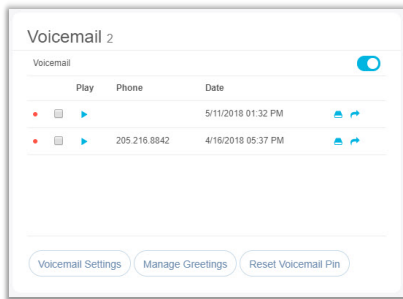


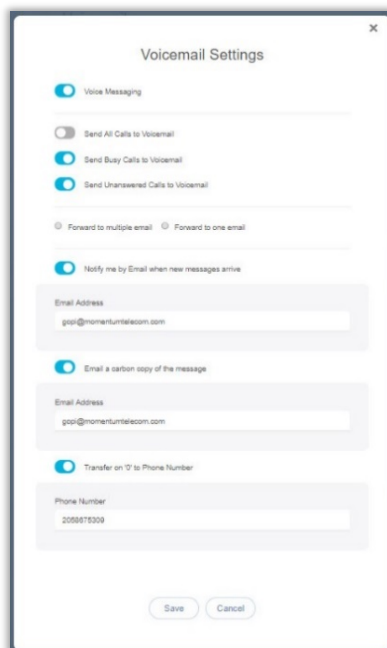
## SETUP



1. Sign into the **Voice Services Portal** website.
2. Review and manage your Voicemails and Voicemail **settings** in the **Voicemail** card on the Dashboard.




- A Manage Greetings** - Click this button to select from your stored .wav file greetings and Save.
- B Reset Voicemail PIN** - Click on this button to reset a forgotten access PIN to **8642** (default)
- C Voicemail Settings** - Click this button to enable and define the voicemail features you wish to use.
- Enter any information required by your selections (emails, phone numbers, etc.).
  - Click **Save** to submit the changes, return to the dashboard, and begin using the new Voicemail settings.



## USE

### A Dial In

#### Voicemail Line | Polycom Phone

1. Press the **Messages** key  or Dial **\*98**
2. Enter the 4-digit Passcode and press **#**.  
(Initial/Default Passcode = **8642** and may be made permanent or changed at any time.)

#### Internal Network Line

1. Dial the Extension of the line used for Voicemail.
2. Press the star **\*** key when the Voicemail greeting begins.
3. Enter the 4-digit Passcode and press **#**.

#### External Line

1. Dial the 10-Digit Phone Number of the line used for Voicemail (and enter the extension, as needed if prompted).
2. Press the star **\*** key when the Voicemail greeting begins.
3. Enter the 4-digit Passcode and press **#**.

### B Press [ 1 ] to Access Voicemail

Or select an alternate action option from the menu offerings when prompted:

- [ **3** ] Greetings menu (management)
- [ **5** ] Record a New Announcement
- [ **8** ] Change the Passcode
- [ **9** ] Exit
- [ **#** ] Repeat the Menu

### C Voicemail Management Menu Options

- [ **1** ] **Listen to Messages** (options to save, delete, and forward each voicemail message become available when this option is selected)
- [ **2** ] **Change the Busy Greeting**
- [ **3** ] **Change the No Answer Greeting**
- [ **5** ] **Compose and send a new message**
- [ **7** ] **Delete all voicemail messages**
- [ **\*** ] **Go to CommPilot voice portal**
- [ **#** ] **Repeat the menu**