

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

