

VOICEMAIL QUICK USER GUIDE



**COMMUNICATIONS
CENTRE**

MY EXTENSION NUMBER IS: _____

MY VOICEMAIL NUMBER IS: _____

MY VOICEMAIL PASSCODE IS: _____

During setup of voicemail, please update your passcode from default to stop unauthorised access

ACCESSING YOUR VOICEMAIL

Press your "voicemail" key or dial your voicemail number
When prompted, enter your voicemail passcode

RETRIEVING YOUR MESSAGES

Access your voicemail as detailed above
Follow the prompts to listen to your messages
Whilst listening to your messages, you can use the following options:
1 - Play message
2 - Save message
3 - Delete message
7 - Rewind 5 seconds
8 - Pause / Resume
- Skip message

RETRIEVING YOUR MESSAGES REMOTELY

If you are out of the office, and would like to retrieve your messages:
Dial your direct phone number and wait until you hear your greeting
Press # and your voicemail passcode whilst listening to your greeting
You will be prompted to enter your passcode again
Follow the prompts to listen to your messages as detailed above

RECORDING YOUR PERSONAL GREETING

Access your voicemail as detailed above
If messages are saved in your mailbox, press # to skip the messages
When presented with further options, press 0, 5.
Record your greeting
2 - Stop recording
3 - Discard and re-record
1 - Listen to greeting
- Save recording

FORWARDING CALLS TO VOICEMAIL

From your keyset, dial:
601 [voicemail number] to forward all calls directly to voicemail
602 [voicemail number] to forward to voicemail when your handset is busy
603 [voicemail number] to forward to voicemail when your handset is not answered
604 - to turn on busy and no answer as set above
600 - cancel all forwarding

CHANGING YOUR VOICEMAIL PASSCODE

Access your voicemail as detailed above
From the menu, dial 0 # 7 1
Follow the prompts to update your passcode
Note your new passcode on this sheet for future reference

Samsung Communications Centre Help Desk Phone Number: 1300 655 522