



# Personal Voice Portal Quick Reference Guide

## 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
- Enterprise voice portal number/extension (if enabled)

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

## 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.

*From a phone outside of your group with auto login enabled:*

- 1) 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 #.

## 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.

## Voice Portal Main Menu

- 1 Access **Voice Messaging** †
- 2 Change **Web Express Profile** †
- 3 Record **Personalized Name**
- 4 Change **Call Forwarding Options** †
- 6 **Make Calls** †
- 7 **Access Hoteling** †
- 8 Change **Passcode**
- 9 Exit
- # Repeat Main Menu

† Options for accessing these services are provided only if they have been assigned to you.

## 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

## Web 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 Web Express SR. See the Web Express SR service configuration web page for more information.



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## 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

## Call Forwarding

- 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

## Make Calls

Enter the destination digits

- # Return to Voice Portal Main Menu

### While engaged in a call:

- ## Terminate a call and make another call

## Passcode

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

## Play Messages Menu

- # 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
- 9 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

- 1 Reply to message
- 2 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.

### Select Distribution List

- 0 Select distribution list 0
- 1 Select distribution list 1
- 2 Select distribution list 2
- 3 Select distribution list 3  
(Distribution lists are numbered consecutively from 1- 15)
- 15 Select distribution list 15
- \* Return to the previous menu
- # Repeat menu

### Distribution List Menu

- 1 Select another distribution list
- 2 Review the selected distribution list
- 3 Send the message
- \* Return to the previous menu
- # Repeat menu

### 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.

### Access Hoteling<sup>†</sup>

- 1 Check Host status
- 2 Associate with Host
- 3 Disassociate from Host
- 4 Return to Main Menu
- 5 Repeat menu

<sup>†</sup> Associate a guest with a host via the Voice Portal through the guest user's Voice Portal when the Hoteling Guest service is assigned. The guest user must log into the voice portal, using his/her userid/password, from the Hoteling Host user's device.