



VOICEMAIL

BUSINESS PHONE SOLUTIONS

Send calls to a personal Voicemail while on another call, not at the office or just too busy. Messages can be conveniently retrieved by online account, using the handset or email.

INTERNET INSTRUCTIONS

1. Login to online account
2. Click **Settings**
3. Click the **View / Edit** option following **Voicemail**
4. Click **On** to Enable / Click **Off** to Disable
5. **Check** to Enable / **Uncheck** to Disable appropriate Voicemail options:
 - Send All Calls to Voicemail
 - Send Busy Calls to Voicemail
 - Send Unanswered Calls to Voicemail
6. Click **Save**

To Access Messages:

1. Click the **Account tab** on the main login screen
2. Click **Messages**
3. Select Action: · Play · Save · Forward · Delete · Block Number

TELEPHONE INSTRUCTIONS:

1. Dial ***98**
2. Enter **default passcode 8642** and press **#** (first time setup)
3. Following passcode has expired prompt, enter a **permanent passcode** and press **#**
4. Re-enter **permanent passcode** and press **#**
5. Follow the rest of the prompts to record name and greetings

To Access Voicemail:

1. From On-Network Extension: Dial ***98**.
From Off-Network Extension: Dial **10-Digit Phone Number** and press * when greeting starts
2. Enter **passcode** and press **#**

Main Voicemail Menu Options:

- [1]** To access Voicemail
- [3]** Record name
- [8]** To change passcode
- [9]** To exit the voice portal
- [#]** To repeat this menu

Access Voicemail Options:

- [1]** To listen to messages
- [2]** To change mailbox busy greeting
- [3]** To change mailbox no answer greeting
- [5]** To compose and send a new message
- [7]** To delete all messages
- [*]** To go to the CommPilot voice portal
- [#]** To repeat this menu

VOICEMAIL TO EMAIL

Receive voicemail messages via email for up to 5 email addresses.

INTERNET INSTRUCTIONS:

1. Login to online account
2. Click **Settings**
3. Click the **View / Edit** option following **Voicemail**
4. Select **Use Unified Messaging** or **Forward to this Email Address**
5. (OPTIONAL) Enter destination Voicemail to Email Notification Address(es)
 - Enter up to five email addresses for Use Unified Messaging
 - Enter a single email address for Forwarding to this Email Address
 - **Check** to Enable / **Uncheck** to Disable Phone Message Waiting Indicator
6. **Check** to Enable / **Uncheck** to Disable additional Voicemail to Email options
 - Notify me by Email of the new message at this address
 - E-mail a carbon of the message to a desired email address
 - Transfer on 'o' to Phone Number
7. (OPTIONAL) Enter **Email Address(es)** / **10-Digit Phone Number** following enabled option(s)
8. Click **Save**

VOICEMAIL DISTRIBUTION LISTS

Configure up to 15 distribution lists for sending messages from your voicemail voice portal.

INTERNET INSTRUCTIONS:

1. Login to online account
2. Click **Settings**
3. Click the **View / Edit** option following **Distribution List**
4. Select appropriate **Distribution List number 0 - 14**
5. Enter **Description** and **Phone Number/SIP-URI**
6. Click **Add**
7. Click **Save**

NOTE: *Assigned number corresponds to the key that you must use in the voicemail voice portal to use a given list.*

VOICEMAIL GREETINGS

Set busy and no answer greetings for callers sent to Voicemail.

INTERNET INSTRUCTIONS:

1. Login to online account
2. Click **Settings**
3. Click the **View / Edit** option following **Voicemail**
4. Click **Voicemail Greetings**
5. Select **System Greeting** or **Personal Greeting** to assign **Busy Greeting**
 - (OPTIONAL) Click **Choose File** to upload custom greeting
 - Click **Choose File** in the popup window
 - Select appropriate file to be uploaded*
6. Select **System Greeting** or **Personal Greeting** to assign **No Answer Greeting**
 - (OPTIONAL) Click **Choose File** to upload custom greeting
 - Click **Choose File** in the popup window
 - Select appropriate file to be uploaded*
 - Upload up to three Alternate No Answer Greetings
 - (OPTIONAL) Enter Greeting Name
 - Click **Choose File** to upload custom greeting
 - Click **Choose File** in the popup window
 - Select appropriate file to be uploaded*
7. Select **Number of rings** before greeting
8. Click **Save**

**Must be in .WAV format*

TELEPHONE INSTRUCTIONS:

1. Dial ***98**
2. Enter **passcode** and press **#**

Access Voicemail Options:

[2] To change mailbox busy greeting

[3] To change mailbox no answer greeting

[#] To repeat this menu



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VOICEMAIL PASSCODE RESET

Reset temporary *Voicemail Passcode*. Accessing voicemail with default passcode 8642 will prompt you to assign a new permanent passcode.

INTERNET INSTRUCTIONS:

1. Login to online account
2. Click *Settings*
3. Click the *View / Edit* option following *Reset Voicemail Passcode*
4. Click *Reset*

TELEPHONE INSTRUCTIONS:

To Change Passcode:

1. Dial **98*
2. Enter *default passcode 8642* and press *#*
3. Following passcode has expired prompt, enter a *permanent passcode* and press *#*
4. Re-enter *permanent passcode* and press *#*

Voicemail Passcode:
