

# Mutare Speech-To-Text (STT) Quick Reference Guide (QRG)

Any Telephone – Mutare Speech-to-Text

◆ This Guide provides instructions for using the Mutare Speech-To-Text (STT) application

## Identifying Mutare STT Email Messages

Mutare Speech-To-Text (STT) is an application that, for each voicemail, sends you an email message **copy** providing:

- An STT conversion of the message
- An MP3 recording of the message
  - The MP3 file is playable on your desktop as well as most Mobile devices
- An email message header providing the calling party identification with the following exceptions:
  1. For outside calls, only the telephone number is provided and then only when the calling party provides caller ID (non-private)
  2. For calls made from FGGU stations:
    - a. The name and extension number is provided when the call originates from an extension which is assigned to a voicemail subscriber
    - b. The extension number only is provided when the call originates from an extension which is not assigned to a voicemail subscriber, e.g. a conference room
  3. For Private Messages, where a voicemail subscriber, using the phone, logs-into their mailbox, records a message to be sent to one or more subscribers, and then selects the Privacy Option, the message is marked as private, and is not provided with the STT conversion or the MP3 attachment
    - a. The Mutare email has a note, “Private message not attached, please call into voicemail to retrieve”
    - b. The recipient(s) must use a phone to retrieve the message

### Examples of Mutare notification:

**Message received from an extension that does not have an associated voicemail subscriber, e.g. Conference Room**



**Message received from an extension that has an associated voicemail subscriber**



**Message received from an outside caller that provides their calling number in the Caller ID**



*If the party's phone number is blocked, Mutare STT will not be able to display it in the email header*

## Review Voicemail Messages


### Listening to Voicemail on the Desktop



- If you don't want to play the message from your computer, you can still retrieve it using the phone
- Opening a voicemail email does not automatically turn off your telephone's message waiting lamp

To listen to a voicemail message:

1. Double-click the mp3 file attached to the email

*The mp3 file automatically starts to play in Media Player*

2. To re-play the mp3 file, click **Play again** or click 

3. To close Media Player, click  and select **Close** or click  in the upper right-hand corner.

## Voicemail Message Converted to Text

- The conversion is an approximation and will not be 100% accurate
- **It is intended to provide enough information for you to determine if it is necessary to listen to the voicemail**
- If available, the message text includes the party's phone number, as well as the date and time of the message

## Acting on Voicemail Messages

- **Provides the ability to:**
  - Delete the message from your voice mailbox and/or delete the message from your Outlook email Inbox
    - If you delete the message copy from Outlook only, the original message remains in your voice mailbox for 45-days and is then automatically purged from the system
    - If you delete the original message from your voice mailbox only, the email copy remains in your Outlook Inbox or folder that you may move it to for the normal duration associated with the email retention policy
  - Delete all of the messages in the voice mailbox
    - This does not affect the status of the voicemail message copies in your Outlook Inbox
  - Mark the message as read in your voice mailbox and/or your Outlook Inbox
    - If you mark it as read in your voice mailbox, your phone's Message Waiting Lamp will be extinguished as long as no other un-read messages remain
    - If you mark it as read/open it in your Outlook Inbox only, no action is taken regarding your voice mailbox copy
      - (a) **Your phone's Message Waiting Lamp remains on**
      - (b) The message remains for 45-days

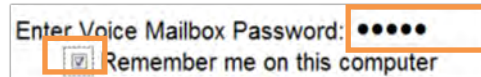
## Action Choices provided in the Mutare STT Copy

Upon opening a Mutare voicemail copy, you will be provided with the Speech-to-Text conversion (Approximate conversion), the URLs with the action choices, and a reminder of how many new and old messages remain in your voice mailbox:

[Delete this message from my Voice Mailbox](#)  
[Mark this message read in my Voice Mailbox](#)  
[Delete this and all Prior Messages - Subsequent Messages Remain](#)

Mailbox currently contains 1 New and 5 Old messages.

- Clicking any of the URL options prompts you to enter the same password you use when logging-in to voicemail from your phone
  - You can request that the system remember you on this computer by checking the **Remember me on this computer** check box



- Deleting the voice mailbox message provides the following Mutare reminder:

*The message is deleted from access by the telephone and the message waiting lamp is extinguished. It will remain in email until you delete the associated email message.*

- Marking the voice mailbox message as read provides the following Mutare reminder:

*Your phone's message waiting lamp will not go out until all messages are read.*

- Deleting all of the voice mailbox messages provides the following Mutare reminder:

**USE THIS OPTION WITH EXTRA CARE! ONCE DELETED, THE MESSAGES ARE NOT RETRIEVABLE USING YOUR PHONE.**