

SMITHVILLE ENHANCED VOICE MAIL QUICK START GUIDE

PHONE INSTRUCTIONS

Access Numbers

Bloomington:	676-0100
Columbus:	669-5100
Ellettsville:	935-0100
French Lick:	938-0100
Gospport:	935-0100
Griffin:	851-0100
Hymera:	383-0100
Lake Monroe:	823-0100
Lizton:	994-0100
Lyons:	658-0100
Nashville:	200-1100
Owensburg:	862-0100
Sharpsville:	963-0100
Smithville:	823-0100
Stanford:	826-0100

Logging In

1. Dial your access number
2. If prompted, enter your 10-digit phone number
3. Enter your password then press the # key

Checking your Messages

1. Log into the Voice Mail System
2. Press 1 to listen to your messages.
 - a. Press 1 to listen to new messages
 - b. Press 2 to listen to saved messages
 - Press 1 to play or replay a message
 - Press 2 to save the message and move to the next
 - Press 3 to delete the message and move to the next
 - Press 4 to save the message as new
 - Press 7 to rewind the message 3 seconds
 - Press 8 to pause a message and continue the message

- Press 9 to fast forward the message 3 seconds
- Press * to Return to the Main Menu

Continuous Play: With this feature enabled, there will only be a brief pause between messages and no prompts. You can only turn Continuous Play on or off via the web portal.

Note: When you pick up your telephone handset, if you hear a stutter dial tone it means that you have new messages to retrieve.

Setting up a Greeting or Multiple Greetings

1. Log into the Voice Mail System
2. Press 9 to enter the Set Up Menu
3. Press 1 for Greeting Options
 - a. Note: Your first greeting recorded is saved as greeting 0 (zero).

Changing your Voice Mail Password (PIN)

1. Log into the Voice Mail System
2. Press 9 to enter the Set Up Menu
3. Press 2 to Change your Password (PIN)

Number Association

Number Association allows you to log in to your voice mail box from a phone other than your home number without entering your 10-digit phone number to log in. To activate Number Association, contact the Smithville Customer Contact Center at (812) 876-2211 or (800) 742-4084. A number can only be associated with one Smithville Voicemail account. Let us know if your associated number changes so we can change your account.

WEB PORTAL INSTRUCTIONS

Contact Tech Support at (866) 470-2583 for username and password help

Accessing the Web Portal/Logging In and Out

1. Open a web browser and go to: www.smithville.net
2. Click the "Voice Mail Web Portal" link
3. Enter your username and password in the boxes.
4. Click Login.
5. When you are finished using the web portal, click "Logout".

Managing Voice Mail Messages from the Web Portal

- New Voice Mail messages will have a closed envelope icon
- Heard Voice Mail messages will have an open envelope icon
- Messages designated as urgent will have a red “!” icon
- Messages designated as Private will have a Security Officer icon

To Listen to a Voice Mail Message, Click the “Play” Button.

To Mark a Voice Mail Message as “Read,” Click “Mark Read.”

To Delete a Voice Mail Message, Click the “Delete” Button.

Note: *Smithville CANNOT retrieve deleted voice mail messages.*

To Download a Voice Mail Message, Click the “Download” button.

Managing your Voice Mail Box and Web Portal Settings in the Web Portal

Log in and click on the “My Settings” Tab at the top of the page.

Changing your Web Portal Password

1. Click on the “General” link in the Categories list on the left.
2. In the box labeled “Change Password”, type your current password and your new password twice to verify it is correct.

Note: *We recommend using a “Strong” to “Best” level password.*

3. When you are finished with the steps listed above, click Save.

Managing your Voice Mail Box Settings Using the Web Portal

Click on the “Voice Mail” link in the Categories list on the left.

PIN: Change your Voice Mail Box password by changing the entry in this field, and clicking “Save.” 16-digit max PIN.

Play End of Message Option: Choose whether or not to play “end of message” announcement at the end of messages.

Continuous Playback: Turn this setting on to hear all of your messages without pressing a button between messages. Turn this setting off to hear prompts between messages.

New Message Sort Order: Choose whether you hear your newer or older new messages first.

Saved Message Sort Order: Choose whether you hear your newer or older saved messages first.

Click on “Save” at the bottom right to save your changes.

Managing your Greetings from the Web Portal

Click on the “Voice Mail” link in the Categories list on the left. Scroll to the “Greetings” section and the “Greetings” tab.

Reviewing and Managing a Pre-Recorded Greeting

Smithville recommends recording all greetings over the telephone and using the web portal to review and manage those greetings.

Click on the Greeting you want to manage.

1. To Listen to a Greeting, press the “Play” button
2. To Change a Greeting’s Name, click “Edit” button. Note: Greetings will retain their assigned numbers for identification when using the phone system.
3. To Delete a Greeting, press the “Delete” button.

Note: *Deleted Greetings CANNOT be retrieved.*

4. To make a Greeting your new active greeting click the “Make Greeting-Active” button.

Setting Up your Voice Mail Greeting Weekly Scheduler

Schedule greetings to play at specific times each week.

1. In the “Greetings” section, select the “Schedules” tab.
2. Scroll to the bottom of the page.
3. Fill in the following items:
 - a. Description: To identify the Scheduled Greeting.
 - b. Day: Select the day for the greeting to play.
 - c. Start Time: Select the start time for the Greeting.
 - d. End Time: Select the end time for the Greeting.
 - e. Greeting: Select which Greeting to play.
4. Click “Add” and “Save”.
 - a. The Greeting shows up in blue. Click on any other part of the calendar to turn the Greeting green and start a new schedule.
5. To delete a Scheduled Greeting, click on the Scheduled Greeting and click “Delete.” Click “Save.”

Setting Up your Voice Mail Greeting Event Scheduler: Schedule a greeting for a specific date as an Event Greeting.

1. In the "Greetings" section, select the "Events" tab.
2. Scroll to the bottom of the page.
3. Fill in the following items:
 - a. Description: To identify the Event Greeting.
 - b. Month: Select the month the Greeting will play.
 - c. Day: Select the date for the Greeting to play
 - d. Start Time: Select the start time for the Greeting.
 - e. End Time: Select the end time for the Greeting.
 - f. Greeting: Select which Greeting to play.
4. Click "Add" and "Save".
 - a. The greeting shows up in blue. Click on your Greeting to turn it green and start a new Event.
5. To delete an Event Greeting, click on the Event Greeting and click "Delete." Click "Save."

Setting Up and Managing Voice Mail to Email

1. In the web portal, click on the "My Settings" tab at the top.
2. Click on "Voice Mail" in the Categories list on the left.
3. In the "Notification" section, set the "Email Notify" option to "On"
4. Under "Email Address" click the "Add" button.
5. Select the "New Email Address" option.
6. Enter your full email address and click "Ok".
7. Select "HTML" as the format for each address.

Note: *This service uses data. You are responsible for all charges billed.*

8. Click "Save" at the bottom of the screen to save your changes.
9. To remove an address, click on the address and click "Delete." Click "Save" at the bottom of the screen to save your changes.

To Listen to an Emailed Voice Mail

1. Click on the link to download the email attachment
 - a. Clicking "Open" will play the voice message.

- b. Clicking "Save" will allow you to save the message.

Setting Up and Managing Voice Mail to Cell Phone Notifications

1. In the web portal, click on the "My Settings" tab at the top.
2. Click on "Voice Mail" in the Categories list on the left.
3. In the "Notification" section, set the "Email Notify" option to "On"
4. Under "Email Address" click the "Add" button.
5. Select the "New Email Address" option.
6. Find your cellular service provider in the following list and choose the corresponding address format.

Note: *You are responsible to pay any charges billed by your service provider for messages sent using this service.*

Cellular Service Providers	Address Format
AT&T Wireless.....	"Number"@mms.att.net
Nextel (Sprint).....	"Number"@messaging.nextel.com
Sprint (PCS).....	"Number"@pm.sprint.com
T-Mobile.....	"Number"@tmomail.net
Verizon Wireless	"Number"@vzwpx.com
Virgin Mobile.....	"Number"@vmpix.com
Smithville Cellular	"Number"@vtext.com
Smithville SmartSaver.....	"Number"@cingularme.com

"Number" = 10 digit cellphone number

7. Enter your full cell phone address and click OK.
 - a. Example: A Verizon Wireless customer would enter 8885555555@vzwpx.com.
8. Select "MMS" as the format for each address.
9. Click "Save" at the bottom of the screen to save your changes.
10. To remove an address, click on the address and click "Delete." Click "Save" at the bottom of the screen to save your changes.

To disable voice mail to email notifications:

1. In the web portal, click on the "My Settings" tab at the top.
2. Click on "Voice Mail" under the Categories list on the left.

3. In the "Notification" section, set "Email Notify" to "Off".

4. Click "Save" to save your changes.

Single Number Follow Me Service Set Up Instructions

(This service is not included in Smithville Enhanced Voicemail but is available for an additional fee)

Note: The only way to manage this service is through the Web Portal.

1. In the web portal, click on the "My Settings" tab at the top.
2. Click on "Call Management" in the Categories list on the left.
3. Click on the arrow in the "Single Number" bar.
4. Use the "Enable Service" check box to turn on and off.
5. Check "Forward to Voice Mail if no Parties Found" to forward incoming calls to voicemail if there is no answer.
6. Choose the number of seconds to delay the "Searching for Party Announcement" or select "Don't Play."
7. The Admin Access PIN does not affect this service.
8. Click "Add" in the "Call Sequence" section to get started.
 - a. Make your home phone number the first entry.
9. Fill in the following items for each number:
 - a. Number to Dial: Put in the 10-digit phone number.
 - b. Order: Select the order for this number in the call sequence.
 - c. Verify: select "Yes", to verify your identity upon answering. Select "No", to complete the call immediately.
 - d. Call Attempt Time: Set to 20 seconds to allow four rings. If you don't answer, the call is forwarded to the next number. You may need to adjust this setting to find what works best for you.
 - e. Call Delay Time: Set to 0 for no delay between forwarded numbers. Adjust per your preference.
 - f. Transfer Digit: Choose a digit to transfer an answered call to another configured phone number. Press the star (*) key followed by the transfer digit to transfer the call.

10. Click "Apply" and click "Save".

- Quickly activate or deactivate a number by clicking on the green check mark or red minus sign.
- The schedule feature allows you to set up certain numbers to be active only during specific times. After setting up a number but before clicking "apply," click "Schedule". Click the box on the day you want to change, select a new start and end time then click "apply" within the same dark blue box. The box will change shapes to cover only the times you chose. To change a different day, follow the same steps, always clicking "apply" before moving on. When you are finished setting the schedule for that number, click the second "apply" button in the bottom, right hand corner. The box will disappear. Click "save".
- This service does not work with the call feature "Do Not Disturb – Telemarketer."

Note: If you set up a long distance number for use with this feature; you will be charged for the long distance number.