



USER GUIDE | CLOUD COMMUNICATIONS



MASERGY

Voice Portal Quick Guide

Document Version 1.0
August 2018

Introduction

The Voice Portal is a feature of the phone system that allows you to manage messages, greetings, announcements and more.

The Purpose of this guide is to give you the menu of the voicemail options via the telephone.

To setup your mailbox, first either press the Messages Button on your phone or dial your extension number, followed by the default passcode provided by your system administrator. The first time you log into your voice mailbox, you will be walked through a tutorial on customizing your mailbox which will include setting up your new password, recording your name, and personalized greeting.

***Remember this password.

Access to the Voice Messaging System

You can access your personal voice portal using your own phone or another phone.

From any phone:

- Dial your direct line and wait for the voice mail to pick up.
- Press *.
- Enter your passcode and press #.

OR

- Dial the back door telephone number to the voice mail system.
- Enter your extension.
- Enter your passcode press #.

From Your Masergy Desk Phone:

- Dial your extension wait for voice mail to pick up.
- Enter your passcode and press #.

The following are the menu options you will hear when logged into the voice mailbox:

1. Play Messages
2. Busy Greeting Menu
3. No Answer Greeting Menu
5. Compose Message Menu
7. Delete All Messages
8. Modify Message Deposit Settings
- *. Go to CommPilot main menu
- #. Repeat menu

Play Messages Menu

7. Delete message
2. Play or repeat message; skip envelope
4. Previous message
5. Play message envelope
6. Next message
9. Additional option
- *. Return to Previous Menu
- #. Save message

Voice Portal Menus

While playing messages:

1. Skip backward 3 seconds
4. Skip to beginning of message
3. Skip forward 3 seconds
6. Skip to end of message
2. Pause playback
4. Return to previous message
5. Play message envelope
6. Move to next message
8. Initiate call to sender
9. Hear additional options
- *. Return to Voice Messaging main menu
- #. Repeat menu

Notes: You can interrupt the message or envelope to perform any function.

New messages flagged as urgent are played first.

Additional Options

1. Reply to message
2. Forward Messages
- *. Return to Play Messages Menu
- #. Repeat menu

Reply to Message

1. Change current reply
2. Listen to current reply
3. Send reply
6. Set or clear urgent indicator
7. Set or clear confidential indicator
- *. Return to Play Messages Menu
- #. Repeat menu

Forward Message

1. Change current introduction
2. Listen to current introduction
3. Send message to specific group members
4. Send message to entire group
5. Send message to distribution list
(option offered only if enabled)
6. Set or clear urgent indicator
7. Set or clear confidential indicator
- *. Return to Play Messages Menu
- #. Repeat menu

Notes: Messages marked confidential cannot be forwarded.

Pressing * from Main Menu to go to CommPilot**Voice Portal:**

1. Access Voice Messaging
2. Change CommPilot Express Profile
3. Go to the Greetings Menu
5. Record a new announcement
8. Change Passcode
9. Exit
- #. Repeat Main Menu

Passcode

- # Enter new passcode, followed by the pound key.
- “*” Return to Voice Portal main menu.

CommPilot Express

1. Activate “Available – In Office” profile
2. Activate “Available – Out of Office” profile
3. Activate “Busy” profile
4. Activate “Unavailable” profile
5. No active profile
- *. Return to Voice Portal main menu

Greetings Menu

1. Record Personalized Name
2. Conference Greeting
- *. Return to Voice Portal main menu
- #. Repeat menu

Personalized Name

1. Record new Personalized Name
2. Listen to current Personalized Name
- *. Return to Voice Portal main menu
- #. Repeat menu

Conference Greeting

Please enter the conference bridge number followed by #

Please enter a conference ID followed by #

2. Deactivate a conference greeting
3. record a new conference greeting
4. to listen to current conference greeting
- *. Return to Voice Portal main menu
- #. Repeat menu

Distribution List Menu

1. Select another distribution list
2. Review the selected distribution list
3. Send the message
- *. Return to the previous menu
- #. Repeat menu



Select Distribution List

0. Select distribution list 0
1. Select distribution list 1
2. Select distribution list 2
3. Select distribution list 3
4. Select distribution list 4
5. Select distribution list 5
6. Select distribution list 6
7. Select distribution list 7
8. Select distribution list 8
9. Select distribution list 9
- *. Return to the previous menu
- #. Repeat menu

NOTE: Distribution Lists are setup online at the Web Portal.

Busy Greeting Menu

1. Record new Busy Greeting
2. Listen to current Busy Greeting
3. Revert to system default Busy Greeting
- *. Return to Voice Messaging main menu
- #. Repeat menu

No Answer Greeting Menu

1. Record new No Answer Greeting
2. Listen to current No Answer Greeting
3. Revert to system default No Answer Greeting
- *. Return to Voice Messaging main menu
- #. Repeat menu

FOR LEAVING MESSAGES

During the outgoing greeting:

Pressing # interrupts the greeting and starts recording your message right away.

Pressing * transfers out of greeting to Voice Portal password prompt.

Pressing 0 transfers to the user specified operator (if set up by user or administrator).

While recording message:

Pressing # stops recording and reviews message
Pressing * cancels recording and transfer to Voice Portal login prompt. Pressing 0 cancels recording and transfers to configured number.

While reviewing the message you are leaving:

1. Erase message and record again
 2. Listen to current message
 3. OR hang up to send message
 6. Set or clear the urgent indicator
 7. Set or clear the confidential indicator
- Cancel recording & transfer to Voice Portal password prompt
0. Cancel recording and transfer to configured number
 - #. Repeat menu

Compose Message

1. 1 Change current message
2. 2 Listen to current message
3. 3 Send message to specific group member(s)
4. 4 Send message to entire group
5. 5 Send message to distribution list
(option offered only if configured)
6. 6 Set or clear urgent indicator
7. 7 Set or clear confidential indicator
- *. "*" Return to Voice Messaging main menu
- #. # Repeat menu