

Voice Portal

Feature Overview

The Voice Portal provides an easy way to manage your voice mailbox and record Auto Attendant greetings from any telephone. To access your voice portal, simply call your voice portal telephone number, log in, and follow the audio prompts.

Voice Portal Notes:

Each site will be assigned a unique Voice Portal number.

Feature Setup & Usage

When your service is activated, you will be sent an email containing various pieces of information, including your Voice Portal telephone number. The Voice Portal extension is typically the last four digits of the Voice Portal telephone number.

To access the Voice Portal

- Dial your voice portal phone number from any phone
- Enter your Mailbox ID (extension or full telephone number)
 - If calling from your office phone or mobile client, your Mailbox ID is implied and does not need to be entered
 - If calling from another phone in your office, the Mailbox ID of that phone is implied. To enter your Mailbox ID instead, press the * key to return to the Mailbox ID prompt
- Enter your Passcode

The Voice Portal has many different options. Once successfully logged in, simply follow the audio prompts to perform the desired task. The Voice Portal also allows for digits to be entered before the recording has finished. Some users prefer doing this to speed up navigation between menus. The guide below provides the appropriate navigation details.

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.

Voice Portal Menu Tree

Voice Portal Main Menu

1	Access Voice Messaging [†]
3	Record Greetings [†]
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.

NOTE: The Personal Assistant menu option has no assigned default key.

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
*	Return to previous menu
#	Repeat menu

Play Messages Menu

2	Play or repeat message; skip envelope
4	Play previous message
5	Play message envelope
6	Play next message
7	Delete message
9	Hear additional options (see Additional Options table that follows)
*	Return to previous menu
#	Save message

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

1	Reply to message (see Reply to Message table that follows)
2	Forward message (see Forward Message table that follows)
*	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

1	Change current introduction
2	Listen to current introduction
3	Send message to specific group members
4	Send message to entire group
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.

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

**SPECIAL NOTE REGARDING THE EXTENDED AWAY GREETING:

- Extended Away is a special type of no-answer greeting
- Activating the Extended Away greeting automatically deactivates the No Answer greeting
- Deactivating the Extended Away greeting activates the No Answer greeting
- Activating the Extended Away greeting disables the ability for Users to leave you messages

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 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

Record Greetings

1	Record Personalized Name (see the Personalized Name 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

Change Passcode

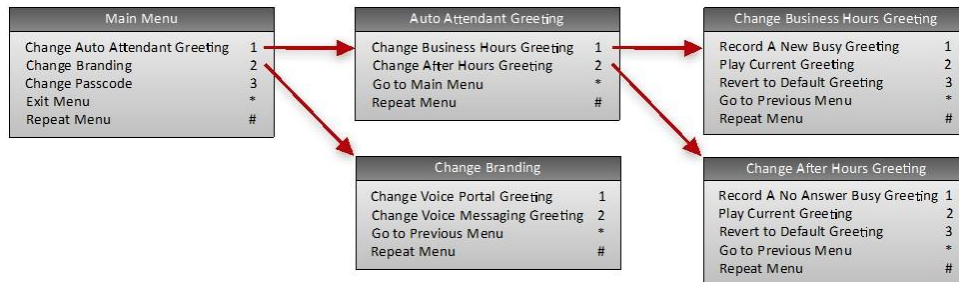
#	Enter new passcode, followed by the pound key
*	Return to previous menu

Flexible Seating/Hoteling[†]

1	Check Host status
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.

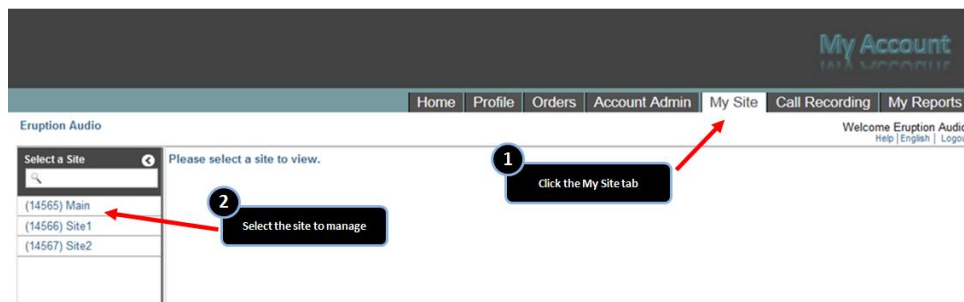
Administrative Access to Voice Portal



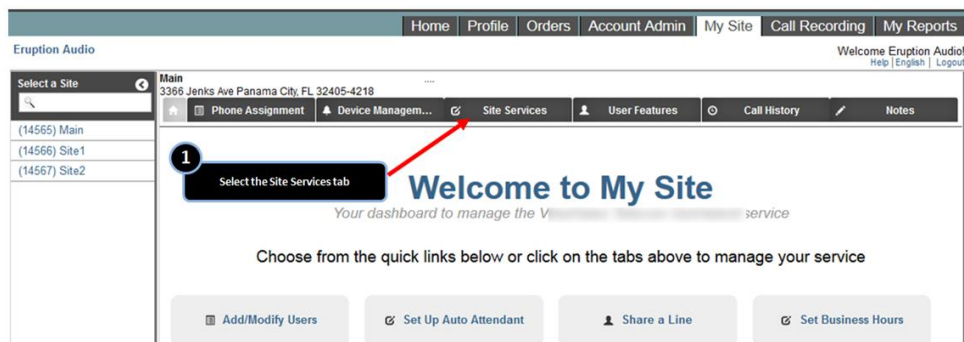
Managing User access to the Voice Portal: (Site Admins)

Step 1: Log in to My Account, then simply follow the steps detailed below.

Step 2: Go to My Site and Select the appropriate Site to configure.



Step 3: Go to Site Services

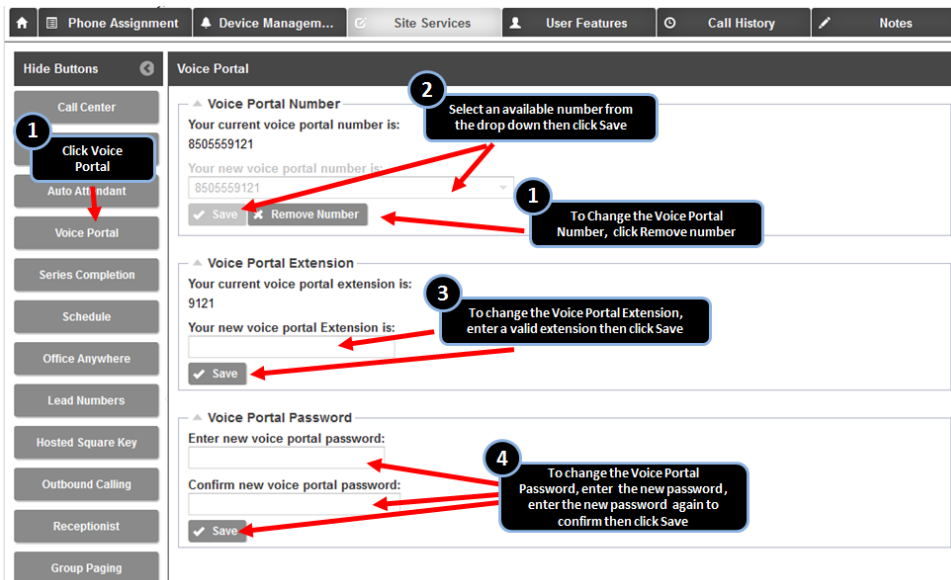


Step 4: Select Voice Portal and Configure

Click the Voice Portal button

Current Voice Portal number and extension will be displayed. To modify these numbers or the Voice Portal password, follow the steps on the next page.

Step 5: Configure the Voice Portal



Select a new Voice Portal number

The Voice Portal extension can be used to dial the Voice Portal from any phone within your site.

- a. To change the extension, enter the new extension.
- b. Click the Save button.

Enter a new Voice Portal extension

The Voice Portal extension can be used to dial the Voice Portal from any phone within your site.

- To change the extension, enter the new extension.
- Click the Save button.

Enter a new Voice Portal password

- Enter the new password. Passwords must be four to eight digits in length.
- Enter the new password again.
- Click the Save button.