



## Voice Messaging for Off-Net Services

### Access the Voice Portal

You can access your personal voice portal using your own phone, or another phone. To log in, dial one of the following:

<b>Your DSCI Voice Mail number</b>
(XXX) XXX-XXXX
<b>Your Company Voice Portal number</b>
(XXX) XXX-XXXX

### First Log in with the Voice Portal Wizard

Dial your phone number/extension or the voice portal number/extension, then:

1. If requested, enter your phone number.
2. Enter a new passcode at the (voice portal wizard) prompt.
3. Re-enter your passcode at the prompt.
4. Record your name at the prompt.
5. Press #.

### Log in

Dial your DSCI Voice Mail phone number, then:

1. When you hear the voice mail greeting, press the \* key to bypass the greeting.
2. Dial your 10-digit Mailbox ID (same as your Voice Mail phone number), then press #.
3. Dial your passcode, then press #.
4. At Voice Messaging menu, press \* to reach the Voice Portal main menu, or use the menu prompts (see Voice Messaging below) to listen to or manage your voice messages.

**NOTE:** Steps 1 and 2 may be bypassed if you are calling from a phone number that you have set up as a Voice Mail Alias number, such as your work phone or cell phone.

Dial the voice portal phone number, then:

1. When you hear the voice portal greeting, press the \* key to bypass the greeting.
2. Dial your 10-digit Mailbox ID (same as your Voice Mail phone number), then press #.
3. Dial your passcode, then press #.
4. You will be at the Voice Portal main menu. Press 1 to access the Voice Messaging Main Menu, or choose one of the other available options.

**NOTE:** Steps 1 and 2 may be bypassed if you are calling from a phone number that you have set up as a Voice Mail Alias number, such as your work phone or cell phone.

### Voice Portal Main Menu

- 1 Access **Voice Messaging**
- 2 Change **CommPilot Express** Profile
- 3 Record **Personalized Name**
- 6 **Make Calls** †
- 8 Change **Passcode**
- 9 Exit
- # Repeat Main Menu

### Voice Messaging Main Menu

- 1 Play Messages
- 2 Busy Greeting Menu
- 3 No Answer Greeting Menu
- 5 Compose Message Menu
- 7 Delete All Messages
- \* Return to Voice Portal main menu
- # Repeat menu

### CommPilot Express

- 1 Activate "Available – In Office" profile
- 2 Activate "Available – Out of Office" profile
- 3 Activate "Busy" profile
- 4 Activate "Unavailable" profile
- 5 No active profile
- \* Return to Voice Portal main menu

### 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

### Make Calls †

- Enter the destination digits
- # Return to Voice Portal main menu

#### While engaged in a call:

- ## Terminate a call and make another call

### Passcode

- # Enter new passcode, followed by the pound key.
- \* Return to Voice Portal main menu.

† The Make Calls option is available only if your group administrator has enabled this feature.



## Voice Messaging for Off-Net Services

### Play Messages Menu

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

#### While playing messages:

- 1 Skip backward 3 seconds
- 2 Pause/resume playback
- 3 Skip forward 3 seconds
- 4 Skip to beginning of message
- 6 Skip to end of message
- 4 Return to previous message
- 5 Play message envelope
- 6 Move to next message
- 8 Initiate call to sender
- 9 Hear additional options
- \* Return to Voice Messaging main menu
- # Repeat menu

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

### Additional Options

- 1 Reply to message
- 2 Forward Message
- \* Return to Play Messages Menu
- # Repeat menu

### Forward Message

- 1 Change current introduction
- 2 Listen to current introduction
- 3 Send message to specific group members
- 4 Send message to entire group
- 5 Send message to distribution list (option offered only if enabled)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* Return to Play Messages Menu
- # Repeat menu

**Notes:** Messages marked confidential cannot be forwarded.

### Select Distribution List

- 0 Select distribution list 0
- 1 Select distribution list 1
- 2 Select distribution list 2
- 3 Select distribution list 3
- 4 Select distribution list 4
- 5 Select distribution list 5
- 6 Select distribution list 6
- 7 Select distribution list 7
- 8 Select distribution list 8
- 9 Select distribution list 9
- \* Return to the previous menu
- # Repeat menu

### Distribution List Menu

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

### Reply to Message

- 1 Change current reply
- 2 Listen to current reply
- 3 Send reply
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* Return to Play Messages Menu
- # Repeat menu

### 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

### 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 Voice Messaging main menu
- # Repeat menu

### Compose Message

- 1 Change current message
- 2 Listen to current message
- 3 Send message to specific group member(s)
- 4 Send message to entire group
- 5 Send message to distribution list (if configured)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* Return to Voice Messaging main menu
- # Repeat menu

### Leaving Messages for Other Users

#### 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

#### 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

### Review 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