SVMi E-Series User Guide

May 2009

Samsung Telecommunications America reserves the right without prior notice to revise information in this guide for any reason. Samsung Telecommunications America also reserves the right without prior notice to make changes in design or components of equipment as engineering and manufacturing may warrant. Samsung Telecommunications America disclaims all liabilities for damages arising from the erroneous interpretation or use of information presented in this guide.

TABLE OF CONTENTS

Introduction 1
SVM E-Series Subscriber Services Menu Diagram 2–3
Accessing your Mailbox 4
- Inside Callers 4
- Outside Callers 4
- From a Station Other Than Your Own 4

Getting Started 5
Listen to your Messages 5
Subscriber Services Menu 5
Listening to Old or New Messages 6
Group New or Old Messages 7
Record and Send a Message 7
- Setting Message Attributes 8
- Scheduling Future Delivery 8

Access Manager 8
Personal Greetings 10
Mailbox Administration 12
Message Broadcast 14
Personal Services 15
Personal Administration Settings 16
Keyset User Features 17
- Message Waiting Lights 17
- Answer Machine Emulation 17
- AME Password 18
- Call Record 18

Shortcuts 19
- Calling 19
- Being Called 19
- Direct Messaging 19
- Call Record 19

Interactive Displays 19
- Viewing Mailbox Contents 19

E-Mail Gateway (EMG) 19
- Functionality 20
- Benefits 21

INTRODUCTION

This guide describes how to setup and use the various features available to a Subscriber. A Subscriber is a person that has been authorized access to the various features and services available in the Samsung Voicemail. Please review this section carefully before you use your Authorized Features and Services, known as Subscriber Services.

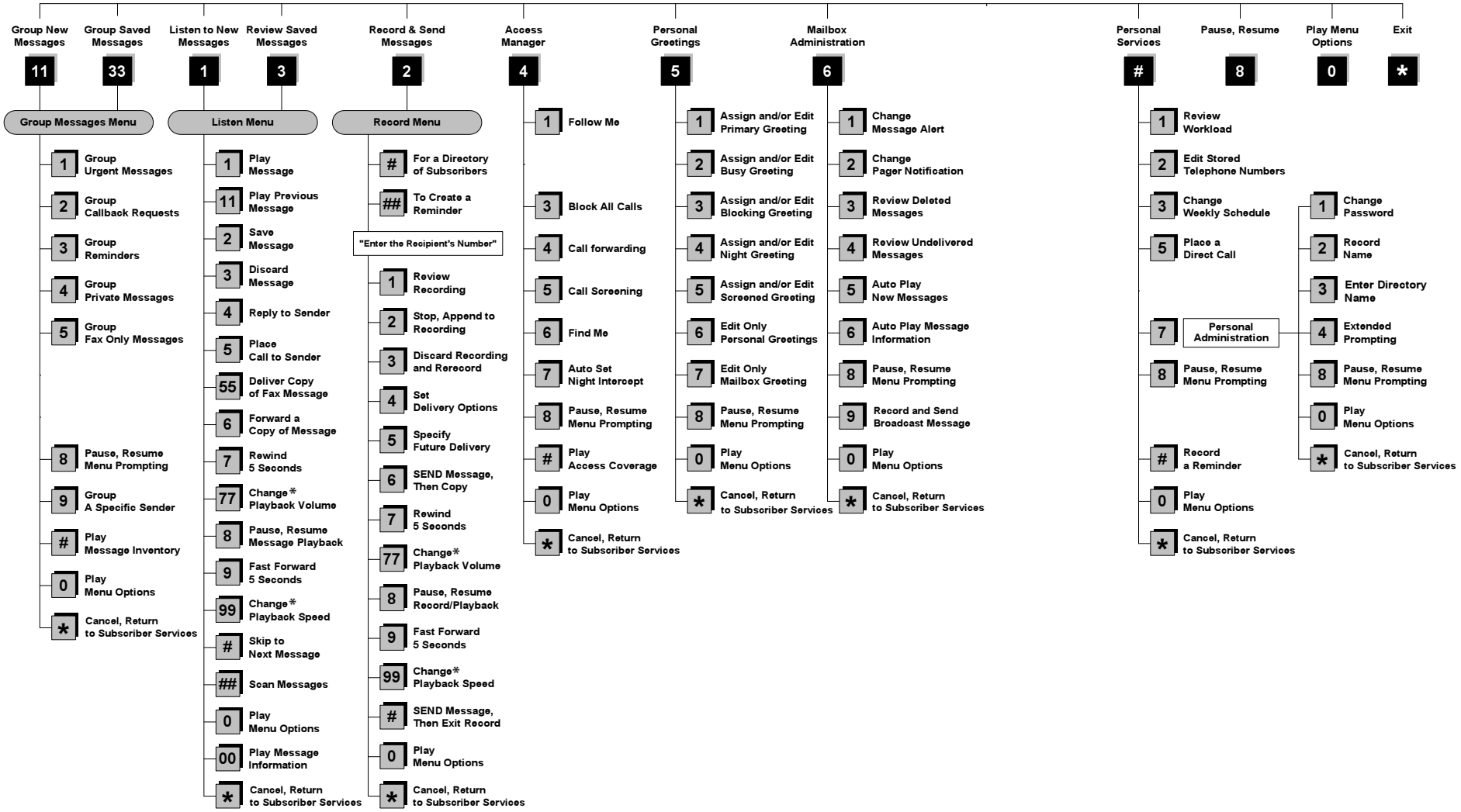
Voicemail is one of the Subscriber Services available. Your voicemail box has the capability of storing private messages, and offers a number of options for sending or redirecting messages as well as provides several ways to notify you of new messages.

Another very common Subscriber Service is Access Manager. This allows you control over when and where you receive your calls as well as what to speak to your callers in the event you are unable to speak to them directly. The 'events' are referred to as "Call Conditions". No-Answer, Busy, and Blocked are the most commonly used Call Conditions.

This guide can be used by Subscribers 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 Samsung Voicemail Subscriber Services Menu Diagram for more details.

Note that some features and prompts detailed here may not be available to all Subscribers. See your System Administrator if you have questions about feature availability.

Samsung Voicemail Subscriber Services Menu



NOTE: All options shown MAY NOT be authorized. If an option is not available please speak to your system administrator.
*Change Playback Volume and Speed not available on the OfficeServ 7100

ACCESSING YOUR MAILBOX

[Also known as Subscriber Services Menu]

Inside Callers *[Subscriber logging in from their Desk]*

- Dial the voicemail access number or press the key assigned to ring the Samsung Voicemail **[VMMSG]**.
- Enter your personal password when prompted (the default password is 0000).

Outside Callers *[Subscribers calling from Cell Phones or outside of the office environment]*

- Dial the phone number that will be answered by the Samsung Voicemail. The main greeting will answer.
- At the main greeting dial **[#]** plus your Subscriber (or mailbox) number (Subscriber and Mailbox numbers will usually match your extension number).
- Enter your personal password when prompted (the default password is 0000).

Access your Subscriber Services (or Mailbox) from a Station other than your Own (or checking a mailbox associated with a different station)

- Press the **[VMMSG]** key or dial the voicemail **group number**. You will be prompted to enter a password.
- Press **[*]**. This will take you to the Main Auto Attendant Menu.
- Press **[#]** plus the Subscriber number of your choice. You will be prompted to enter you 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 Subscriber Services 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.

4 **Access Manager** - See Access Manager.

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 Samsung Voicemail Subscriber Services is as simple as following a few simple spoken instructions. First time users should read this section as a tutorial. You should start with the following steps:

- Access your Subscriber Services Menu - You already know how to do this.

From the Subscriber Services Menu:

- Record a Primary/No-Answer Personal Greeting. Dial **[5][1]**.
- Record a Mailbox Greeting. Dial **[5][7]**.
- Change your access code (Password). Dial **[#][7][1]**.
- Record your name. Dial **[#][7][2]**.
- Enter your directory name. Dial **[#][7][3]**.

After you have completed the steps above your Subscriber Services are 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 Samsung Voicemail by pressing this key, and when prompted enter your password. You will then be at the Subscriber Services Menu. Select **[1]** to listen to new messages or **[3]** to listen to saved messages.

Note: After you enter your password, if "Autoplay of New Messages" is enabled and you have new messages the Samsung Voicemail will begin to play them automatically. A subscriber can control this feature. From the Subscriber Services Menu **[6] [5]** toggles "Autoplay of New Messages" ON/OFF.

SUBSCRIBER SERVICES 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 RECORD AND SEND 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 MENU 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.

55 Deliver a fax copy.

This will allow you to receive attached faxmail document(s). Faxmail documents can be delivered to any fax machine of your choice as long as outcalling is authorized. You can also have faxmail messages automatically delivered to the fax machine of your choice.

6 Forward the message and saves a copy.

The subscriber can be selected by dialing their 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. **[Not available on the OS 7100]**

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. **[Not available on OS 7100]**

There are two levels of speed during playback. Dialing this code will toggle between the two speeds.

0 Play options.

Pressing this key will play all the menu options available to you from this point.

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
f) Number of fax 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 Save and Send then Send a Copy to Someone Else
Save and Send 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 (based on your Availability Schedule)
3 Beginning of Next Business Day (based on your Availability Schedule)
4 A Coming Day of the Week
5 Specific Day / Time
✱ Exit

4

ACCESS MANAGER

The Access Manager allows the subscriber to set a number of options for when, where and how, and/or if the Samsung Voicemail contacts you when a caller dials your extension number. All of the options are toggled on/off based on their current status when you access them.

Note: ALL Access Manager options **MUST** be individually allowed by the System Administrator for each Subscriber. They are:

1 Follow Me

Allows the subscriber to enter an alternate location and set how long the new destination (Designated Location) 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 and confirmed. This means that if the call is not answered or if rejected by the Subscriber at the designated location it will be recalled to the Subscriber's mailbox.

3 Call Blocking

When this feature is active, callers will not be transferred to your extension, they will hear your 'blocked' greeting (if recorded) and will go directly to your mailbox if they do not select any or are not offered any other options.

4 Call Forwarding

Unlike Follow Me where the subscriber wants to take their calls at an alternate location this feature allows the subscriber to pass control of his calls to another Subscriber. The "Forwarded To" Subscriber will now be in control of the caller and the caller will NOT return to originating Subscriber's Mailbox. If the "Forwarded To" Subscriber does not answer the caller it will now follow whatever the "Forwarded To" Subscriber has set up for their call conditions. The Caller will hear "Forwarding to" "{Subscriber Name}" before actually being forwarded.

5 Call Screening

If this is turned on, the caller will be asked their name and the Samsung Voicemail will play this name to you before the transfer, giving you an option to accept or reject the call.

6 Find Me

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' **[#][2]** (if allowed by the Administrator). The stored telephone number list can contain up to 9 preprogrammed telephone numbers. The Find Me feature only use the first five.

7 Night Intercept

This feature is dependent on your weekly availability schedule, which is entered in 'Personal Services' **[#][3]** (if allowed by the Administrator). When Night Intercept is active the Samsung Voicemail will first ring your extension

then play your primary, No Answer greeting during the day (when you are available) and will NOT ring your extension but simply play your Night greeting during the night (when you are not available).

Note: This does NOT use the Day and Night schedules of the phone system. It is solely controlled by the Subscriber's Availability Schedule.

8 Pause / Resume

*** Exit from Access Manager**

0 Play All Options

 # Play Access Coverage

This feature is useful for finding out how you current access settings are set. It will also tell you what greetings will play under each of the call conditions you have setup.

5

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. The Call Coverage Conditions are: No-Answer, Busy, and Do Not Disturb (or Forwarded All). This will allow different greetings to play depending on the type of call forward that you have set, 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. If this is the only Personal Greeting you record, it will play for all call coverage conditions.

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

Played to a caller when you are already 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. If someone else can help you, please enter the extension number now. Or, to leave a message, press 1."

3 Call Blocking Greeting

Used while Call Blocking is enabled in your Access Manager or if your phone is forwarded ALL or DND.

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. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

4 Night Greeting

Used during the time period you are scheduled UNAVAILABLE, usually after business hours during the evening and at night.

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

Example: "Hi, this is John Smith. I've left the office for the evening. If you would like to try someone else, please enter the extension number now. Or, to leave me a message, press 1."

5 Call Screening Greeting

Used while Call Screening is enabled, and 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 am not available to speak with you at this time. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

6 Edit Personal Greetings

You may also edit/record each one of the greetings (1-9) at any time.

Select a greeting number to edit and follow the instructions to record your greeting. When you are done recording your greeting, you will be able to listen to the greeting you recorded, save the greeting you recorded and return to the previous menu, record the greeting again, or exit without saving the greeting.

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 or if you have not recorded any of the Call Coverage greetings. The way a caller is transferred to your mailbox greeting directly, is by another subscriber transferring the caller to your mailbox using the VT (Voicemail Transfer) key.

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. A common usage for this Greeting is when another Subscriber is talking with a caller and uses the VT key on their phone to transfer the caller directly to your Mailbox.

6

MAILBOX ADMINISTRATION

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

1 Message Alert

When this function is activated, the Samsung Voicemail 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 when the voicemail calls you, after you pick up the telephone and answer you will be instructed that there is a message and to enter your password. Simply enter your password and you will now be logged in.

Setting Up Message Alert:

- From the Subscriber Services 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 Samsung Voicemail will call your beeper service and notify you after each message is left in your voice mailbox.

- From the Subscriber Services 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 Samsung Voicemail will allow you to undelete any messages that you have recently deleted (up to the programmed Daily Maintenance Time, which is set to 3 a.m. by Default the following morning).

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[3]** for Deleted Messages.

Deleted voicemail 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 Samsung Voicemail will allow you to recall any messages you have sent that have NOT yet been picked up by the recipient.

- From the Subscriber Services 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 (or if already enabled toggle and disable) this feature:

- From the Subscriber Services 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 (or if already enabled toggle and disable) this feature:

- From the Subscriber Services 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 Subscriber Administrator, you may send a message to ALL mailboxes in the system.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[9]** for Broadcast Messages.

This option will only be available if your mailbox has been assigned Subscriber Administration privileges.

# #

PERSONAL SERVICES

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

1 Workload Management

Allows you to access to all reminders, both Active and Pending. If authorized you can group your reminders as Commitments, Follow-Ups or Tasks for better organization. The system will flag each reminder 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 (1-9) can be easily dialed using only one digit followed by the pound key, to be used by many other features from within your subscriber space. (ie: "Follow Me, "Message Alert", "Pager Alert", and "Direct Call").

3 Schedule Availability

Allows you to enter a weekly availability schedule for use with Night Personal Greeting and the Auto Night Intercept feature. Follow the spoken directions to enter the days of the week and times you are generally available to talk to your callers. All other times you will be considered unavailable.

5 Place a Direct Call

Allows you to place a direct call out of the Samsung Voicemail 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). This feature must be authorized by the System Administrator and can be limited or opened to internal, local, and long distance calls.

7 Personal Administration

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

PERSONAL ADMINISTRATION SETTINGS

This menu allows you to make changes to basic setup settings, that are rarely changed. Use these when you initially set up your personal Subscriber settings. You probably will not need to change them after that.

1 Setting your Password

- From the Subscriber Services Menu press **[#][7][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 Samsung Voicemail.

- From the Subscriber Services Menu press **[#][7][2]**.
- The current name will be played and you will have the chance to change it.

Note: It is possible that if you do not record your name and/or enter your Directory Name (described below), you will not be included in the Dial by Name Directory.

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 Subscriber Services Menu press **[#][7][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.

Note: It is possible that if you do not record your name (described above) and/or enter your Directory Name, you will not be included in the Dial by Name Directory.

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 Samsung Voicemail.

Note: Remember if you know what digits to press, you can enter them at any time you do not have to wait to be prompted. This feature can be toggled on/off at anytime. Also if it is off you will be prompted within each subscriber menu to press zero for more options. This enables you to still be able to find out what to do if you were to get lost and extended prompting was disabled.

KEYSET USER FEATURES

The following options are available if you have a display keyset. They require setup by the System Administrator.

Message Waiting Lights

When new messages are left in your mailbox, the voicemail message light on your keyset will flash. Press this flashing key **[VMMSG]** and follow the prompts to retrieve messages. This key may be pressed at any time to log into your Subscriber Main Menu.

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 voicemail, 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 voicemail. After ringing your station the caller will be connected to your voicemail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voicemail 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** button. The associated indicator will be lit steady. 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).

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** indicator and enter your station password (not your Samsung Voicemail 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.

Call Divert to Voicemail

While receiving an incoming (ringing) call, dial **[✱]** to immediately send the caller to your personal voicemail box. This will override the call forward no answer setting.

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 (Reminder)

Pressing **[##]** will leave a message in your own mailbox. This is useful to remind yourself of things to do now or in the future. Messages can be sent with future delivery so you can have the system call you when items become due.

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 Terminal Status Indicator (TSI) you will be able to use the keyset displays and soft keys to communicate with the Samsung Voicemail.

E-MAIL GATEWAY (EMG)

The E-Mail Gateway feature integrates your voice mail box with your email client. No matter what email client software you are using or where you use it, you can send voice mail messages and fax mail messages to your E-Mail inbox.

There are two parts to the E-Mail Gateway; E-Message Delivery and E-Message Notification.

1. **E-MESSAGE DELIVERY:** Voice mail messages (.wav) and/or fax mail messages (.tiff) are "delivered" to your Inbox with the appropriate attached file.

2. **E-MESSAGE NOTIFICATION:** You will receive an e-mail, with NO attachments, notifying you that you have a voice and/or fax mail message in your Voice Mail Box.

    - As a subscriber you can use either E-Message Delivery and/or E-Message Notification.
    - As a subscriber you can have multiple e-mail addresses. (a maximum of 5 valid email addresses).
    - E-Message Notification can be set to one e-mail address while E-Message Delivery is set to different e-mail address.

Functionality

- With either type of EMG, when Caller ID (CID) is provided, the callers telephone number will appear in the subject field of the email along with the date and time stamp of when the voice message was originally recorded in your Voice Mail Box.
- If the caller is also a subscriber on the system and the E-Mail Gateway is set up with a valid "Reply To" address, the Subscriber's name will also appear in the "From" field. Otherwise, the "From" field will display the name of the Samsung voice mail system (SVMi-8E, SVMi-16E, or SVMi-20E) sending the message.
- Client will use their PC's Multi-Media kit (equipped with either speakers and/or a headset) to listen to messages delivered to their e-mail Inbox.

    IMPORTANT NOTE: If the PC/Laptop/PDA/Smart Phone/etc… is not equipped with hardware and software capable of playing a '.WAV' file then the E-Mail Gateway will not work for them until they add some method to listen to '.WAV' files delivered to their Inbox.

    The same applies to Fax Mail messages, if the device the subscriber is using does not support the viewing of '.TIFF' files, then the E-Mail Gateway for Fax Mail will not work for them until they add some method to view .tiff files delivered to their inbox.

- No Synchronization of messages is performed between the Voice Mail Box and the E-mail Inbox.
    - Messages listened to, forwarded, deleted, and/or saved within an e-mail inbox will NOT effect the status of that same new message in the Voice Mail or the MWI (Message Waiting Indicator) associated with that message on the phone.
    - Also messages listened to in the Voice Mail, from a phone, will not change the Unread/Read status of the same message in an e-mail inbox.
    - However, the Voice Mail Administrator can adjust parameters per subscriber or group of subscribers that decide how, when, or if to delete the original voice message after it is sent to the E-Mail Server.

Benefits

- Store and Archive Voice and Fax Mail Messages in visible folders.
- Voice and Fax Mail Messages can now easily be dragged and dropped into folders the same way e-mail messages are organized and saved.
- Voice and Fax Mail Messages are now essentially the same as any other e-mail message.
- Backups and Message Archives can be made when they are made for all other types of e-mail messages.
- Add text notes and comments to use for reference later.
- Some (if not all) e-mail clients will allow you to edit the body of the e-mail to add comments.
- Some will allow you to edit the subject field to help you find a particular message quickly in a large archive of messages.
- Call Back Numbers and Date & Time Stamp are easily displayed in the Subject field.
- Easily forward Voice messages received, to others even if they are not a Voice Mail Subscriber on your system.
- No EMG System or Client Software to load on your Local PC or Network Servers.

    Therefore compatible with most:

    - E-Mail providers and E-Mail Clients
    - PCs, Laptops, PDA, and/or Smartphones

    NOTE: If you are not sure you have this functionality on your system and you would like to use it, please contact your on Site system administrator to see if it is available.