

Configure Voice Portal

Use the CommPilot web portal to configure the Voice Portal for the group.

- Group – Voice Portal

- 1) On the *Group* page, on the **Options** list, click **Utilities**. The *Utilities* menu page displays.
- 2) Click **Voice Portal**. The *Group – Voice Portal* page displays.
- 3) Turn the Voice Portal service on or off: Click “On” or “Off”.
- 4) If necessary, change the Voice Portal ID by clicking the **Change User ID** link. The *Group – Change User ID* page displays. Enter the new voice portal ID, select the domain from the drop-down list, and then click **OK**. The *Group – Voice Portal* page reappears.
- 5) Type a name for the Voice Portal.
- 6) From the Phone Number drop-down list, select the phone number that users call to reach the Voice Portal. If an extension exists for the phone number, it automatically displays in the *Extension* box.
- 7) Type in the Calling Line ID Last Name and First Name.
- 8) If required, type in the Hiragana Last Name and First Name. (These text boxes appear only if configured on your system.)
- 9) Select the language. The language you select is used for all Voice Portal functions unless a different language has been configured for a user.

When a user with a different language configuration logs in from his/her own phone, the Voice Portal uses the user’s language.

When that user logs in from any other group phone, the login prompts are in the language configured for the line the caller is using. After the user has logged in, the Voice Portal uses the language configured for the user.

When that user logs in from a line outside the group, the login prompts are in the language configured for the Voice Portal. After the user has logged in, the Voice Portal uses the language configured for the user.

- 10) Check or uncheck the boxes to *Allow Phone Numbers or Voice Mail Aliases on Login in Addition to Extensions* and *Use Voice Portal Wizard*.

- 11) Set or reset the password for the Voice Portal administrator.

As administrator, you use this password to change announcements, for example, for an auto attendant.

- 12) Save your changes: Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

Voice Portal and Voice Messaging Branding

Use the CommPilot web portal to configure the Voice Portal Branding, that is, the set of login prompts, for the group. After this configuration, you can change the Voice Portal or Voice Messaging greeting using the Voice Portal.

- Group – Voice Portal Branding

- 1) On the *Group* page, on the **Options** list, click **Utilities**. The *Utilities* menu page displays.
- 2) Click **Voice Portal Branding**. The *Group – Voice Portal Branding* page displays.
- 3) For either greeting, to select the default set of login prompts, click “Default Greeting”.
- 4) To select a customized set of login prompts, click “Branded Greeting”, click **Browse** to locate the audio file you want, and open the file. The location of the file displays in the *Load Custom Greeting* box.
- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

Log In to the Voice Portal

You can log in as a Voice Portal user or administrator from:

- Your own phone
- Any other group phone
- A phone outside your group

Log in from your phone:

1. Dial the extension for the Voice Portal.
2. After the login prompt for a passcode or star key (*), enter your passcode followed by the pound key (#). Announcement of the Main Menu items begins.

Log in from any other phone (including phones outside the group):

1. On an intra-group phone, dial the extension of the Voice Portal or, from an outside-group phone, dial the complete 10-digit number of the Voice Portal.
2. After the login prompt for a passcode or star key (*), press *.
2. Enter your extension. (See NOTE.)
3. Enter your passcode followed by the pound key (#).
Announcement of the Main Menu begins.

NOTE: If the option *Allow Phone Number or Voice Mail Aliases on Login in Addition to Extensions* is checked on the *Group - Voice Portal* page, instead of entering their extension, a user can enter either their complete 10-digit phone number or a Voice Mail Alias number, followed by the pound key.

Voice Portal Main Menu (User)

After you have logged in to the Voice Portal as a user, the Main Menu items are announced, as follows:

- To access your voice mailbox, press **1**.
- To change your CommPilot Express Profile, press **2**.
- To record your name, press **3**.
- To change your Call Forwarding options, press **4**.
- To make a call, press **6**.
- To change your passcode, press **8**.
- To exit the Voice Portal, press **9**.
- To repeat this menu, press the pound key (#).

Voice Portal Main Menu (Administrator)

After you have logged in to the Voice Portal as the Voice Portal administrator, the Main Menu items are announced, as follows:

- To change an auto attendant's greetings, 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 pound key (#).

Change Greetings for Auto Attendant

- 1) Log in to the Voice Portal as the Voice Portal administrator.
- 2) To change an auto attendant's greetings, press **1**.
- 3) Enter the extension for the auto attendant, followed by the pound key (#).
- 4) Press **1** to change the Business Greeting or press **2** to change the After Hours greeting.
- 5) To record a new greeting, press **1**.
- 6) To listen to the current greeting, press **2**.
- 7) To revert to the default greeting, press *.

Change Greetings for Voice Portal or Voice Messaging

- 1) Log in to the Voice Portal as the Voice Portal administrator.
- 2) To go to the Branding Configuration menu, press **2**.
- 3) To change the Voice Portal greeting, press **1** or to change the Voice Messaging greeting, press **2**.
- 4) To record a new greeting, press **1**.
- 5) To listen to the current greeting, press **2**.
- 6) To revert to the default greeting, press *.

Change Your Passcode

- 1) Log in to the Voice Portal as the Voice Portal administrator.
- 2) To change your passcode, press **8**.
- 3) Enter the new passcode, followed by the pound key (#).