



## Answering Machine Emulation

**SVMi Application 1**

**January 4, 2006**

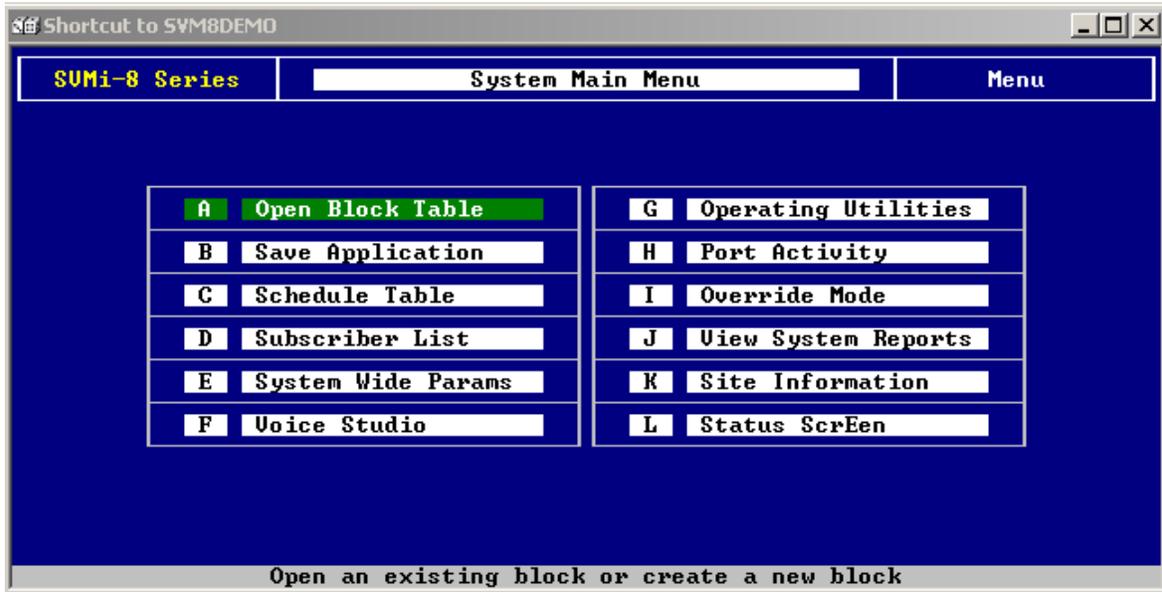
This document covers the process of activating the **Answer Machine Emulation (AME)** feature on the SVMi product.

**Description:** Once **AME** is programmed it is similar to screening a call on a home answering machine.

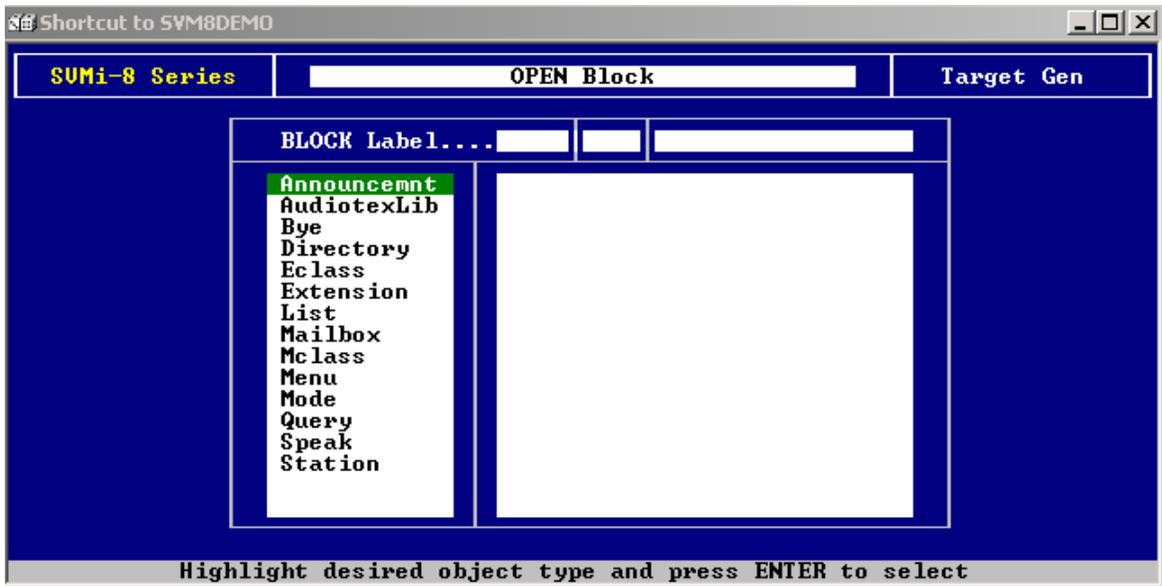
The digital telephone using the **AME** feature must be set to **Forward No Answer (FNA)** to the SVMi. Incoming callers will be connected to the SVMi after the **FNA** timer expires and will hear the personal greeting of the digital telephone before leaving a message. During this time the digital telephone user can monitor the connection between the incoming caller and the voice mailbox and has several choices on how to handle the call (Discussed in step #8). While monitoring the call it is not possible to talk to the other party unless the digital telephone user decides to answer the call.

If there is not already a mailbox created for the extension that wishes to use the **AME** feature then this application involves creating a mailbox. A **VMAME** key will also need to be created on the key set of the user wanting this feature.

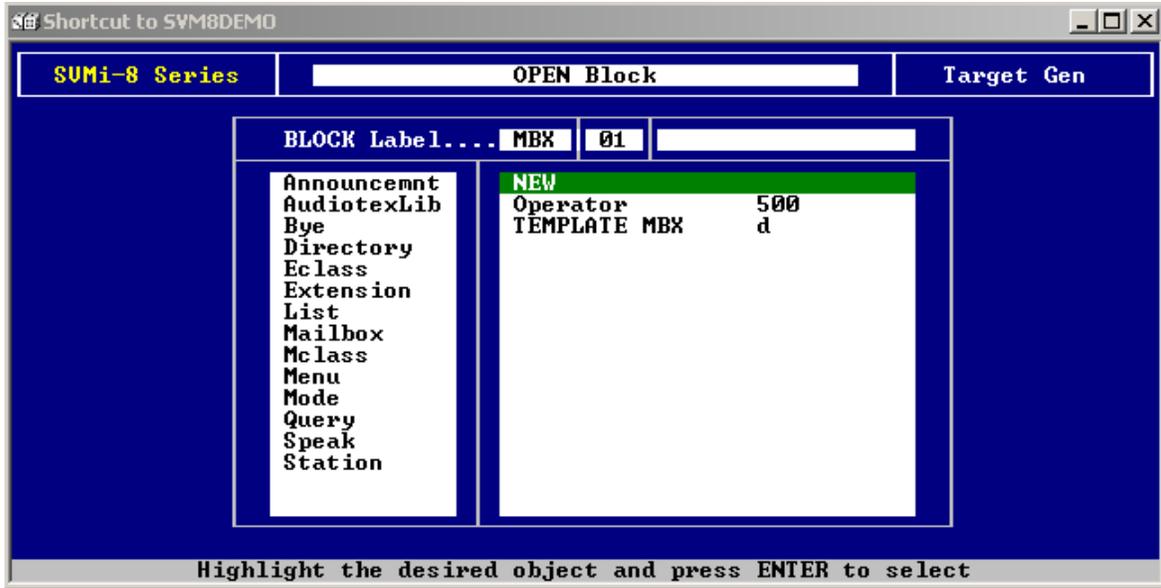
1. To create the mailbox please highlight **Open Block Table** from the **System Main Menu** in the voicemail system and press the <enter> key.



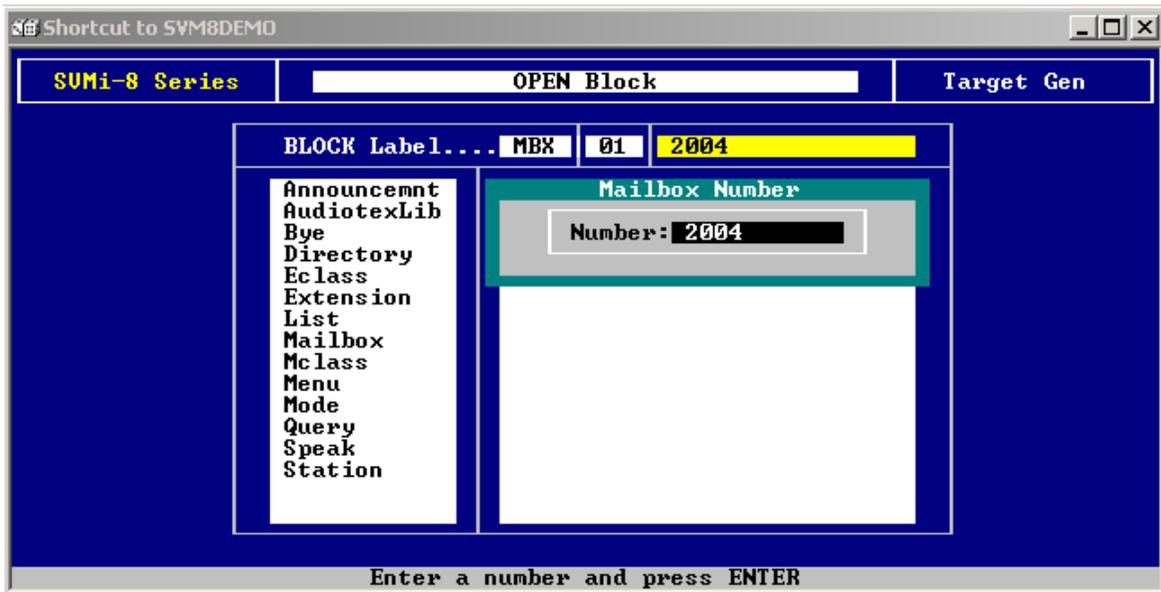
2. After pressing <enter> the **Open Block** screen will be displayed.



- At this point go to the **Mailbox Block** and create a new mailbox if the system did not create one when the voice mail was installed. Please use the arrow down key or press the letter 'M' once to get into the **Mailbox Block** menu choice and then press the <enter> key. Choose the **Mailbox Group** number and then press <enter> again.



- Please use the arrow up and down keys to select the **NEW** field and then press the <enter> key. Enter a name and number for the mailbox. In the example below the name is **2004** and the number is also **2004**.



- The newly created mailbox will open on page 1.

Shortcut to SYMBDEMO

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Group: 1 Number: 2004 Extension: \_\_\_\_\_

VisiComm User: \_\_\_\_\_ Mclass: 01:Standard MCL

Mailbox Controls		Authorizations	
Announce only mailbox.....	N	Forced messages allowed.....	N
Subscriber administrator...	N	Workload Manager.....	Y
Use LIFO message ordering..	N	Commitment/Follow Up allowed.....	N
New message beep(s).....	N	Message grouping allowed.....	N
Directory Public: Y User: Y		Mailbox greeting allowed.....	Y
Subscriber password: *****		Message alert control allowed....	Y
Language English, American		Extended prompting enabled.....	Y
Retention days left.....	0	Auto Play of new messages enabled:	Y
		Auto Play of message info enabled:	Y

Block Name. To Rename, Type new name then Press ENTER

- The next part of this application involves programming the appropriate MMCs in the phone system.
- Make sure the AME password is not turned on in MMC 110. Assign a VMAME key in MMC 722. Make sure in MMC 701 that the VMS AME feature is turned on (VMS AME = YES).
- Press the AME key. It will light and the feature is set. Press again to turn off. If this key is pressed while a station is ringing (during FNA), the feature will be turned on for the current call only.

While the caller is leaving a message, hearing the greeting, 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).

*If you have any questions about this or any other SVMi Application please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: [BCS.Support@Samsung.com](mailto:BCS.Support@Samsung.com)*