

## Accessing Voice Mail From Offsite (SVMi-4 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. Press **“\* ”** 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**

# SVMi-4 Voice Mail Flow Chart

