

# Personal Voice Mail Quick Reference Guide

## 1. Voice Messaging

### 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 Personalised Name (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

### 2. Change Busy Greeting Menu

Note this message will be played if you are on another call or decline the incoming call

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.

### 3. Change No Answer Greeting Menu

Note this message will be played if you don't answer your phone

1	Record new Busy Greeting.
2	Listen to current No Answer Greeting.
3	Revert to system default No Answer Greeting.
*	Return to previous menu.
#	Repeat menu.

## Fax Messaging

#	Save Fax and Skip to Next Message.
4	Previous Message.
5	Play Envelope.
6	Next Message.
7	Delete Fax.
*	Return to previous menu.

### 4. Change Extended Away Greeting Menu

This can be used if you are away for long periods of time ie. holiday. You can also disable message collection.

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.

### 7. Delete All Messages Menu

For the brave only.

1	Confirm deletion.
*	Cancel deletion.

### 8. 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.

### 3. Record Greetings

1	Record Personalised Name (see the Personalised Name table).
*	Return to Voice Portal Main Menu.
#	Repeat menu.

## Personalised Name

1	Record new Personalised Name.
2	Listen to Current Personalised Name.
3	Delete Personalised Name.
*	Return to previous menu.
#	Repeat menu.

### 5. Record Announcements

1	Record audio announcement (see the Voice Portal Announcement Recording table).
2	Record audio and video announcement (see the Voice Portal Announcement Recording table).
*	Return to Voice Portal Main Menu.
#	Repeat menu.

### 7. 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.

### 8. Change Passcode

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

## PERSONAL VOICEMAIL (VOICE PORTAL)

### Access Voice Portal

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

To log in, dial one of the following:

- Dial the voice portal number from your own phone. This will authenticate for you automatically
- Dial your own extension from your phone.
- Press the voicemail button (soft key or physical button) on your phone
- From any phone call the voice portal number provided and your password. For security reasons this password is 6-12 characters long and can only be set from your own phone.

### Logging in for the first time and setting a password.

Dial your phone number/extension or the voice portal number/extension, and then:

- If requested, enter your phone number.
- Enter a new passcode at the prompt.
- Re-enter your passcode at the prompt.
- Record your name at the prompt.
- Press #.

### Password Security Note:

Passwords need to:

- Between six and twelve characters
- Cannot be your extension or phone number
- Cannot be you extension or phone number reversed
- Cannot contain more than 2 repeated numbers
- Cannot be more that 3 sequential numbers ascending or descending

- Cannot be any of the last 3 passwords
- Cannot be an old password reversed
- Expires after 120 days
- Voice Portal is disabled after 3 failed login attempts

As default Access4 sets a long random password to prevent unauthorised external access. The most secure practice is to use only your phone, the voicemail to email, or UC-One to collect you voicemails.

### Log In

**From your phone or UC-One. Dial your phone number/extension, press the voice portal key, or press and hold one (UC-One Mobile)**

From your own phone and you will be logged in automatically. To access any features other than retrieving voicemails you will need your password.

To access these other settings such as recording a greeting press \* to reach the Voice Portal Main Menu.

### From a phone other than your own:

- Press \* during your outgoing greeting to reach the login prompt.
- Enter the correct passcode to reach the Voice Messaging menu.
- At the Voice Messaging menu, press \* to reach the Voice Portal Main Menu.

### From a phone in your group other than your own:

- Press \* during the greeting to reach the voice portal login prompt.
- Enter your phone number/extension.†
- Enter the correct passcode to reach the Voice Portal Main Menu.

## Leaving Messages for Other Users

### During greeting

#	Interrupt the greeting and start recording voice or video message.
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### While recording message

#	Stop recording and review message.
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### 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 Main Menu

1	Access Voice Messaging†
3	Record Greetings †
5	Record Announcements.
7	Access Flexible Seating/Hoteling †
8	Change Passcode.
9	Exit.
#	Repeat menu.

† These options are provided only if the services have been assigned to you

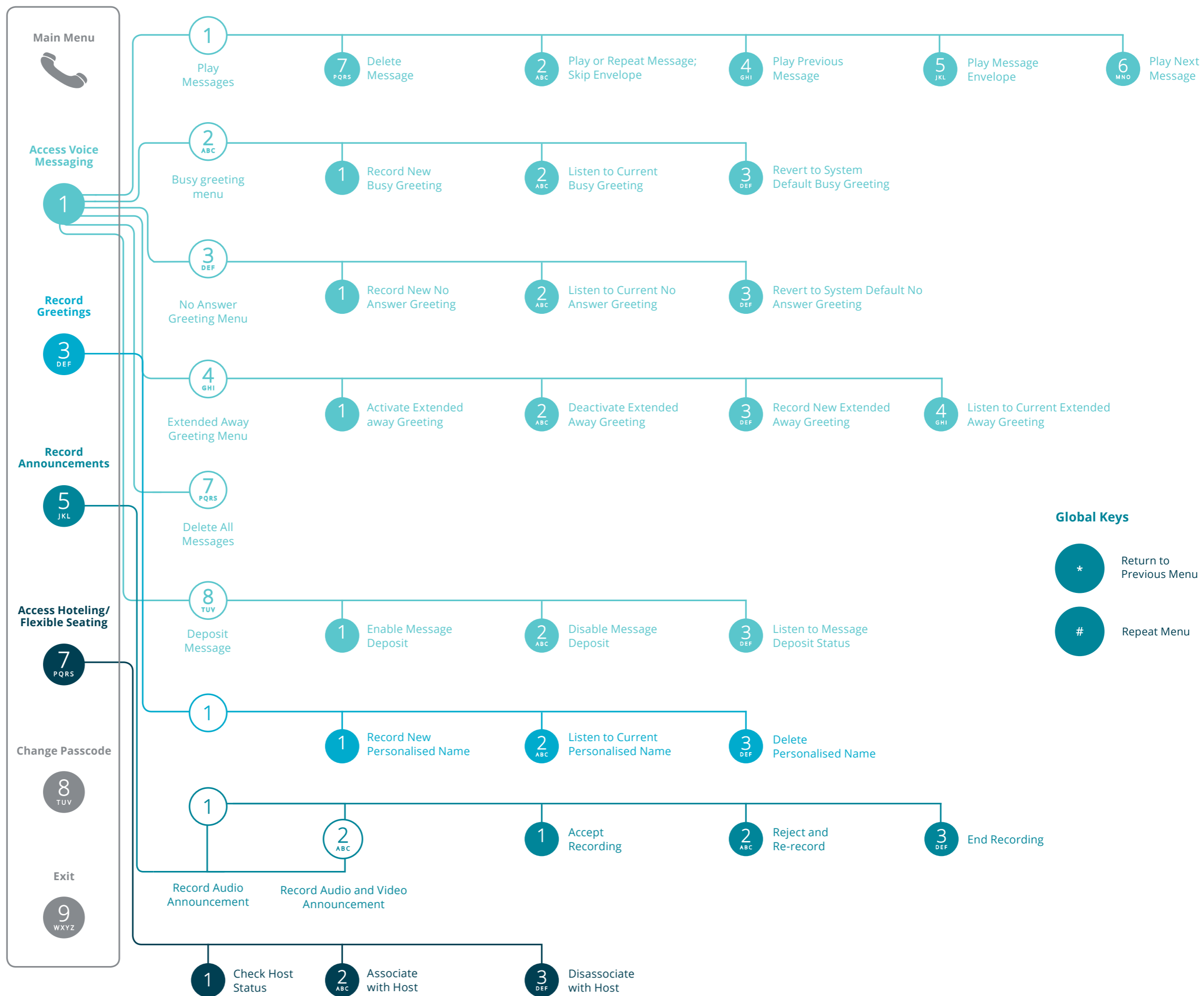
### Voice Messaging

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.
7	Access Delete All Messages menu.
8	Access Message Deposit menu †
*	Return to previous menu.
#	Repeat menu.

† This option is provided only if the service has been assigned to you

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## Menu Command Tree



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for more information or visit us at [www.businessvoipsolutions.com.au](http://www.businessvoipsolutions.com.au)