

ENA SmartVoiceSM



Administrator Training Participant Guide

Training SixFifty

Lines in Department: View All

To view the settings for an individual line, MLHG pilot number, or view MLHG group settings, click on the corresponding icon in the rightmost column.

<input type="checkbox"/>	Telephone Number	Extension	Name	Department	Actions
<input type="checkbox"/>	(216) 539 0030	7310	CMSD VVX 310	ENA Training	Actions ▼
<input type="checkbox"/>	(216) 539 3482	7410	CMSD VVX 410: 23256 Admin	ENA Training	Actions ▼
<input type="checkbox"/>	(216) 539 5959	7201	CMSD VVX 201	ENA Training	Actions ▼
<input type="checkbox"/>	(615) 645 6459	6459	Training VVX400	ENA Training	Actions ▼
<input type="checkbox"/>	(615) 645 6460	6460	Training Class	ENA Training	Actions ▼
<input type="checkbox"/>	(615) 815 1734	1734	MLHG - Training MLHG pilot: ...	ENA Training	Actions ▼
<input type="checkbox"/>	(615) 815 1737	1737	Training FourForty	Idaho	Actions ▼
<input type="checkbox"/>	(615) 815 1738	6601	SI VVX601	ENA Training	Actions ▼
<input type="checkbox"/>	(615) 942 4014	4014	Training SixFifty: 23256 Admin	ENA Training	Actions ▼

Move selected to: --Select Department-- Move Download all Lines

For more information, help videos, and user guides, visit help.ena.com

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Overview to your ENA SmartVoice Administrator Portal

Once ENA SmartVoice is deployed on your network, you have many options for customizing and managing your system.

Your ENA SmartVoice Administrator Portal is a web-based interface you may access at any time to adjust your system to address changing needs. The ENA Administrator Portal is intuitive and easy to use, and, of course, ENA support staff is here to help you at all times.

In this training, we will cover the most commonly used Administrator Features

You have a wide variety of features and settings you can adjust as an ENA SmartVoice System Administrator. In this training, we will cover the ones you will use the most.

For information about features not covered in this training, please visit Help.ENA.com.

Notes

What is a feature package and how does it affect features available for different extensions?

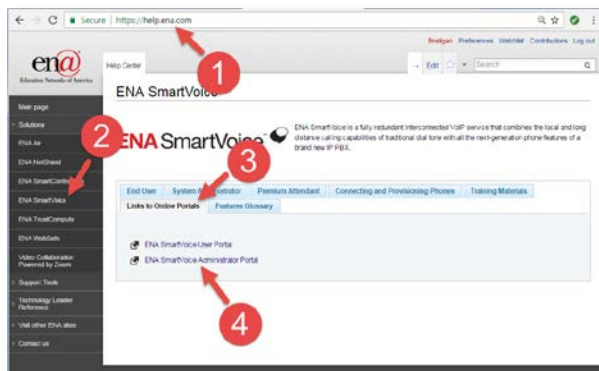
During your initial system configuration, you will have identified a feature package to be assigned to each extension. Available features vary by package, so it is important to know what is available for each user as you assist them. In this guide, if a feature is only available in specific feature packages, we will note that. Here is a chart showing which features are available with each feature package.

Notes

ENA SmartVoice: Features-at-a-Glance						
Features	Prime†	Mobile††	Plus	Plus Mobile	PlusOffice	Pro
Call Hold	•	•	•	•	•	•
Call Forwarding	•	•	•	•	•	•
Call Forward to Voicemail	•	•	•	•	•	•
Call Park and Call Pick-up	•	•	•	•	•	•
Call Transfer	•	•	•	•	•	•
Call Waiting	•	•	•	•	•	•
Caller ID	•	•	•	•	•	•
Click-to-Call	•	•	•	•	•	•
Distinctive Ring	•	•	•	•	•	•
Enhanced Network Call Quality Monitoring	•	•	•	•	•	•
Last Call Return	•	•	•	•	•	•
Messaging/Music on Hold	•	•	•	•	•	•
Online Interface	•	•	•	•	•	•
Redial	•	•	•	•	•	•
Speed Dial	•	•	•	•	•	•
3-way Conference	•	•	•	•	•	•
Telephone Number		•	•	•	•	•
Anonymous Call Blocking			•	•	•	•
Busy Lamp Field/Monitored Extension			•	•	•	•
Directed Call Pick Up			•	•	•	•
Group Call Pick Up			•	•	•	•
Local Call Recording**			•	•	•	•
Outbound Caller ID Block/Unblock			•	•	•	•
User-controlled Caller ID Restriction			•	•	•	•
Find Me Follow Me			•	•	•	•
Call Forking (up to 6 registrations)					•	•
Call Scheduling (Time of Day/Day of Week)						•
ENA SmartAssistant						•
ENA SmartVoice Go		•		•		•
ENA SmartVoice Go with Call Jump						•
Live Message Screening						•
Remote Click-to-Call						•
Smart Call Forwarding						•
PBX Features						
Auto Attendant*	•	•	•	•	•	•
Hunt/Rollover Groups*	•	•	•	•	•	•
One-to-Many Paging	•	•	•	•	•	•
Station-to-Station Dial	•	•	•	•	•	•
Calling Plans						
Bundle of Minutes – Includes Inbound, Outbound Local and Long Distance***	100+++	250+++	500+++	500+++	500+++	500+++
Local Number Portability	•	•	•	•	•	•
Unified Messaging						
Forward to E-mail	•	•	•	•	•	•
Message Waiting Indicator	•	•	•	•	•	•
Visual Voicemail	•	•	•	•	•	•
Voicemail	•	•	•	•	•	•
*Additional charges apply. ** Only supported on the Polycom VVX 401/411/500/501/600/601 phones. ***Long Distance is continental U.S. †ENA SmartVoice Prime + Telephone Number includes all features of the Prime package plus a telephone number. ††This package cannot be associated with a desk phone ††† Unused minutes will roll over to the next month and expire after 12 months.						

How do I log in?

1. Point your browser to <http://help.ena.com>.
2. Click **ENA SmartVoice** in the left sidebar.
3. Click **Links to Online Portals**.
4. Click **ENA SmartVoice Administrator Portal**.

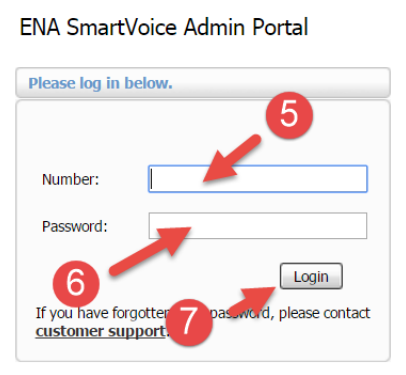


5. Enter your 10-digit phone number.
6. Enter your account password _____.



The account password for your Administrator Portal is the same as the account password for your User Portal

7. Click Login.



You may also access your ENA SmartVoice Administrator portal from my.ena.com.

Notes

Business group and department structure

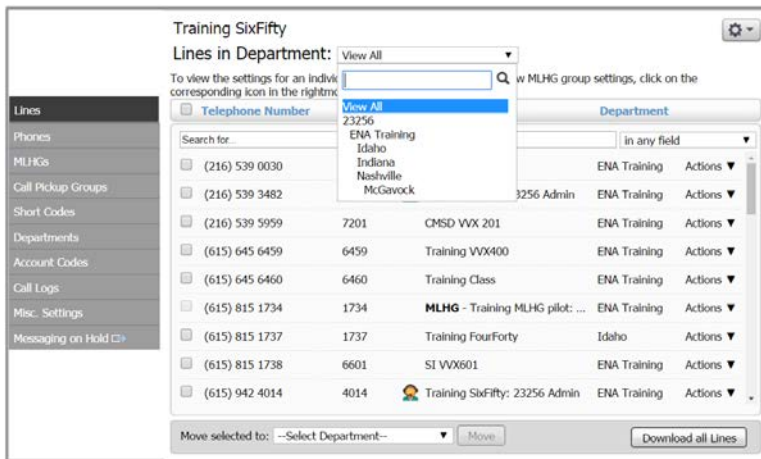
Each district or library system is set up as a Business Group and each location is defined as a Department.

You may be a global administrator for the entire Business Group.

You may be an administrator for your Department (site or building).

If you are a global administrator, you can use the drop down menu at the top to filter the view to a single department

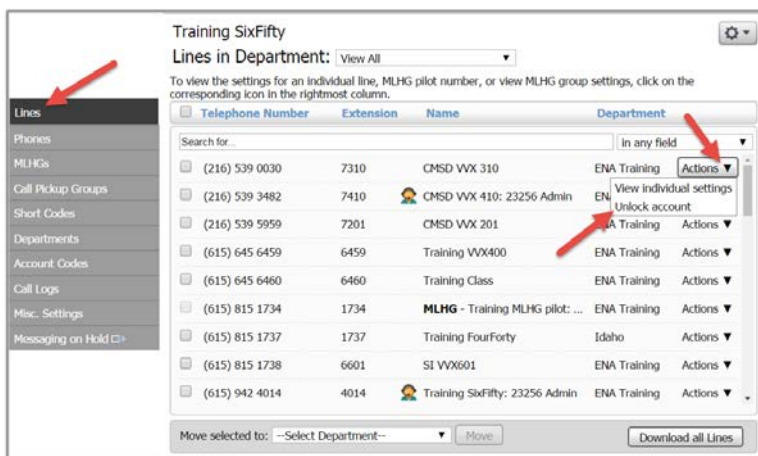
Notes



Unlock User Account After Unsuccessful Login Attempts

A user's account will be locked after 5 unsuccessful attempts to login to either voicemail or the ENA SmartVoice User Portal.

To unlock a user's account, click the arrow to open the **Actions** dropdown menu and click **Unlock account**.



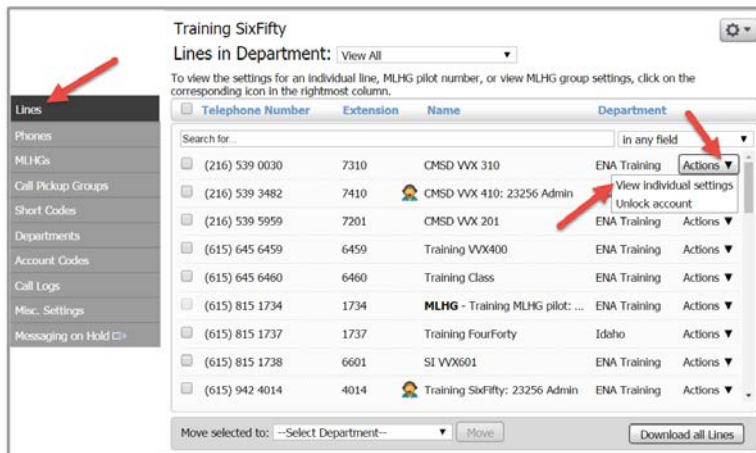
Notes

Accessing individual settings for a line

You can open the User Portal for all the lines for which you are an administrator and adjust the settings.

To open the User Portal for a line:

- Click the **Lines** tab to see all the lines for which you are the administrator
- Click the arrow to open the **Actions** dropdown menu and click **View individual settings**.

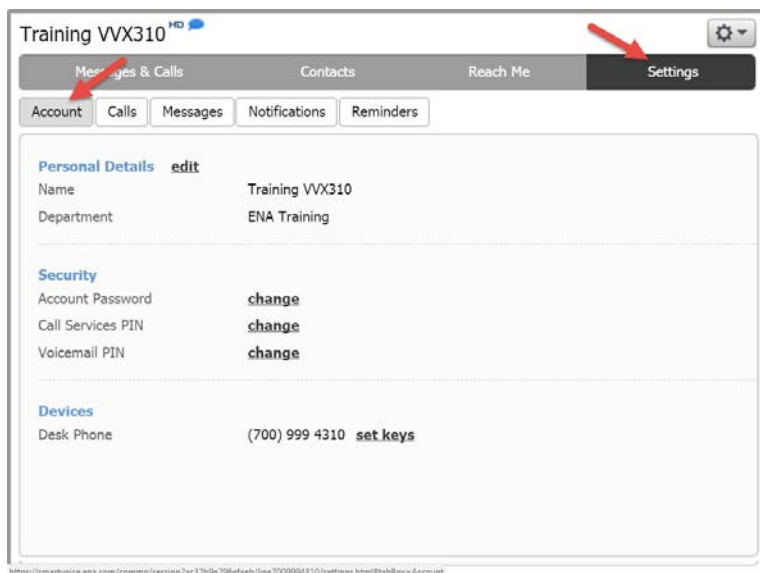


End-users may also open their user portal and manage the settings for their extension at <https://my.ena.com/smartvoice-user>.

How do I manage user's Account Settings?

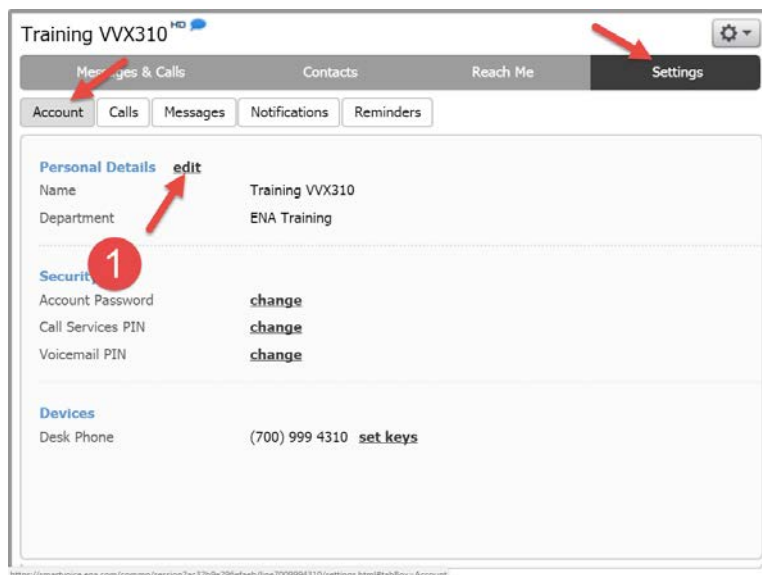
Once you have accessed the **Individual Settings** for a user's account, click the **Settings/Account** tab to manage account settings.

Notes

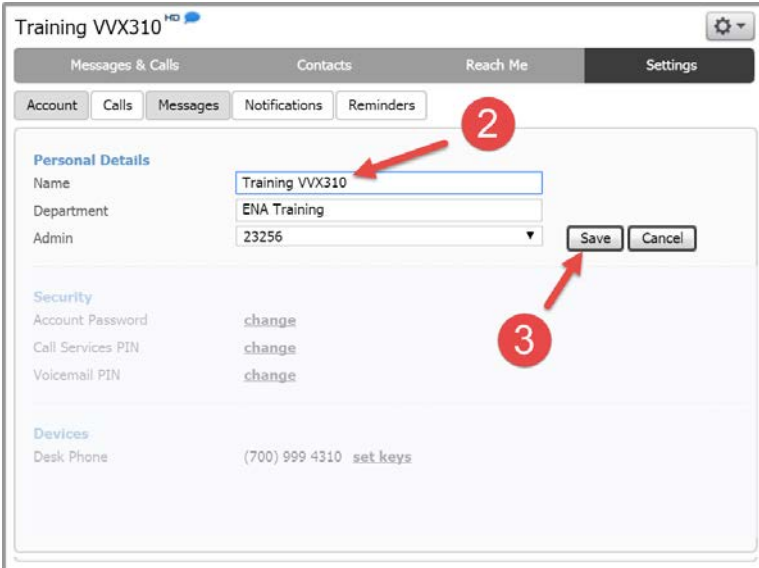


How do I change a username in the system?


1. Under **Settings/Account**, click **Edit** next to **Personal Details**.



2. Type the new **Name**.
3. Click **Save**.



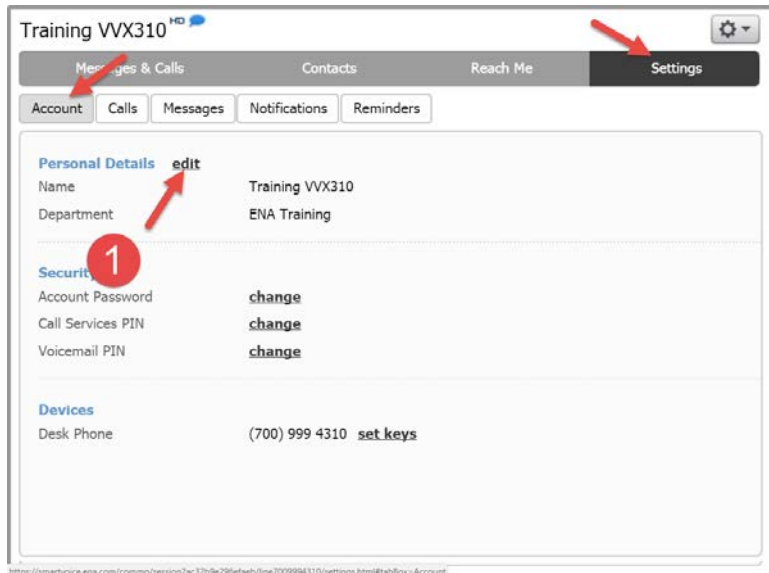
The screenshot shows the 'Training VVX310' settings page. At the top, there are tabs for 'Messages & Calls', 'Contacts', 'Reach Me', and 'Settings'. Below these are sub-tabs for 'Account', 'Calls', 'Messages', 'Notifications', and 'Reminders'. The 'Personal Details' section contains three fields: 'Name' (with the value 'Training VVX310'), 'Department' (with the value 'ENA Training'), and 'Admin' (with a dropdown menu showing '23256'). To the right of these fields are 'Save' and 'Cancel' buttons. A red circle with the number '2' and an arrow points to the 'Name' field. Another red circle with the number '3' and an arrow points to the 'Save' button. Below the 'Personal Details' section are sections for 'Security' (with links for 'Account Password', 'Call Services PIN', and 'Voicemail PIN') and 'Devices' (with a link for 'Desk Phone').

 It may take up to 24 hours for name changes to show in the caller ID.

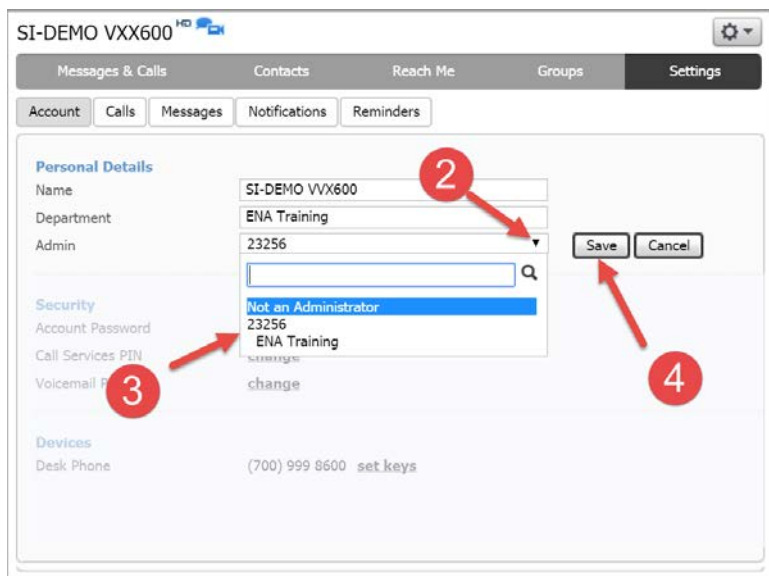
How do I assign administrator privileges to a user?

To assign administrator privileges for the entire system or the Department (building) with which a user is associated:

1. Under **Settings/Account**, click **Edit** under **Personal Details**.



2. Click the arrow next to the **Admin** field to open up the drop-down menu.
3. Select the Business Group number to assign system-wide administrator privileges or the Department (building) name to assign site-specific administrator privileges.
4. Click **Save**.

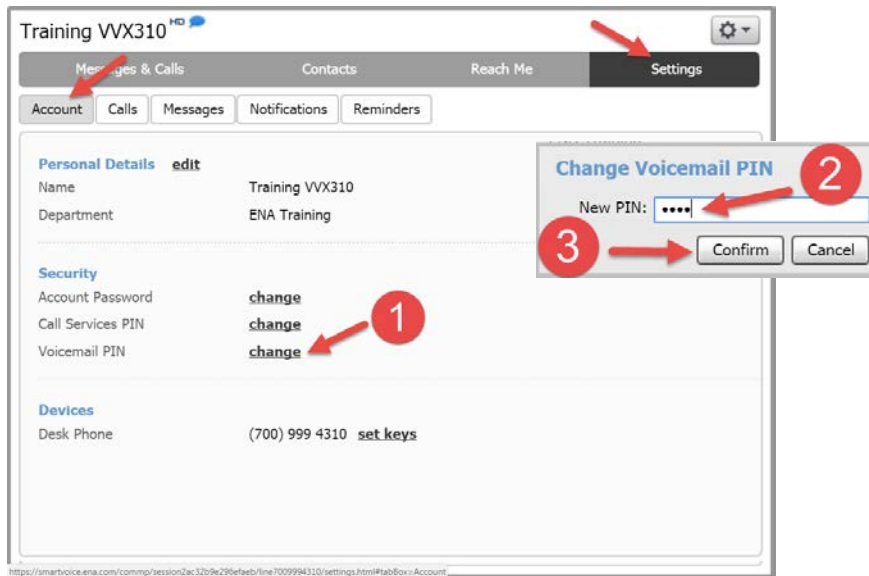


Notes

How do I reset a user's voicemail PIN?

If a user forgets his or her voicemail PIN, you can assign them a new one under **Settings/Account**.

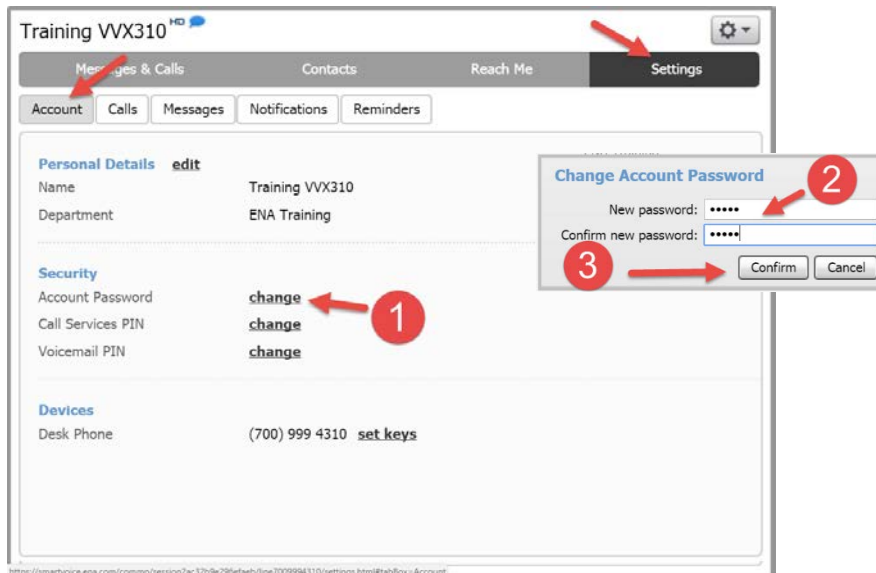
1. Click **Change** next to Voicemail PIN.
2. Enter new voicemail PIN.
3. Click **Confirm**.



How do I reset a user's Account Password?

If a user forgets his or her Account Password, you can assign them a new one under **Settings/Account**.

1. Click **Change** next to Account Password.
2. Enter new Account Password.
3. Click **Confirm**.



A user's account password and their voicemail PIN are not related in any way.

What is the Call Services PIN?

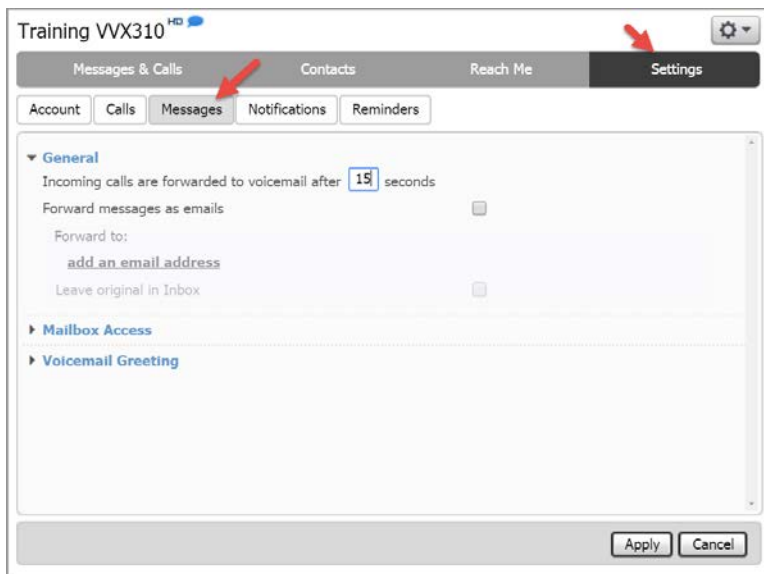
The Call Services PIN is not used in your ENA SmartVoice system and you may ignore it.

Notes

How do I manage user's Messages Settings?

Once you have accessed the **Individual Settings** for a user's account, click the **Settings/Messages** tab to manage account settings.

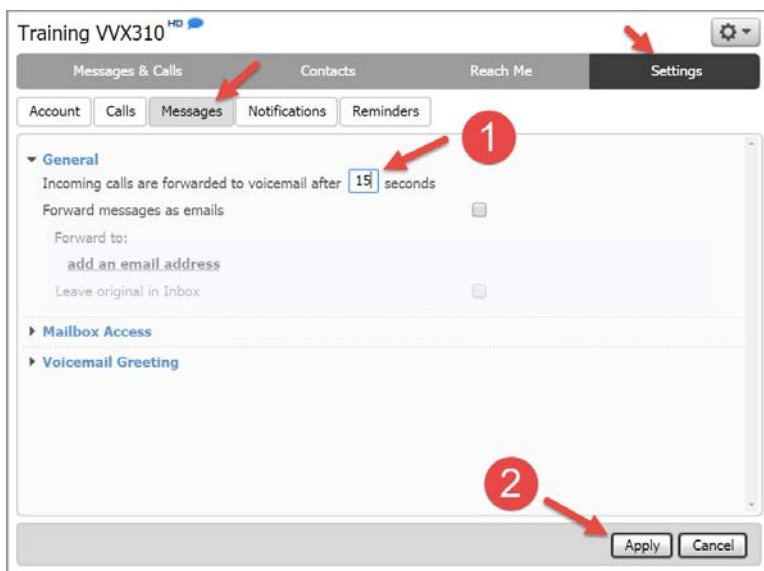
Notes



How do I adjust how long a user's phone rings before a call goes to voicemail?

Under **Settings/Messages**:

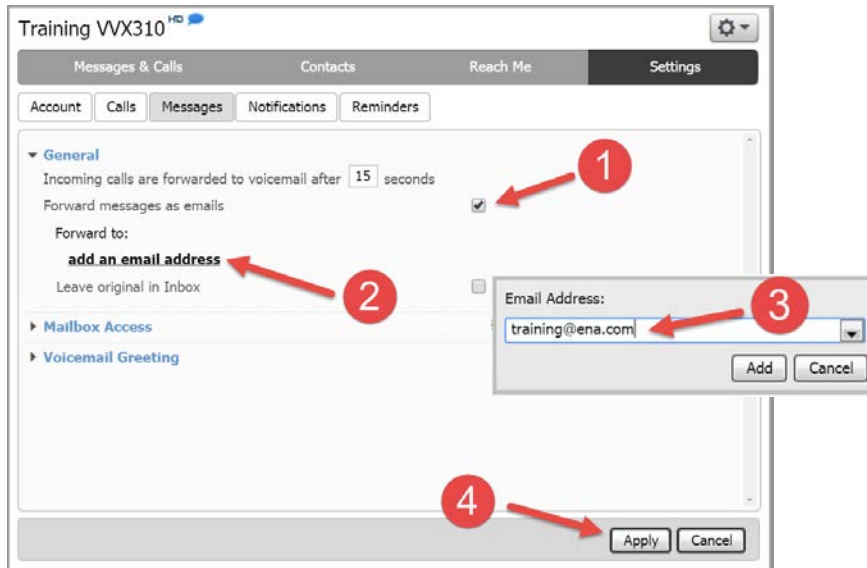
1. Type in the number of seconds you would like the user's phone to ring before it goes to voicemail.
2. Click **Apply**.



How do I forward a user's voicemail to email?

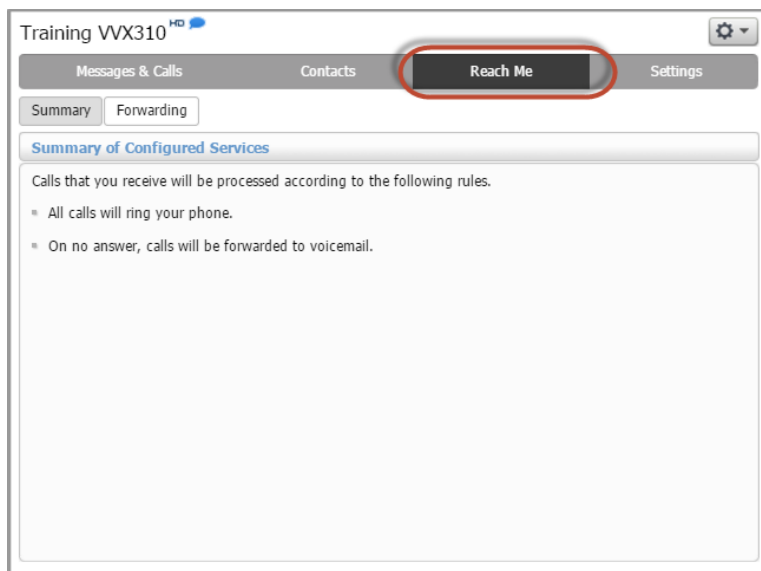
Under **Settings/Messages**:

1. Click **Forward messages as emails**.
2. Click **add an email address**.
3. Enter the email address to which you would like voicemails to be forwarded for the user.
4. Click **Apply**.



Managing Call Forwarding for a User

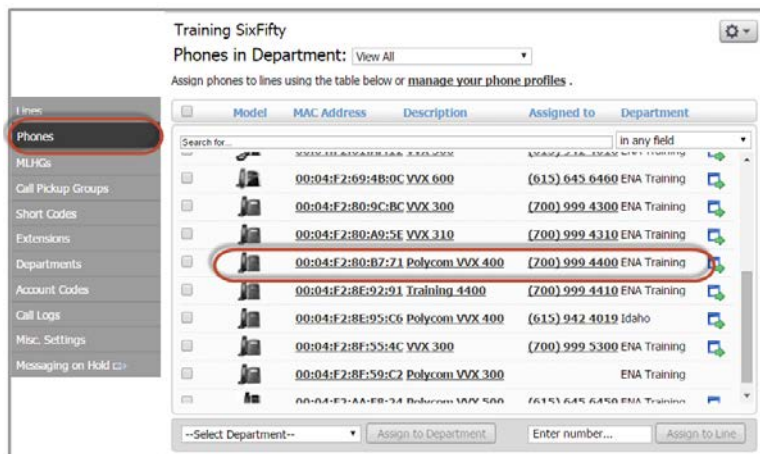
You can make call forwarding changes on a user's behalf under the **Reach Me** tab.



Manage phones

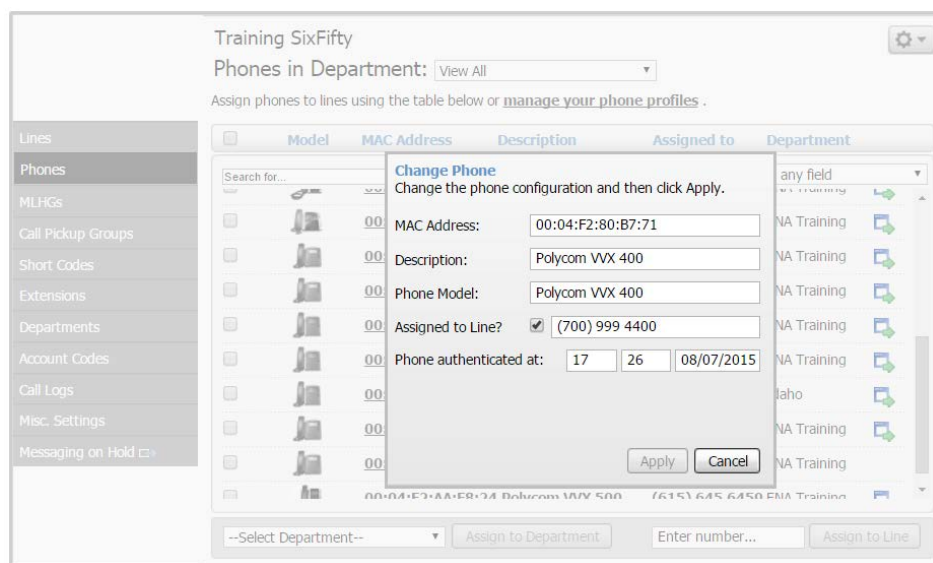
Notes

To manage phones, click the **Phones** tab and the phone's MAC address.




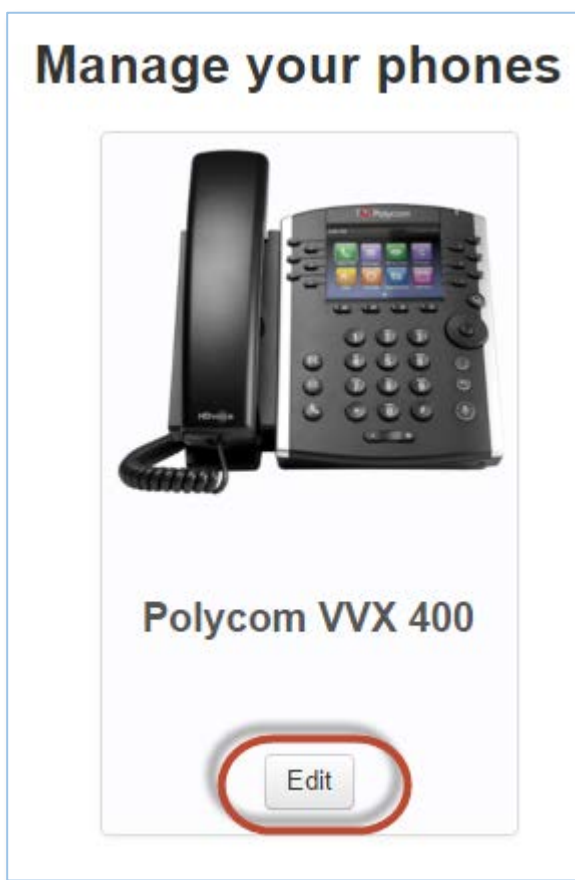
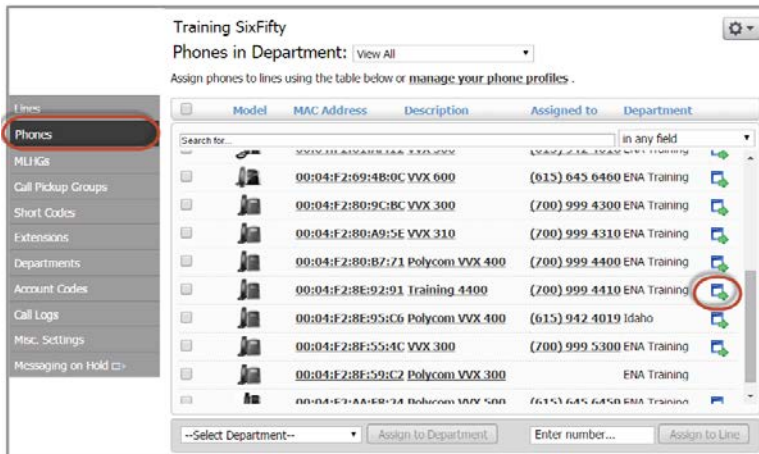
Modify a phone description or assign/remove a phone from a line

Adjust the settings as needed in the **Change Phone** tool.



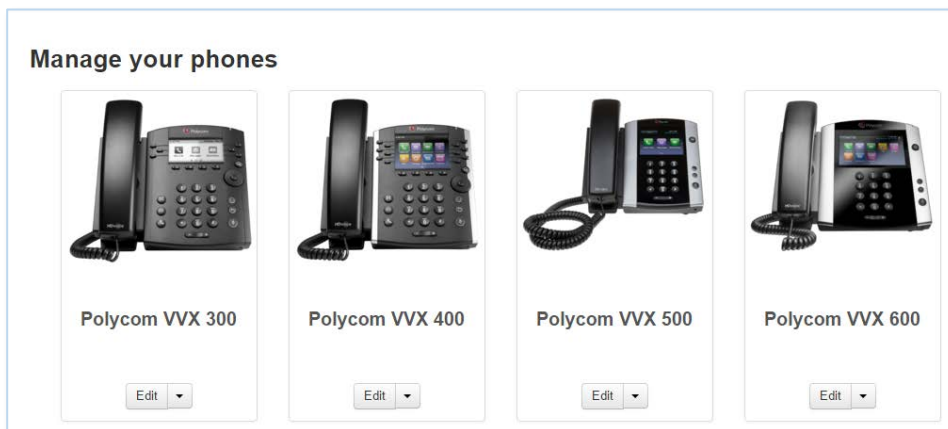
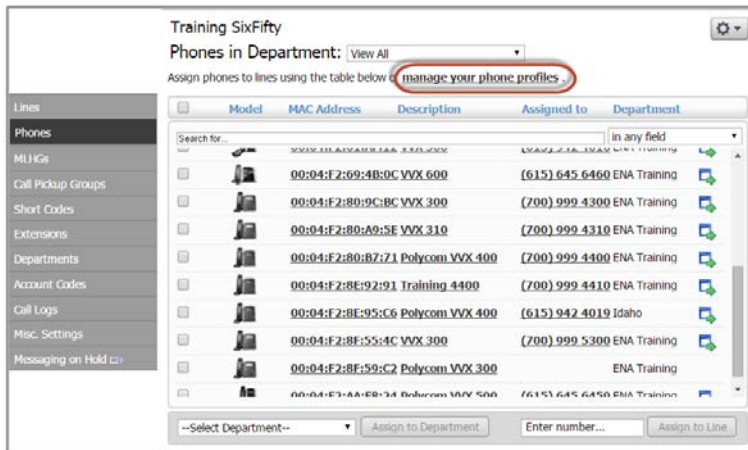
Configure a single phone

Click the  symbol to the right of a phone, then click **Edit** to open up the configuration tool.



Configure all the phones in a profile

You can batch configure all the phones of a given profile by clicking **manage your phone profiles** and clicking **Edit** on the profile of the group of phones you would like to configure



Call pick up groups

Call Pick Up Groups control which lines can be answered using the **Group Call Pick Up** feature.

Once you have created a **Call Pick Up Group**, a user can press ***54** from any phone in the group to pick up any other ringing phone. You may also program an unused key to be a **Group Call Pick Up**.



The **Call Pickup Group** feature is available to users with the Plus, PlusMobile, PlusOffice, and Pro feature packages.

Creating a call pick up group

Under the **Call Pickup Groups** tab, click **Add Group**.



Add Call Pickup Group


You can add a new Call Pickup Group. Just enter the name of the Call Pickup Group and then click **Add**.

Call Pickup Group Name:

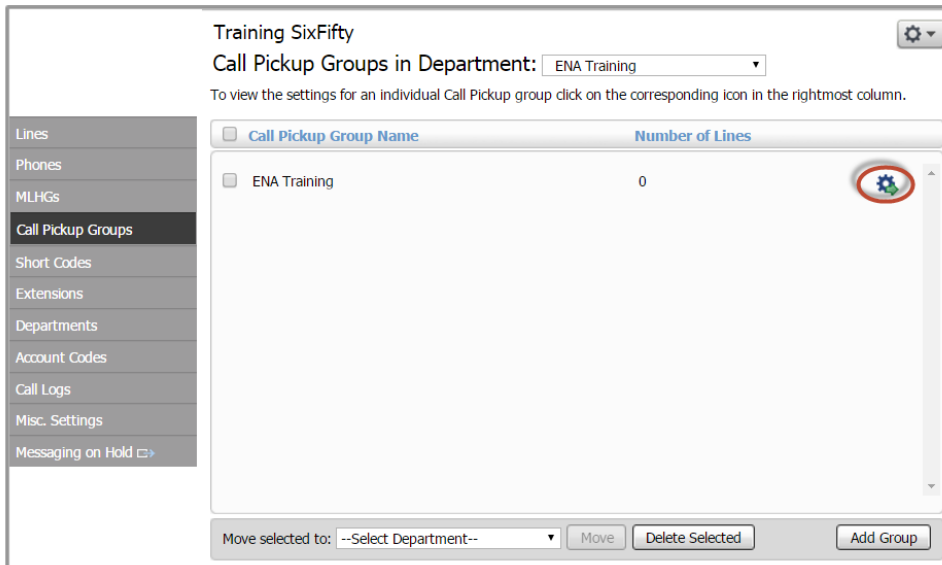
Department:

Enter a name, click **Add**

Editing a call pick up group

Once you see your group appear on the list, click the  symbol to manage your group.

Notes



Training SixFifty

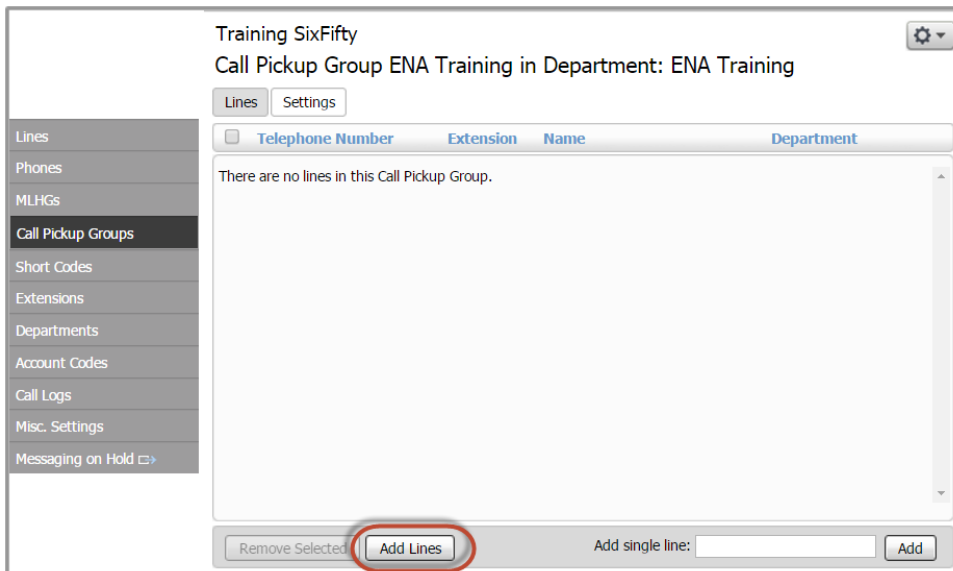
Call Pickup Groups in Department: ENA Training

To view the settings for an individual Call Pickup group click on the corresponding icon in the rightmost column.

Call Pickup Group Name	Number of Lines
<input type="checkbox"/> ENA Training	0

Move selected to: --Select Department-- Move Delete Selected Add Group

Click Add Lines



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Call Pickup Group ENA Training in Department: ENA Training

Lines Settings

Telephone Number	Extension	Name	Department
There are no lines in this Call Pickup Group.			

Remove Selected Add Lines Add single line: Add

Click the checkbox next to lines you would like to include in the group

Click Add Selected

Add Lines to Call Pickup Group

Select the lines by ticking the boxes and then click Add Selected.

Department: ENA Training

Telephone Number	Extension	Name
<input checked="" type="checkbox"/> (615) 645 6459	6459	Training VVX500
<input type="checkbox"/> (615) 645 6460	6460	Training VVX600
<input type="checkbox"/> (615) 942 4014	4014	Training SixFifty
<input type="checkbox"/> (615) 942 4015	4015	Training FiveFifty
<input checked="" type="checkbox"/> (615) 942 4016	4016	Amanda VVX500
<input checked="" type="checkbox"/> (615) 942 4025	4025	Training AutoAttendant

Add Selected Cancel

Managing Messaging On Hold

In addition to using the pre-loaded **Messaging On Hold** resources, you can upload your own Messaging/Music files

Can be used to promote different programs/activities going on within your organization, announce schedules, etc.

Can use different on hold files for each department (site) or even numbers within a department

Messaging On Hold

Happings in department: ENA Training

View mappings in department: [23256 \(ext\)](#)

security mappings resources

Directory number	Initial resource	Action	Follow up resource	Start Point	Duration	Actions
Default	Global 10 - Calm River	Repeat		Start		Edit Use Default
615-645-6459	21 - Holiday Break Schedule	Repeat		Start		Edit Delete
615-645-6460	Local 21 - Holiday Break Schedule	Repeat		Start		Add

1 of 100 mappings used

Note: If a line has been recently added to or moved within this organization, then it may take up to to one business day for the change to affect Messaging On Hold.

View mappings in subdepartment: Redville Indiana Idaho

Notes

Messaging On Hold

security mappings resources

Global Media List

ID	Description	Length
11	A Little Night Music	179 seconds
12	Dancing At Balala	144 seconds
13	Four In A Bar	176 seconds
14	Jazz Club	145 seconds
15	Light Of Day	165 seconds
17	Silence	120 seconds
16	There And Back	220 seconds
10	Calm River	121 seconds

ID	Description	Gain	File size	Length	Actions
15	Instrumental	0	2.66 MB	348 seconds	Edit Delete
20	WAV test	0	0.03 MB	4 seconds	Edit Delete
21	Holiday Break Schedule	0	0.03 MB	4 seconds	Edit Delete

ID Description Upload local resource file

[Choose File](#) No file chosen

Actions [Add](#)

Disk Used: 2.72 MB of 50 MB used.
Resources: 3 of 10 used.

Notes

Accessing call logs

Administrators can pull call detail records from the **Call Logs** tab.

Can pull records for the entire organization or a specific department/site.

Can pull records for a up to 30 day block of time.

- Not limited to the most recent 30 days.
- Data output as a .csv file.

Can sort/search for a specific number, date, or time period.

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Call Logs

Call Logs are presented in a CSV report listing the calls to and from lines in your administration domain. Use the filtering options to specify a date range or to restrict the report to calls to and from lines in a given department.

Filter configuration

Enter start and end dates to request logs of calls made within a specific period of time:

Start date: End date:

month day year month day year

Select the department whose calls should be included in the report. Note that the report will include calls to and from lines in the selected department and its sub-departments.

23256

Download

Notes