

Voice Portal Guide

SmartVoice

TPX

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GETTING STARTED

Welcome to SmartVoice Voicemail. Before accessing your mailbox, please be sure to take a moment to familiarize yourself with this user guide. It provides you step by step instructions to set up your mailbox. It also offers hints to manage your messages more effectively.

SERVICES

SmartVoice Voicemail provides access to the User Voicemail account. Remote Access to Call Forwarding (RACF), Hunt Group Voicemail accounts, and RACF for Hunt Group Pilot Number options are available only if assigned to your account. Voice Portal # _____

ACCESSING
SMARTVOICE
VOICEMAIL

From your desk phone	From any other touch-tone phone	Calling directly into the voicemail system
■ Dial your phone number or extension ■ Press  to interrupt the greeting	■ Dial your group voice portal phone number directly ■ Press  to interrupt the greeting ■ Enter your phone number /ext. (Ext = last 4 digits of number with voicemail)	■ Enter your mailbox ID, which is your 10 digit phone number and press 
■ Dial your passcode and press . The passcode for first time users will be provided to you by TPx.		

The first time you access your mailbox the system will prompt you to choose a new passcode and record a greeting. **Note:** You will not be able to receive voice messages until this step is complete. Be sure to access your voicemail at least once every 6 months. Saved voice messages will be auto-deleted after 180 days of inactivity.

FEATURE

INSTRUCTIONS

First Log In with Voice Portal Wizard

Login to your voicemail from your telephone

- Dial your phone number
- Press  once the greeting is heard
- Enter passcode provided to you by TPx and press .
- Enter a new passcode at the prompt and press .
- Re-enter your new passcode at the prompt and press .
- Record your name at the prompt.
- Press .

A Word about Passcodes

Protect yourself from fraud; use passcodes that are hard to guess:

- Your passcode can be 6 to 10 digits.
- It cannot be repeated digits
- It cannot be your extension, your phone number, or any forward or backward sequence of your phone number or portion of your phone number
- It cannot be your old passcode or the reverse of your old passcode.
- You will be prompted to create a new passcode every 90 days.

Passcode Reset

For fraud protection purposes, access to your Voice Portal Account will be disabled if an incorrect passcode is entered three times.

Please have your Account Administrator call TPx to reset your passcode, should your account be disabled.

FEATURE

INSTRUCTIONS

VOICE PORTAL
MENU

-  Access Voice Messaging
-  Change profile
-  Record personalized name (see personalized name table)
-  Change Call Forwarding options[†]
-  Change passcode
-  Exit
-  Repeat menu

[†] These options provided only if their services have been assigned to you.

MAIN MENU
Voice
Messaging

Press  from the Voice Portal menu, then one of the following keys:

-  Listen to messages (see Play Messages table)
-  Change Busy Greeting (see Busy Greeting table)
-  Change No Answer Greeting (see No Answer Greeting table)
-  Compose Message menu (see Compose Message table)
-  Delete all messages
-  Return to Voice Portal
-  Repeat menu

FEATURE

INSTRUCTIONS

Busy Greeting Table

Press  from the main menu, then one of the following keys:

-  Record new Busy Greeting
 -  Listen to current Busy Greeting
 -  Revert to system default Busy Greeting
 -  Return to Voice Messaging Main Menu
 -  Repeat menu
-

No Answer Greeting Table

Press  from the main menu, then one of the following keys:

-  Record new No Answer Greeting
 -  Listen to current No Answer Greeting
 -  Revert to system default No Answer Greeting
 -  Return to Voice Messaging Main Menu
 -  Repeat menu
-

Personalized Name Table

Press   from the main menu, then one of the following keys:

-  Record new Personalized Name
-  Listen to current Personalized Name
-  Delete Personalized Name
-  Return to Voice Messaging Main Menu
-  Repeat menu

FEATURE

INSTRUCTIONS

Play Messages
Table

Press  from the main menu, then one of the following keys:

-
- | | |
|--|--|
| | Save message |
| | Erase message |
| | Play or repeat message; skip envelope |
| | Play previous message |
| | Play message envelope |
| | Play next message |
| | Initiate call to sender (Compose/reply message optional) |
| | Hear additional options (see Additional Options table) |
| | Return to previous menu |
-

While Playing
Messages...

Press  from the main menu, then one of the following keys:

-
- | | |
|--|------------------------------|
| | Skip backward 3 seconds |
| | Pause playback |
| | Skip forward 3 seconds |
| | Skip to beginning of message |
| | Skip to end of message |
-

Note: You can interrupt the message or envelope to perform any function.

FEATURE

INSTRUCTIONS

Additional
Options

Press   from the main menu, then one of the following keys:

-  Reply to message (see Reply to Message table)
-  Forward Message (see Forward Message table)
-  Return to previous menu
-  Repeat menu

Note: Replies or forwarded messages can only be sent to users in the same group.

Reply to
Message Table

Press    from the main menu, then one of the following keys:

-  Send reply
-  Change current reply
-  Listen to current reply
-  Set or clear “urgent” indicator
-  Set or clear “confidential” indicator
-  Return to previous menu
-  Save Message

FEATURE

INSTRUCTIONS

Forward
Message
Table

Press    from the main menu, then one of the following keys:

-  Send message to specific group members
-  Send message to entire group
-  Change current introduction
-  Listen to current introduction
-  Set or clear "urgent" indicator
-  Set or clear "confidential" indicator
-  Return to previous menu
-  Repeat menu

Note: Messages marked "confidential" cannot be forwarded.

Compose
Message
Table

Press  from the main menu, then one of the following keys:

-  Send message to specific group member(s)
-  Send message to entire group
-  Change current message
-  Listen to current message
-  Set or clear "urgent" indicator
-  Set or clear "confidential" indicator
-  Return to Voice Messaging Main Menu
-  Repeat menu

FEATURE

INSTRUCTIONS

Leaving Messages for Other Users

During greeting:

-  Interrupt the greeting and start recording voice message
-  Transfer out of greeting to Voice Portal password prompt

While recording message:

-  Cancel recording and transfer to Voice Portal password prompt
-  Stop recording and review message

After leaving a message:

-  Delete message and record again
-  Listen to current message
-  To send message (or hang up)
-  Mark as urgent
-  Mark as confidential
-  Cancel recording and transfer to Voice Portal password prompt
-  Stop recording and review message

REMOTE
ACCESS TO CALL
FORWARDING

From Voice Portal
Main Menu

-  Access Voice Messaging
-  Record personalized name
-  Change Call Forwarding options[†]
-  Change passcode
-  Exit
-  Repeat menu

[†] These options provided only if their services have been assigned to you.

From Voice
Messaging Menu

For users that
have voicemail

-  Play messages (see Play Messages table)
-  Busy Greeting menu (see Busy Greeting table)
-  No Answer Greeting menu (see No Answer Greeting table)
-  Compose Message menu (see Compose Message table)
-  Delete all messages
-  Go to the Voice Portal Main Menu
-  Repeat menu

FEATURE

INSTRUCTIONS

Call Forwarding

- 1

Activate Call Forwarding
- 2
ABC

Deactivate Call Forwarding
- 3
DEF

Change forwarding destination
- 4
GHI

Listen to forwarding status
- *

Return to Voice Portal Main Menu
- #

Repeat Menu

Forwarding
Destination

- #

Enter forward to number followed by the pound key
- *

Return to Call Forwarding Menu

HUNT GROUPS WITH
VOICE PORTAL FEATURES

HUNT GROUPS
WITH VOICEMAIL

Voicemail is available as an overflow option when all agents in a Hunt Group are busy or not available.

Access to
Messages

The Hunt Group's Voicemail account can be accessed in the same manner as an individual user's voicemail account.

New Message
Notification

- Notification of a new voicemail can be accomplished in one of three ways:
1.

A Short Message Service page to a cell phone
2.

An email notice that a new voicemail has been left
3.

Send the voicemail to an email account. The user can then listen to the voicemail through their computer or a similar device.

**HUNT GROUPS
WITH RACF**

The Pilot Telephone Number of a Hunt Group can be forwarded to another telephone number.

Accessing the
Voice Portal

Access the Hunt Group's voice portal using your own phone, or another phone. To log in, dial the Group voice portal number/extension. Voice Portal # _____

From the Voice
Portal Menu

-  Access Voice Messaging
-  Record personalized name
-  [Change Call Forwarding options[†]](#)
-  Change passcode
-  Exit
-  Repeat menu

Call Forwarding

-  Activate Call Forwarding
-  Deactivate Call Forwarding
-  Change forwarding destination
-  Listen to forwarding status
-  Return to Voice Portal Main Menu
-  Repeat Menu

Forwarding
Destination

-  Enter forward to number followed by the pound key
-  Return to Call Forwarding Menu