

Personal Voice Portal

- 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

3. Voice Portal Main Menu

- 1 Access Voice Messaging[†]
- 2 Change CommPilot Express Profile[†]
- 3 Record Greetings[†]
- 4 Change Call Forwarding Options[†]
Route Call to External Device (optional)
- 6 Make Calls[†]
- 7 Access Hoteling[†]
- 8 Change Passcode
- 9 Exit
- # Repeat menu

[†] These options are provided only if their services have been assigned to you.

3.1 Voice Messaging

- 1 Access Play Messages menu
- 2 Access Change Busy Greeting menu
- 3 Access Change No Answer 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

[†] This option is provided only if its service has been assigned to you

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 Additional Options 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 Reply to Message table that follows)
- 2 Forward message (see Forward Message 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 Select Distribution List 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.



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Select Distribution List

- 0 Select distribution list 0
- 1 Select distribution list
- 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

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 Select Distribution List 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 Disable Message Deposit table that follows)
- 3 Listen to message deposit status
- * Return to the previous menu
- # Repeat menu

Disable Message Deposit

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

3.2 Profile Change†

- 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.

3.3 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

3.4 Call Forwarding Options

- 1 Activate Call Forwarding.
- 2 Deactivate Call Forwarding



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- 3** Change forwarding destination
- 4** Listen to forwarding status
- *** Return to Voice Portal menu
- #** Repeat menu

Forwarding Destination

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

3.5 Make Calls

Enter the destination digits. While engaged in a call, press ## to terminate and make another call

- #** Return to Voice Portal Main Menu

3.6 Hoteling[†]

- 1** Check Host status
- 2** Associate with Host [†]
- 3** Disassociate from Host
- *** Return to Voice Portal Main Menu
- #** Repeat menu

[†] Associate a guest with a host through the guest user's Voice Portal when the Hoteling Guest service is assigned. The guest user must log in to the Voice Portal, using their user ID and password, from the Hoteling Host user's device.

3.7 Change Passcode

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

