

# Sparklight CommPilot Voice Portal User Guide

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## Sparklight CommPilot Voice Portal

## Phone

### Overview for Phone Line

(Active)

### Phone Service



Standard Phone

(Active)

Call History

Voice Mail (15 new)

### Quick Links

Manage Phone Features

View Local Call Area

Intn'l Rate Lookup

Phone FAQ

## 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		
<b>Press 1</b>	Access Voice Mail Box	
	<b>Press 1</b>	To listen to your message(s) (if no messages, this option is not available)
	<b>Press 2</b>	Change “Mailbox Busy” greeting
	<b>Press 3</b>	Change “Mailbox No Answer” greeting
	<b>Press 4</b>	Change “Extended Away” greeting
	<b>Press 5</b>	Compose and send a new message
	<b>Press 7</b>	Delete all messages (if no messages, this option is not available)
	<b>Press *</b>	ComPilot voice portal (this takes you back to the root of Voice Messaging system)


<b>Press 2</b>	Change Comm Pilot Express profile	<i>Announces current profile</i>
	<b>Press 1</b>	Available in Office profile <i>Plays greeting based on trigger (No Answer or Busy)</i>
	<b>Press 2</b>	Available Out of Office profile <i>Plays “Mailbox No Answer” greeting</i>
	<b>Press 3</b>	Busy profile <i>Plays “Mailbox No Answer” greeting</i>
	<b>Press 4</b>	Unavailable profile <i>Plays “Mailbox No Answer” greeting</i>
	<b>Press 5</b>	no profile

<b>Press 3</b>	To record name	
	<b>Press 1</b>	Record (need to press “#” for it to save the recording)
	<b>Press 2</b>	Play current name
	<b>Press 3</b>	Previous menu
<b>Press 6</b>	Make a call “Enter destination digits” “At any time during the call, press ## to return to voice portal” (this disconnects the call)	

<b>Press 8</b>	Change passcode Enter passcode then #
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<b>Press 9</b>	Exit Voice Portal
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**Documents / Resources**

	<a href="#">Sparklight CommPilot Voice Portal [pdf] User Guide</a> CommPilot, Voice Portal, CommPilot Voice Portal
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