

CODESPEAR®

HELP CENTRAL

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Knowledge Base Article

Alerts to Phone Devices Are Silent

SYMPTOMS

- SmartMsg alerts sent to Phone Devices are going through (the phone rings) but nothing is heard by the recipient when they pick up the call.

CAUSE

- The Text to Speech voice – LH Michelle or LH Michael. These voices currently do not work with SmartMsg software.

RESOLUTION

1. In the SmartMsg Administrator Tool, go to the Global menu and select Properties.
2. Click the Modules tab.
3. Double click on the Text to Speech module.
4. Within the Text to Speech module setup, go to the Settings tab.
5. Change the Voice from LH Michelle or LH Michael. Select a new voice from the drop down menu.

Note: It is possible that these module settings were configured as a server override. To check this, right click on the server icon, select Properties, and go to the Modules tab, if there is a “Yes” under Custom Settings next to the Text to Speech Module, then the overrides need to be changed to a new voice *besides* LH Michelle or LH Michael.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
