

Getting Started with SmartVoice

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SmartVoice is the new voicemail system here at UT-Austin. After Oct. 3rd, 2004, if you have a UT phone with voicemail, you have SmartVoice.

First-relax. Change can often be challenging and stressful, but early testing leads at least me to believe that you will find this change beneficial to you, and even easier than dealing with the phone.

You don't have to do anything to start with, SmartVoice will automatically create a new voicemail message for you. In order to change this message, you will need to obtain a temporary password.

Step 1: Obtain your temporary password at
<https://utdirect.utexas.edu/smartvoice/TUI/>

Now we can move on to change your voicemail message!

Changing your voicemail message

Now that you have your temporary password, you can change your voicemail greeting, and your password as well. If you like the message SmartVoice created for you, you can skip this step.

Step 1:

Dial the SmartVoice access number: 232-1000

Step 2:

Enter the last 5 digits of your phone number and press#

Step 3:

Enter your temporary password

Step 4:

Follow the directions of the Telephone Setup Wizard to record a greeting, your name, and change your password. After you change your password, you will be asked to enter your old password. Here you will use your temporary password for the last time.

Step 5:

Now you will need to enable your greeting and name.

Greeting: Press 82 (for Greetings), then 1 (External Greetings), then 3 (to Enable)

Spoken Name: Press 89 (for Spoken Name), then 3 (to Enable)

That's it!. In the next section, we will learn how to check our voicemail.

Checking your voicemail

There are a number of ways to check and listen to your voicemail using SmartVoice. Here, we are going to use the Web interface to SmartVoice.

Step 1:

Open a Web browser and go to <http://smartvoice.utexas.edu>

Step 2:

Enter your UTEID username and password

Step 3:

Once you login, you should see



Step 4:

The little red flag means you have voicemail. Click on Mailbox to open it.



Step 5:

Now click on the message to listen to it.

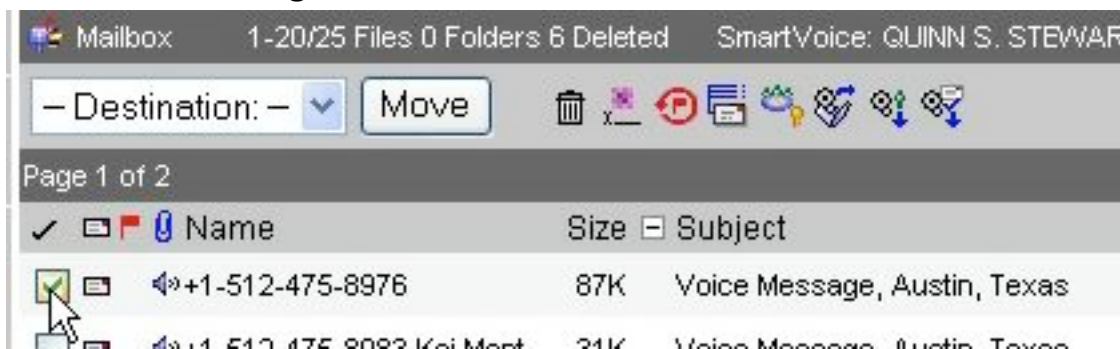


Step 6:

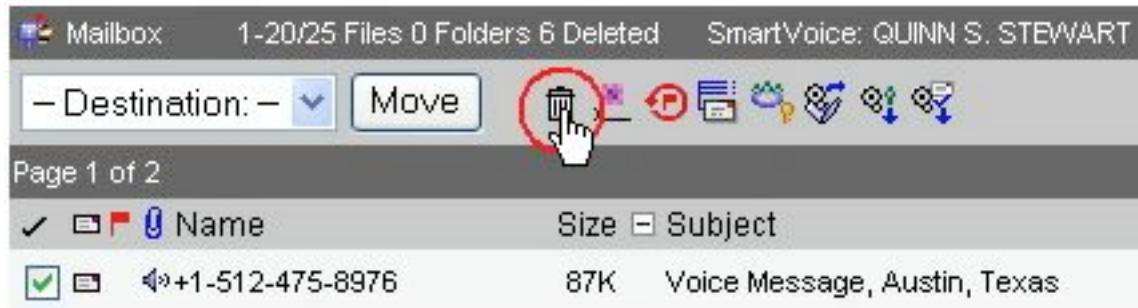
To delete the message, first return to your mailbox



Select the message



And click on the trash can icon to delete it.



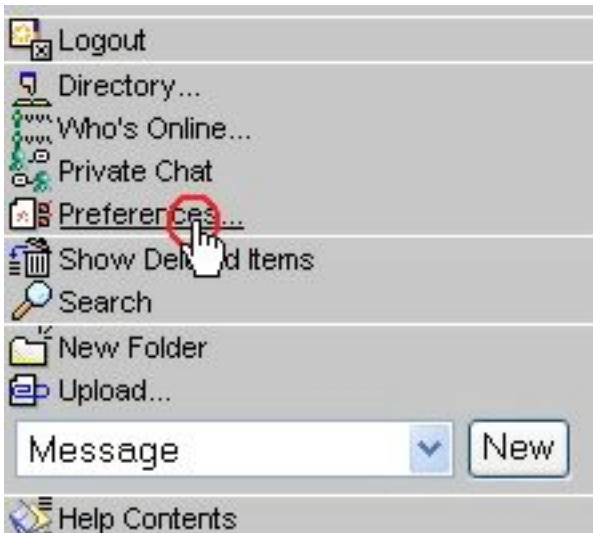
Forwarding voicemail to email

Suppose you don't want to login to SmartVoice to listen to your voicemail. You can forward your voicemail messages to your email! You will still have to login to SmartVoice to make the light on your phone quit blinking though :-)

To forward your voicemail to your email:

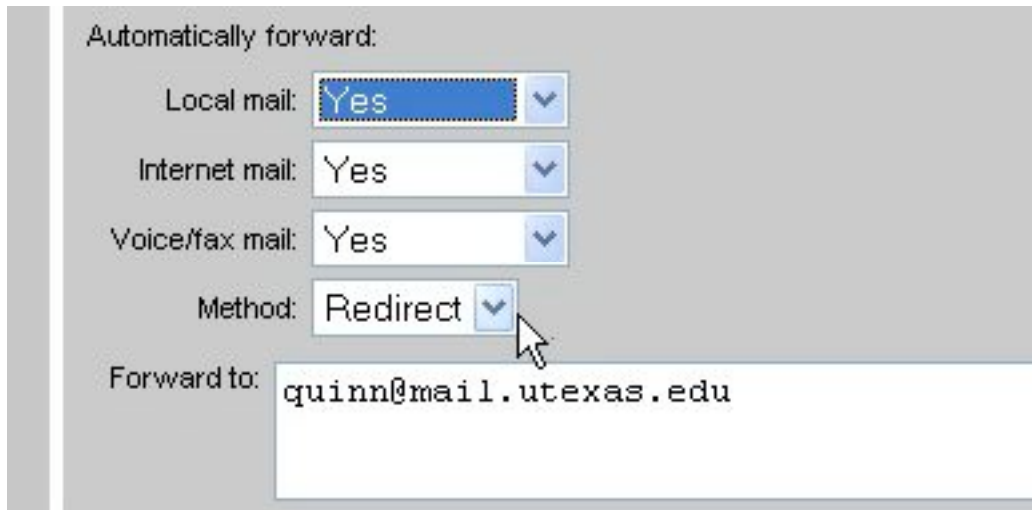
Step 1:

From your SmartVoice Desktop, click on Preferences



Step 2:

Scroll down to the section that says “Automatically forward:”



Automatically forward:

Local mail: Yes

Internet mail: Yes

Voice/fax mail: Yes

Method: Redirect


Forward to: quinn@mail.utexas.edu

Step 3:

Enter in the email address you wish to forward your voicemail to, and make sure the pulldown menu's are set to “Yes”.

Step 4:

Click ‘Save’ to save your new Preferences.



Web

List page size: 20

Save Reset

CallerID and Called, No message

SmartVoice uses CallerID to identify who is calling you (or who you are calling!) If people call you, and don't leave a message, SmartVoice will record this.

If you are not interested in this information, you can turn this feature off, or perhaps on if you want to know who keeps calling you.

Step 1:

From your SmartVoice Desktop, open “Preferences”



Step 2:

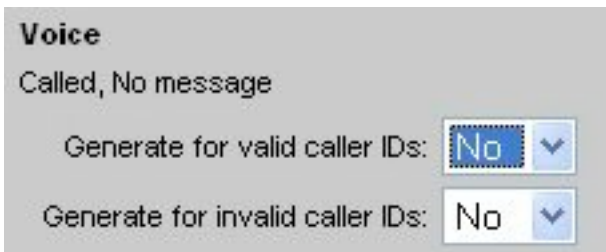
Scroll down in “Preferences” until you find “Voice”.



These settings will cause SmartVoice to generate a message, even if the person who calls does not leave a message.

Step 3:

Change settings as needed.



These settings will keep SmartVoice from generating a “Called, No message” message.

Step 4:

Save your Preferences.

