

Voicemail Quick Reference Guide

Using the Voice Portal

You can access your voice portal using your own phone or another phone. When you first log in you will be asked to set your passcode. Then after that, you will log in using the Regular Log In instructions below.

Set passcode on first log in

- If you're logging in from your own phone, dial 9999.
- If you're logging in remotely, dial your own phone number from any other phone and wait for your greeting then press *.

Once you access the portal with the above methods:

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 #.

This is now your passcode to use when checking your voicemail.

Regular log in from your phone

1. Dial 9999
2. Enter the correct passcode to reach the Voice Messaging Main Menu.
3. At Voice Messaging menu, press * to reach the Voice Portal Main Menu.

Regularly log in from another phone

1. Dial your own number from another phone.
2. Press * during your outgoing greeting to reach the login prompt.
3. Enter the correct passcode to reach the Voice Messaging Main Menu.
4. At the Voice Messaging menu, press * to reach the Voice Portal Main Menu.

Voice Portal Main Menu

Set Up

- | | |
|---|---------------------------|
| 1 | Access Voice Messaging |
| 2 | Record Personalized Name. |
| 8 | Change Passcode |
| 9 | Exit |
| # | Repeat menu |

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 |
| * | Return to previous menu |

Voice Messaging

- | | |
|---|---|
| 1 | Play Messages (see Play Messages table that follows) |
| 2 | Busy Greeting Menu (see Busy Greeting table that follows) |
| 3 | No Answer Greeting Menu (see No Answer Greeting that follows) |
| 7 | Delete All Messages |
| * | Return to previous menu |
| # | Repeat menu |

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 to perform any function.
- New messages flagged as urgent are played first.

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

Personalized Name	
1	Record new Personalized Name
2	Listen to current Personalized Name
*	Return to Voice Portal 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

Main Menu

Menu Command Tree

