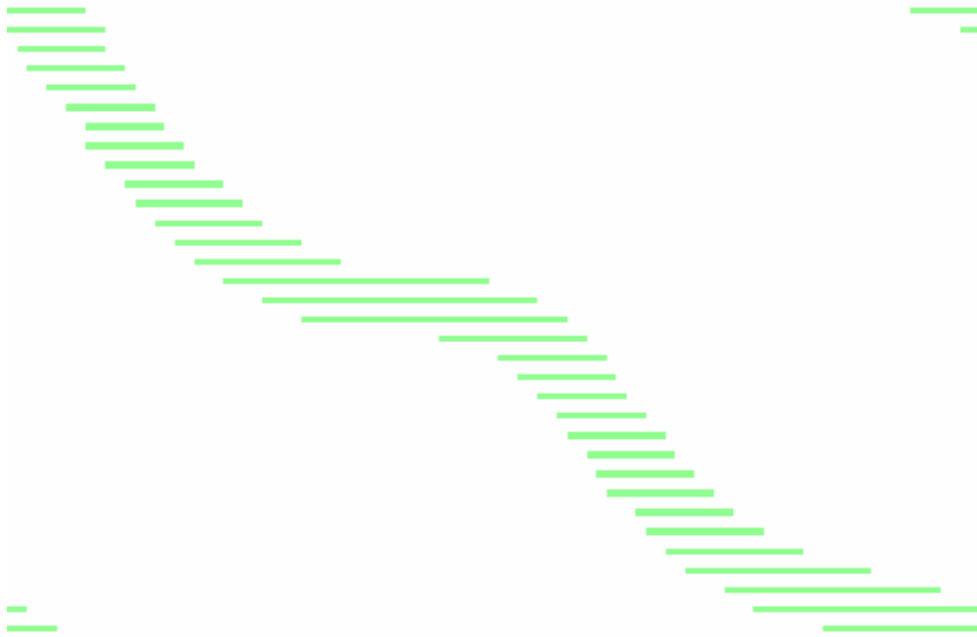


ITS - Training



SmartVoice Basics for Telephone
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Table of Contents

Introduction.....	4
Objectives	4
Online Help for SmartVoice	4
A Note About Your SmartVoice Profile.....	4
Setting Up SmartVoice	5
Subscribing and Unsubscribing to SmartVoice	5
Accessing and setting up SmartVoice.....	5
Using SmartVoice with a Telephone	7
Accessing your mailbox.....	7
Listening to messages	7
Transferring a caller to another person	8
Transferring a caller to another mailbox.....	8
Customizing Your Mailbox	9
Recording a new voice greeting.....	9
Enabling a voice greeting.....	10
Changing your password.....	10
Creating Voice Messages.....	11
Creating and sending messages	11
Setting message sensitivity level	11
Using Express Messaging	11
Setting SmartVoice Preferences and Permissions	11

Introduction

This course is an introduction to SmartVoice, the campus voice mail system for the University of Texas at Austin. Students will learn the basic functions of SmartVoice. Topics covered include how to set up telephone greetings, listen to your messages and use some of the message functions available via telephone.

There are many additional SmartVoice features that are not covered in this training. If you want to learn more about managing your service, including how to integrate your voice mail and e-mail using simple desktop software, consider attending our Advanced SmartVoice Training.

Objectives

The learning objectives of this workshop are:

- Setting up SmartVoice for the first time
- Managing messages with the telephone
- Customizing your mailbox
- Creating voice messages and greetings

Online Help for SmartVoice

You can go to <http://www.utexas.edu/its/smartvoice> via a Web browser to see more SmartVoice documentation. (Some of the documents require the Adobe Acrobat Reader.)

A Note About Your SmartVoice Profile

Your SmartVoice profile includes (but is not limited to) your name and login information, as well as your mailbox and voice greetings folders. To access and manage your messages and greetings(s) by telephone, you will be given a login (or “box”) number and password. The box number usually matches your five-digit campus phone number, although in some circumstances, your box number may be more or less than five digits. The box number and default password will be provided to you by your department.

Lines that are shared by two or more employees may have a routing box (menu) that matches the five-digit phone number, and each employee will have a similar box number but with a unique sixth digit.

A few departments have three- or four-digit box numbers that are not associated with specific phones, but are only used with Express messaging (see p. 11)

Setting Up SmartVoice

Subscribing and Unsubscribing to SmartVoice

SmartVoice is available to UT Departments at a small monthly cost and installation charge. Voice mailboxes are also available for situations where individuals share a phone but need separate voice mailboxes.

Information about ordering SmartVoice service is available at <http://www.utexas.edu/its/voicemail/answers/order.php>.

ITS recommends that you go through the steps on this page to determine whether or not voicemail service already exists on the phone line before attempting to order new service. It might be a matter of changing the name assigned to the current voicemail box.

Ordering new Smartvoice service for EID-based mailboxes can be done via TXshop. This information is available on the URL above.

Accessing and setting up SmartVoice

When you initially subscribe to or are provided access to SmartVoice, you will need to set up your greeting, provide your spoken name and set a personalized password.

The SmartVoice system generates a generic phone greeting and spoken name when your voice mail box is created. You will want to personalize your name and greeting so that your callers hear from *you*—not an automaton—when they reach your voice mail. All new users of SmartVoice have a temporary password. You will need yours to set up SmartVoice.

To access SmartVoice and set up your mailbox:

1. Call the SmartVoice access number, 232-1000 (on campus, dial 2-1000).
2. At the mailbox prompt, enter your box number followed by the # key.
TIP: If you're calling from your own line, you can just press the # key without the box number.
3. Enter your temporary SmartVoice password and press the # key.
4. You will now record your outgoing greeting, your “spoken name” and set your new telephone password.

To access **help** from any menu in the SmartVoice system, press the '*' key. The telephone assistant will read a list of actions you can take from the menu you are in and instructions on how to move up a level in the system.

To **stop** what you are doing or to **cancel** an action, press the '#' key.

To **log out** at any time, press '83', or just hang up.

Recording Your Outgoing Greeting

1. While logged in, press 82 for greetings.
2. Press 1 for external greetings, and follow the instructions you hear. Be sure to end your recording by pressing #, and then press 3 to enable it.

Recording Your Spoken Name

1. While logged in, press 89 and follow the instructions you hear.
2. Be sure to end your recording by pressing #, and then press 3 to enable it.

Creating a personalized password

While logged in, press 84 and follow the instructions you hear. You will enter 4 to 8 digits that you would like to be your new password. You must enter this 'new' password again to confirm.

After entering your 'new' password, you will be asked to enter your 'old' password again; use your temporary SmartVoice password once more.

Important: If you forget your password, call the ITS Help Desk at 475-9400.

Using SmartVoice with a Telephone

Accessing your mailbox

To perform any function in your mailbox, you must first log in:

1. Call the SmartVoice server access number, 232-1000 (on campus, dial 2-1000).
2. At the mailbox prompt, enter your box number followed by the # key.
TIP: If you're calling from your own line, you can just press the # key.
3. Enter your SmartVoice password and press the # key.

Listening to messages

When you log into your SmartVoice mailbox, the telephone assistant tells you how many voice and text messages you have. New or “urgent” (see p.11) voice messages are played first. If there are no new voice messages, it will play text messages first.

To switch back and forth between voice and text messages, press 85.

Each call is preceded by the message envelope. The message envelope contains information about the caller and the time of the call.

Voice messages are those that have a recorded message with them.

Text messages are e-mails in your SmartVoice box or the result of someone calling and hanging up without recording a message. (“Called, no message” notices)

Voice messages

To listen to a voice message, press 2. If you press 2 during the message envelope, it interrupts envelope playback and proceeds to the message.

To control message playback, you have the following commands:

- 4 Skip back to previous message
- 6 Skip ahead to next message
- 76 Delete message
- 73 Forward message (You can forward to multiple parties at once)
- 72 Play message envelope (Information about the message)
- 9 Call message sender immediately

You can control how messages play back to you on the phone using the FirstClass program or the Web interface.

- Control whether you hear the message envelope.
- Enable automatic message playback.
- Disable the “feature” that leaves “called, no message” notice when someone hangs up without leaving a voice message.
- And more!

Take the Advanced SmartVoice class, or read the help documentation online at <http://www.utexas.edu/its/smartvoice> for details.

Text messages

To listen to a text message, press 2.

To control text message playback, you have the following commands:

- 4 Skip back to previous message
- 6 Skip ahead to next message
- 76 Delete message
- 73 Forward message (You can forward to multiple parties at once)
- 72 Play message envelope (Information about the message, lets you identify hang-up callers)
- 9 Call message sender immediately

Transferring a caller to another person

A general feature of the UT phone system is to transfer a caller directly to another person.

1. To transfer directly to a live person, press Flash, Link, or Transfer on the phone.
2. Enter the phone number of the person you are transferring the call to:
 - On campus, enter a box number
 - Off campus, dial '9' and then enter the five digit phone number.
3. When the person answers, tell them you are transferring a call and hang up. If the caller is on the phone and has voicemail, hanging up will enable the caller to leave a message.

Should the call recipient decline to take the call, the call will route back to you after he/she hangs up. You can then transfer the call to a mailbox or take a message.

Transferring a caller to another mailbox

You can transfer a caller to another person's mailbox without ringing the phone line by using the Express Messaging feature. Use this feature when you know the person is out or busy.

1. Press Flash, Link, or Transfer on the phone.
2. Dial the Express Delivery number (512) 232-1001 (on campus, dial 2-1001).
3. Enter the box number of the person you wish to transfer the caller to and press the # key.
4. Hang up your phone.

Customizing Your Mailbox

Basic functions such as recording your mailbox greetings and changing your password can be done on the telephone. There are many other customizations that can be performed from the Web or FirstClass desktop program that we do not go into here. You can learn about these additional capabilities by going to the SmartVoice Web site, or by taking the SmartVoice Advanced Training class.

Recording a new voice greeting

SmartVoice supports two types of greetings. You record these greetings when you set up your mailbox, but you can change them at any time:

External greeting plays for both on- and off-campus callers.

To record a new voice greeting:

1. Login to SmartVoice using a phone.
2. Press **82** to access your greetings.
3. Press 1 for your external greetings.
4. Press 75 to begin recording your new greeting.
5. Press # to end recording.
6. Press 2 to review your greeting.
7. Press 3 to enable the greeting immediately. (This is not required. You can record greetings for future use and enable them later.)
8. Press # to return to the main voice mail menu.

When you record greetings, you may hear the **Internal greeting** option mentioned. Internal greetings are not supported at UT.

Voice Menu greetings are not supported. If you are interested in a voice menu for your line, contact the voice mail administrator at 471-9100 for a routing box or an auto-attendant.

Spoken name is used for system identification in the Message Envelope and during Express Messaging; you only can have one Spoken Name enabled.

To record your spoken name:

1. Log in to SmartVoice using a phone.
2. Press **89** to access your spoken name.
3. Press 5 to record.
4. Say your name.
5. Press # to end recording.
6. Press 3 to enable the greeting immediately. (This is not required. You can record a spoken name for future use and enable it later.)
7. Press # to return to the main voice mail menu.

Enabling a voice greeting

SmartVoice allows you to store multiple greetings, but it can have only one active greeting at a time. (See box at right.) To tell SmartVoice which greeting to use, you must enable the greeting. You can record greetings in advance and enable them when you want to use them. For example, you could record an “out-of-office” greeting for days when you are working at the Pickle campus and enable it on those days. You would enable your regular greeting on the days when you work on the Austin campus. You can swap between the greetings whenever you need them without having to re-record anything.

Did you know that you can customize greetings for the caller's phone number, the time of day, and many other options? This feature is available only by using the FirstClass software on your computer. Check out the Advanced SmartVoice training for more details on this really cool feature!

- Greeting - Press 82 (for Greetings), then 1 (External Greetings)
- Press 4 or 6 to cycle through your greetings
- When you find the greeting you want to use, then press 3 (to Enable or Disable).
- Spoken Name - Press 89 (for Spoken Name), then 3 (to Enable or Disable).

Note: To more easily select greetings from the telephone menu using the 4 or 6 buttons on your telephone, each greeting can be giving a unique name using your desktop login (web or client interface; see web online user guide or Advanced Training class).

Changing your password

To change your password, press ‘84’ after you have logged in. Follow the prompts to create a new password.

If you have lost your password, you must call the ITS Help Desk at 475-9400 to have it reset.

Creating Voice Messages

You can record and send messages to multiple recipients, determine the sensitivity of the message, and send voice messages without being logged into the SmartVoice system.

Creating and sending messages

You can create and send messages by phone to another SmartVoice mailbox.

1. When logged into your mailbox, press **75** to create a new message.
2. Enter each recipient's mailbox number and press #.
3. Press # when all the mailbox numbers are entered.
4. Press 5 to record the message.
5. Press # to end recording.
6. Press 79 to send the message.

Setting message sensitivity level

When you send a message, its default sensitivity level is set to *standard*. You can also send your message as *urgent* (these messages play before standard messages) or as *private* (these messages cannot be forwarded to other SmartVoice users). To set sensitivity:

1. Create your message (as described above).
2. Press 70 to set sensitivity.
3. Press 2 for *standard*, press 4 for *private* or press 1 for *urgent*.
4. Press 79 to send the message.

“*Private*” messages suppress caller ID information, but not the caller's name.

Using Express Messaging

Use Express Messaging to send a message without logging into your mailbox or dialing the recipient. You will go directly to the recipient's voice mail without ringing his or her telephone.

1. Dial the Express Delivery number (512) 232-1001 (on campus dial 2-1001).
2. Enter the recipient's mailbox number and press #.
3. At the prompt, record your message, then just hang up; or proceed to step 4.
4. Press # to end recording and listen to more options.
5. Press 79 to send the message.

Setting SmartVoice Preferences and Permissions

Setting up preferences and permissions, including pager/e-mail notification, requires you to install the SmartVoice desktop program or use the Web interface. Please attend the Advanced SmartVoice course to hear more.