



Personal Voice Portal **Quick Reference Guide**



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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 **0000**.

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 **0000** 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.