Personal Voice Portal Quick Reference Guide

Before you’re able to use your Voice Portal number, you must follow the set-up instructions.

1 **Dial the Voice Portal number.**

   *Note: Your Voice Portal number was included in the Welcome to Windstream email sent to you prior to your installation. If you cannot find your Voice Portal number, please contact our Customer Support team at 800.600.5050.*

   You will hear the following greeting:
   Welcome to your ComPilot Voice Portal. Please enter your passcode then press the # key. If you are not calling from your own phone hit the * key.

2 **If you are calling from your Polycom phone, enter the default passcode 0 0 0 0.**

   If you are calling from another phone, press #. When you are prompted to enter your mailbox ID, enter your Voice Portal number then press #. When you are prompted for the passcode, enter the default passcode of 0 0 0 0 and press #.

   You will hear the following message:
   Before you can use your Voice Portal, you must change your passcode and record your personalized name. Please enter your new passcode then press the # key. To go back to the previous menu, press the # key.

3 **Enter in a new passcode and press #. To confirm your new passcode, enter it again and press #.**

   You will hear a message letting you know the passcode has been changed successfully.

   You will hear the following message:
   Before you can use your Voice Portal, you must record your personalized name. Please start recording your personalized name at the tone. Press the # key to end the recording.

   *Note: The tone starts almost immediately after the above message is complete.*

4 **At the tone, clearly say the name of your business and then press #. You will hear a message informing you that your personalized name has been recorded.**

   You will hear the final message:
   If you are satisfied with your name recording press the # key. To rerecord your name press 1, to listen to your name recording press 2, to repeat this menu press the # key.

5 **Press # if you are satisfied with your recording; otherwise, repeat other steps if necessary.**

   Congratulations! You are now ready to use the Voice Portal.