

Feature Overview

The Voice Portal provides an easy way to manage your voice mailbox, record Auto Attendant greetings, and remotely modify call-forwarding options from any telephone. To access your voice portal, simply call your voice portal telephone number, log in, and follow the audio prompts.

Voice Portal Notes:

- Each site will be assigned a unique Voice Portal number.

Feature Setup & Usage

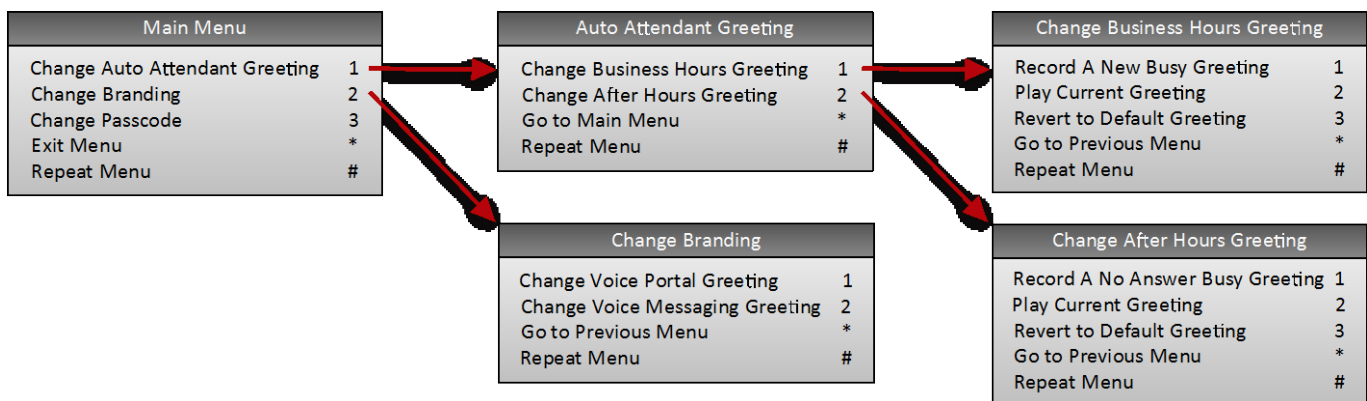
When your service is activated, you will be sent an email containing various pieces of information including your Voice Portal telephone number. The Voice Portal extension is typically the last four digits of the Voice Portal telephone number.

To access the Voice Portal

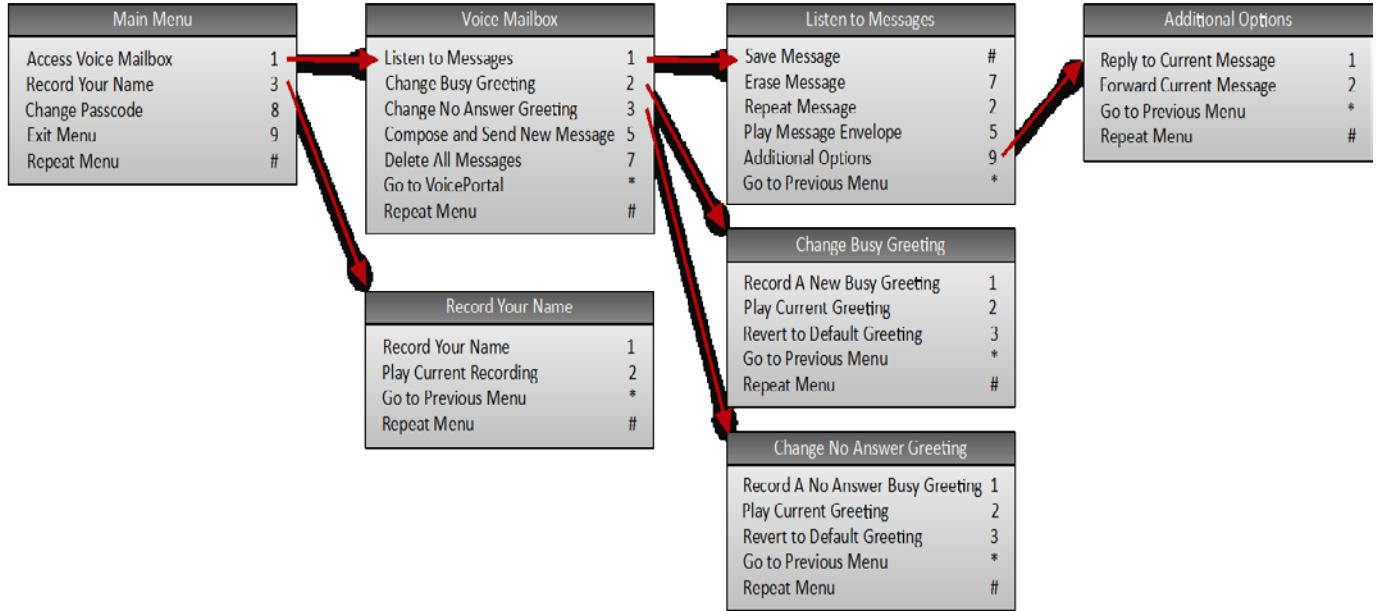
- Dial your voice portal phone number from any phone
- Enter your Mailbox ID (extension or full telephone number)
 - If calling from your office phone or mobile client, your Mailbox ID is implied and does not need to be entered
 - If calling from another phone in your office, the Mailbox ID of that phone is implied. To enter your Mailbox ID instead, press the * key to return the Mailbox ID prompt
- Enter your Passcode

The Voice Portal has many different options. Once successfully logged in, simply follow the audio prompts to perform the desired task. The Voice Portal also allows for digits to be entered before the recording has completed. Some users prefer doing this to speed up navigation between menus. The guide below provides the appropriate navigation details.

Administrative Access to Voice Portal

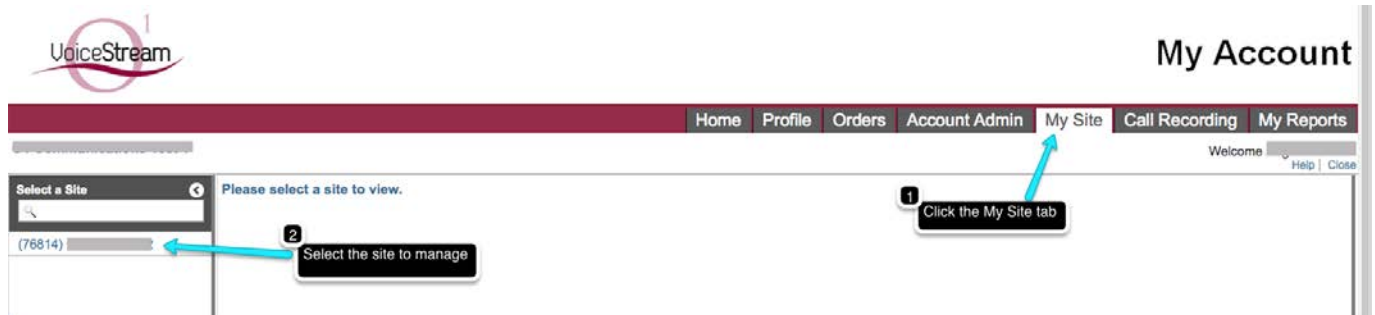


User Access to Voice Portal

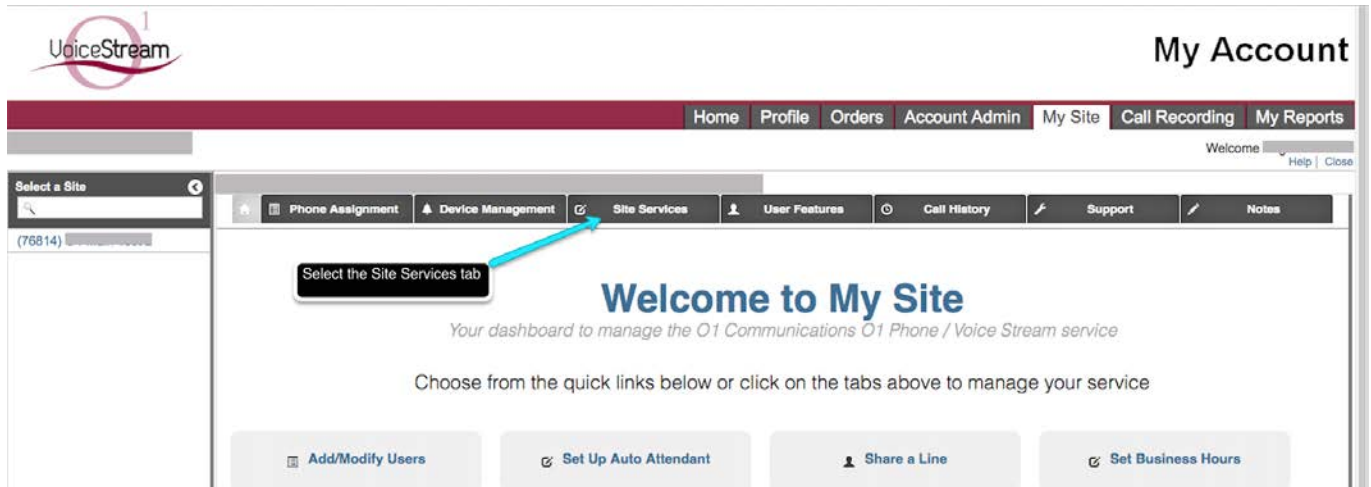


To manage access to this service, log into to My Account, then simply follow the steps detailed below.

Step 1. Go to My Site and Select the appropriate Site to configure



Step 3. Go to Site Services

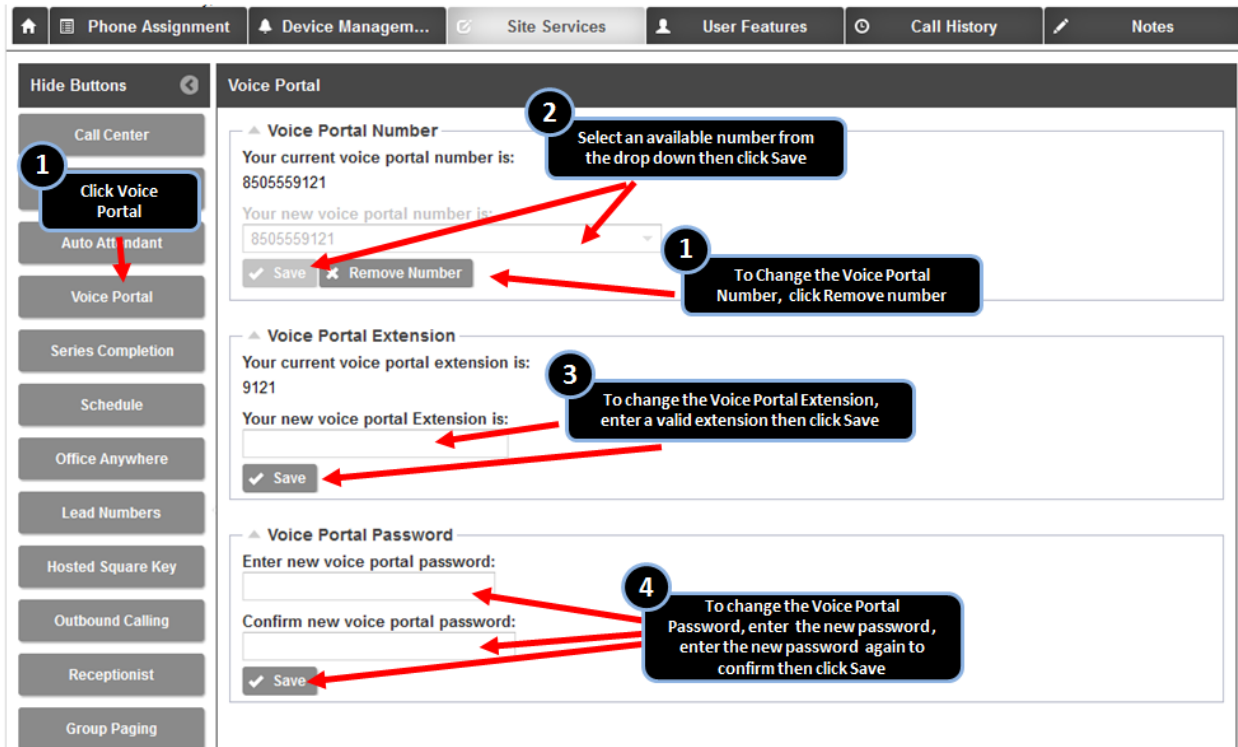


Step 4. Select Voice Portal and Configure

Click the Voice Portal button.

Current Voice Portal number and extension will be displayed. To modify these numbers or the Voice Portal password, follow the steps below.

Step 5. Configure the Voice Portal



The screenshot shows the 'Voice Portal' configuration page. The left sidebar contains a 'Hide Buttons' section with several options: Call Center, Auto Attendant, Voice Portal (highlighted with callout 1), Series Completion, Schedule, Office Anywhere, Lead Numbers, Hosted Square Key, Outbound Calling, Receptionist, and Group Paging. The main content area is divided into three sections: 'Voice Portal Number', 'Voice Portal Extension', and 'Voice Portal Password'. Each section has a 'Save' button and a 'Remove Number' button. Callout 2 points to the dropdown menu in the 'Voice Portal Number' section. Callout 3 points to the input field in the 'Voice Portal Extension' section. Callout 4 points to the input fields in the 'Voice Portal Password' section.

Select a new Voice Portal number.

The Voice Portal extension can be used to dial the Voice Portal from any phone within your site.

- a. To change the extension, enter the new extension.
- b. Click the Save button.

Enter a new Voice Portal extension.

The Voice Portal extension can be used to dial the Voice Portal from any phone within your site.

- a. To change the extension, enter the new extension.
- b. Click the Save button.

Enter a new Voice Portal password.

- a. Enter the new password. Passwords must be four to eight digits in length.
- b. Enter the new password again.
- c. Click the Save button.