

## **System Administration of your Voice Mail System (SVMi)**

### **To record company greetings:**

Press VM MSG button from any phone

When the voice asks you for your pass code ignore this and press \*

You will now be at the main greeting. Press # 0000 (do not hesitate between pressing # and 0000)

Then enter pass code 0000 (default)

### **Press 1 for system prompts (record company greetings)**

Enter 1001 to record day greeting

Enter 1002 to record night greeting

Enter 1003 to record a Holiday message

Enter 1004 to record Bad Weather greeting

### **Press 2 for subscriber administration (To set up or administrate employee's voice mail boxes)**

Follow prompts

### **Press 3 to manually set the mode (To schedule the greetings to play)**

Press 0 (for all ports)

Press 1 for day greeting (1001)

Press 2 for night greeting (1002)

Press 3 for holiday greeting (1003)

Press 4 for bad weather greeting (1004)

Press 0 for automatic schedule (Generally you want the greetings to automatically schedule themselves.)

If you want a specific greeting to play all of the time, this is where you change it. If you press 3 then the holiday greeting will play all of the time until you reschedule the greetings.

### **Basic Script for Day Greeting**

This is prompt 1001

Thank you for calling \_\_\_\_\_. If you know the extension of the person you want to reach you may enter it at any time.

For a listed company directory, please press 9 now. To retry to operator during normal business hours press 0.

We are located at \_\_\_\_\_ and our fax number is \_\_\_\_\_.

If you are unsure of whom you need to speak with, press eight to leave a message in our general company mailbox.

Thank you again for calling.

### **Basic Script for Night Greeting**

This is prompt 1002

Thank you for calling \_\_\_\_\_. Our normal business hours are Monday through Friday from \_\_\_ a.m. to \_\_\_ p.m.

If you know the extension of the person you want to reach please enter it now.

For a listed company directory, please press nine now.

If you are unsure of whom you need to speak with press eight to leave a message in our general company mailbox.

We are located at \_\_\_\_\_ and our fax number is \_\_\_\_\_.

Thank you again for calling.

### **Basic Script for General Mailbox**

(This is mailbox 400; The customer gets to this mailbox by pressing 8 when listening to the main greeting)

You have reached the general company mailbox. Please leave a detailed message after the tone and we will return your call as soon as possible. Thank you.

**Basic Script for spoken Company Directory**

(This is mailbox 411; The customer gets to this mailbox by pressing 9 when listening to the main greeting)

When you hear the extension of the person you want to reach please enter it

For \_\_\_\_\_ Press \_\_\_\_\_

For \_\_\_\_\_ Press \_\_\_\_\_

For \_\_\_\_\_ Press \_\_\_\_\_

For \_\_\_\_\_ Press \_\_\_\_\_

Please make your selection now and thank you for calling.

**To access any mailbox other than your own**

(Including the administrative mailbox which is 0000, the general mailbox which is 400 and the spoken company directory mailbox which is 411)

Press VM MSG button

When the voice asks for your pass code; ignore this and press \*

You are now at the main greeting

Press # and the mailbox number you want (for example #400, do not hesitate between pressing # and mailbox number)

Enter the pass code for the mailbox (0000 is the default passcode)

Follow the prompts (same as the personal mailboxes.... 5, 1 for the no answer personal greeting and #7, 2 to record only the name)