

Personal Voice Portal Reference Guide

Access to the Voice Portal

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

- Your phone number/extension
- Group voice portal number/extension
- Local 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.*)

NOTE: Your voice portal may be configured with keypad numbers and menus different from those listed on this card. If so, please see your group administrator for more information.

First Log in with the Voice Portal Wizard

1. **Dial your phone number/extension or the voice portal number/extension, then:**
 - 1.1. If requested, enter your phone number.
 - 1.2. Enter a new passcode at the (voice portal wizard) prompt.
 - 1.3. Re-enter your passcode at the prompt.
 - 1.4. Record your name at the prompt.
 - 1.5. Press #.

Log in

1. **Dial your phone number/extension, then:**
 - 1.1. *From your own phone:*
 - 1.1.1. Enter correct passcode to reach the Voice Messaging main menu.
 - 1.1.2. At Voice Messaging menu, press * to reach the Voice Portal main menu.
 - 1.2. *From a phone other than your own:*
 - 1.2.1. Press * during your outgoing greeting to reach the login prompt.
 - 1.2.2. Enter correct passcode to reach the Voice Messaging main menu.
 - 1.2.3. At Voice Messaging menu, press * to reach the Voice Portal main menu.
2. **Dial the voice portal phone number/extension, then:**
 - 1.1. *From your own phone:*
 - 1.1.1. Enter correct passcode to reach Voice Portal main menu.
 - 1.2. *From a phone in your group other than your own:*
 - 1.2.1. Press * during the greeting to reach Voice Portal login prompt.[†]
 - 1.2.2. Enter your phone number/extension.
 - 1.2.3. Enter correct passcode to reach Voice Portal main menu.
 - 1.3. *From a phone outside of your group:*
 - 1.3.1. Enter your phone number/extension.[†]
 - 1.3.2. Enter correct passcode to reach Voice Portal main menu.

[†] Option: If your administrator allows it, enter your number including the area code or a Voice Mail Alias followed by the pound key #.

Leaving Messages for Other Users

1. **During greeting:**
 - # Interrupt the greeting and start recording voice 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. **Review message**

- 1 Erase message and record again
- 2 Listen to 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

Voice Portal Main Menu

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

†

Options for accessing these services are provided only if they have been assigned to you.

Voice Messaging

- 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

†

If you use a traditional telephone, you use CommPilot Express SR. See the CommPilot Express SR service configuration Web page for more information.

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

Call Forwarding

- 1 Activate Call Forwarding
- 2 De-activate Call Forwarding
- 3 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

Passcode

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

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 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
- 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.

If you have an Enterprise Voice Portal, you can forward messages to others outside of your group but not the entire group.

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 (option offered only if configured)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Voice Messaging main menu
- # Repeat menu

Note: *If you have an Enterprise Voice Portal, you can send messages to others outside of your group but not the entire group.*