



# VFX

## Voice Portal - Reference Guide

### Access the Voice Portal

Dial your local voice portal number or \*62

#### Initial Setup of Voice Portal

##### When you first access the voice portal a pass-code will need to be setup

1. Enter a new pass-code when prompted then push #
2. Re-enter the pass-code when prompted then push #
3. Record your name when prompted then push #
4. Congratulations your Voice Messaging is now setup and ready to use, please refer to the Voice Portal Main Menu for further instructions.

#### Access from any other phone

##### When you are calling your voice portal from another phone, e.g. cell-phone

1. Enter your Mailbox ID - Your phone number without the leading zero e.g. 99501234
2. Enter your pass-code when prompted then push #
3. Please refer to the Voice Portal Main Menu for further instructions

Please note you can setup aliases which allow other phones to operate like your home phone – this can be done via the MyVFX portal.

If you are calling from another VFX number please call your home number then push \* during the greeting and follow the steps above

#### Access from your own phone

##### When you are calling from your home VFX line or any alias you have setup

1. Enter your pass-code when prompted then push #
2. Please refer to the Voice Portal Main Menu for further instructions

Please note if you have auto login enabled you will bypass the pass-code and automatically be able to access the Voice Portal Main menu – this can be done via the MyVFX portal.

#### Main Menu Options

Accessing the following services are provided only if they have been assigned to you.

- 1 Access Voice Messaging
- 3 Record Personalized Name
- 4 Change Call Forwarding Options
- 8 Change Pass-code
- 9 Exit
- # Repeat Main Menu
- \* Go back

#### 1 - Voice Messaging

- 1 Play Messages
- 2 Busy Greeting Menu
- 3 No Answer Greeting Menu
- 5 Compose Message Menu
- 7 Delete All Messages
- \* Return to Voice Portal Main Menu
- # Repeat menu



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### 3 – Personalised Name

- 1 Record new Personalised Name
- 2 Listen to current Personalised Name
- 3 Delete Personalised Name
- \* Return to Voice Portal Main Menu
- # Repeat menu

### 4 -Call Forwarding

- 1 Activate Call Forwarding
- 2 Deactivate Call Forwarding
- 3 Change forwarding destination
- 4 Listen to forwarding status
- \* Return to Voice Portal Main Menu
- # Repeat menu

#### Forwarding Destination

- # Enter forward to number, followed by the hash key
- \* Return to Call Forwarding Menu

### Greeting Menus

#### Busy Greeting Menu

- 1 Record new Busy Greeting
- 2 Listen to current Busy Greeting
- 3 Revert to system default Busy Greeting
- \* Return to Voice Messaging Main Menu
- # Repeat menu

#### No Answer Greeting Menu

- 1 Record new No Answer Greeting
- 2 Listen to current No Answer Greeting
- 3 Revert to system default No Answer Greeting
- \* Return to Voice Messaging
- # Repeat menu

### Voicemail Services

New messages flagged as urgent are played first.

#### Play Messages:

- # Save message
- 7 Delete message
- 2 Play or repeat message; skip envelope

#### While playing messages:

- 1 Skip backward 3 seconds
- 2 Pause playback
- 3 Skip forward 3 seconds
- 4 Skip to beginning of message
- 6 Skip to end of message
- 4 Return to previous message
- 5 Play message envelope
- 6 Move to next message
- 8 Initiate call to sender
- 9 Hear additional options
- \* Return to Voice Messaging Main Menu
- # Repeat menu

You can interrupt the message or envelope to perform any function.

### Additional options

- 1 Reply to message
- 2 Forward Message
- \* Return to Play Messages Menu
- # Repeat menu

**NOTE:** Messages marked confidential cannot be forwarded.