



## Voicemail Menu Options

### 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

Your administrator provides you with the phone number/extension for the group and/or enterprise voice portals.

### First Log in With the 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:*

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

*From your own phone with auto login enabled:*

- 1) 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.

### Voice Portal Main Menu

- 1 Access **Voice Messaging** †
- 3 Record **Personalized Name**
- 8 Change **Passcode**
- 9 Exit
- # Repeat Main Menu

### 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

### 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

### Passcode

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

### 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.

### Review 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.



## Voicemail Menu Options

### Play Messages Menu

- 9 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
- 0 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

- a. Reply to message
- b. 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
- 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

### 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 (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.