Introduction

Mutare Voice™ is the modern answer to voice message management in an era of digital communications. Mutare Voice completes your missed calls and delivers a notification, related caller information, and other action links to the call recipient as an email. The features-rich Mutare Voice application includes spam blocking, personal or built-in announcement options, out of office settings and more.

This document will guide you through the setup and features of your Mutare Voice system. For any questions not answered in this document, contact the IT Group HelpDesk at x8-2532.
# Table of Contents

- **Introduction** .................................................................................................. 1
- **Mutare Voice Setup** .................................................................................. 3
- **Login** ......................................................................................................... 3
- **User Profile** ............................................................................................... 4
- **Your Personal Announcements** .................................................................. 4
  - Create a Personal Announcement ................................................................ 4
- **Your Phone Numbers** ................................................................................ 7
  - Add a Number ............................................................................................... 7
  - Allow Zero Out/Call Transfer ..................................................................... 7
  - Dial by Name Feature ................................................................................ 9
- **Manage Blocked Callers** ........................................................................... 10
- **Edit Settings/Changing Announcements/Out of Office** ......................... 12
  - Out of Office Configure/Activate/Deactivate ......................................... 13
- **Notification Methods** ............................................................................... 14
  - Notification Type Templates ..................................................................... 15
  - Mutare Voice Message Notifications ..................................................... 15
  - Play Back Message from Another Phone .............................................. 16
- **User Shortcuts** ......................................................................................... 17
  - Edit Profile ................................................................................................ 18
  - Change Password ....................................................................................... 18
  - User Guide .................................................................................................. 18
  - Log Out ....................................................................................................... 18
- **Help** .......................................................................................................... 18
Mutare Voice Setup

Your business phone/extension will have been pre-configured so that missed calls are answered by Mutare Voice. Your username and password for logging in to your Mutare Voice user portal is your KSC NetID and password.

This guide details the various user settings on the Mutare Voice user portal.

Login

Go to:  https://kscvm.mutare.com  and you will get to the login screen below.

Login with your KSC NetID and password.
User Profile

Once logged in, you will see your Profile page. You should see your name, username, email address, password and time zone. You can add a phonetic spelling for your name so that Mutare Voice's automated text to speech feature creates an accurate pronunciation for your outgoing announcements. For example, the name José Smith could be entered as “Hoe Zay Smith” for a more accurate text to speech audio conversion.

Your Personal Announcements

In this section, you can record any number of announcements if you prefer using a personal announcement instead of one of the pre-recorded canned announcement selections when Mutare Voice answers a missed call.

Create a Personal Announcement

To record a personal announcement, click on the Add a Personal Announcement link to open a window where you can type in a short descriptive name for the announcement as well as notes/script for further definition. Click Save to add the new announcement title to your list of Personal Announcements.
Once Saved, Click the Record (microphone) icon to record the announcement.

This will open the recording wizard directing you to define an available phone number that Mutare Voice will call and, when answered, allows you to record your announcement. Follow the instructions in the window and be sure the number you define is for a readily-available phone. On-campus phones only require the 5-digit extension.
Once your new announcement is recorded and saved, you will see two additional icons added next to the Record icon (you may need to refresh the page).

To **Play** the announcement, click on the megaphone icon to open a Play Personal Announcement window and click to play the recorded announcement. Click on the X next to the megaphone to turn off the player.

To **Re-Record**, click on the microphone icon and follow the instructions for recording. The new recording will replace the prior version.

To **Download** the recording as a .wav file for future use, click on the Download (down arrow) icon. To Delete the recording, click on the Trash icon.
Your Phone Numbers

The Your Phone Numbers section displays

- The phone numbers/extensions that have been enabled for Mutare Voice missed call completion along with the announcement currently associated with that number.
- Current Out of Office On/Off indicator for each number.
- The number defined for redirection when callers zero out to that number (if activated).

This section also includes links/drop-downs to

- Add a Number to your profile along with related actions.
- Select which Mutare Voice-enabled number you would like to use for the Dial by Name directory from a main line Auto Attendant number should that be an option or, optionally, Opt Out of Dial by Name altogether.
- Manage Blocked Callers (if enabled by your systems administrator).
- Edit existing numbers (Edit page is also used to access Out of Office and Call Forwarding settings).
- Delete the number from your Mutare Voice profile (missed calls to deleted numbers will no longer be completed by Mutare Voice).

Add a Number

Your systems administrator will set up call coverage for your internal phone extension.

To add a new number and related actions, click on the Add a Number link.
On the following page you can

1. Type in your internal extension number (if not already added by your systems administrator) and/or your mobile number if call coverage for personal mobile numbers is enabled. **NOTE:** Always add +1 before your 10-digit cell phone number with no dashes (+1XXXXXXXXXX). Mutare Voice coverage will not be activated for that number until you follow the steps for conditional call forwarding to a pilot number provided by your organization. See detailed instructions for Conditional Call Forward/Mutare Voice Call Completion, below.

2. Select to allow/not allow callers to leave a message.

3. Select to allow/not allow callers to review their message before hanging up (if this feature is enabled by your administrator).

4. Select to allow/not allow callers to press 0 (zero out) and have unanswered calls transferred to another internal extension or to your mobile phone or other external number (see Allow Zero Out/Call Transfer details, below).
5. Select your announcement type for that number from the drop-down list. Selection choices will vary by organization, and the choices you have made for leaving a message and zero out, but may include

- One of your personal announcements (if recorded).
- A choice of “canned” announcements set up by your systems administrator.

6. Select Language Choice for transcription from the drop down. In most cases there will be one choice, but some international organizations may include several language options. Language choice is per phone number, so you may choose different transcription languages for different phone lines.

7. Check to enable delivery of notifications even in case of a hang-up calls. If unchecked, you will not receive notifications of hang-up calls.

8. Configure Out of Office settings for that number (see section on Out of Office configuration).

Once selections are Saved, the number and associated actions will appear in the Your Phone Numbers view on your Profile page.

Allow Zero Out/Call Transfer

When you apply the “Allow caller to press zero to transfer to another number” option for one of your Mutare Voice covered numbers, the system opens a form where you can insert another internal 5-digit extension or external/mobile phone number as your zero-out backup, and Mutare Voice will redirect the call to that number. (Note, that number does not have to be Mutare Voice-enabled). This feature can be
useful as a “find me” tool when paired with a personal announcement prompting the caller to press zero for call transfer to your mobile or other phone, or when you are out of the office and wish to direct missed calls to a colleague covering for you.

Dial by Name Feature

Many organizations use a centralized number with an auto-attendant and “dial by name” feature to route outside callers to specific internal extensions when that person’s name is entered on the caller keypad. Mutare Voice can replicate this function by using a designated number within your organization to answer and redirect callers via dial-by-name to the intended recipient’s business line or cell phone if that number has been configured for Mutare Voice call completion.

You will see a Dial by Name Number field at the bottom of the Your Phone Numbers and Announcements section of your profile page displaying the number you are using for Mutare Voice call completion. If you have more than one number covered by Mutare Voice (for instance, an internal business line and a mobile phone that is conditionally call forwarded to your organization’s Mutare Voice pilot number) there will be a drop down displaying all of your active numbers and, optionally, a “Do not include me in the Dial by Name directory” choice. Select the number you would prefer to use for calls directed to you through the Mutare Voice Auto Attendant/Dial by Name or opt out of this feature by selecting “Do not include me in the Dial By Name directory.”

Manage Blocked Callers

You have a Block Caller option that, when clicked from the notification, automatically adds that number to your Blocked Caller list. Any future missed calls from that number will be answered with an announcement that you are not accepting the call. Mutare Voice will not send you notifications of those calls, although they will be logged in your Blocked Caller list. This time-saving feature greatly reduces the annoyance of robo and other unsolicited calls. Below is an example of an email notification that includes the Block Caller link.
When you click on the Block Caller link in a notification, the system will display the following confirmation. If the block was a mistake, you have the option to click the Unblock this Caller link.

Once a number has been designated as Blocked, it appears on your Blocked Caller list. You can view your current blocked callers from the Manage Blocked Callers link included in the blocked call confirmation (see confirmation notification, above) or from the link in the Your Phone Numbers section on your profile page.

The list includes the phone numbers and date of the last block for each. You can also search for specific numbers on this list (to avoid scrolling through a long list) through the Phone Number Search frame.
You may choose to Unblock any listed number from this view by selecting the Unblock button. You can also manually add numbers to your Blocked Caller list. Click on the Add Number button, type in the number and Save.

**Edit Settings/Changing Announcements/Out of Office**

Click the **Edit** (pencil) icon for any existing number in the Your Numbers and Announcements section to open a page that allows you to edit the number and/or change the settings/actions associated with that number (for instance, select a different Announcement type, enable/disable Zero Out option, allow/not allow callers to Leave a Message at that number). At the bottom of this page is a link that opens a page where you can configure and activate/deactivate your **Out of Office** announcement and schedule.
Out of Office Configure/Activate/Deactivate

The Mutare Voice Out of Office settings tool provides a date-specific Out of Office announcement (this may be a pre-configured out of office announcement or a personal announcement) that is automatically activated/deactivated from your selection of calendar dates. Click on the Configure link in the Out of Office ribbon to open a window where you can insert the Out of Office date range (click on date fields from a drop-down calendar tool and type in times), select to allow/not allow callers to leave a message, select to allow/not allow callers to review their message (if this option is available), select whether to have calls transferred to another number when the caller presses zero (see Zero Out/Call Transfer details, above), and select an Out of Office announcement from the drop-down list.
Once saved, the date range indicator appears next to the associated number in your user profile. Your system will switch over to your selected Out of Office announcement at the start of your date range and then automatically switch back to your standard default announcement for that number at the end of the date range, and the Out of Office indicator will no longer appear.

![Your Phone Numbers Table]

To manually turn off the Out of Office setting, go to the Edit page for that number and click on the Deactivate link in the Out of Office ribbon.

---

**Notification Methods**

In this section of your profile page, you can view and manage your preferred methods for receiving Mutare Voice missed call notifications as well as the format those notifications will take. Notifications will be via Email only; the message light on your phone will not be lit.

**Add a Notification Method – Not Available**

In the Your Notification Methods section of your user profile, click on the Add a Notification Method link and choose Email.
Click the **Use 24-hr format** box if you prefer times that are displayed in your notification headers to appear in 24-hour vs. 12-hour AM/PM format. Click on your preferred method(s) and fill in the required address and template preferences. When you are out of the office or on vacation, you may consider temporarily adding a colleague’s address as back-up to ensure your missed calls are covered.

**Notification Type Templates**

Depending on the options set up by your systems administrator, you may be able to select from a set of pre-defined templates for each delivery option from a drop-down list. For instance, when you select email as one of your notification methods, a window opens where you add the email address for notification delivery and then select the preferred template for that notification from a drop-down list (see example, below). If enabled by your system, you may also choose to Activate/Deactivate the inclusion of the voice message sound file as an attachment. **NOTE:** Depending on the permissions set up by your systems administrator, notifications to email address domains outside of the organization may not be allowed. If this is the case with your system, you will not be able to save outside email addresses as a Notification Method.

**Mutare Voice Message Notifications**

Following is an example of Mutare Voice formatted email. The delivery may include additional caller-related information such as title, email address, account number etc. Other links may include:
• Listen: Opens a web page with a player to stream the caller’s message. This page may also include a link to have the message played back to you from a phone (see section on Play Back Message from Another Phone)
• Block Caller: Blocks notifications from that number (see Manage Blocked Callers section)
• Manage Profile: Returns you to your Mutare Voice login page

Email

Play Back Message from Another Phone

If your system is set up for streaming messages, your notification may include a “Listen” link. Clicking on this link will open a window that not only includes the player to stream the message, but also includes a link that allows Mutare Voice to optionally play that message from a phone handset. This feature is convenient for those working in noisy environments or when the need for privacy makes streaming over speakers prohibitive.
number) or an internal 5-digit extension only. If both options are available, be sure to select which phone number type you will be using, and also make sure the phone is readily available.

After inserting the phone number click Call. Mutare Voice will call that number and, when answered, plays back the caller’s voice message.

_______________

User Shortcuts

Click on the “Listen to message on your phone” link to open a window where you can provide the number you want Mutare Voice to call to play your message back. Depending on the permissions set up by your administrator, you may have the choice to use an external number (such as your personal cell phone number) or an internal 5-digit extension only. If both options are available, be sure to select which phone number type you will be using, and also make sure the phone is readily available.

After inserting the phone number click Call. Mutare Voice will call that number and, when answered, plays back the caller’s voice message.
Edit Profile

Returns you to your profile page to view and edit.

User Guide

Opens a pdf Mutare Voice guide with TOC links to content.

Log Out

Sends you back to your password-protected login page.

Help

For further assistance with your Mutare Voice application, contact the IT Helpdesk at x8-2532.