

# **SAMSUNG CADENCE**

**VOICE / FAX MAIL SYSTEM**

## **USER GUIDE**



TELECOMS



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# About This Guide

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This user guide is intended for mailbox owners on the CADENCE system.

It describes how to set up your mailbox features, and how to use the various mailbox owner features. Please read this guide carefully before you use your mailbox.

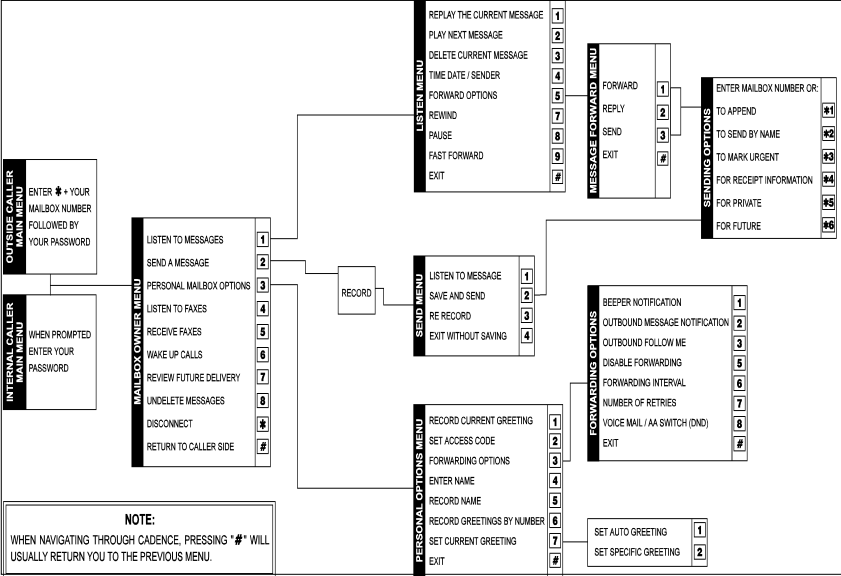
Your voice mailbox can store private messages and faxes, offering a number of options for sending or redirecting messages and faxes, and providing several ways to notify you of new messages or calls.

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 *Cadence User Guide Flow Chart*, over the page, 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.

# CADENCE

## User Guide Flow Chart



# Getting Started

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Using your new CADENCE mailbox is as simple as following a few simple spoken instructions. First-time users should read this user guide as a tutorial. The first things to should do are:

- Access your mailbox
- Record a personal greeting
- Change your access code
- Enter your name
- Record your name

## Accessing Your Mailbox

### Outside Callers









- Dial the phone number that will be answered by CADENCE. The main greeting will answer.
- During the greeting, enter [\*].
- Enter your mailbox number (mailbox numbers will usually match your extension number).
- Enter your access code (the default access code is 9876).

### Internal Callers

- Press the key assigned to ring CADENCE [VMMSG].
- When prompted, enter your access code (the default access code is 9876).

At this point, internal 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 messages – See *Listening to Your Messages*
- 2** Send a message – See *Sending Messages*

-  Set personal mailbox options – See *Setting Personal Mailbox Options*
-  Listen to faxes – See *Fax Options*
-  Receive faxes – See *Fax Options*
-  Set or cancel wake up calls – See *Additional Options*
-  Review future delivery – See *Additional Options*
-  Undelete message – See *Additional Options*
-  Disconnect
-  Exit and return to the main menu



# Setting Personal Mailbox Options

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At the mailbox Owner Main Menu press **[3]**. CADENCE will play the Personal Options Menu:

## **1** Record a Personal Greeting

Your personal greeting will be played every time someone reaches your mailbox. A typical text for a personal greeting message is:

*"Hi, this is ..... sorry I can't take your call right now.  
Please leave your name and number and I will get back  
to you as soon as I can."*

Record your greeting message and press **[#]** when you are done (your old message will be played first if it exists). After 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.

## **2** Set Your Access Code

Choose any four digits for your access code. Make sure you write down your access code for future reference. The factory default access code for every mailbox is 9876.

## **3** Call Forwarding Options

Call forwarding options are explained in the *Call Forwarding* section of this guide.

## **4 Enter Your Name**

If you enter your name, callers who do not know your extension number may reach you by dialling the letters of your first or last name on their telephone keypad. CADENCE will automatically match the entered letters with your extension and transfer the call.

At the prompt, dial the keys that correspond with the first three letters of your last name. For the letter Q press [7] and for the letter Z press [9]. If you make a mistake and wish to restart, enter [\*].

Example: If your name is Joe E. Stevens, enter the following digits from your telephone keypad:

For Stevens enter: [7], [8], [3]

For Joe enter: [5], [6], [3]

*Note: In order to allow CADENCE to properly handle the name search function it is absolutely necessary for your names to be entered correctly into the system as specified in RECORD YOUR NAME, below.*

## **5 Record Your Name**

Use this option to record your name. Your recorded name is played in various situations. It is very important to have the mailbox record your name for proper functioning of the CADENCE system.

**Your mailbox is now set up and ready to take messages.**

## **6 Record a Greeting by Number**

Follow the prompts and record the greeting number of your choice (1 through 9).

## **7** Set Current Personal Greeting Message

This option provides mailbox owners with a library of up to nine personal greeting messages. Once this option is selected, you have two choices:

### **1** Automatic Greeting Change

If this option is set, CADENCE will play a personal greeting message based on the day or night mode of operation; personal greeting message number 1 will play during the day, and personal greeting message number 2 will play during the night. If you set this option you cannot use personal greetings 3 to 9.

### **2** Select a New Greeting

Follow the prompts and select a new greeting message (1–9). This must already be recorded in step 6 above.

## Listening to Your Messages

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If there are new messages in your mailbox your **VMMSG** key will be lit.

Call CADENCE by pressing the key assigned to ring CADENCE [VMMSG], and when prompted enter your password. Select option **[1]** to listen to messages that were left in your mailbox. At the end of each message played you will hear the Listen Menu with the following functions. (Once you are familiar with these options they can be dialed any time a message is playing.)

- 1** To replay the message you just heard.
- 2** To save the message you just heard and listen to the next message.
- 3** To delete the message you just heard and listen to the next message.
- 4** To hear the time and date, and sender's information for the message you just heard. Sender information is not available on outside calls.
- 5** For forwarding options (see *Message Forwarding Options*, below).
- 6** To return the call directly to the telephone number that left the message. This feature must be allowed by your system administrator.
- 7** To rewind the message.

**8** To pause during message playback for 15 seconds. During this paused state you can dial 7 to reduce the playback volume or 9 to increase it.

**9** To fast forward the message.

**#** Exit and return to the caller side.

## Message Forwarding Options

If option **[5]** is selected you will be given a choice to Forward, Reply or Send this message.

**1** **FORWARD** This will forward the message (and keep a copy in your mailbox).

**2** **REPLY** This will leave a reply directly in the sender's mailbox.

**3** **SEND** This will send the message (without leaving a copy in your mailbox).

## Special Sending Options

After making a selection from the Forwarding Options Menu, simply follow the prompts. Options may include any of the following:

**Dial the number to transfer the message to (if you want to set any of the conditions listed below you must set them first). Dialling the destination number is the last step.**

**\*** **1** Append (add your own voice message) to the forwarded or sent message.



Dial by name to forward or send the message by the destination mailbox owner's name instead of the extension number.



Mark the message as urgent.



Message delivery confirmation. Once the message is received, the system will automatically insert a confirmation message in the originating mailbox.



Mark the message as Private.







Mark the message as Future delivery. Follow the prompts to program the delivery time.

# Sending Messages

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Select this option to record a message and send it to another mailbox. Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:

-  Listen to the message you recorded.
-  Save the message you recorded.
-  Record the message again.
-  Exit without saving the message, and return to the Mailbox Owner Main Menu.

When you are done recording, select Save and either enter the number of the mailbox to which you want the message sent, or select a special sending option detailed below.

When CADENCE is leaving a message in a group mailbox with more than five members, it first plays the prompt, “One moment please”. While saving a message, CADENCE beeps once after a few seconds to let the caller know that it is ‘alive’. When the message is saved, CADENCE plays, “The procedure has been successfully completed”. You may hang up if you do not want to wait for this.

**Dial the number to transfer the message to (if you want to set any of the conditions listed below you must set them first). Dialling the destination number is the last step.**

-   Dial by name to forward or send the message by the destination mailbox owner’s name instead of the extension number.



Mark the message as urgent.



Message delivery confirmation. Once the message is received, the system will automatically insert a confirmation message in the originating mailbox.



Mark the message as Private.



Mark the message as Future delivery. Follow the prompts to program delivery time.

## Direct Messaging



To make it easy to leave messages for others in your office without having to dial their extension number first, you 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.

**Note.** The # code must be set up by the installer of the DCS system to perform this function.



# Call Forwarding

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Select **[3]** from Personal Options.

Forwarding options allow you to redirect phone calls and messages from your extension or mailbox to another extension, an outside telephone, or a beeper. The following forwarding options are available. All outbound forwarding options are controlled by the system administrator and must be allowed by the administrator before they can be activated by the mailbox owner.

## **1** Message Notification to Beeper

When this function is activated, CADENCE will call your beeper service and notify you after each message is left in your voice mailbox. At the prompt, enter the phone number of your beeper service followed by the **#** key.

## **2** Outbound Message Notification

When this function is activated, CADENCE will call any outside telephone number you indicate 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.

At the prompt, enter the telephone number of the outside location where you want to receive calls.

## **3** Outbound Call Forwarding (Follow Me)

When this function is activated, CADENCE can forward calls received at your extension to any outside telephone you specify (please see your system administrator before activating this feature).

At the prompt, enter the telephone number of the receiving location for your calls.

When CADENCE calls you at the outside number, answer the phone and speak (e.g. say “Hello”); this will indicate to CADENCE that the call has been answered. This feature is available with auto attendant transfers only.

### **5** **Cancel Call Forwarding**

Use this function to cancel any of the forwarding options (notification) mentioned above.

### **6** **Set Notification Interval**

Use this option to set the time interval between each system notification that there is a message. The interval can be between 1 and 60 minutes.

### **7** **Number Of Notifications**

Use this option to specify the number of times the system will notify when there is a new message. This number can be between 1 and 15.

### **8** **DND (VM / AA Switch)**

Activating this feature will prevent the automated attendant from transferring calls to your extension. The calls will go immediately to your mailbox.

**#** Exit and return to the Personal Options Menu.

# Additional Options

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Available from the Mailbox Main Menu.

## **6** Wake Up Calls

If allowed by the system administrator you may be able to set 'wake up calls'. These will serve as alarms and can be internal or external numbers. Up to three events may be programmed, and each may be a different number to be called at a different time.

## **7** Review Future Delivery

This option will play any future delivery messages you have that are waiting to be sent, that may be kept or deleted.

## **8** Undelete Messages

Deleted voice mail messages are temporarily stored in memory until midnight of the day of message deletion. Select this option to recover ("undelete") previously deleted messages during this period.

## Fax Options

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If allowed by the system administrator, you may be able to receive faxes in your mailbox. If enabled, callers can press [4] at your personal greeting and leave you a confidential fax.

### **4** Retrieving Faxes

When you receive a fax in your mailbox you must redirect it to a fax machine to be printed. This can be done at any time to any fax machine.

To redirect a fax, access your mailbox and press [4] to “listen to” faxes. Listening to faxes will play the date and time that each fax was received. After this information is played for each fax you may REPLAY, PLAY NEXT, DELETE, GET TIME AND DATE, FORWARD (keep a copy), or SEND (move the fax) to another mailbox in the same manner that you would any other voice message; or—since it is a fax—you may press [0] to mark it for retrieval.

When all faxes have been “heard” you will be given the following choices.

### **1** Receive Marked Faxes

You will receive only the faxes you marked (by pressing [0] in the previous menu).

### **2** Receive All Faxes

You will receive all the faxes in your mailbox.

### **3** Set Default Number

Allows you to set a default number to receive faxes at. Use this option if you frequently send faxes to the same number,

like your office fax machine. If less than five digits are entered here, CADENCE will assume that the number is an extension on the DCS switch.



## **Previous Menu**

Return to the previous menu.

If you choose to receive faxes from the above menu the options will be:



### **Receive to Default Phone Number**

This is the phone number you entered in option 3 in the previous menu.



### **Receive to a Different Phone Number**

You may enter a different number to receive the faxes.



### **Receive to Current Fax Machine**

If you are calling from the fax machine and want to receive the faxes on the current call.

# Keyset User Functions

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The following options are available if you have a DCS keyset. 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 keyset will flash. Press this flashing key and follow the prompts to retrieve messages.

## Call Record

If you have a call record key programmed on your keyset you can press this key to record conversations in progress. Press the key again to end conversation recording.

**NOTE:** If you have a display keyset you also have an option to pause the recording.

### Warning

Before using this feature make sure that you are not violating any laws. Some countries require that the recorded party be notified. Samsung Telecoms is not responsible for any illegal use of this feature.

## 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 voice mail, 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 voice mail. After ringing your station the caller will be connected to 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. You can 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 it 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:

1. Press **[#]** to immediately put the caller in your voice mailbox and monitor the call.
2. Press **[\*]** to immediately disconnect your station. The caller continues to leave a message normally.
3. Pick up the handset and monitor privately.
4. 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 using MMC 110. This will play background music at your keyset, 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 unauthorised 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 CADENCE password). You will then hear the message being left.

## Shortcuts

### Calling

If calling a station that is busy or does not answer, you can press **[#]** to immediately send the call to the called party's mailbox.

### Being Called

If your phone rings and you want to send the caller directly to your mailbox, simply press **[#]**.



# Interactive Displays

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Display keyset users have a more convenient method for viewing mailbox contents; or using the soft keys and displays to perform tasks like view and retrieve messages, save, delete, fast forward, rewind, and pause; or performing mailbox administration.

## Viewing Mailbox Contents

If you have new messages, in addition to the message waiting light you will see the following display indicating how many messages you have:

<b>5 NEW MSGS</b> <b>Mon 06 Oct 04:07</b>
--

You can call CADENCE and retrieve messages using the keypad on your phone or you can press the **SCROLL** key twice and select the Voice Mail option. After entering your password, use the displays and soft keys to view the Caller\*, the caller's number\* and the date and time the message was left. This can be useful if you are waiting for a specific message but do not have time to hear all new messages.

\*Caller ID is needed for this feature.

The following displays indicate the available soft key options:

<b>ABC COMPANY</b> <b>D&amp;T   LISTEN   NUM</b>
---

Tue 07 Oct 10:45		
NAME	LISTEN	NUM
3055922700		
D&T	LISTEN	NAME

Options for this display include:

- D&T:** Display the Date and Time the message was received.
- NAME:** Display the Name of the person calling (CLI data is needed for this feature).
- NUM:** Display the Number of the person calling (CLI data is needed for this feature).
- LISTEN:** Play the current displayed message.

NOTE: Pressing \* will take you to old messages immediately.

If you are reviewing a fax you may press # and enter a number where the fax can be redirected.

## Retrieving Messages

If you select the listen option, the message will begin to play. In addition to the spoken prompts, you will have the option of using the display and soft keys on your keyset to control the messages. Each screen shows three options. Press the Scroll key to view the next three.

7/14 13:51 :701			
AGAIN	NXT	DEL	>

Press Scroll:

7/14 13:51 :701
REW PAUSE FF >

Press Scroll:

7/14 13:51 :701
FWD REPLY SEND >

Options for this display include:

- AGAIN:** Play the current message again.
- NXT:** Play the next message — the current message will be saved.
- DEL:** Delete the current message and play the next.
- REW:** Rewind the current message by 10 seconds.
- FF:** Fast forward the current message by 10 seconds.
- PAUSE:** Pause playback of the current message. Press PAUSE again to restart.
- FWD:** Forward the message to another mailbox. A copy will be kept in your mailbox.
- REPLY:** Reply directly to the sender's mailbox.
- SEND:** Send the message to another mailbox. A copy will not be kept in your mailbox.
- RETURN:** Return the call to the sender (this must be allowed by your system administrator).

## Administration

To perform mailbox administration via the keyset display and soft keys, press the Scroll key twice and select the VOICE MAIL option. Enter the password and select ADMIN. Use the *Mailbox Administration Using Soft Keys* flow chart (below) to familiarise yourself with the mailbox administration displays.

These are the same options that you would receive if you had called CADENCE and were responding to 'voice prompts', but here they are presented in a visual format that you may find easier to use.

Practice using your new voice mailbox, and if you encounter any problems call the system administrator.

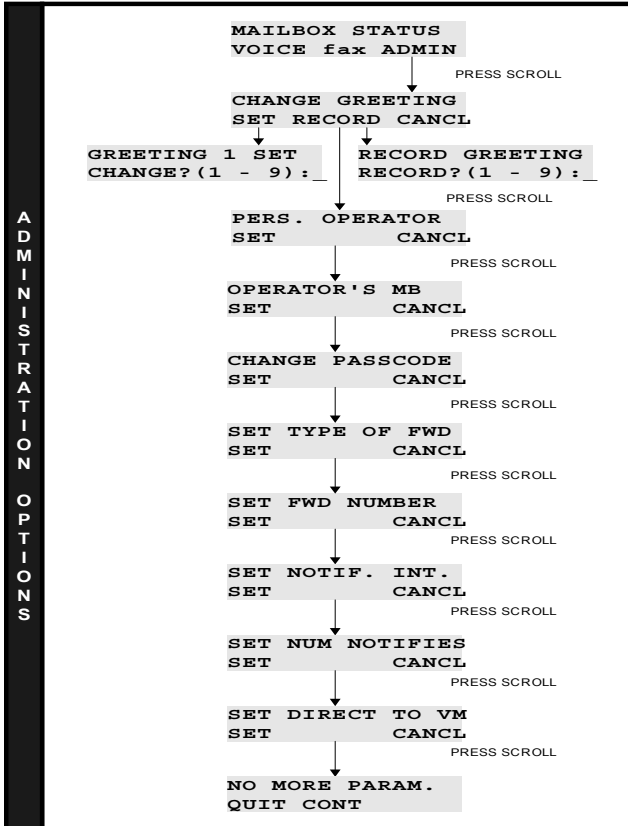
NOTE: When setting CADENCE Administrator Options, use your keyset display and soft keys. Use soft key #3 to set each option.

Example:

<b>CHANGE PASSCODE</b>
<b>NEW: 1234</b>

This soft key will set the new passcode.

# Mailbox Administration Using Soft Keys



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