

Accessing Voice Mail From Offsite (SVMi-E Series Only)

To Access Voice Mail When a Receptionist Answers Incoming Calls:

1. Dial **“back door number”** to your voice mail.
If there is no back door number, dial **“main phone number”** and instruct receptionist to press the **“VM Trans”** key. The receptionist will then hang up so that you’re at Step 2.
2. When you hear the company main greeting:
 - a. Press **“# extension number”** (or extension / mailbox number you wish to access)
(Example: “#201”).
 - b. Dial your **“password”**
 - c. Listen to voice mail options, or use the flow chart on the next page to navigate through voice mail box options.

To Access Voice Mail Through the Auto Attendant:

1. Dial **“back door number”** or **“main phone number.”**
2. When you hear the main greeting:
 - a. Press **“# extension number”** (or extension / mailbox number you wish to access)
(Example: “#201”).
 - b. Dial your **“password”**
 - c. Listen to voice mail options, or use the flow chart on the next page to navigate through voice mail box options.

To Access Voice Mail From a Desk Other Than Yours:

1. Press **“MSG”** key.
2. Dial **“*”** to get to the main greeting
3. When you hear the main greeting:
 - a. Press **# extension number”**(Example: “#201”)
 - b. Dial your **“password”**
 - c. Listen to voice mail options, or use the flow chart on the next page to navigate through voice mail box options.

SEE FLOWCHART ON NEXT PAGE

SVM/SVMi E-Series Subscriber Services Menu



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NOTE: All options shown MAY NOT be authorized. If an option is not available please speak to your system administrator.