

Voicemail Guide

Setting Up and Using Voicemail from Your Device

First Time Setup

Dial the voice portal number/extension, or the message key on the handset, then:

1. If requested, enter your phone extension.
2. Listen to the voice prompts.
3. Enter a new passcode at the prompt.
4. Re-enter your passcode at the prompt.
5. Record your name at the prompt.
6. Press #.

Your Voicemail is now initialized.

After initial set-up

From Your Phone:

1. Press the “Messages” key or dial *62.
2. Input your password.

From another IP Phone in your organization

1. Press the “Messages” key.
2. Press “*”.
3. Input your extension.
4. Input your password.

From a Phone outside your organization to the voice portal

1. Dial the Voice Portal number.
2. Input your extension.
3. Input your password.

From a Phone outside your organization to your extension

1. Dial your phone number.
2. Press “*”.
3. Input your extension.
4. Input your password.

Sample “No Answer” greeting:

- This is Mary Smith and you’ve reached my voicemail on Monday March 16.
- To leave me a message, press pound or wait for the tone.
- To reach our operator, press 0.
- Thank you for calling.

Sample “Busy” greeting:

- This is Mary Smith and you’ve reached my voicemail because I’m on my phone.
- To leave me a message, press pound or wait for the tone.
- To reach our operator, press 0.
- Thank you for calling.

Sample “Extended Away” greeting:

- This is Mary Smith and you’ve reached my voicemail because I’m away from the office during the week of August 3 through 7.
- To leave me a message, press pound or wait for the tone.
- To reach our operator, press 0.
- I will answer voice messages on August 10 upon my return to the office.
- Thank you for calling.

Voice Portal Main Menu

- 1 Access Voice Messaging †
- 2 Change CommPilot Express Profile †
- 3 Record Greetings †
- 4 Change Call Forwarding Options †
- 5 Record Announcements
- 6 Make Calls †
- 7 Access Flexible Seating/Hoteling †
- 8 Change Passcode
- 9 Exit
- # Repeat menu
- † These options are provided only if their services have been assigned to you.

Voice Messaging

- 1 Access Play Messages menu
- 2 Access Change Busy Greeting menu
- 3 Access Change No Answer Greeting menu
- 4 Access Change Extended Away Greeting menu
- 5 Access Compose Message menu
- 7 Access Delete All Messages menu
Passcode (optional)
Personalized Name (optional)
- 8 Access Message Deposit menu †
- * Return to previous menu
- # Repeat menu

Change 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

Change 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

Change Extended Away Greeting Menu

- 1 Activate Extended Away Greeting
- 2 Deactivate Extended Away Greeting
- 3 Record new Extended Away Greeting
- 4 Listen to current Extended Away Greeting
- * Return to previous menu
- # Repeat menu

Extended Away is a special type of no-answer greeting. Therefore, activating the Extended Away greeting automatically deactivates the No Answer greeting and deactivating the Extended Away greeting, activates the No Answer greeting.