Voice Portal and Auto Attendant
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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 voicemail account.
+ The Administrator for your location will use the Voice Portal passcode to manage the overall 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

1. Access Voice Portal:
   From Polycom 550 or 650: Press Messages button
   From Polycom 331: Press *62
   Away from the office: Dial your Voice Portal number (provided in the Install Kit).

2. Follow voice prompts and enter your Voice Portal number (all 10 digits) and passcode:
   + First time access, enter the default passcode.
   + If you cannot find your default passcode, please call Customer Service at 800.600.5050 for assistance.

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 voicemail.

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., 1111111 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

**Main Menu**
- Voice Messaging
- CommPilot Express Profile* 
- Personalized Name
- Call Forwarding Options
- Voice Portal Calling
- Passcode
- Exit Voice Portal
- Repeat Menu

*Note: CommPilot Express service is offered only for VoIP customers.

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**Voice Messaging Menu**
See next page

**CommPilot Express Profile Menu**
- Activate “Available-In-Office”
- Activate “Available-Out-of-Office”
- Activate “Busy”
- Activate “Unavailable”
- No Profile
- Return to Previous Menu

**Personalized Name Menu**
- Record New Name
- Listen to Current Name
- Delete Personalized Name
- Return to Previous Menu
- Repeat Menu

**Call Forwarding Options Menu**
- Activate Call Forwarding
- Deactivate Call Forwarding
- Change Call Forwarding Destination
- Listen to Call Forwarding Status
- Return to Previous Menu
- Repeat Menu

**Record New Greeting/Name**
End Recording

**Change Call Forwarding Destination**
Finish Entering New Destination Number

**Voice Portal Calling Menu**
- End Current Call and Go Back to Previous Menu
- Return to Previous Menu

**Passcode Menu**
- Finish Entering Passcode
- Return to Previous Menu

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**Login Steps**
1. Dial 10-Digit Voicemail Access Number
2. Enter Passcode

**Login Steps**
1. Dial 10-Digit Voicemail Access Number
2. Enter 10-Digit Mailbox ID
3. Enter Passcode

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**Are you calling from a Windstream Enterprise number?**

- **YES**
  - Login Steps
  1. Dial 10-Digit Voicemail Access Number
  2. Enter Passcode

- **NO**
  - Login Steps
  1. Dial 10-Digit Voicemail Access Number
  2. Enter 10-Digit Mailbox ID
  3. Enter Passcode
## 1.3 Voice Portal Menus

### Play Messages Menu
- Save Message
- Delete Message
- Play Message
- Previous Message
- Play Envelope
- Next Message
- Callback Caller
- Additional Message Options
- Return to Previous Menu

### Play Messages
- Skip Backward
- Pause/Resume
- Skip Forward
- Jump to Begin
- Jump to End

### Additional Message Options
- Reply Message
- Forward Message
- Return to Previous Menu
- Repeat Menu

### Voice Messaging Menu
- Play Messages
- Change Busy Greeting
- Change No Answer Greeting
- Compose Message
- Delete All Messages
- Return to Previous Menu
- Repeat Menu

### Busy/No Answer Greeting Menu
- Record New Greeting
- Listen to Current Greeting
- Revert to System Greeting
- Return to Previous Menu
- Repeat Menu

### Forward/Compose Message
- Send to Person(s)
- Send to All Group Members
- Send to Distribution List
- Change Current Intro/Message
- Listen Current Intro/Message
- Set/Clear Urgent Indictor
- Set/Clear Confidential Indicator
- Return to Previous Menu
- Repeat Menu

### Delete All Messages Menu
- Confirm Deletion
- Cancel Deletion

### Reply Message
- Send Reply to Caller
- Change Current Reply
- Listen to Current Reply
- Set/Clear Urgent Indicator
- Set/Clear Confidential Indicator
- Return to Previous Menu
- Repeat Menu

### Send to Person(s)
- Confirm Sending Message
- Cancel Sending Message
- Finish Entering Number
- Finish Forwarding/Sending

### Send to All Group Members
- Confirm Sending to Entire Group
- Cancel Sending to Entire Group

### Send to Distribution List
- Send Message to Distribution List
- Select Distribution List
- Review Selected Distribution List
- Return to Previous Menu
- Repeat Menu

### Select Distribution List
- Repeat Menu or Finish Entering Distribution List Number
- Return to Previous Menu

### Send Message to Selected Distribution List
- Confirm Sending to D. List
- Cancel Sending to D. List

### Review Selected Distribution List
- Interrupt Playback and Return to Previous Menu
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 Auto 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.

1. 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.

2. Press *.

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

4. When prompted for the passcode, enter the default passcode.

   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.

5. 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.

6. 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.

7. 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.

8. 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.
9. 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

Login Steps
1. Dial complete 10 digits of Voice Portal
2. Assume you are not calling from your own phone—when prompted press the # key
3. Enter the Voice Portal number as mailbox ID followed by * key
4. Enter your passcode followed by *

Login Steps
1. Dial complete 10 digits of Voice Portal
2. Assume you are not calling from your own phone—when prompted press the # key
3. 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 3
Exit Voice Portal 4
Repeat Menu 4

NO

Change Auto Attendant Voice Portal Menu
1. Enter the Auto Attendant number/extension followed by *
2. To change business greeting, Press 1
   To change after hours greeting, Press 2
3. To record a new greeting, Press 1
   To listen to the current greeting, Press 2
   To revert to the default greeting, Press 2

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

Change Group Voice Portal Menu
1. To change Voice Portal greeting, Press 1
   To change Voice Messaging greeting, Press 2
2. To record a new greeting, Press 1
   To listen to the current greeting, Press 2
   To revert to the default greeting, Press 2

Change Passcode Menu
1. Enter new passcode followed by *