is available only if the Administrator has assigned you this feature. Find Me, when enabled, will attempt to locate the subscriber by calling a list of preprogrammed phone numbers. The stored phone numbers are entered in 'Personal Services' (if allowed by the Administrator).

7 Night Intercept

This option is available only if the Administrator has assigned you this feature. This feature is dependent on your weekly availability schedule, which is entered in 'Personal Services' (if allowed by the Administrator). When active the SVMi-8 will play your primary, No Answer greeting during the day and your Night greeting during the night.

8 Pause / Resume

9 Play Current Options (Access Profile)

* Exit from Access Manager

0 Play All Options

Play Access Coverage

1 & 3 While Listening to Messages

1 Save Msgs 11 Previous Msgs	2 Save Message	3 Discard Messages
4 Reply to Sender	5 Call Sender 55 Deliver Fax Copy	6 Forward a Copy
7 Rewind 5 Secs 77 Change Volume	8 Pause, Resume	9 Forward 5 Secs 99 Change Speed
* Cancel Executory	0 Play Options 00 Msg Information	# Skip Messages ## Scan Messages

2 While Recording Messages

1 Review Recording	2 Stop Recording, Append	3 Discard Rerecord
4 Delivery Options	5 Schedule Future Delivery	6 SEND, then Copy
7 Rewind 5 Secs 77 Change Volume	8 Pause, Resume	9 Forward 5 Secs 99 Change Speed
* Cancel Executory	0 Play Options	# SEND, NO Copies

11 & 33 Group Messages

1 Urgent Message	2 Callback Request	3 Reminders
4 Private Messages	5 Fax Messages	6
7	8 Pause, Resume	9 Specific Sender
* Cancel Executory	0 Play Options	# Message Inventory

4 Access Manager Menu

1 Follow Me	2	3 Call Blocking
4 Call Forwarding	5 Call Screening	6 Find Me
7 Auto Set Night Intercept	8 Pause, Resume	9 Access Profiles
* Cancel Executory	0 Play Options	# Play Access Coverage

MAIN MENU

1 New Messages 11 Group New Msgs	2 Record & Send Message	3 Saved Msgs 33 Group New Msgs
4 Access Manager	5 Personal Greetings	6 Mailbox Admin
7 Private Access Numbers	8 Pause, Resume	9
* Exit Executory	0 Play Options	# Personal Services

5 Personal Greetings

1 Primary No Answer Greeting	2 Busy Greeting	3 Call Blocking Greeting
4 Night Greeting	5 Call Screening Greeting	6 Edit Personal Greeting
7 Edit Mailbox Greeting	8 Pause, Resume	9
* Cancel Executory	0 Play Options	#

7 Personal Admin

1 Change Password	2 Record Name	3 Enter Directory Name
4 Extended Prompting	5	6
7	8 Pause, Resume	9
* Cancel Executory	0 Play Options	#

Personal Services

1 Workload Management	2 Stored Telephone Numbers	3 Weekly Availability Schedule
4	5 Place a Direct Call	6
7 Personal Admin	8 Pause, Resume	9
* Cancel Executory	0 Play Options	# Record a Reminder

6 Mailbox Administration

1 Message Alert	2 Pager Notification	3 Deleted Messages
4 Undelivered Messages	5 Auto Play New Messages	6 Auto Play Message Information
7	8 Pause, Resume	9 Broadcast Message
* Cancel Executory	0 Play Options	#

SVMi-8 Telephone Keypad Interface

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PERSONAL GREETINGS

The options available in this menu will be determined by your System Administrator, and not all of them may be available to you. In the simplest systems, only a mailbox greeting will be available, additional greetings may be accessible in more complex systems.

Your Personal Greeting will be played every time someone dials your extension and you do not answer.

You may record up to 9 Personal Greetings, and you may assign any one of them to be active.

There are several different 'Call Coverage' conditions to which you may assign any of your 9 greetings. This will allow different greetings to play depending on the type of call, or the condition of your telephone.

The Call Coverage conditions that you can assign specific greetings to are selected by the following digits:

1 Primary No Answer Greeting

Used when in your office, away from your desk or during the time period you are scheduled available.

This option is available only if the Administrator has assigned you the 'Basic Greeting' feature.

Example: "Hi this is John Smith. I'm sorry I am not available to answer your call. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

2 Busy Greeting

Used when talking to someone on your extension or the telephone at your Designated Location.

This option is available only if the Administrator has assigned you the 'Busy Greeting' feature.

Example: "Hi, this is John Smith. I'm on another line right now. Please choose from the following options."

3 Call Blocking Greeting

Used while Call Blocking is enabled.

This option is available only if the Administrator has assigned you the 'Call Blocking' feature.

Example: "Hi, this is John Smith. Sorry I missed your call, but I'm going to be out of the office for the next few hours. Please choose from the following options."

4 Night Greeting

Used during the time period you are NOT scheduled available, usually after business hours during the evening and at night.

This option is available only if the Administrator has assigned you the 'Auto Night Intercept' feature.

Example: "Hi, this is John Smith. I've left the office for the evening. Please choose from the following options."

5 Call Screening Greeting

Used while Call Screening is enabled, you REJECT a caller after listening to the caller's record name.

This option is available only if the Administrator has assigned you the 'Call Screening' feature.

Example: "Hi, this is John Smith. I'm sorry, but I just cannot speak with you at this time. Please choose from the following options."

You may also edit each one of the greetings (1-9).

6 Edit Personal Greetings

Follow the instructions to record your greeting message. When you are done 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.

Note: If you record only the greeting assigned to the No-Answer Call Coverage Condition, then that greeting will play to callers for all Call Coverage Conditions (No-Answer, Busy, Blocked, Night, and Rejected Caller). In this case, the salutation part of the greeting should be very general.

7 Edit Mailbox Greeting

Used whenever a caller reaches your mailbox.

This option is available only if the Administrator has assigned you the 'Mailbox Greeting Option' feature.

Example: "Hi, this is John Smith. Please leave me a message, I will call you as soon as I can."

Note: This greeting will only play if none of the 5 personal greetings has played to the caller.

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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.

1 Message Alert

When this function is activated, the SVMi-8 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.
- There are 4 options available to you:
 - Press **[1]** to toggle message alert on and off.
 - Press **[2]** to set the schedule when you would like to be notified.
 - Press **[3]** to be notified on urgent messages only.
 - Press **[4]** to set the destination phone number.

2 Pager Notification

When this function is activated, the SVMi-8 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.
- There are 4 options available to you:
 - Press **[1]** to toggle pager notification on and off.
 - Press **[2]** to set the schedule when you would like to be paged.
 - Press **[3]** to be notified on urgent messages only.
 - Press **[4]** to set the pager phone number.

3 Undelete

When this function is activated, the SVMi-8 will allow you to undelete any messages that you have recently deleted (up to 3 a.m. 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 3 a.m. the following day. Select this option to recover ("undelete") previously deleted messages, during this period of time.

4 Undelivered Retrieval

When this function is activated, the SVMi-8 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.

5 Auto Play New Messages

If this option is enabled, after you enter your password correctly any new messages will immediately begin to play. To enable this feature:

- From the Mailbox Main Menu press **[6]** for Mailbox Administration.
- Press **[5]** to Set Auto Play of New Messages.

6 Auto Play Message Information

If this option is enabled, the date, time and sender's name will be played automatically before each message. If this is disabled, the information must be requested manually by pressing '00'. To enable this feature:

- From the Mailbox Main Menu press **[6]** for Mailbox Administration.
- Press **[6]** to Set Auto Play of Message Information.

9

MESSAGE BROADCAST

This option will only be available if it has been allowed by the System Administrator.

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.

#

PERSONAL SERVICES

The Personal Administration Menu is used to set your password and record your name. Each of these features must be allowed by the System Administrator.

1 Workload Management

Allows you to group your reminders as Commitments, Follow-Ups or Tasks for better organization. You may further define these as Active or Pending (pending means scheduled for future delivery).

2 Stored Numbers

Allows you to enter up to 9 stored phone numbers. The first five of these are used in the 'Find Me' feature, but any of them can be easily dialed using only one digit, from within your subscriber space. (See Personal Services, 5 - Place a Direct Call).

3 Schedule Availability

Allows you to enter a weekly availability schedule for use with the Auto Night Intercept feature. Follow the spoke directions to enter the weekly days and times of your availability.

5 Place a Direct Call

Allows you to place a direct call out of the SVMi-8 from anywhere. You may either dial the number or dial a single digit 1-5 that corresponds to a stored number (See Personal Services, 2 - Stored Numbers).

7 Personal Administration

This area is used during the initial set up of your mailbox (see next section).

Personal Administration Settings

This menu allows you to make changes, that are rarely changed. Use these when you initially set up your mailbox. You probably will not need them after that.

1 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.

2 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-8 system.

- From the Main Mailbox Menu press [#].
- Press [2]. The current name will be played and you will have the chance to change it.

3 Entering your Directory Name

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.

4 Extended Prompting

Use this option to drastically reduce the number of prompts played in the subscriber interface (mailbox prompts). Change this setting only if you are very familiar with the user operation of the SVMi-8.

Keypad User Features

The following options are available if you have a display keypad. 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 keypad will flash. Press this flashing key and follow the prompts to retrieve messages. This key may be pressed at any time to call your voice mailbox.

Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keypad, 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 keypad must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to your 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 mail box. At this time you will only be monitoring the call, you can not talk to the other 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 keypad **MMC 110**. This will play background music at your keypad 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-8 password). You will then hear the message being left.

Call Record

If you have a call record button assigned to your phone, you may press it at any time, to record the conversation in progress. If you have a display keyset, you will also have the soft key options to pause and time the message.

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, forward, 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-8.