



# smartnumbers messaging

User Guide

smartnumbers  
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Intended purpose This guide provides details of the features provided by smartnumbers messaging.

Intended audience This guide is intended for users of smartnumbers messaging.

Conventions used This guide uses the following format for tips and additional information:



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*Additional information relating to the current section.*

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# 1 INTRODUCTION TO SMARTNUMBERS MESSAGING

smartnumbers is a suite of next-generation voice services that enables an organisation to improve an individual's availability and working practices, in addition to promoting team collaboration.

The smartnumbers messaging service is a business-class voicemail application designed to meet the needs of people working in large-scale organisations. It gives you a centralised, managed system which eliminates the need for separate voicemail systems in the office, at home or on the move. This mailbox can be accessed from any telephone handset.

## 1.1 What you get with smartnumbers messaging

- **Single voicemail** for work, mobile and home.
- **Caller breakout:** It is possible for a caller to break out of voicemail at any time and be transferred to an operator.
- **Message handling:** By using your telephone handset, navigate between messages and also navigate within messages by rewinding and fast forwarding.
- **Forward/Copy messages** to another mailbox:
- **Call back:** Call the message sender at a click of a button.
- **Message alerts:** Receive alerts to new messages at your current location.
- **Message recording:** You can record a message which is then delivered to another user.
- **Reply to message sender:** When you receive a voicemail message, press one key to reply with a voicemail message.
- **Fax mail:** The user's personal mailbox number accepts faxes. Subscribers can select whether to receive faxes at a fax machine of their choice or via email.
- **Password protection:** Each user is given a unique ID and password which enables them to securely access their voicemail.

## 1.2 Related information

The appendices to this document include a phone button map, to aid you in navigating the telephone menus, and a 'How do I...?' section which acts as a quick reference for common tasks.

- ▶ *For more information, see "Appendix A: Telephone button map" on page 18 and see "Appendix B: How do I...?" on page 19*

## 1.3 Further Assistance

If you have a question that cannot be answered by this document or the smartnumbers online help, please contact your customer support representative. Your support details are available in the Welcome email you received.



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*Ensure that you have your smartnumber, ID and password to hand when you call the Service Desk. Ideally, you should also have access to the internet while you make the call.*

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## 2 GETTING STARTED WITH SMARTNUMBERS MESSAGING

This section will describe the initial steps required to start using your smartnumbers messaging service.

When you first use the service, you must:

- **Change your password:** For security reasons, it is essential that you change your password when you first log in to your smartnumbers service. The initial password is sent to you as part of your Welcome information.
  - ▶ *For more information, see "Change your password" on page 7*
- **Record your name and greetings:** Record your name to ensure that callers know they have reached the correct person's voicemail. It is also recommended that you record an appropriate voicemail greeting.
  - ▶ *For more information, see "Add your personalised greeting" on page 8*
- **Set your alerts:** To ensure you are made aware of any new messages you receive, wherever you are, you need to select the new message alert that best suits you.
  - ▶ *For more information, see "Set your alerts" on page 8*
- **Configure your mobile voicemail:** Configure the divert settings on your mobile phone to ensure all your messages are left in your smartnumbers mailbox.
  - ▶ *For more information, see "Configure your mobile" on page 12*

# 3 MANAGE YOUR PERSONAL SERVICES


Your smartnumbers messaging service allows you to manage your personal settings by using your telephone handset. Your personal settings define where you are and how you want calls to you to be handled.

## 3.1 Log in to your service

In order to manage your settings and access your voicemail, log in to your mailbox by using a telephone handset.

### 3.1.1 Log in to your mailbox

Log in to your mailbox to manage your settings and access your voicemail:

1. Dial your mailbox number.  
This number was sent to you within the Welcome emails.
2. Press the  key.
3. Enter your password when prompted.  
The system plays your voicemail messages.

## 3.2 Change your password

To ensure security, you must change your password as soon as you receive your smartnumber.





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*Your new password cannot begin with zero.*

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### 3.2.1 To change your password using your handset

1. Log in to your mailbox.  
▶ *For more information, see "Log in to your mailbox" on page 7*
2. Press  to access the Mailbox Customisation menu.
3. Press  to access the Password menu.
4. Enter your new password.
5. Confirm your new password.

If your new password is valid, the system will confirm that your password has changed and return you to the Mailbox Customisation menu.

### 3.3 Add your personalised greeting

There are three types of greeting you can record:

- **Permanent greeting:** The default greeting callers will hear when they are connected to your voicemail.
  - ▶ *For more information, see "To record your permanent greeting" on page 11*
- **Temporary greeting:** A greeting played to callers for a specified day, and deleted during the night. This feature is useful for occasions when you know you will be unavailable to take calls for a long period of time during the day and want to inform callers of this. You can delete the greeting when it is no longer valid.
  - ▶ *For more information, see "To record a temporary greeting" on page 11*
- **Extended absence greeting:** The greeting used when you are away for an extended period and do not want to receive calls, or allow the caller to leave a voicemail message. The system plays the extended absence greeting and then, if you have defined a Delegate, prompts the caller to indicate whether or not they want to be transferred to your Delegate. No voicemail message can be left by the caller.
  - ▶ *For more information, see "To record an extended absence greeting" on page 9*

### 3.4 Set your alerts

The system can automatically alert you whenever you receive a voicemail message or when you receive a fax. You can be alerted in a number of ways:

- **Call to current location:** The system will call the phone number entered for your current location and play your new voicemail messages when you answer.
- **Send Text Message:** The system will send a text message to your mobile phone.
- **Send Email:** The system will send an email to your email address.
- **Message Waiting Light:** Depending on the network and your handset's functionality, a light will display on your handset when you receive a new message.




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*If you are unsure that your network supports this option, please contact the Service Desk.*

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- **Pager:** The system will send an alert to your pager.

You can select any combination of alerts to ensure that you are informed of a new message as soon as possible.

#### 3.4.1 To set your alerts using your handset

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. Press **7** to access the Mailbox Customisation menu.
3. Press **3** to access the Message Alerts menu. The system will inform you of your current alert options.
  - To select a call to your Current Location, press **1**
  - To select an SMS alert, press **2**
  - To select a Message Waiting Light alert, press **3**



- To select an Email alert, press **4**
- To select a Pager alert, press **5**

The system will play your current settings.

4. To enable the alert, press **1**. To disable the alert, press **2**  
The system will return you to the Mailbox Customisation menu.

### 3.4.2 To amend your current location

If you have been moved to a new desk, you must tell the system your new phone number to receive your message alerts.



*This feature is also used to disable the extended absence greeting.*

► *For more information, see "Set your extended absence greeting" on page 9*

1. Log in to your service.  
► *For more information, see "Log in to your mailbox" on page 7*
2. Press **8** to access the Amend Current Location menu.
3. Press **1** to listen to your current location.
4. Press **2** to change your current location phone number.
  - To accept the new current location phone number, press **1**
  - To enter a new current location phone number, press **2**

If you have not entered a phone number for the location you select, the system will prompt you to enter a phone number, or offer to use the phone number you are calling from if it is recognized.

## 3.5 Set your extended absence greeting

The extended absence greeting is used when you are away for an extended period and do not want to receive calls or allow callers to leave a voicemail message.

When enabled, the system plays the extended absence greeting and then, if you have defined a Delegate, prompts the caller to indicate whether or not they want to be transferred to your Delegate. No voicemail message can be left by the caller.

### 3.5.1 To record an extended absence greeting

1. Log in to your mailbox.  
► *For more information, see "Log in to your mailbox" on page 7*
2. Press **7** to access the Mailbox Customisation menu.
3. Press **9** to access the Extended Absence Greeting menu.
4. Press **2** to record your extended absence greeting, and **\*** when the recording is over.

Wait until the system confirms the recording was successful.

The system returns you to the Extended Absence Greeting menu.

### 3.5.2 To enable an extended absence greeting

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. Press **7** to access the Mailbox Customisation menu.
3. Press **9** to access the Extended Absence Greeting menu.
4. Press **1** to enable extended absence.

The system will prompt you to record a greeting if you have not already done so.

### 3.5.3 To disable your extended absence greeting

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. Press **8** to access the Amend Current Location menu.
  - ▶ *For more information, see "To amend your current location" on page 9*
3. Press **1** to listen to and confirm your current location.

The extended absence greeting will be disabled.

## 4 MANAGE YOUR MESSAGES

Your smartnumbers messaging service provides you with a mailbox to receive your voicemail messages. When you receive a new message, the system can alert you.

► *For more information, see "Set your alerts" on page 8*

### 4.1 Configure voicemail messages

The service allows you to configure your voicemail settings. You can identify your mailbox to callers by recording your name, as well as recording a permanent and a temporary greeting. In addition, you can choose to have copies of your voicemail messages sent to you by email as a .wav file. This allows you to archive your voicemail messages.

#### 4.1.1 To record your name

1. Log in to your mailbox.  
► *For more information, see "Log in to your mailbox" on page 7*
2. Press **7** to access the Mailbox Customisation menu.
3. Press **1** to access the Name menu.
4. Press **2** to record your name, and **\*** when the recording is over.  
Wait until the system confirms the recording was successful. The system returns you to the Name menu.

#### 4.1.2 To record your permanent greeting

1. Log in to your mailbox.  
► *For more information, see "Log in to your mailbox" on page 7*
2. Press **7** to access the Mailbox Customisation menu.
3. Press **4** to access the Permanent Greeting menu.
4. Press **2** to record your permanent greeting, and **\*** when the recording is over.  
Wait until the system confirms the recording was successful. The system returns you to the Permanent Greeting menu.

#### 4.1.3 To record a temporary greeting

1. Log in to your mailbox.  
► *For more information, see "Log in to your mailbox" on page 7*
2. Press **7** to access the Mailbox Customisation menu.
3. Press **0** to access the Temporary Greeting menu.
4. Press **2** to record your temporary greeting, and **\*** when the recording is over.

Wait until the system confirms the recording was successful. The system returns you to the Temporary Greeting menu.

#### 4.1.4 To copy a voicemail message to an email address

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. Press **7** to access the Mailbox Customisation menu.
3. Press **5** to access the Message Delivery menu.  
The system will inform you of your current settings.
4. Press **3** to access the Voice to Email menu.
5. Press **1** to automatically copy all new voicemail messages to your email address.  
The system will return you to the Message Delivery menu.

## 4.2 Configure your mobile

To ensure all your messages are left in your smartnumbers mailbox, you need to configure your mobile phone to use your smartnumbers mailbox.

### 4.2.1 To configure your mobile to use your smartnumbers mailbox

1. On your mobile, dial **\*\*004\*your mailbox number\*11#** as if making a normal call, and press Call, Send, or Talk.  
Your mailbox number was sent to you in the Welcome emails.  
For example, if your mailbox number is 0123456789, dial: **\*\*004\*0123456789\*11#**
2. Wait for a confirmation message, such as Success or Divert Active.
3. Call your mobile from another phone and leave a short message.  
Check your mailbox to ensure calls are being diverted correctly.
  - ▶ *For more information, see "Checking your mailbox" on page 13*

## 4.3 Configure your fax settings

The system allows you to define how your faxes are handled. You can enter a number for a fax machine you would like your faxes to be sent to, and also select whether you would like your fax messages to be copied to your email address as a TIFF email attachment.

### 4.3.1 To add fax numbers to your service

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your service" on page 7*
2. Press **7** to access the Mailbox Customisation menu.
3. Press **5** to hear the Message Delivery menu.  
The system will inform you of your current delivery settings.
4. Press **1** to access the Fax Forward menu:
  - To have faxes delivered to an office fax, press **1**

- To have faxes delivered to a home fax, press **2**
- To have faxes delivered to a temporary fax, press **3**




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*If no phone number is entered for the location you select, you will be prompted to enter a phone number. To add the phone number from which you are calling, press the **#** key.*

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#### 4.3.2 To receive copies of faxes as email attachments




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*This is the recommended option, as no charges are made to send the fax as an email attachment.*

*To change the email address, please contact the Service Desk.*

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1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. Press **7** to access the Mailbox Customisation menu.
3. Press **5** to access the Message Delivery menu.
  - The system will inform you of your current settings.
4. Press **2** to access the Voice to Email menu.
5. Press **1** to automatically copy all new voicemail messages to your email address.
  - The system will return you to the Message Delivery menu.

## 4.4 Checking your mailbox

You can check your mailbox for new messages by using your telephone handset.

### 4.4.1 To check mailbox for new messages




1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. The system will now play your messages.
  - While the message is being played, you have the following options:
    - To hear the previous message, press **1**
    - To leave a message for another user, press **2**
    - To hear the next message, press **3**
    - To rewind the current message by four seconds, press **4**
    - To hear the time and date the message was left, press **5**
    - To fast forward four seconds into the message, press **6**
    - To action the message, press **0** and follow the prompts

- To call the person who left the message, press 


#### 4.4.2 Respond to messages

You can respond to messages in one of two ways. You can either reply to the message sender with a voicemail message, or you can call the message sender directly at their current location.

Reply to a message sender with a voicemail message

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. When you hear the message you want to respond to, press 
3. Press  to record your response to the message sender.
4. Record your response. Press , or hang up, to end your recording.

Speak to a message sender

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. When you hear the message you want to respond to, press . The system will ask you to hold while it tries to connect you to the message sender.




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*This feature is only available if the system recognises the caller's phone number.*

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#### 4.4.3 Forwarding messages





You can forward messages from your mailbox to other users, or to a team of users. When you forward a message to another user, you can keep a copy of that message in your mailbox for future reference.

You can divert messages to other users and remove the messages from your mailbox at the same time.

You can also record annotations to messages before you forward them. For example:

"Hi Pam, this is Jane. I received this message but I think you are the best person to deal with it. Could you call the customer back? Thanks."

To forward a message to another user or team

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. When you hear the message you want to forward, press 
  - To forward the message and keep a copy in your mailbox, press 
  - To divert the message and remove it from your mailbox, press 
3. Enter the number of the user or team to whom you would like to forward the message, and press . If the user has a Name recording, this will be played to confirm the recipient.

The system returns you to the main menu.

To forward a message with an annotation

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. When you hear the message you want to forward, press **0**
  - To forward the message with an annotation, and keep a copy of the message in your mailbox, press **5**
  - To divert the message with an annotation, and remove it from your mailbox, press **6**
3. Enter the number of the user or team to whom you would like to forward the message, and press **#**

If the user has a Name recording, this will be played to confirm the recipient.
4. Record your annotation, and press **\***
  - To send the message immediately, press **0**
  - To listen to the message, press **1**
  - To re-record your annotation, press **2**
  - To add more to the end of the annotation, press **3**
  - To mark the message as urgent, press **4**

The system will return you to your mailbox.

#### 4.4.4 Save messages

Your voicemail messages are automatically deleted after 30 days. To ensure that you do not lose important voicemail messages, you can save messages in your mailbox.

To save a message to your voicemail box

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. When you hear a message you want to save, press **0** to action that message.
3. Press **4** to save the message.

The system returns you to your mailbox.

#### 4.4.5 Archive messages

You can archive messages either in your voicemail box, or you can copy your messages to your email inbox where they are received as attachments in a .wav file format.

You can either archive messages on an individual basis, or select to have all new messages copied to your email address.

To archive individual messages to your email address using your handset

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*

2. When you hear a message you want to copy to your email address, press **0** to action that message.
3. Press **7** to save the message.  
The system returns you to your mailbox.

#### 4.4.6 Delete messages

To ensure that your mailbox is kept current and the messages you require are easily accessible, you can delete messages that you no longer need.

To delete messages

1. Log in to your mailbox.  
▶ *For more information, see "Log in to your mailbox" on page 7*
2. When you hear a message you want to delete, press **0** to action that message.
3. Press **#** to delete the message.  
The system returns you to your mailbox.

#### 4.5 Access faxes

After faxes have been delivered, they remain available in the mailbox until deleted. You can access these faxes in a number of ways.

##### 4.5.1 To access faxes in the mailbox

1. Log in to your mailbox.  
▶ *For more information, see "Log in to your mailbox" on page 7*
2. Press **9** to access the Fax menu.  
The system will play the details of the faxes in your mailbox.
3. When you hear the details of the fax you want to access, press **0**
4. If you are calling from a fax machine, press **1** to send the fax to the machine you are calling from.
5. If you would like the message to be sent to a fax machine convenient to where you are, press **2** and enter the number of the machine to which you would like to deliver the fax.

#### 4.6 Send a voicemail message

You can send a voicemail message to a contact or team, which they receive as a new voicemail message in their mailbox. This is particularly useful for sending a message to every member of a team, but only recording the message once.



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*You can only send voicemail messages to other users, or teams of users.*

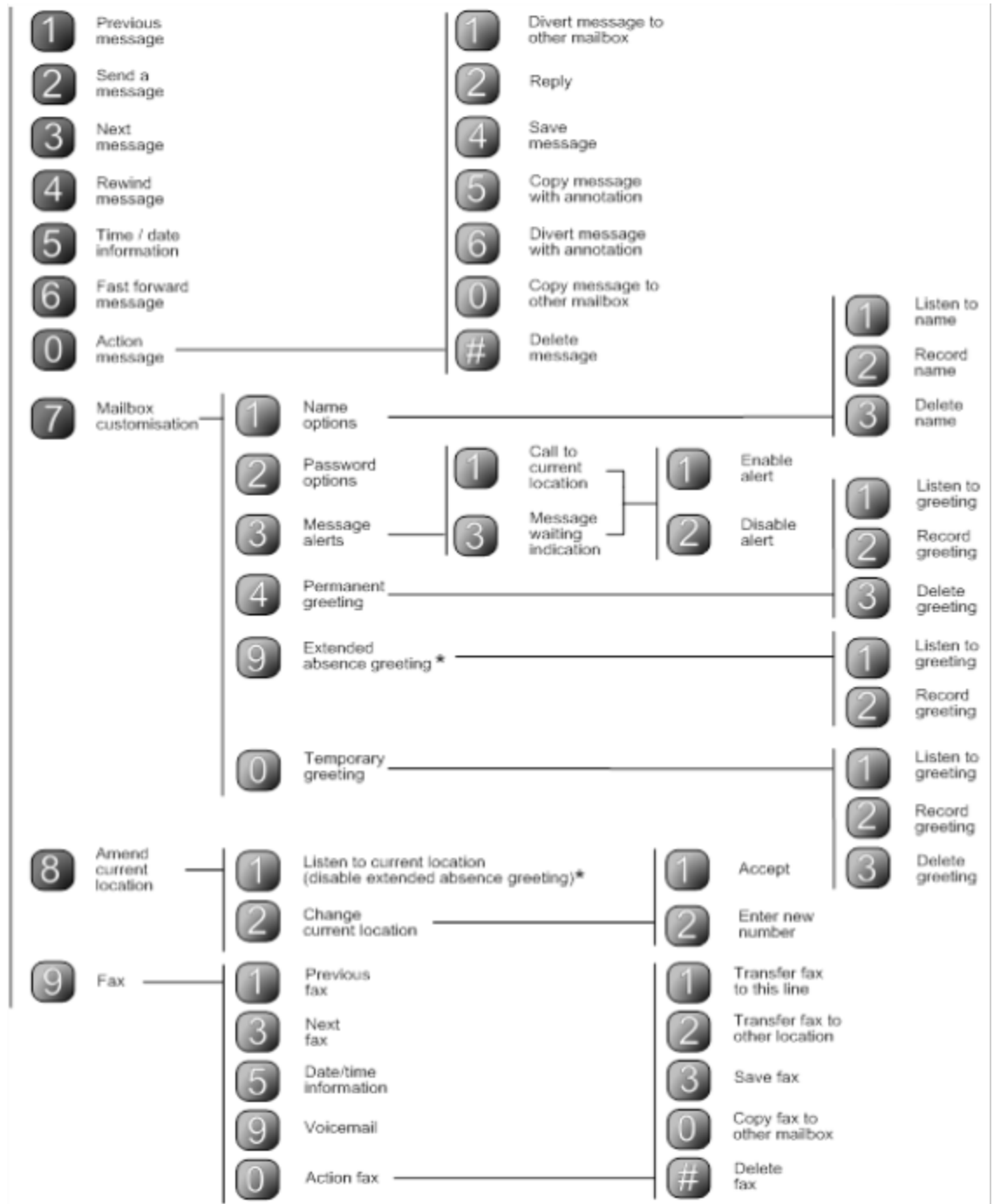
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#### 4.6.1 To send a voicemail message

1. Log in to your mailbox.
  - ▶ *For more information, see "Log in to your mailbox" on page 7*
2. Press **2**  
The system requests the phone number of the person or group you are leaving a voicemail message for.
3. Enter the smartnumber of the user or team and press **#**
4. Leave a voicemail message after the tone.
5. When you have left the voicemail message, hang up.  
To hear other options, press **\***

# 5 APPENDIX A: TELEPHONE BUTTON MAP



## 6 APPENDIX B: HOW DO I...?

The latest version of this guide as well as a troubleshooting/FAQ section can be found at:  
<http://support.smartnumbers.com>

It is recommended that you check this web page before you call the Service Desk.

- How do I know if I have a voicemail message?
  - ▶ *For more information, see "Set your alerts" on page 8*
- How do I listen to my voicemail messages?
  - ▶ *For more information, see "Manage your messages" on page 11*
- How do I receive faxes to my office fax machine?
  - ▶ *For more information, see "Access faxes" on page 16*
- How do I change my password?
  - ▶ *For more information, see "Change your password" on page 7*
- How do I forward a voicemail message to someone else?
  - ▶ *For more information, see "Respond to messages" on page 14*
- How do I let people who call me know that I am in a meeting?
  - ▶ *For more information, see "To record a temporary greeting" on page 11*
- How do I ensure my voicemail box doesn't fill up while I am away for a significant length of time?
  - ▶ *For more information, see "Set your extended absence greeting" on page 9*