

# **Sparklight CommPilot Voice Portal User Guide**

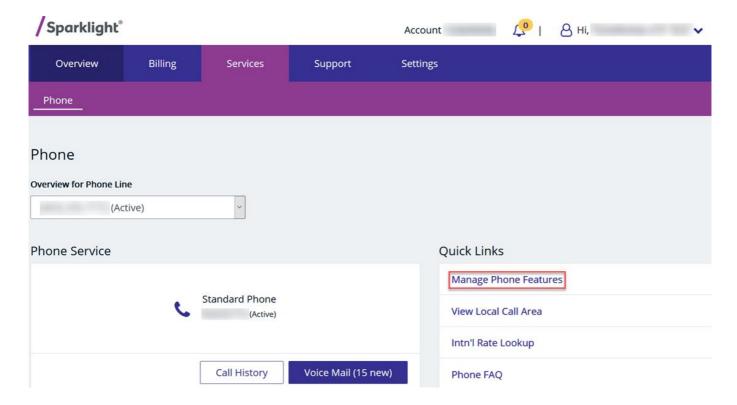
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**Sparklight CommPilot Voice Portal** 



#### **TECHNICAL SUPPORT**

### **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** 

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 *	ComPilot voice portal (this takes you back to the root of Voice Messaging system

Press 2	Change Comm Pilot Express profile		Announces current profile
	Press 1	Available in Office profile	Plays greeting based on trigger (No Answer or Bus y)
	Press 2	Available Out of Office profile	Plays "Mailbox No Answer" greeting
	Press 3	Busy profile	Plays "Mailbox No Answer" greeting
	Press 4	Unavailable profile	Plays "Mailbox No Answer" greeting
	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	
	Make a cal	I	
Press 6	"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
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## **Documents / Resources**



**Sparklight CommPilot Voice Portal** [pdf] User Guide CommPilot, Voice Portal, CommPilot Voice Portal

Manuals+,