Voice Portal & Voicemail Guide

UCx SmartVoice



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FEATURE INSTRUCTIONS

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

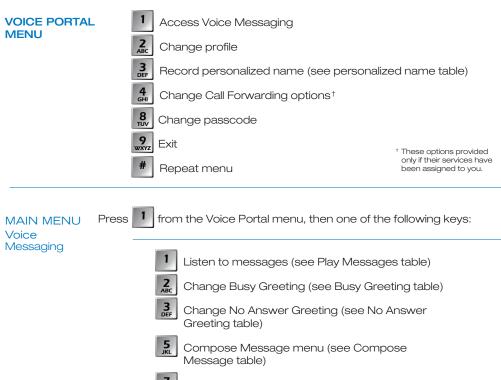
SmartVoice Voicemail provides access to the User Voicemail account. Remote Access to Call Forwarding (RACF), Hunt Group Voicemail accounts, and RACF for Hunt Group Pilot Number options are available only if assigned to your account. Voice Portal # _____

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.

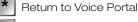
FEATURE	INSTRUCTIONS		
First Log In with Voice Portal Wizard	 Login to your voicemail from your telephone Dial your phone number Press nonce the greeting is heard Enter passcode provided to you by TPx and press <i>m</i>. Enter a new passcode at the prompt and press <i>m</i>. Re-enter your new passcode at the prompt and press <i>m</i>. Record your name at the prompt. Press <i>m</i>. 		
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.		



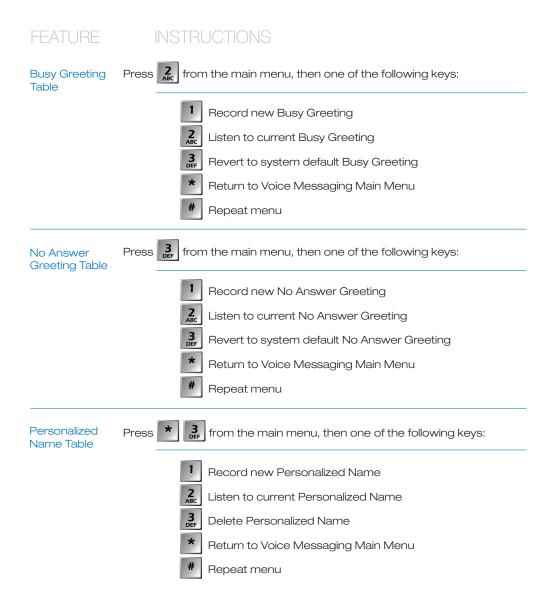


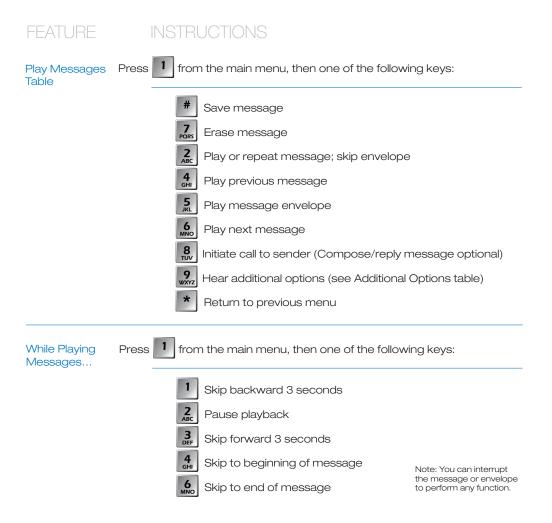
Delete all messages





Repeat menu

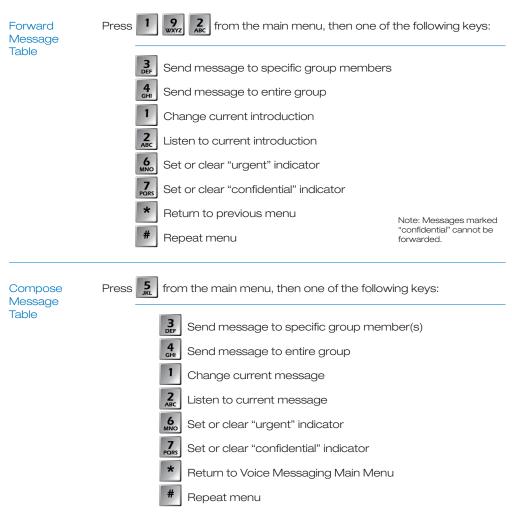




FEATURE	INSTI	RUCTIONS		
Additional Options	Press 1	$_{\rm z}$ from the main menu, then one of the following keys:		
	1	Reply to message (see Reply to Mes	ssage table)	
	A	Forward Message (see Forward Mes	ssage table)	
	ډ	Return to previous menu	Note: Replies or forwarded	
	#	Repeat menu	messages can only be sent to users in the same group.	
Reply to Message Table	Press 1	9 1 from the main menu, then one and the main	of the following keys:	
		F Send reply		
	1	Change current reply		
		Listen to current reply		
	MM	Set or clear "urgent" indicator		
	PO	s Set or clear "confidential" indicator		
	د	Return to previous menu		
	#	Save Message		

FEATURE

INSTRUCTIONS



Leaving Messages for Other Users

During greeting:



Interrupt the greeting and start recording voice message



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



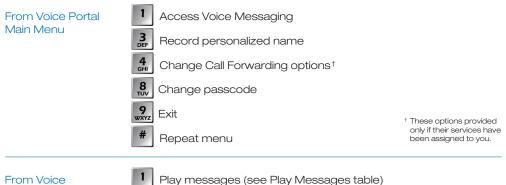
Cancel recording and transfer to Voice Portal password prompt



Stop recording and review message

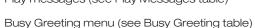


REMOTE ACCESS TO CALL FORWARDING



Messaging Menu

For users that have voicemail



2 3 DEF 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	
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 Br Record personalized name	

Change Call Forwarding options⁺

Change passcode

Repeat menu

4 GHI

8

9 Exit

#

