# Voicemail Quick Reference Guide

## USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

## ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting callers will hear.

### FROM YOUR OWN PHONE:

- Dial *98.
- Enter your voicemail password.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

### FROM ANOTHER PHONE:

1. Dial the voicemail access number.

| | |
|---|---|
| Bedford | (812) 804-1101 |
| Bloomington | (812) 918-0101 |
| Columbus | (812) 669-5101 |
| Jasper | (812) 559-0101 |
| Nashville | (812) 200-1101 |

- When prompted, enter your 10 digit number.
- When prompted, enter your voicemail password followed by #.
- If you have new messages, the messages will be identified.

After hearing any new messages, you will be presented with the Voicemail Main Menu (shown at right).

## CHANGING YOUR VOICEMAIL PASSWORD

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN..

## RECORDING YOUR PERSONAL GREETING

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.

## REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

### VOICEMAIL MAIN MENU

| ACTION | KEY |
|---|---|
| Play Inbox Messages | 1 |
| Send Messages | 2 |
| Work with Greetings | 3 |
| Mail Box Settings | 4 |
| Access Deleted Messages | 6 |
| Log on as a different user | 7 |
| Help | 0 |
| Exit Voicemail System | * |

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# Voicemail Quick Reference Guide (continued)

## MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

| ACTION | Before Message | During Message | After Message |
|---|---|---|---|
| Skip Message | # (skips header, goes to message body) | # (skip to next message) | N/A |
| Reply to Message | n/a | 4 | 4 |
| Save Message and go to next | n/a | 2 | 2 |
| Delete | n/a | 3 | 3 |
| Play Inbox Messages | 1 | n/a | 1 |
| Send Messages | n/a | 5 | 5 |
| Work with Greetings | 3 (main menu) | | |
| Mailbox Settings | 4 (main menu) | | |
| Access Deleted Messages | 6 (main menu) | n/a | After playing a deleted message, 2 to save, 3 to permanently erase |
| Log on as a different user | 7 (main menu) | | |
| Help | 0 | 0 | 0 |
| Return to Main Menu, Exit Voicemail System | * (repeatedly, depending on how deep you are in the menu) | * | * |

## FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message to another recipient.

- To Forward the current message, press 5.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send or press 1 for delivery options, followed by # to send. Delivery options include the following:

### DELIVERY OPTIONS MENU

| ACTION | Before Message |
|---|---|
| Review the message | 1 |
| Mark message as urgent | 2 |
| Mark message as private | 3 |
| Re-record your message | 4 |
| Request a delivery report | 5 |
| Request a read report | 6 |
| Add or remove recipients | 7 |
| Schedule the message to be delivered in the future | 9 |
| Send the message as is | # |
| Exit or cancel press | * |

# Enhanced Voicemail CommPortal User Guide

## MANAGING ENHANCED VOICEMAIL ONLINE

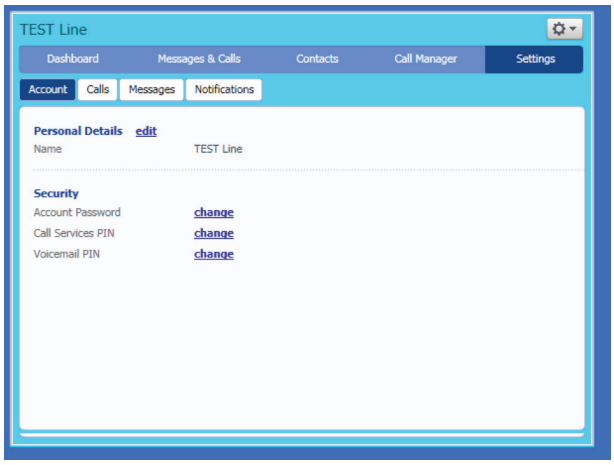
Enhanced Voice Mail (VM) offers you many additional features besides listening to messages—you get access to the Voicemail CommPortal, which allows you to determine how you receive the recording.

**Just go to commportal.smithville.com**

Enter your ten-digit phone number and the default password provided by a Smithville representative.

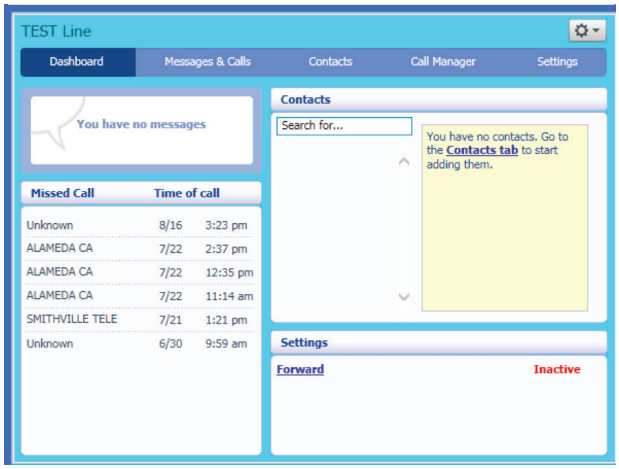
## IMPORTANT: Change your password immediately!

Changing your password will ensure your account stays protected. Go to the **Settings** tab, select the sub-tab Account, and **change the password from the default to a personally secure password as soon as you log in for the first time.** Also on this screen, you can change your call services PIN, as well as your voicemail PIN.




## ENHANCED VOICEMAIL DASHBOARD

After logging in you'll reach the **Dashboard** tab. On this screen you can view the calls you've missed and the date and time they were received. You can also search through your contacts.




## MESSAGES & CALLS

The **Messages & Calls** tab allows you to review all messages, missed calls, dialed, received and deleted information.

## CONTACTS

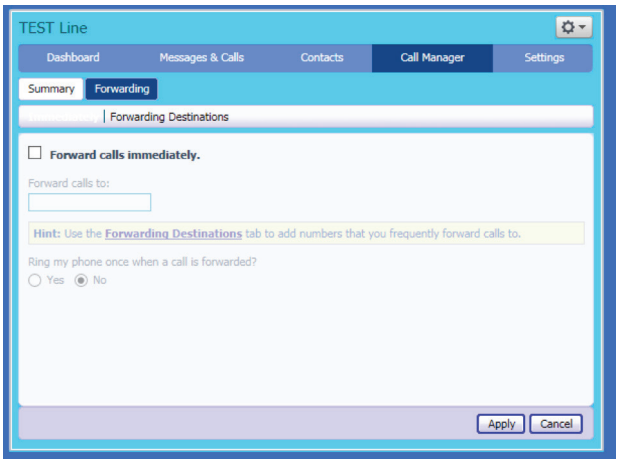
The **Contacts** tab allows you to add your own personal contacts. This will display the contact name you enter on the incoming calls you receive from that contact's number.

## CALL MANAGER

The Summary sub-tab tells you what rules are currently on your voice mail.

The Forwarding sub-tab allows you to change your forwarding preferences. Checking the box "Forward calls immediately" allows you to forward calls to any other number (example, if you are expecting a call but need to leave the house, you can set this to immediately forward to your cell phone). You can also set up routine *Forwarding Destinations* to forward your home line to, rather than keying the phone number each time.

Select *Ring my phone once when a call is forwarded* to remind you to uncheck the forwarding box once you get home.




**Note:** If you clicked on anything on the page you are on, and you didn't click Apply at the bottom right, the screen will ask if you are sure you want to leave the page. It's OK to say yes, and come back to that screen later. **You must click Apply to enact a change.**

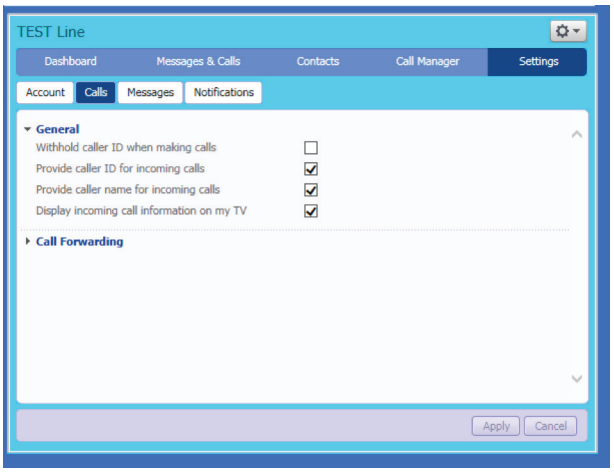
## SETTINGS

In the **Settings** tab there are four sub-tabs.

The Account sub-tab shows your personal details and is also where you can change your Password, Call Services PIN and Voicemail PIN.

The Calls sub-tab allows you to change general Caller ID options in the General section.

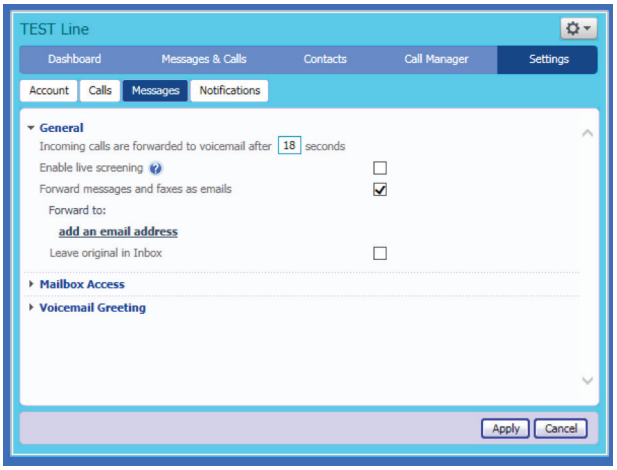
You can further personalize call forwarding in this section.




The Messages sub-tab allows you to select how many rings a caller hears before being sent to voicemail (each ring is 6 seconds, so an 18-second delay is 3 rings).

You can also choose to forward your messages to a fax number, or email address(es). You also have additional Mailbox and Voicemail Greeting options in this section.

**Just remember to click Apply after making changes**.




**We hope this helps you get the most out of Smithville's Enhanced Voicemail service!**
**If you require assistance at any time, please call us at (800) 742-4084**