



VFX

Voice Portal - Reference Guide

Access the Voice Portal

Dial the voice portal number 082210 or *62 from your local VFX phone

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 Xport 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 set up

1. Enter your pass-code when prompted the 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 Xport 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.