



UC Portal Voicemail

User Guide

MOMENTUM

Welcome to your voicemail services.

FIRST TIME VOICE PORTAL LOG IN


There are multiple ways to access your voicemail account:

Via System Phone

1. Press the "Messages" button or "Voicemail" soft key on the physical phone.
2. Enter the password provided by your system administrator
3. Follow prompts to reset your voicemail password
4. Once the voicemail password is reset, please follow the prompts to record your full name.

This recording will be used when callers intend to leave a voice message on your extension or during the dial by name option in the auto attendant.

Via Colleague's System Phone

1. Press the "Messages" button or "Voicemail" soft key on the physical phone.
2. Press star key  at the voice prompt
3. Enter your extension at the voice prompt
4. Enter the password provided by your system admin
5. Follow prompts to reset your voicemail password
6. Once the voicemail password is reset, please follow the prompts to record your full name.
7. This recording will be used when callers intend to leave a voice message on your extension or during the dial by name option in the auto attendant.

Via Landline/Cell phone

1. Dial your ten-digit office number from your landline or cell phone
2. Let it ring till the call reaches to your voicemail box and the prompts start.
3. Press the star key ***** at the voice prompt
4. Enter the password provided by your system admin
5. Follow prompts to reset your voicemail password
6. Once the voicemail password is reset, please follow the prompts to record your full name.
7. This recording will be used when callers intend to leave a voice message on your extension or during the dial by name option in the auto attendant.

Via Auto Attendant

1. Dial the Auto Attendant number
2. Press star key ***** at the voice prompt
3. Enter your extension at the voice prompt
4. Enter the password provided by your system admin
5. Follow prompts to reset your voicemail password
6. Once the voicemail password is reset, please follow the prompts to record your full name.
7. This recording will be used when callers intend to leave a voice message on your extension or during the dial by name option in the auto attendant.

ACCESS VOICEMAIL

You can access voicemails left for your number in multiple ways:

Via System Phone

1. Press the "Messages" button or "Voicemail" soft key on the physical phone.
2. Enter the voicemail password
3. Press **1** to listen to your voice messages

Via Colleague's System Phone

1. Press the "Messages" button or "Voicemail" soft key on the physical phone.
2. Press star key ***** at the voice prompt
3. Enter your extension at the voice prompt
4. Enter the voicemail password
5. Press **1** to listen to your voice messages

Via Landline/Cell phone

1. Dial your ten digit office number from your landline or cell phone
2. Let it ring till the call reaches to your voicemail box
3. Press star key ***** at the voice prompt
4. Enter the voicemail password
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Via Auto Attendant

1. Dial the Auto Attendant number
2. Press star key ***** at the voice prompt
3. Enter your extension at the voice prompt
4. Enter the voicemail password
5. Press **1** to listen to your voice messages

Via Unified Messaging (Email Service)

1. If you have enabled the option to send a carbon copy of the voice messages to your email, then you can hear all your voicemails from your PC/Laptop using any media player.
2. To listen, double click on the email attachment. It will open the voice message in a default media player. Adjust the volume in the media player until you get a clear sound.

Via Smart Phone

1. If you have enabled the option to receive a copy of the voice messages via email, then you can hear all your voicemails from email on your smart device using the default media player when played from the email
2. To listen, double click on the email attachment. It will open the voice message in a default media player on your smart device.

VOICEMAIL MENU OPTIONS

Navigating your voice messages:

- » Press **1** to play voice messages
- » Press the pound key **#** to save message
- » Press **2** to play or repeat message
- » Press **4** to return to previous message
- » Press **5** to play message envelope
- » Press **6** to move to next message
- » Press **9** to hear additional options
- » Press ***** to return to previous menu

Note: New messages flagged as urgent are played first.

While playing voice messages:

- » Press **1** to skip backward the message by 3 seconds
- » Press **2** to pause playback
- » Press **3** to skip forward the message by 3 seconds
- » Press **4** to skip to beginning of message
- » Press **6** to skip to end of message

Reply to Messages:

- » While playing the message, press **9** to enter into additional options
- » Press **1** to reply to message
- » Press **1** to change current reply
- » Press **2** to listen to current reply
- » Press **3** to send reply
- » Press **6** to set or clear urgent indicator
- » Press **7** to set or clear confidential indicator
- » Press ***** to return to previous menu
- » Press **#** to repeat menu

Forward Messages:

- » While playing the message, press **9** to enter into additional options
- » Press **2** to forward the message
- » Press **1** to change current introduction
- » Press **2** to listen to current introduction
- » Press **4** to send message to entire group
- » Press **5** to send message to distribution list (option offered only if enabled)
- » Press **6** to set or clear urgent indicator
- » Press **7** to set or clear confidential indicator
- » Press ***** to return to previous menu
- » Press **#** to repeat menu

Distribution List:

- » If you selected option **5** while forwarding messages menu then follow the steps as mentioned below
- » Press the number between 0 and 15 to select the distribution list which was created for your account
- » Press **3** to send the message
- » Press **1** to select another distribution list
- » Press **2** to review the selected distribution list

Delete Messages:

- » When you are listening to a voice message, press **7** to delete the message
- » If you intend to delete all the voice messages, press **7** once in the play message menu, press **1** to confirm

ADDITIONAL OPTIONS

Change Personalized Name:

- » Once in the voice message menu, Press **3** to change your personalized name
- » Press **1** to record new personalized name
- » Press **2** to listen to current personalized name
- » Press **3** to delete personalized name
- » Press ***** to return to previous menu
- » Press **#** to repeat menu

Change Password:

- » Once in the voice message menu, Press **8** to change your voicemail password
- » Enter a random password (between 4-15 characters), confirm and then press the pound **#** key

Compose Message:

- » Once in the voice message menu, Press **5** to compose a message which can be sent to one or more members of your company
- » Press **1** to change current message
- » Press **2** to listen to current message
- » Press **4** to send message to entire group
- » Press **5** to send message to distribution list
- » Press **6** to set or clear urgent indicator
- » Press **7** to set or clear confidential indicator
- » Press ***** to return to previous menu
- » Press **#** to repeat menu

CommPilot Express:

- » Once in the voice message menu, Press **2** to change the commpilot express profile for your availability.
- » Press **1** to activate "Available – In Office" Profile
- » Press **2** to activate "Available – Out of Office" Profile
- » Press **3** to activate "Busy" Profile
- » Press **4** to activate "Unavailable" Profile
- » Press ***** to return to previous menu

Busy Greeting Menu:

- » Once in the play message menu, Press **2** to change the busy greeting
- » Press **2** to listen to current busy greeting
- » Press **3** to revert to system default busy greeting
- » Press ***** to return to previous menu
- » Press **#** to repeat menu

No Answer Greeting Menu:

- » Once in the play message menu, Press **3** to change no answer greeting
- » Press **2** to listen to current no answer greeting
- » Press **3** to revert to system default no answer greeting
- » Press ***** to return to previous menu
- » Press **#** to repeat menu

FREQUENTLY ASKED QUESTIONS

I am locked out of my voicemails, what do I do?

Answer:

If you have access to the user portal, then please log into the portal and follow these instructions to reset your password:

1. Click on "Profile" option on the user portal
 2. Click on "Password" option under Profile menu
 3. Select the radio button which reads "Set portal Password"
 4. Enter random six digit numbers in the field.
 5. Click on "OK" button
 6. Try accessing your voicemail and see if the change did work
- » If you don't have access to the user portal, then please contact your system administrator and request assistance to reset your voicemail password
 - » If your company doesn't have a system administrator and you cannot access the user portal, then please contact Customer Support at 888.538.3960 and they will assist in resetting the voicemail password.

How to record alternate greeting for a voicemail box?

Answer:

1. Make sure unified messaging option is turned ON in your voicemail box. With Unified messaging service, a user can receive email with voicemail as an attachment (when someone leaves a voicemail).
2. Dial your own DID/extension and when it reaches the voicemail box, leave a brief message what you intend to put in the alternate greeting.
3. Once you receive the voicemail as an attachment in your email, please save the .wav file attachment on your desktop.

4. Go to Start > All Programs > Accessories > Entertainment > Sound Recorder
5. Once the Sound Recorder application is open, click on File>Open and open the saved .wav file
6. Click on File>Save As option
7. Rename the file name
8. Click on Format Change button and scroll up to select the format "CCITT U law" and then change the attributes to "8.000KHZ, 8 bit, mono"
9. Save the changes and save the file back on your desktop.
10. Play the .wav file on your sound recorder application to make sure it plays correctly and there is no interference

How to upload an alternate greeting to my voicemail box?

Answer:

1. Open a web browser on your PC
2. Log into your user account in the UC Portal.
3. Once you are logged into the user portal, click on the "Messaging" option which you will find under the menu on the left.
4. Under the basic menu of the Messaging, click on "Greetings" option
5. Under the Alternate Greeting option, select one of the available radio buttons and use the Browse button to locate and upload the configured alternate greeting .wav file.
6. If you are a UC Portal Administrator assisting a user, search for the desired user and then follow steps 3 through 5.