

# Reliance

## Telephone Systems, Inc.

### Samsung Voicemail Administration



### Accessing Voicemail Administration:

#### *From onsite:*

Call the voicemail by pressing the **Message** button.  
When the voicemail answers, dial **\*#0000** \_\_\_\_\_.

#### *From offsite:*

Call the number that is normally answered by the voicemail.  
When the voicemail answers, dial **#0000** \_\_\_\_\_.

### Editing System Prompts:

*This allows you to change the messages that callers hear when calling your voicemail attendant.*

1. Write down the greeting as you would like to record it. This helps you not to stumble when recording. Use only the handset and not the speakerphone feature to record greetings.
2. Call the voicemail and access voicemail administration (see above). Dial **1** to edit system prompts. Your voicemail will now ask for a prompt number.
3. Dial the prompt number for the greeting you would like to record:

(Note that you may not be using all of these greetings on your system.)

Day Greeting: **Prompt 1001**

Night Greeting: **Prompt 1002**

Holiday Greeting: **Prompt 1003**

Emergency (or weather) greeting: **Prompt 1004**

Custom Greeting \_\_\_\_\_: **Prompt** \_\_\_\_\_

Custom Greeting \_\_\_\_\_: **Prompt** \_\_\_\_\_

Custom Greeting \_\_\_\_\_: **Prompt** \_\_\_\_\_

Custom Greeting \_\_\_\_\_: **Prompt** \_\_\_\_\_

4. Dial **1** to listen to the greeting, or **3** to discard it and record a new greeting.
5. When you are finished recording, dial **2** to stop. You may repeat step 4 to listen to the greeting or re-record it.
6. Dial **#** to save the new greeting. You may now record other greetings (start from step 3) or hang up the handset to finish.

**During your greeting, callers can respond to menu options that you record in your greeting by dialing digits. The following menu has been set up for your system:**

**Day Menu:**

- Dial **1** for \_\_\_\_\_
- Dial **2** for \_\_\_\_\_
- Dial **3** for \_\_\_\_\_
- Dial **4** for \_\_\_\_\_
- Dial **5** for \_\_\_\_\_
- Dial **6** for \_\_\_\_\_
- Dial **7** for \_\_\_\_\_
- Dial **8** for \_\_\_\_\_
- Dial **9** for \_\_\_\_\_
- Dial **0** for \_\_\_\_\_

**Holiday Menu:**

- Dial **1** for \_\_\_\_\_
- Dial **2** for \_\_\_\_\_
- Dial **3** for \_\_\_\_\_
- Dial **4** for \_\_\_\_\_
- Dial **5** for \_\_\_\_\_
- Dial **6** for \_\_\_\_\_
- Dial **7** for \_\_\_\_\_
- Dial **8** for \_\_\_\_\_
- Dial **9** for \_\_\_\_\_
- Dial **0** for \_\_\_\_\_

**Night Menu:**

- Dial **1** for \_\_\_\_\_
- Dial **2** for \_\_\_\_\_
- Dial **3** for \_\_\_\_\_
- Dial **4** for \_\_\_\_\_
- Dial **5** for \_\_\_\_\_
- Dial **6** for \_\_\_\_\_
- Dial **7** for \_\_\_\_\_
- Dial **8** for \_\_\_\_\_
- Dial **9** for \_\_\_\_\_
- Dial **0** for \_\_\_\_\_

**Emergency (weather) Menu:**

- Dial **1** for \_\_\_\_\_
- Dial **2** for \_\_\_\_\_
- Dial **3** for \_\_\_\_\_
- Dial **4** for \_\_\_\_\_
- Dial **5** for \_\_\_\_\_
- Dial **6** for \_\_\_\_\_
- Dial **7** for \_\_\_\_\_
- Dial **8** for \_\_\_\_\_
- Dial **9** for \_\_\_\_\_
- Dial **0** for \_\_\_\_\_

**Manual Mode Selection:**

*This enables you to manually force the voicemail into answering using a specific greeting. Normally this is used in case of weather emergencies to let callers know of your business hours or closing. Changing the mode and recording a weather related greeting (see Editing System Prompts) can be done from offsite so that you do not have to travel to the office to set up the message.*

*Please remember that when you manually set the voicemail into a mode, it will stay in this mode until you set it to automatic scheduling again.*

1. Call the voicemail and access voicemail administration (see Accessing Voicemail Administration).
2. Dial **3** to set the mode.
3. When prompted, dial **0** to change all ports to manual scheduling.
4. Dial the number of the greeting you want the voicemail to use:
  - Dial **1** to change to Day Greeting
  - Dial **2** to change to Night Greeting
  - Dial **3** to change to Holiday Greeting
  - Dial **4** to change to Emergency (weather) Greeting
  - Dial **0** to change to Automatic Scheduling
5. Hang up the receiver to finish.
6. Repeat steps 1-5 when manual mode is no longer wanted and switch to Automatic Scheduling.