



SmartVoice Voice Portal



Quick
Reference
Feature
Guide

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INSTRUCTIONS

SERVICES

The SmartVoice Voice Portal provides access to the User Voicemail account, Remote Access to Call Forwarding (RACF), Hunt Group Voicemail accounts, and RACF for Hunt Group Pilot Number.

ACCESSING THE VOICE PORTAL

You can access your personal voice portal using your own phone, or another phone. To log in, dial one of the following:

- ▶ Your phone number/extension
 - ▶ Group voice portal number/extension (for remote access)
Voice Portal # _____
 - ▶ Location code/extension (for multi-site customers)
Location Code # _____
-

First Log In with Voice Portal Wizard

Dial your phone number/extension or the voice portal number/extension, and then:

- ▶ If requested, enter your phone extension and initial password
 - ▶ Enter a new passcode at the (voice portal wizard) prompt.
 - ▶ Re-enter your passcode at the prompt.
 - ▶ 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, your extension or 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.

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INSTRUCTIONS

Subsequent Log In

From Your Own Location

- ▶ Dial your phone number/extension, then...

From your own phone:

- ▶ Enter the correct passcode to reach the Voice Messaging Main Menu.
- ▶ At the Voice Messaging menu, press * to reach the Voice Portal Main Menu for configuring your Call Forwarding options.

From your own phone with auto login enabled:

- ▶ At the Voice Messaging menu, press * to reach the Voice Portal Main Menu.

From a phone other than your own:

- ▶ Press * during your outgoing greeting to reach the login prompt.
- ▶ Enter the correct passcode to reach the Voice Messaging Main Menu.
- ▶ At the Voice Messaging menu, press * to reach the Voice Portal Main Menu.

From Outside Your Location

- ▶ Dial the voice portal phone number/extension
- ▶ Enter your phone number/extension
- ▶ Enter the correct passcode to reach the Voice Portal Main Menu.

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INSTRUCTIONS

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 the TelePacific CTSC to reset your passcode, should your account be disabled.

Leaving Messages for Other Users

During greeting:

- # Interrupt the greeting and start recording voice message
- * Transfer out of greeting to Voice Portal password prompt
- 0 Transfer out of greeting to configured number (if customer has requested this option)

While recording message:

- * Cancel recording and transfer to Voice Portal password prompt
- 0 Cancel recording and transfer to configured number
- # Stop recording and review message

While reviewing message:

- 1 Erase message and record again
 - 2 Listen or view current message
 - 3 (or hang up) To send message
 - 6 Set or clear the urgent indicator
 - 7 Set or clear the confidential indicator
- * Cancel recording and transfer to configured number
 - 0 Cancel recording and transfer to Voice Portal password prompt
 - # Stop recording and review message

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INSTRUCTIONS

VOICE PORTAL MAIN MENU

- 1 Access Voice Messaging
- 3 Record personalized name
- 4 Change Call Forwarding options†
- 8 Change passcode
- 9 Exit
- # Repeat menu

Voice Messaging

- 1 Play messages (see Play Messages table)
- 2 Busy Greeting menu (see Busy Greeting table)
- 3 No Answer Greeting menu (see No Answer Greeting table)
- 5 Compose Message menu (see Compose Message table)
- 7 Delete all messages
- * Return to previous menu
- # Repeat menu

Play Messages Menu

- # Save Message
- 7 Delete message
- 2 Play or repeat message; skip envelope
- 4 Play previous message
- 5 Play message envelope
- 6 Play next message
- 8 Initiate call to sender
Compose message (optional)
Reply message (optional)
- 9 Hear additional options (see Additional Options table)
- * Return to previous menu

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

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INSTRUCTIONS

While Playing Messages...

- 1 Skip backward 3 seconds
- 2 Pause playback
- 3 Skip forward 3 seconds
- 4 Skip to beginning of message
- 6 Skip to end of message

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

Additional Options

- 1 Reply to message (see Reply to Message table)
- 2 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

- 3 Send reply
- 1 Change current reply
- 2 Listen to current reply
- 6 Set or clear “urgent” indicator
- 7 Set or clear “confidential” indicator
- * Return to previous menu
- # Save Message

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INSTRUCTIONS

Forward Message

- 3 Send message to specific group members
 - 4 Send message to entire group
 - 5 Send message to distribution list (option offered only if enabled; see Select Distribution List table)
 - 1 Change current introduction
 - 2 Listen to current introduction
 - 6 Set or clear “urgent” indicator
 - 7 Set or clear “confidential” indicator
 - * Return to previous menu
 - # Repeat menu
- Note:** Messages marked “confidential” cannot be forwarded.
-

Select Distribution List

- 0 Select distribution list 0
 - 1 Select distribution list 1
 - 2 Select distribution list 2
 - ... Distribution lists are numbered consecutively from 0 to 15
 - 15 Select distribution list 15
 - * Return to previous menu
 - # Repeat menu
-

Distribution List Menu

- 3 Send the message to selected list
- 1 Select another distribution list
- 2 Review the selected distribution list
- * Return to the previous menu
- # Repeat menu

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INSTRUCTIONS

Busy Greeting Menu

- 1 Record new Busy Greeting
 - 2 Listen to current Busy Greeting
 - 3 Revert to system default Busy Greeting
 - * Return to Voice Messaging Main Menu
 - # Repeat menu
-

No Answer Greeting Menu

- 1 Record new No Answer Greeting
 - 2 Listen to current No Answer Greeting
 - 3 Revert to system default No Answer Greeting
 - * Return to Voice Messaging Main Menu
 - # Repeat menu
-

Compose Message

- 3 Send message to specific group member(s)
 - 4 Send message to entire group
 - 5 Send message to distribution list (option offered only if enabled; see Select Distribution List table)
 - 1 Change current message
 - 2 Listen to current message
 - 4 Send message to entire group
 - 6 Set or clear “urgent” indicator
 - 7 Set or clear “confidential” indicator
 - * Return to Voice Messaging Main Menu
 - # Repeat menu
-

Personalized Name

- 1 Record new Personalized Name
- 2 Listen to current Personalized Name
- 3 Delete Personalized Name
- * Return to Voice Messaging Main Menu
- # Repeat menu

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INSTRUCTIONS

REMOTE ACCESS TO CALL FORWARDING

From Voice Portal Main Menu

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

From Voice Messaging Menu

For users that
have voicemail

- 1 Play messages (see Play Messages table)
 - 2 Busy Greeting menu (see Busy Greeting table)
 - 3 No Answer Greeting menu (see No Answer Greeting table)
 - 5 Compose Message menu (see Compose Message table)
 - 7 Delete all messages
 - * [Go to the Voice Portal Main Menu](#)
 - # Repeat menu
-

Call Forwarding

- 1 Activate Call Forwarding
 - 2 Deactivate Call Forwarding
 - 3 Change forwarding destination
 - 4 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

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

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INSTRUCTIONS

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.
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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 Main Menu

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

FEATURE

INSTRUCTIONS

HUNT GROUPS WITH RACFS (cont.)

Call Forwarding

- 1 Activate Call Forwarding
 - 2 Deactivate Call Forwarding
 - 3 Change forwarding destination
 - 4 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