

# Setting Up Your Voicemail



## Step 1: Enabling your Voicemail box

1. Using your IP-phone, dial **\*62**.
2. Pick up the handset or press the speaker button.
3. When asked for the passcode, enter **19992005** and then press **#**.
4. Enter a **unique passcode** (6 digits min.) then press **#**.
5. Enter the **same unique passcode** (6 digits min.) then press **#**.
6. At the main menu, press **3** to record your **Personalized Name**.
7. Press **1** to start recording. At the prompt, **say your name** and then press **#**.

## Step 2: Recording your Outgoing Messages

1. Using your IP-phone, pick up the handset and dial **\*62**.
2. Enter your **passcode** and then press **#**.
3. Press **1** to access your voicemail box.
4. Press **2** to create your **Busy Greeting**.
5. Press **1** to record. State out loud the message that will be heard when you are on the phone. Press **#** when done.
6. Press **2** to listen to your recorded message. Press **1** to re-record. When finished, press **\***.
7. Press **3** to create your **No Answer Greeting**.
8. Press **1** to record. State out loud the message that will be heard when you are not able to answer the phone. Press **#** when done.
9. Press **2** to listen to your recorded message. Press **1** to re-record. When finished, press **\***.

**Your voicemail is setup and ready to go!**

## Leaving Messages for Other Users



### *During greeting:*

- # Interrupt the greeting and start recording a voice message.
- \* Transfer out of greeting to Voice Portal password prompt.
- 0 Transfer out of greeting to another extension.

### *While recording message:*

- \* Cancel recording and transfer to Voice Portal password prompt.
- 0 Cancel recording and transfer to another extension.
- # Stop recording and review message.

### *While reviewing message:*

- 1 Erase message and record again.
- 2 Listen or view current message.
- 3 This sends the message (OR you could just hang up).
- 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.

## Accessing Your Voice Portal

You can access your personal voice portal using your own phone or another phone.

### *Using Your Phone*

1. Using your IP-phone, pick up the **handset** and dial **\*62**.
2. Enter your **passcode** and then press **#**. You will now be at the Voice Messaging Main Menu.

**NOTE:** Depending on the IP phone, hard key and soft key options are available that allow easy access your voicemail.

### *From Another Phone*

1. Using any phone, pick up the handset and dial the telephone number or ext.
2. Let the phone ring until you engage your voicemail box.
3. When you begin to hear your No Answer greeting, press **\*** to reach the login prompt.
4. Enter your passcode and then press **#**. You will now be at the Voice Messaging Main Menu.

## Voice Portal Main Menu Options

- 1 Access Voice Mailbox
- 2 Change CommPilot Express profile
- 3 Record Personalized Name.
- 4 Change Call Forwarding Options
- 8 Change Passcode
- 9 Exit
- # Repeat menu

+ *Some of these options are provided only if they have been assigned to you.*



## Voice Messaging Menu

- 1 Play Messages (see *Play Messages Menu*)
- 2 Busy Greeting Menu (see *Busy Greeting Menu*)
- 3 No Answer Greeting Menu (see *No Answer Greeting Menu*)
- 5 Compose Message Menu (see *Compose Message Menu*)
- 7 Delete All Messages
- \* 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
- 9 Hear additional options (see *Additional Options* table)
- \* 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. Messages flagged as urgent are played first.

## 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

## 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.

## 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 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

## 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

## Select Distribution List

- 0 Select distribution list 0
- 1 - 15 Select the appropriate distribution list (between 1 – 15).
- \* 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

## 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 (option offered only if enabled.
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* 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

## 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

## 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