

# Voice Portal Quick Reference Guide



## Access the Voice Portal

You can access your MyVFX personal voice portal using your own phone, or another phone. To log in, dial one of the following:

- **Your phone number**
- **MyVFX voice portal number: 082210 or 0800 141414**

## Log in

Dial your phone number/Voice Portal Number, and then

### From your own phone:

- 1) Enter the correct passcode to reach the Voice Messaging Main Menu.
- 2) At Voice Messaging menu, press \* to reach the Voice Portal Main Menu. From your own phone with auto login enabled:
- 3) At Voice Messaging menu, press \* to reach the Voice Portal Main Menu.

### From a phone other than your own:

- 1) Press \* during your outgoing greeting to reach the login prompt.
- 2) Enter the correct passcode to reach the Voice Messaging Main Menu.
- 3) At the Voice Messaging menu, press \* to reach the Voice Portal Main Menu.

### From your own phone:

- 1) Enter the correct passcode to reach Voice Portal Main Menu.

### From your own phone with auto login enabled:

- 1) Select a menu item from the Voice Portal Main Menu.

### From a phone other than your own:

- 1) Press \* during the greeting to reach the Voice Portal login prompt.
- 2) Enter your phone number.
- 3) Enter the correct passcode to reach the Voice Portal Main Menu.

### From a phone other than your own:

- 1) Enter your phone number.
- 2) Enter the correct passcode to reach Voice Portal Main Menu.

### From a phone other than your own with auto login enabled:

- 1) Enter your phone number to access the Voice Portal Main Menu.

## First Log in With the Voice Portal Wizard

Dial your phone number/extension or the voice portal number/extension, and then:

### Do the Following:

- 1) If requested, enter your phone number.
- 2) Enter a new passcode at the (voice portal wizard) prompt.
- 3) Re-enter your passcode at the prompt.
- 4) Record your name at the prompt. 5) Press #.

## Voice Portal Main Menu

- 1 Access Voice Messaging
- 3 Record Personalized Name
- 4 Change Call Forwarding Options
- 8 Change Passcode
- 9 Exit
- # Repeat Main Menu

## 3 - Personalised Name

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

**Options for accessing these services are provided only if they have been assigned to you.**

## 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



## Leaving Messages for Other Users

### During greeting:

- # Interrupt the greeting and start recording voice or video message.
- \* Transfer out of greeting to Voice Portal password prompt.
- 0 Transfer out of greeting to configured number.

### While recording message:

- \* Cancel recording and transfer to Voice Portal password prompt.
- 0 Cancel recording and transfer to configured number.
- # Stop recording and review message.

### Review message:

- 1 Erase message and record again.
- 2 Listen or view current message.
- 3 OR hang up to send message.
- 6 Set or clear the urgent indicator.
- 7 Set or clear the confidential indicator.
- \* Cancel recording and transfer to Voice Portal password prompt.
- 0 Cancel recording and transfer to configured number.
- # Repeat menu.

## Distribution Lists

### Distribution List Menu

- 1 Select another distribution list
- 2 Review the selected distribution list
- 3 Send the message
- \* Return to the previous menu
- # Repeat menu

### Select Distribution List

- 0 Select distribution list 0
- 1 Select distribution list 1
- 2 Select distribution list 2
- 3 Select distribution list 3

(Distribution lists are numbered consecutively from 1- 15)

- 15 Select distribution list 15
- \* Return to the previous menu
- # Repeat menu

## 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

## Voicemail Services

### Play Messages Menu

- # 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

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

### Reply to Message

- 1 Change current reply
- 2 Listen to current reply
- 3 Send reply
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* Return to Play Messages Menu
- # Repeat menu



## Compose Message

- 1 Change current message
- 2 Listen to current message
- 3 Send message to specific group member(s)
- 4 Send message to entire group
- 5 Send message to distribution list (if configured)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* Return to Voice Messaging Main Menu
- # Repeat menu

**New messages flagged as urgent are played first.**

## Additional Options

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

## Forward Message

- 1 Change current introduction
- 2 Listen to current introduction
- 3 Send message to specific group members
- 4 Send message to entire group
- 5 Send message to distribution list (option offered only if enabled)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- \* Return to Play Messages Menu
- # Repeat menu

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

## 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 main menu
- # Repeat menu

