

PRI, CAS
& SIP DID

SmartVoice

TPX

03/26/2017



Quick Reference

CODE FUNCTION

Activate	Feature Access Code Calls	Deactivate
★72	Call Forwarding (Always)	★73
★76	Call Forwarding Busy	★77
★78	Call Forward No Answer	★79
★94	Call Forwarding Not Reachable	★95
★67	Calling Line ID Delivery Blocking Per Call	
★82	Calling Line ID Delivery Per Call	
	Voicemail Features	
★21	Call Forwarding Always to Voicemail	★23
★40	Call Forwarding Busy to Voicemail	★39
★98	Call Forwarding No Answer to Voicemail	★97
★22	No Answer Timer	
★55	Direct Voice Mail Transfer	
★62	Voice Portal Access	

Note: The customer's PBX must be able to send the ★ and a feature access code along with the call. The PBX must also be able to outpulse the specific DID number with the call and not be limited to outpulsing the BTN only.




SmartVoice DID Features must be purchased and assigned to your account before they will be available for use with your service. Please contact Customer Care at 877-487-8722 for any questions or to order additional features.

Contents




PG FEATURE

3	Call Forwarding (Always)
3	Call Forwarding Busy
3	Call Forward No Answer
4	Call Forwarding Not Reachable
4	Calling Line ID Delivery Blocking Per Call
4	Calling Line ID Delivery Per Call
5	Voice Portal
5	Remote Access to Call Forwarding
7	Call Forwarding Always to Voicemail
7	Call Forwarding Busy to Voicemail
8	Call Forwarding No Answer to Voicemail
8	No Answer Timer
8	Direct Voice Mail Transfer
9	Voice Portal Access
10	Reply to Message Table
10	Forward Message Table
11	Compose Message Table
11	Leaving Messages for Other Users




FEATURE ACCESS
CODE CALLSCall Forwarding
(Always)[Activation](#)

- Lift handset. Press the assigned code   
- Enter phone number to which calls will be forwarded.
- Replace handset. The service is on.




[Deactivation](#)

- Lift handset. Press the assigned code   
- Replace handset. The service is off.




Call Forwarding
Busy[Activation](#)

- Lift handset. Press the assigned code   
- Enter phone number to forward calls when you're on the phone.
- Replace handset. The service is on.




[Deactivation](#)

- Lift handset. Press the assigned code   
- Replace handset. The service is off.




Call Forwarding
No Answer[Activation](#)

- Lift handset. Press the assigned code   
- Enter phone number to forward calls when you do not answer.
- Replace handset. The service is on.




[Deactivation](#)

- Lift handset. Press the assigned code   
- Replace handset. The service is off.




FEATURE ACCESS CODE
CALLS (cont.)Call Forwarding
Not ReachableActivation

- Lift handset. Press the assigned code   
- Enter phone number to which calls will be forwarded to in an outage or All Call Paths Busy condition.
- Replace handset. The service is on for all calls.




Deactivation

- Lift handset. Press the assigned code   
- Replace handset. The service is off for all calls.

Calling Line ID Delivery
Blocking Per Call

- Lift handset. Press the assigned code   
- Dial the phone number.
- The call is placed, and your calling line ID is not displayed.

Calling Line ID
Delivery Per Call

- Lift handset. Press the assigned code   
- Dial the phone number.
- The call is placed, and your calling line ID is displayed for this call.

VOICE
PORTAL







Your Voice Portal provides access to your SmartVoice voicemail account. Remote Access to Call Forwarding (RACF) is also managed with your Voice Portal. These services are only available if assigned to your account.

Voice Portal #: _____

If you do not have your Voice Portal #, please contact Customer Care at 877-487-8722 for assistance.

REMOTE ACCESS TO
CALL FORWARDING

From Voice Portal
Main Menu







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

FEATURE



INSTRUCTIONS

REMOTE ACCESS TO CALL FORWARDING (CONT.)

Call Forwarding

-  Activate Call Forwarding
-  Deactivate Call Forwarding
-  Change forwarding destination
-  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

VOICEMAIL
FEATURES




Note: User must have an active Voicemail account to use the following features.

Getting Started




Welcome to SmartVoice Voicemail. Before accessing your mailbox, please be sure to take a moment to familiarize yourself with this user guide. It provides you step by step instructions to set up your mailbox. It also offers hints to manage your messages more effectively.

Your Voice Portal provides access to your SmartVoice Voicemail account. Please reference your Voice Portal # provided on page 5.




Call Forwarding
Always to Voicemail[Activation](#)

- Lift handset. Press the assigned code   .
- An announcement will verify calls will go directly to VM.
- Replace handset. The service is on.




[Deactivation](#)

- Lift handset. Press the assigned code   .
- An announcement will verify calls will not go directly to VM.
- Replace handset. The service is off.




Call Forwarding
Busy to Voicemail[Activation](#)

- Lift handset. Press the assigned code   .
- An announcement will verify calls will go to VM.
- Replace handset. The service is on.




[Deactivation](#)

- Lift handset. Press the assigned code   .
- An announcement will verify calls will not go to VM.
- Replace handset. The service is off.




VOICEMAIL
FEATURES (cont.)Call Forwarding
No Answer to
VoicemailActivation

- Lift handset. Press the assigned code   .
- An announcement will verify calls will go to VM when you do not answer.
- Replace handset. The service is on.

Deactivation

- Lift handset. Press the assigned code   .
- An announcement will verify calls will not go to VM when you do not answer.
- Replace handset. The service is off.

No Answer Timer




- Lift handset. Press the assigned code   .
- An announcement will ask you to enter the number of rings before the system applies no answer handling to your incoming calls. (Valid choices are 0, 2, 3, 4, 5 and 6).

Direct Voice Mail
Transfer







- Call is established
- Flash hook for dial tone.
- Press the assigned code   . You will hear an announcement to press pound or hang up to transfer the call to your voicemail box.

VOICEMAIL FEATURES (cont.)

Voice Portal Access








- Lift handset. Press the assigned code   .
 - You are connected to the Voicemail menu system.
-

From Voice Portal Main Menu



-  Access Voice Messaging
 -  Record personalized name
 -  Change Call Forwarding options
 -  Change passcode
 -  Exit
 -  Repeat menu
-








From Voice Messaging Menu

For users that
have voicemail




-  Play messages (see Play Messages table)
-  Busy Greeting menu (see Busy Greeting table)
-  No Answer Greeting menu (see No Answer Greeting table)
-  Compose Message menu (see Compose Message table)
-  Delete all messages
-  Go to the Voice Portal Main Menu
-  Repeat menu









VOICEMAIL
FEATURES (cont.)Reply to
Message
Table

Press    from the main menu, then one of the following keys:

-  Send reply
-  Change current reply
-  Listen to current reply
-  Set or clear "urgent" indicator
-  Set or clear "confidential" indicator
-  Return to previous menu
-  Save Message

Forward
Message
Table

Press    from the main menu, then one of the following keys:

-  Send message to specific group members
-  Send message to entire group
-  Change current introduction
-  Listen to current introduction
-  Set or clear "urgent" indicator
-  Set or clear "confidential" indicator
-  Return to previous menu
-  Repeat menu

Note: Messages marked "confidential" cannot be forwarded.

VOICEMAIL FEATURES (cont.)

Compose
Message
Table

Press **5** JKL from the main menu, then one of the following keys:

-
- 3** DEF Send message to specific group member(s)
 - 4** GHI Send message to entire group
 - 1** Change current message
 - 2** ABC Listen to current message
 - 6** MNO Set or clear "urgent" indicator
 - 7** PQRS Set or clear "confidential" indicator
 - *** Return to Voice Messaging Main Menu
 - #** Repeat menu

Leaving
Messages for
Other Users

During greeting:

-
- #** Interrupt the greeting and start recording voice message
 - *** Transfer out of greeting to Voice Portal password prompt

While recording
message:

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

After leaving a
message:

- 1** Delete message and record again
- 2** ABC Listen to current message
- 3** DEF To send message (or hang up)
- 6** MNO Mark as urgent
- 7** PQRS Mark as confidential
- *** Cancel recording and transfer to Voice Portal password prompt
- #** Stop recording and review message