

CommPilot Voice Portal

Quick Start Guide

TECHNICAL SUPPORT 1-877-570-0500 | business.sparklight.com

Accessing Voice Mail:

On-net: dial *62, this accesses the Voice Portal menu.

Off-net: dial your number, when voicemail picks up, enter "*", then the passcode and "#", and you will be connected to your Voice Mailbox to listen to your messages. Press "*" to access the Voice Portal Main menu.

Initial setup: You will be prompted to change your passcode and record a personalized name

- Enter new passcode then "#", then the new passcode again and "#"
- Record your name

Voice Mail details

Default Voice Mail passcode = 123456

Max greeting (message played to callers) length = 3 minutes

Max message length = 3 minutes

VOICE PORTAL MENU

Press 1	Access Voice Mail Box	
	Press 1	To listen to your message(s) (if no messages, this option is not available)
	Press 2	Change "Mailbox Busy" greeting
	Press 3	Change "Mailbox No Answer" greeting
	Press 4	Change "Extended Away" greeting
	Press 5	Compose and send a new message
	Press 7	Delete all messages (if no messages, this option is not available)
	Press *	CommPilot voice portal (this takes you back to the root of Voice Messaging system)
Press 2	Change Comm Pilot Express profile	<i>Announces current profile</i>
	Press 1	Available in Office profile <i>Plays greeting based on trigger (No Answer or Busy)</i>
	Press 2	Available Out of Office profile <i>Plays "Mailbox No Answer" greeting</i>
	Press 3	Busy profile <i>Plays "Mailbox No Answer" greeting</i>
	Press 4	Unavailable profile <i>Plays "Mailbox No Answer" greeting</i>
	Press 5	no profile
Press 3	To record name	
	Press 1	Record (need to press "#" for it to save the recording)
	Press 2	Play current name
	Press 3	Previous menu
Press 6	Make a call "Enter destination digits" "At any time during the call, press ## to return to voice portal" (this disconnects the call)	
Press 8	Change passcode Enter passcode then #	
Press 9	Exit Voice Portal	