Access Voice Portal

Table of contents

Access the Voice Portal

1. You can access your voice portal using your own phone or another phone. To log in, dial your phone number or extension.

2. First log in with voice portal wizard

3. Dial your phone number/extension, or press the messaging button on your phone, and then:

   - Enter the passcode provided (this will expire and you will be prompted to enter a new passcode)

   - Enter a new passcode at the prompt

   - Re-enter your passcode at the prompt

   - Record your Name at the prompt

   - Press #

4. Log in

5. Dial your phone number/extension, and then:

   - From your own phone:

   - Enter the correct passcode to reach the Voice Messaging Main Menu.

   - At Voice Messaging menu, press * to reach the Voice Portal Main Menu.

   - From a phone other than your own:

   - Press * during your outgoing greeting to reach the login prompt.

- Enter the correct passcode to reach the Voice Messaging Main Menu.

- At the Voice Messaging menu, press * to reach the Voice Portal Main Menu.

Voice Portal Main Menu

1	Access voice messaging †
2	Change commPilot express profile †
3	Greetings menu
4	Change call forwarding options †
7	Access hoteling †
8	Change passcode
9	Exit
#	Repeat menu

† These options are provided only if their services have been assigned to you.

1. Voice messaging

1	Play messages (see *play messages* table that follows)
2	Busy greeting menu (see *busy greeting* table that follows)
3	No answer greeting menu (see *no answer greeting* that follows)
5	Compose message menu (see *compose message* that follows)
7	Delete all messages
*	Return to previous menu
#	Repeat menu

2. Play messages menu

#	Save message
7	Delete message
2	Play or repeat message; skip envelope
4	Play previous message

5	Play message envelope
6	Play next message
9	Hear additional options (see *additional options* table that follows)
*	Return to previous menu

3. While playing messages:

1	Skip backward 3 seconds
2	Pause playback
3	Skip forward 3 seconds
4	Skip to beginning of message
6	Skip to end of message

Notes: You can interrupt the message or envelope to perform any function. New messages flagged as urgent are played first.

4. Additional options

1	Reply to message (see *reply to message* table that follows)
2	Forward message (see *forward message* table that follows)
*	Return to previous menu
#	Repeat menu.

5. Reply to message

3	Send reply
1	Change current reply
2	Listen to current reply
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu
#	Repeat menu

6. Forward message

3	Send message to specific group members
4	Send message to entire group

5	Send message to distribution list (option offered only if enabled. See *select distribution list* table that follows.)
1	Change current introduction
2	Listen to current introduction
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu
#	Repeat menu

Notes: Messages marked confidential cannot be forwarded.

7. Select distribution list

0	Select distribution list 0
1	Select distribution list 1
2	Select distribution list 2
...	Distribution lists are numbered consecutively from 0 to 15
15	Select distribution list 15
*	Return to the previous menu
#	Repeat menu

8. Distribution list menu

3	Send the message to selected list
1	Select another distribution list
2	Review the selected distribution list
*	Return to the previous menu
#	Repeat menu

9. Busy greeting menu

1	Record new busy greeting
2	Listen to current busy greeting
3	Revert to system default busy greeting
*	Return to voice messaging main menu

#	Repeat menu

10. No answer greeting menu

1	Record new no answer greeting
2	Listen to current no answer greeting
3	Revert to system default no answer greeting
*	Return to previous menu
#	Repeat menu

11. Compose message

3	Send message to specific group member(s)
4	Send message to entire group
5	Send message to distribution list (option offered only if enabled. See *select distribution list* table that follows.)
1	Change current message
2	Listen to current message
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to Voice Messaging Main Menu
#	Repeat menu

12. Personalized name

1	Record new personalized name
2	Listen to current personalized name
3	Delete personalized name
*	Return to voice portal main menu
#	Repeat menu

13. Hoteling[†]

1	Check host status
2	Associate with Host [†].

3	Disassociate from Host
*	Return to previous menu
#	Repeat menu

† Associate a guest with a host via the Voice Portal through the guest user's Voice Portal when the Hoteling Guest service is assigned. The guest user must log in to the Voice Portal, using their user ID and password, from the Hoteling Host user's device.

14. Passcode

#	Enter new passcode, followed by the pound key
*	Return to previous menu

Leaving Messages for Other Users

1. During greeting:

#	Interrupt the greeting and start recording voice or video message.
*	Transfer out of greeting to voice portal password prompt.
0	Transfer out of greeting to configured number.

2. While recording message:

*	Cancel recording and transfer to Voice Portal password prompt.
0	Cancel recording and transfer to configured number.
#	Stop recording and review message.

3. While reviewing message:

1	Erase message and record again.
2	Listen or view current message
3	OR hang up to send message.
6	Set or clear the urgent indicator.
7	Set or clear the confidential indicator.

*	Cancel recording and transfer to Voice Portal password prompt.
0	Cancel recording and transfer to configured number.
#	Repeat menu.