

How do I access the Company Voice Portal?

You are able to access the Voice Portal from your device by pushing the Voicemail Key or by typing *62. Once at the Voice Portal you'll be prompted to enter your pass code as assigned to you by your Company Administrator.

You can also access the Voice Portal for your device by calling your extension or number, and when listening to your outbound message press * followed by your number and pass code.

What Menu Options are available in the Voice Portal

Once in the Voice Portal you will then have access to the following menu items:

- 1 – Access Voice Messaging
- 2 - Change your profile
- 3 – Record Greetings
- 4 – Change Call Forwarding Options
- 6 – Make a call from your number
- 7 – Access a Hot Desk device if this Voice Portal is assigned to one
- 8 – Change your PassCode
- 9 – Exit
- # - Repeat the Menu

1 -Voice Messaging

Within the voice messaging menu you will have access to the following:

Digit	Action
1	Play Messages
2	Change Busy Greeting
3	Change No Answer Greeting
7	Delete all messages menu
8	Access message deposit menu
*	Return to previous menu
#	Repeat menu

1 - Play Messages menu

Digit	Action
#	Save Message
*	Return to Previous Menu
2	Play Message or Repeat Message
4	Play Previous Message
6	Play Next Message
7	Delete Message
8	Initiate Call to Sender
9	Listen to Addition Options

While Playing Messages

Digit	Action
1	Skip Backwards 3 seconds
2	Pause/resume playback
3	Skip Forward 3 seconds
4	Skip to the beginning of the message
6	Skip to the end of the message

2 – Change Busy Greeting

Digit	Action
1	Record new Busy Greeting
2	Listen to current Busy Greeting
3	Revert to default Busy Greeting
*	Return to Voice Messaging Menu
#	Repeat Menu

3 – Change No Answer Greeting

Digit	Action
1	Record new No Answer Greeting
2	Listen to current No Answer Greeting
3	Revert to default No Answer Greeting
*	Return to previous menu
#	Repeat Menu

7 – Delete All Messages menu

Digit	Action
1	Confirm Deletion
*	Cancel Deletion



8 – Message Deposit menu

Digit	Action
1	Enable message deposit
2	Disable message deposit (see subsequent menu items)
3	Listen to message deposit status
*	Return to previous menu
#	Repeat menu

Disable message deposit menu

Digit	Action
1	Disconnect after greeting
2	Forward after greeting
3	Change greeting only forwarding destination
*	Return to previous menu
#	Repeat menu

2- Change your Profile

Within the Change your profile menu you have the ability to:

Digit	Action
1	Activate “Available – In Office” Profile
2	Activate “Available – Out of Office” Profile
3	Activate “Busy” Profile
4	Activate “Unavailable” Profile
5	Activate “No Active” Profile
*	Return to previous menu

3 – Record Greetings

Within the Record Greetings menu you have the ability to:

Digit	Action
1	Record your name
2	Record personalised greeting
*	Return to previous menu
#	Repeat menu

Record Name menu

Digit	Action
1	Record new personalised name
2	Listen to current personalised name
3	Delete personalised name
*	Return to previous menu
#	Repeat menu



Record Custom Greeting menu

Digit	Action
1	Activate custom greeting
2	Deactivate custom greeting
3	Record new custom greeting
4	Listen to current customer greeting
*	Return to previous menu
#	Repeat menu

4 – Change Call Forwarding Options

Within the Call Forwarding menu you have the ability to:

Digit	Action
1	Activate Call Forwarding
2	Deactivate Call Forwarding
3	Change forwarding destination
4	Listen to forwarding status
*	Return to previous menu
#	Repeat menu

6 – Make a call from your number

In order to make a call from your number via the Voice Portal

Digit	Action
	Enter the digits you wish to dial. While on a call press ## to terminate and make another call
#	Return to the previous menu

7 – Access a Hot Desk device if this Voice Portal is assigned to one

In order to access a hot desk through your device you can:

Digit	Action
1	Check Hot desk status
2	Activate that hot desk
3	Deactivate that hot desk
*	Return to the previous menu
#	Repeat menu

8 – Change your Pass Code

In order to change your pass code to the Voice Portal simply type in your new pass code and push the # key.

9 – Exit

Allows you to exit the Voice Portal, or alternatively you can hang up from the device your using

- Repeat the Menu

What Short Codes can I use on my phone?

Below is list of how you can activate, deactivate, and adjust a number of features. Some features will require pre-configuration to work correctly

Anonymous Call Rejection Activation - *77	Anonymous Call Rejection Deactivation - *87
Automatic Callback Deactivation - #8	Automatic Callback menu access - #9
Call Forwarding Always Activation - *72	Call Forwarding Always Deactivation - *73
Call Forwarding Always Interrogation - *21*	Call Forwarding Always to VM Activation - *21
Call Forwarding Always to VM Deactivation - #21	Call Forward Busy Activation - *90
Call Forward Busy Deactivation - *91	Call Forward Busy Interrogation - *67*
Call Forward Busy to VM Activation - *40	Call Forward Busy to VM Deactivation - #40
Call Forward No Answer Activation - *92	Call Forward No Answer Deactivation - *93
Call Forward No Answer Interrogation - *61*	Call Forward No Answer to VM Activation - *41
Call Forward No Answer to VM Deactivation - #41	Call Forward Not Reachable Activation - *94
Call Forward Not Reachable Deactivation - *95	Call Forward Not Reachable Interrogation - *63*
Call Park - *68	Call Park Retrieve - *88
Call Pickup - *98	Call Retrieve - *11
Call Return - *69	Call Return number deletion - #92#
Call Waiting Persistent Activation - *43	Call Waiting Persistent Deactivation - #43
Calling Line ID block Activation - *31	Calling Line ID block Deactivation - #31
Calling Line ID block per call Activation - *67	Calling Line ID Delivery per call - *65
Cancel Call Waiting - *70	Direct Voicemail transfer - *55
Directed Call Pickup - *97[EXTN]	Diversion inhibitor - *80
Do Not Disturb Activation - *78	Do Not Disturb Deactivation - *79
Forced Forwarding Activation - #72	Forced Forwarding Deactivation - #73
Group Call Park - #58	Last number redial - *66
Music on Hold Per Call Deactivation - *60	Per-Call Account code - *71
Selective Call Forwarding Activation - #76	Selective Call Forwarding Deactivation - #77
Voice Mail Clear MWI - *99	Voice Mail retrieval - *86
Voice Portal Access - *62	