

# PERSONAL VOICE PORTAL

## Access the Voicemail Portal

You can access your personal voicemail portal using your (or another users) phone or your UC-One Communicator App. To log in, dial one of the following:

### - Press and hold the "1" digit on your UC-One Communicator App

- Your phone number/extension
- Group voicemail portal number/extension
- Enterprise voicemail portal number/extension (if enabled)

Your administrator provides you with the phone number/extension for the group and/or enterprise voice portals if applicable. (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, for more information, see your group administrator.

## 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 or UC-One:

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 or UC-One with auto login enabled:

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 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 or UC-One:

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

From your own phone or UC-One 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 #.

† 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 "Main" menu
#	Repeat menu

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.

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.

## Voice Portal "Main" Menu

1	Access Voice Messaging†
3	Record Greetings †
5	Record Announcements
7	Access Flexible Seating/Hoteling †
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
8	Initiate call to sender
	Compose message (optional)
	Reply message (optional)
	Forward message (optional)
9	Hear additional options (see <i>Additional Options</i> table that follows)
	Personalized Name (optional)
	Passcode (optional)
*	Return to previous menu
#	Repeat menu (optional)

**While playing messages:**

1	Skip backward 3 seconds
2	Pause/resume 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 <i>Reply to Message</i> table that follows)
2	Forward message (see <i>Forward Message</i> table that follows)
	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 <i>Select Distribution List</i> table.)
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 to 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

**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

**NOTE:** 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.

**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 <i>Select Distribution List</i> table.)
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 previous menu
#	Repeat menu

**NOTE:** In an enterprise voice portal, you can send messages to others outside of your group but not to the entire group.

**Delete All Messages Menu**

1	Confirm deletion
*	Cancel deletion

**Message Deposit Menu**

1	Enable Message Deposit
2	Disable Message Deposit (see <i>Disable Message Deposit</i> table that follows)
3	Listen to message deposit status
*	Return to the previous menu
#	Repeat menu

**Disable Message Deposit**

1	Disconnect after greeting
2	Forward after greeting
3	Change greeting only forwarding destination
*	Return to the previous menu
#	Repeat menu



### 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.

### Record Greetings

1	Record Personalized Name (see the Personalized Name table)
2	Record Conference Greeting (see the Conference Greeting table)
*	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 previous menu
#	Repeat menu

#### Conference Greeting

1	Activate Conference Greeting
2	Deactivate Conference Greeting
3	Record new Conference Greeting
4	Listen to Current Conference Greeting
*	Return to previous menu
#	Repeat menu

### Call Forwarding Options

1	Activate Call Forwarding
2	Deactivate Call Forwarding
3	Change forwarding destination
4	Listen to forwarding status
*	Return to Voice Portal Main Menu
#	Repeat menu

#### Forwarding Destination

#	Enter forward to number, followed by the pound key
*	Return to Call Forwarding Menu

### Voice Portal Announcement

1	Record audio announcement (see the Voice Portal Announcement Recording table)
2	Record audio and video announcement (see the Voice Portal Announcement Recording table)
*	Return to Voice Portal Main Menu
#	Repeat menu

#### Voice Portal Announcement Recording

1	Accept recording
2	Reject and re-record
3	End recording
*	Return to previous menu
#	Repeat menu

### Fax Messaging

#	Save Fax and Skip to Next Message
4	Previous Message
5	Play Envelope
6	Next Message
7	Delete Fax
8	Print Fax
*	Return to previous menu

### Make Calls

	Enter the destination digits. While engaged in a call, press ## to terminate and make another call
#	Return to Voice Portal Main Menu

### Flexible Seating/Hoteling†

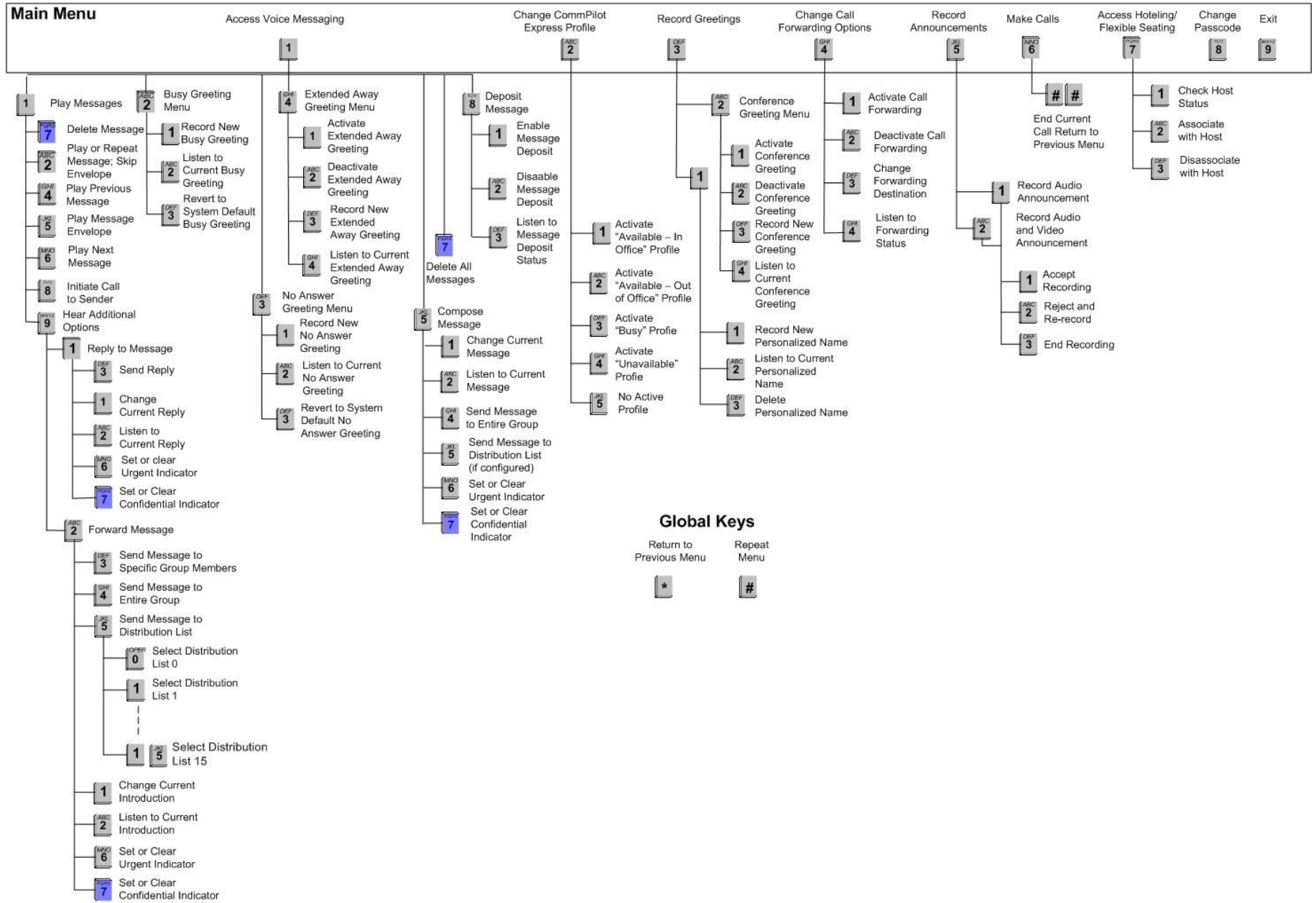
1	<b>Check Host status</b>
2	Associate with Host †
3	Disassociate from Host
4	Disassociate from Remote Host
*	Return to Voice Portal Main Menu
#	Repeat menu

† Associate a guest with a host through the guest user’s voice portal when the Flexible Seating Guest/Hoteling Guest service is assigned. The guest user must log in to the voice portal, using their user ID and password, from the Flexible Seating/Hoteling Host user’s device.

### Change Passcode

#	Enter new passcode, followed by the pound key
*	Return to previous menu

## Menu Command Tree



**Global Keys**

- Return to Previous Menu: \*
- Repeat Menu: #