PERSONAL VOICE PORTAL

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:

- 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.)

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 Voice Portal Wizard

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

From your own phone:

1. Enter the correct passcode to reach the Voice Messaging Main Menu.
2. At Voice Messaging menu, press * to reach the Voice Portal Main Menu.

From your own phone with auto login enabled:

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

From a phone other than your own:

1. Press * during your outgoing greeting to reach the login prompt.
2. Enter the correct passcode to reach the Voice Messaging Main Menu.
3. At the Voice Messaging menu, press * to reach the Voice Portal Main Menu.

Dial the voice portal phone number/extension, and then:

From your own phone:

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

From your own phone with auto login enabled:

- Select a menu item from the Voice Portal Main Menu.

From a phone in your group other than your own:

1. Press * during the greeting to reach the Voice Portal login prompt.
2. Enter your phone number/extension.[†]
3. Enter the correct passcode to reach the Voice Portal Main Menu.

From a phone outside of your group:

1. Enter your phone number/extension.[†]
2. Enter the correct passcode to reach Voice Portal Main Menu.

From a phone outside of your group with auto login enabled:

- Enter your phone number/extension to access the 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

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

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

Voice Portal Main Menu

1	**Access Voice Messaging** [†]
2	Change CommPilot Express Profile [†]
3	Record Personalized Name
4	Change Call Forwarding Options [†]
	Route Call to External Device (optional)
6	Make Calls [†]
7	Access Hoteling [†]
8	Change Passcode
9	Exit
#	Repeat menu

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

Voice Messaging

1	**Play Messages (see** Play Messages **table below)**
2	Busy Greeting Menu (see **Busy Greeting** table below)
3	No Answer Greeting Menu (see **No Answer Greeting** table below)
5	Compose Message Menu (see **Compose Message** table below)
7	Delete All Messages
	Passcode (optional)
	Personalized Name (optional)
*	Return to previous menu
#	Repeat menu

BroadSoft
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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
8	Initiate call to sender
	Compose message (optional)
	Reply message (optional)
	Forward message (optional)
9	Hear additional options (see **Additional Options** table below)
	Personalized Name (optional)
	Passcode (optional)
*	Return to previous menu
	Repeat menu (optional)

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.

Additional Options

	Save Message (optional)
	Delete Message (optional)
	Play Envelope (optional)
	Call Back Caller (optional)
	Compose message (optional)
1	**Reply to message (see** Reply to Message **table below)**
2	Forward Message (see **Forward Message** table below)
	Personalized Name (optional)
	Passcode (optional)
*	Return to previous menu
#	Repeat menu

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

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 below.)
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.

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

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

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

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 previous menu
#	Repeat menu

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 below.)
1	Change current message
2	Listen to current message
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

NOTE: In an Enterprise Voice Portal, you can send messages to others outside of your group but not the entire group.

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. For more information, see the *CommPilot Express SR* service configuration web page.

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

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