

Voice Portal and Auto Attendant

ADMIN GUIDE

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1.0 Voice Portal

1.1 Overview

- Voice Portal number is unique for your location
- Everyone at the location will use the same voice portal number to access their individual Voice Mail account
- The Administrator for your location will use the Voice Portal passcode to manage the overall voice portal and Auto Attendant functions.
- You can find your assigned Voice Portal number listed on the “Install Kit” that was emailed to you prior to install. If you cannot find your voice portal number, please call Customer Service at 800.600.5050 for assistance.

1.2 Accessing Your Voice Portal Number

01 Access Voice Portal

From Polycom 550 or 650: Press **Messages** button

From Polycom 331 : Press * 6 2

Away from the office: Dial your Voice Portal number (provided in the Install Kit).

02 Follow voice prompts and enter your **Voice Portal number** (All 10 digits) and passcode

- ➔ First time access, enter the default passcode 9 4 6 3 7 8 7 3 2 6

Note: The greeting you record using the Voice Portal number and passcode will be heard by all internal Users who access that Voice Portal number for management of their voice mail.

When logging in for the first time with the default passcode, you will be prompted to change the passcode.

- Passcodes must be 6 - 10 digits in length
- They cannot consist of repeat digits (e.g. 11111111 or 000000)
- You cannot use your telephone number or extension number as a passcode
- You will be locked out from access if you attempt to log in more than 5 times with the wrong passcode. If this occurs, please contact Customer Service at 800.600.5050.

1.3 Voice Portal Menus

Please see diagram on next page.

1.3 Voice Portal Menus



Voice Portal Menus Continued



2.0 Auto Attendant

If you do not record a custom greeting or menu for your Auto Attendant, the following system default greeting will be used:

Welcome. Your call is being answered by an automated attendant. If you know your party's extension, press 1. To use our automated name directory, press 2. If you would like to speak with an operator, press 0. Thank you for calling.

Note: The default greeting is a generic system greeting and does not identify the company name.

2.1 Setting Up Auto Attendant Greeting/Menu

Before you can set up your attendant greeting and menu, you must set up your Voice Portal number. Simply use the Personal Voice Portal Quick Reference Guide for instructions to install your Voice Portal number.

01 Dial the **Voice Portal number**.

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, press the * key.*

02 Press *****

03 When prompted for the Mailbox ID, enter the last 4 digits of your **Voice Portal number**, and press **#**.

04 When prompted for the passcode, enter the default passcode **0000**.

Note: Enter default passcode even if you have already set up a new passcode during the Voice Portal set-up.

After entering the default passcode you will hear the following menu:

To change an Auto Attendant greeting, press 1. To go to the Branding Configuration menu, press 2. To change your passcode, press 8. To exit the Voice Portal, press 9. To repeat this menu, press the # key.

05 Press **1** to change your Auto Attendant greeting.

You will hear the following menu:

*To change your business hours greeting, press 1. To change your after hours, greeting press 2. To go back to the previous menu, press the * key. To repeat this menu, press the # key.*

06 Press **1** to change your business hours greeting.

You will hear the following menu:

*To record a new business hours greeting, press 1. To listen to the current business hours greeting, press 2. To revert back to the default greeting, press 3. To go back to the previous menu, press the * key. To repeat this menu, press the # key.*

07 Press **1** to record your business hours greeting.

You will hear the following message:

Please start the recording at the tone. Press the # key to stop the recording.

08 At the tone, record your business hours greeting menu.

Sample recording: *Thank you for calling Windstream. Please select one of the following options: To transfer to the operator, press 0. If you know your party's extension, press 1. To use our automated name directory, press 2. Thank you.*

After pressing #, you will hear the following menu:

*To record a new business hours greeting, press 1. To listen to the current business hours greeting, press 2. To revert back to the default business hours greeting, press 3. To go back to the previous menu, press the * key. To repeat this menu, press the # key.*

09 Press ***** if you want to continue and record your after-hours greeting menu. If not, you may hang up at this time.

You will hear the following menu:

*To change your business hours greeting, press 1. To change your after-hours greeting, press 2. To go back to the previous menu, press the * key. To repeat this menu, press the # key.*

10 Press **2** to change your after-hours greeting.

You will hear the following menu:

*To record a new after-hours greeting, press 1. To listen to the current after hours greeting, press 2. To revert back to the default after-hours greeting, press 3. To go back to the previous menu, press the * key. To repeat this menu, press the # key.*

11 Press **1** to record a new after-hours office greeting. At the tone, record your after hours greeting/menu.

Sample Recording: *Thank you for calling Windstream. Our offices are open Monday through Friday from 8:00 am to 5:00 pm. Please select one of the following options: If you know your party's extension, press 1. To use our automated name directory, press 2. Thank you.*

After pressing #, you will hear the following menu:

*To record a new after hours greeting, press 1. To listen to the current after hours greeting, press 2. To revert back to the default after hours greeting, press 3. To go back to the previous menu, press the * key. To repeat this menu press the # key.*

12 Hang up to exit the system. Congratulations! You have completed recording your business and after-hours greetings/menus.

2.2 Auto Attendant Message Recording

Please see diagram on next page.

2.2 Auto Attendant Message Recording

Are you calling from a Windstream number?

YES

NO

Login Steps

- 01 Dial complete 10 digits of Voice Portal
- 02 Assume you are not calling from your own phone—when prompted press the * key
- 03 Enter the Voice Portal number as mailbox ID followed by #
- 04 Enter your passcode followed by #

Login Steps

- 01 Dial complete 10 digits of Voice Portal
- 02 Assume you are not calling from your own phone—when prompted press the * key
- 03 Enter the Voice Portal number as mailbox ID followed by #

Did you enter Admin passcode?

YES

Main Menu (Admin)

- Change Auto Attendant Greeting 1
- Go to Branding Configuration Menu 2
- Change Your Passcode 8
- Exit Voice Portal 9
- Repeat Menu #

Change Auto Attendant Voice Portal Menu

- 01 Enter the Auto Attendant number/extension followed by #
- 02 To change business greeting, Press 1
To change after hours greeting, Press 2
- 03 To record a new greeting, Press 1
To listen to the current greeting, Press 2
To revert to the default greeting, Press *

Note: Step 1 in “Change Auto Attendant Voice Portal Menu” will be available if customer has subscribed for more than one auto attendants. If there is only one auto attendant then this step will be automatically skipped.

Change Group Voice Portal Menu

- 01 To change Voice Portal greeting, Press 1
To change Voice Messaging greeting, Press 2
- 02 To record a new greeting, Press 1
To listen to the current greeting, Press 2
To revert to the default greeting, Press *

Change Passcode Menu

- 01 Enter new passcode followed by #



- 01** Press 1 to record your business hours greeting.

You will hear the following message:

Please start the recording at the tone. Press the # key to stop the recording.

- 02** At the tone, record your business hours greeting menu.

Sample recording: *Thank you for calling Windstream. Please select one of the following options: To transfer to the operator, press 0. If you know your party's extension, press 1. To use our automated name directory, press 2. Thank you.*

After pressing #, you will hear the following menu:

*To record a new business hours greeting, press 1. To listen to the current business hours greeting, press 2. To revert back to the default business hours greeting, press 3. To go back to the previous menu, press the * key. To repeat this menu, press the # key.*

- 03** Press * if you want to continue and record your after-hours greeting menu. If not, you may hang up at this time.

You will hear the following menu:

*To change your business hours greeting, press 1. To change your after-hours greeting, press 2. To go back to the previous menu, press the * key. To repeat this menu, press the # key.*

- 04** Press 2 to change your after-hours greeting.

You will hear the following menu:

*To record a new after-hours greeting, press 1. To listen to the current after hours greeting, press 2. To revert back to the default after-hours greeting, press 3. To go back to the previous menu, press the * key. To repeat this menu, press the # key.*

- 05** Press 1 to record a new after-hours office greeting. At the tone, record your after hours greeting/menu.

Sample Recording: *Thank you for calling Windstream. Our offices are open Monday through Friday from 8:00 am to 5:00 pm. Please select one of the following options: If you know your party's extension, press 1. To use our automated name directory, press 2. Thank you.*

After pressing #, you will hear the following menu:

*To record a new after hours greeting, press 1. To listen to the current after hours greeting, press 2. To revert back to the default after hours greeting, press 3. To go back to the previous menu, press the * key. To repeat this menu press the # key.*

- 06** Hang up to exit the system. Congratulations! You have completed recording your business and after-hours greetings/menus.

2.2 Auto Attendant Message Recording

Please see diagram on next page.