

This Quick Reference Guide will introduce you to your Personal Voice Portal and teach you how to login, and setup your voice portal by recording your outgoing greetings, changing your passcode, and recording your personalized name.

To Access Your Voicemail

To access your voicemail, hit the Messages button or dial your extension. At initial login, you will be prompted to enter your passcode. The default passcode is 0000. Once you enter the default passcode, you will be prompted to change your passcode. Select a new passcode and enter it at the prompt.

Accessing 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:

- Your phone number/extension
- Group voice portal number/extension
- Location Code/Extension
- Enterprise voice portal number/extension (if enabled)

Your administrator provides you with the phone number/extension for the group and/or enterprise voice portals. (*This guide refers to both as the voice portal number/extension.*)

If on your own phone:

1. Dial your extension or the voice portal number to access the voice portal.
2. Enter your extension when prompted.
3. Enter your passcode when prompted. (Upon initial login, your default passcode is 0000.)

If on a phone other than your own, either dial your phone number or dial the voice portal number.

Your phone number:

1. Dial your phone number.
2. When you hear your outgoing greeting, press *.
3. Enter your passcode to reach the voice messaging main menu. (Upon initial login, your default passcode is 0000.)

Voice Portal number:

1. Dial the voice portal number.
2. At the prompt, enter your extension.
3. At the prompt, enter your passcode to reach the voice messaging main menu. (Upon initial login, your default passcode is 0000.)

Voice Portal Initial Setup

Change Your Default Passcode

To change your default passcode in your voice portal:

1. Pick up your phone receiver. Dial your extension and press Send.
 - a. If you are at your own phone, enter the default voice messaging passcode: 0000. Press the # key.
 - b. If you are at a phone other than your own, press the * key during the greeting. When prompted, enter the default voice messaging passcode: 0000. Press the # key.
2. After entering the default passcode, you will hear "Please enter your new PIN."
3. Enter your new PIN, then press #.
4. Confirm your new PIN, then press #.
5. Press * to return to the Voice Portal Main menu.

Record Your Outgoing Greeting

The voice messaging system has two outgoing messages: busy greeting (2) and no answer greeting (3). The busy greeting is used when you are on the phone, and the no answer greeting is used when you do not pick up an incoming call.

Busy Greeting

1. Press 2 for the Busy Greeting menu.
2. Press 1 to record your busy greeting. After the tone, state your greeting, then press the # key.

"Hi you've reached _____. I am currently on the phone, but please leave a message and I will return your call."
3. To listen to your current busy greeting, press 2. If you wish to re-record your name, press 1. If the recording is satisfactory, press the * key to return to the Voice Messaging menu.

No Answer Greeting

1. Press 3 for the No Answer Greeting menu.
2. Press 1 to record your no answer greeting. After the tone, state your greeting, then press the # key.

"Hi you've reached _____. I am currently away from my desk, but please leave a message and I will return your call."
3. To listen to your current no answer greeting, press 2. If you wish to re-record your name, press 1. If the recording is satisfac-



tory, press the * key to return to the Voice Messaging menu.

4. Press * to return to the Voice Portal main menu.

Record Your Name

To record your name:

1. Press 1 to record your name. After the tone, say your name, then press the # key.
2. To listen to your current name recording, press 2. If you wish to re-record your name, press 1. If the recording is satisfactory, press the * key.

Voice Portal Main Menu

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

† These options are not available on all menus. Check with your administrator to find out if they have been assigned to you.

Press 1 to access your

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

Press 2 for the CommPilot Express†

(See Personal Web Portal Guide to learn how to configure your CommPilot Express online.)

- 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

Press 3 to record 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

Press 4 for Call Forwarding

- 1 Activate Call Forwarding
 - 2 De-activate Call Forwarding
 - 3 Change forwarding destination
 - 4 Listen to forwarding status
- * Return to Voice Portal main menu
Repeat menu

Forwarding Destination

- # Enter forward to number, followed by the pound key.
* Return to Call Forwarding Menu.

Press 6 to Make Calls

Enter the destination digits

- # Return to Voice Portal main menu

While engaged in a call:

- ## Terminate a call and make another call

Special Voice Portal Feature

Leaving Messages for Other Users

While leaving a message for another user, you may bypass their voicemail greeting by pressing the # key. You can transfer out of the greeting to the Voice Portal prompt by pressing *. Press 0 to transfer out of greeting to configured number.

* Note: This applies to users within your group.

Press 7 to Access Hoteling†

- 1 Check Host status
- 2 Associate with Host
- 3 Disassociate from Host
- 4 Return to Main Menu
- 5 Repeat menu

† Associating a guest with a host via the Voice Portal is accomplished via the guest user's Voice Portal if the Hoteling Guest service is assigned. The guest user must log into the voice portal, using their user ID/password, from the Hoteling Host user's device.

Press 8 to change your Passcode

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