

## Access the Voicemail Menu

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, for more information, see your group administrator.

## First Login to Voicemail Menu

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:

- 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:

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

From your own phone 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.<sup>†</sup>
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.<sup>†</sup>
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.<sup>†</sup>

<sup>†</sup> 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 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.

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.

## Voicemail Main Menu

1	Access Voice Messaging
3	Record Greetings
5	Record Announcements
8	Change Passcode
9	Exit

## Voice Messaging

1	Play Messages Menu (see Play Messages table that follows)
2	Busy Greeting Menu (see Busy Greeting table that follows)
3	No Answer Greeting Menu
5	Compose Message Menu (see Compose Message menu that follows)
7	Delete All Messages menu Passcode (optional) Personalized Name (optional)
8	Access Message Deposit menu
*	Return to previous menu
#	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 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
5	Send message to distribution list (option offered only if enabled. See <i>Select Distribution List</i> table that follows.)
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

### 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 previous menu
#	Repeat menu

## 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 that follows.)
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 Voice Messaging Main 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.

### 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 previous menu