

To Access Voicemail from your VoIP phone:

- Press the Messages button on the right hand side of the phone.
- The phone will automatically dial *62, which is the system feature access code for voicemail.

For First time users:

- You will hear: "Welcome to your CommPilot Voice Portal, please enter your pass code then press the # key, if you are not calling from your own phone, please press the * (star) key."
- Enter 0000 and press the # key.
 - "Before you can use your voice portal you must change your passcode and record your personalized name."
 - Please enter your new passcode, and then press the # key.
 - Please enter your new passcode again then press the # key.
 - Please record your personalized name and then press the # key.
 - To accept press the * (star) key
 - To re-record - Press 1
 - To listen - Press 2
 - To repeat the menu press the # key
 - At this point, basic setup is complete. If you would like to record a personalized greeting, press 1 (to access the voicemail box) then press 3 to record a "No Answer" greeting, and follow the remaining prompts. The Busy greeting will never play if call waiting is enabled on your account. All phones have call waiting enabled by default.

Accessing the Voice Portal in the future:

- From your physical phone:
- Press the Messages button or, dial *62 and hit the "Send" softkey.
 - Enter your passcode then press the # key

- From a phone other than your own:
- Press the Messages button
 - Press the * key.
 - Enter your extension number.
 - Enter your passcode then then # key.

- From Outside the office:
- Dial the Voice Portal Access number (if available).
 - Enter your extension number.
 - Enter your passcode then then # key.

[1] Access Voice Mailbox

[1] Play Messages Menu

- While you're playing a message:
- 2 Play or pause message
 - 3 Skip forward 3 seconds
 - 4 Skip to beginning of message
 - 6 Skip to end of message

- # Save message
 - 7 Delete message
 - 2 Repeat message
 - 5 Play message envelope
 - 6 Move to next message
 - 8 Initiate call to sender
 - 9 Hear additional options
 - Additional Options
 - 1 **Reply** to message (see below)
 - 2 **Forward** Message (see below)
 - * Return to Play Messages Menu
 - # Repeat menu
 - * 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

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. 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

[2] 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

[3] No Answer Greeting

- 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

[4] Extended Away Greeting

- 1 Activate Extended Away greeting
 - 3 Record new Extended Away Greeting
 - 4 Play the current Extended Away Greeting
 - * Return to Voice Messaging Main Menu
 - # Repeat menu
- This is not to be used as a vacation greeting. If enabled, the recorded greeting will play, but voicemail message deposit will be disabled automatically. Callers will not be able to leave you messages.**

[5] 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

[7] Delete All Messages

[8] Modify the Message Deposit Settings

- 1 Enable message deposit
- 2 Disable message deposit
- 3 Listen to the status
- * Previous Menu
- # Repeat menu

[*] Go to the CommPilot Express Profile

[#] Repeat this Menu

[2] CommPilot Express Profile

DO NOT CHANGE THE OPTIONS IN THIS MENU.

[3] Greetings

- 1 - Record new Personalized Name
- 2 - To change your conference greeting (**feature not in use**)
- * - Return to Voice Portal Main Menu
- # - Repeat menu

[5] New Announcement - This feature is not in use.

[8] Change Passcode

- # - Enter new passcode, followed by the pound key
- * - Return to Voice Portal Main Menu

[9] Exit

[#] Repeat Main Menu