

GROUP VOICE PORTAL

Configure the Voice Portal

Use the web interface to configure your group's voice portal.

Group – Voice Portal

1. On the *Group* home page, in the Options list, click **Services**. The *Services* menu page appears.
2. Click **Voice Portal**. The *Group – Voice Portal* page appears.
3. To enable or disable the use of the group voice portal, select **On** or **Off**.
4. To enable or disable extended scope voice portal, select “**On**” or “**Off**”. This option is only available in XS mode.
5. If you need to change the user ID of the voice portal, click **Change User ID**. The *Group – Change User ID* page appears. Enter the new ID, select a domain from the drop-down list, and click **OK**. The *Group – Voice Portal* page reappears.
6. Type a name for the voice portal.
7. From the *Phone Number* drop-down list, select the phone number that users call to reach the voice portal. If an extension exists for the phone number you select, it automatically appears in the *Extension* box.
8. If applicable, type in the calling line ID phone number.
9. Type in the calling line ID last name and first name.
10. Type in the Hiragana last name and first name, if these text boxes are shown.
11. Select the default language of the voice portal. This language is used for all voice portal functions unless a caller has a different language configured in their user account.
 - a. When a user logs in from the user's own phone, the voice portal uses the language configured in the user's account.
 - b. When a user logs in from any other group phone, the initial login prompts are in the language configured for the line the caller is using. After the user logs in, the voice portal uses the language configured in the user's account.
 - c. When a user logs in from a line outside the group, the initial login prompts are in the language configured for the voice portal. After the user logs in, the voice portal uses the language configured in the user's account.

12. Select the time zone.
13. If applicable, select the network class of service.
14. Configure up to three aliases to be used for URL dialing and other services
15. Check or uncheck the boxes for *Allow Phone Numbers or Voice Mail Aliases on Login in Addition to Extensions* and *Use Voice Portal Wizard*.
16. Set or reset the passcode for the voice portal administrator.
17. When you log in to the voice portal as an administrator, you can change announcements for the voice portal, Voice Messaging, and Auto Attendant.
18. Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

Set Passcode Rules

Use the CommPilot web interface to define rules for users' Portal access passcodes.

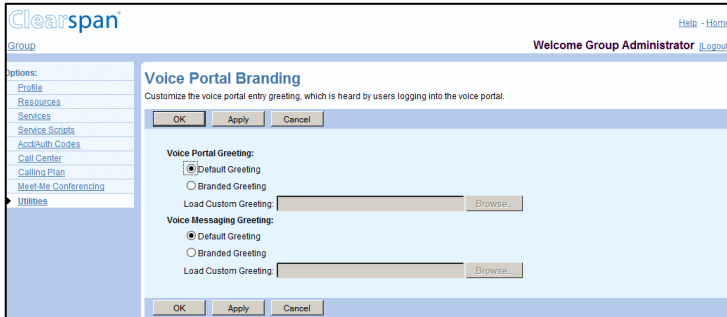
Group – Passcode Rules

1. On the *Group* home page, in the Options list, click **Utilities**. The *Utilities* menu page appears.
2. Click **Passcode Rules**. The *Group – Passcode Rules* page appears.
3. Choose the source of your passcode rules. If you choose to use rules configured by your system administrator or service provider/enterprise administrator, you do not need to fill out the rest of this page. Click **OK** to save your changes and exit.
4. Use the *Passcode format* controls to place limitations on the format of users' passcodes.
5. Specify a passcode expiry limit. Select “**Never**” to allow users to keep the same passcode or set a value in the *After X Days* control to force users to change passcodes.
6. Specify whether the system should disable the account of any user who exceeds a limit of consecutive unsuccessful login attempts. Select “**Never**” to ignore unsuccessful logins or set a value in the *After X Failed login attempts* control, and enter an e-mail address to notify when a user account is disabled.
7. Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

Configure Greetings

You can configure the greetings used for the voice portal and Voice Messaging through both the CommPilot web interface and the voice portal itself.

CommPilot Web Interface



Group – Voice Portal Branding

1. On the *Group* home page, in the Options list, click **Utilities**. The *Utilities* menu page appears.
2. Click **Voice Portal Branding**. The *Group – Voice Portal Branding* page appears.
3. For either greeting, to select the default set of login prompts, select “Default Greeting”.
4. To select a customized set of login prompts, select “Branded Greeting” and then select a greeting from the drop-down list.
5. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

Change the Group Voice Portal

Choose one of the following:

1. Log in to the voice portal as the voice portal administrator.
2. To go to the Branding Configuration menu, press 2.
3. To change the voice portal greeting, press 1.
To change the Voice Messaging greeting, press 2.
4. To record a new greeting, press 1.
To listen to the current greeting, press 2.
To revert to the default greeting, press 3.

Change an Auto Attendant Voice Portal

You can also change the greetings used by any Auto Attendant in your group:

1. Log in to the voice portal as the voice portal administrator.
2. To change an auto attendant’s greetings, press 1.
3. Enter the extension for the auto attendant, followed by the pound key (#).
4. To change the business hours greeting, press 1.
To change the after-hours greeting, press 2.
To change the holiday greeting, press 3.
5. To record a new greeting, press 1.
To listen to the current greeting, press 2.
To revert to the default greeting, press *.

Log in to the Voice Portal

You can log in as a voice portal user or administrator from any phone.

Log in From Your Phone:

1. Dial the extension for the voice portal.
2. After the login prompt for a passcode or star key (*), enter your passcode followed by the pound key (#). The voice portal announces its main menu.

Log in From Any Other Phone:

1. If the phone is within your group, dial the extension of the voice portal. If the phone is outside your group, dial the complete 10-digit number of the voice portal.
2. After the login prompt for a passcode or star key (*), press *.
3. Enter your extension. (See NOTE.)
4. Enter your passcode followed by the pound key (#). The voice portal announces its main menu.

NOTE: If the option *Allow Phone Number or Voice Mail Aliases on Login in Addition to Extensions* is checked on the *Group - Voice Portal* page, instead of entering their extension, users can enter either their complete 10-digit phone number or a Voice Mail alias number, followed by the pound key.

Voice Portal Main Menu (Administrator)

After you log in as an administrator, the voice portal announces the main menu:

- To change an Auto Attendant’s greetings, press 1.
- To go to the Branding Configuration menu, press 2.
- To change your passcode, press 8.
- To exit the voice portal, press 9.
- To repeat this menu, press the pound key (#).

Voice Portal Main Menu (User)

After you log in as a user, the voice portal announces the main menu (some items are optional):

- To access your voice mailbox, press 1.
- To change your CommPilot Express Profile, press 2.
- To go to the Greetings Menu, press 3.
- To change your Call Forwarding options, press 4.
- To record an announcement, press 5.
- To make a call, press 6.
- To access Flexible Seating/Hoteling, press 7.
- To change your passcode, press 8.
- To exit the voice portal, press 9.
- To repeat this menu, press the pound key (#).

Change Your Passcode

For both administrators and users:

1. Log in to the voice portal.
2. Press 8.
3. Enter the new passcode, followed by the pound key (#).