Evolved Voicemail Quick Reference – User

EVOLVE IP
WORK ANYWHERE™

Log In: Internal	Log In: External
a) From your own Evolve IP phone, press the Voicemail button, enter passcode, press #, then press 1 to access voicemail box b) From another Evolve IP phone, press the Voicemail button, press *, enter your mailbox ID, enter #	a) Call your direct dial number or extension through your company's Auto Attendant, and press * during your outgoing greeting, enter passcode, and press # b) If you do not have a direct dial number, please dial your main number and either be transferred by a receptionist or press the * key when the main greeting picks up.

Main Menu Options – Access Each Menu by Pressing the Number on the Left of the Menu Box

Level 1 — **Level 2** — **Level 3**

Press:

1 – Access Voice Mail

1 – Listen to Messages

Select one of the following options at the end of a message:
2 By pass the Time Stamp or Repeat Message (Press after you listen to the message)
4 Play previous message
5 Play message envelope
6 Go to next message
7 Erase message
9 Additional options
Save message
***** Return to previous menu

Select one of the following options while playing a message:
1 Skip backward 3 seconds
2 Pause playback/Resume playback
3 Skip forward 3 seconds
4 Skip to beginning of message
5 Skip to end of message

9 – Additional Options
1 Reply to current message
2 Forward current message
***** Return to previous menu
# Repeat menu

3 – Greetings Menu
1 Record your name
2 Change Conference Greetings with users Bridge Number
***** Return to previous menu
# Repeat menu

2 – Change Mailbox Busy Greeting
1 Record new Busy Greeting

1 – Record New Greeting
Record your greeting after the tone. When finished, press # and select from the following options:
1 Record new greeting
2 Play current greeting
3 Revert to default system greeting
***** Return to previous menu
# Repeat menu

8 – Change Passcode
Enter new passcode, and then press #. When prompted, re-enter new passcode, pressing # again.

3 – Change Mailbox No-Answer Greeting
1 Record new No-Answer Greeting

3 – Record New Greeting
Record your greeting after the tone. When finished, press # and select from the following options:
1 Activate Extended Away Greeting
3 Record New Extended Away Greeting
4 Play Current Greeting
***** Return to previous menu
# Repeat menu

9 – Exit Voice Portal

4– Change Extended Away Greeting
3 Record new Extended Away Greeting

 # - Repeat Menu

5 – Compose & Send New Message
Record your message after the tone. When finished, press # and select from the following options:
1 Change the current message
2 Listen to the current message
3 Send the message to 1 or more destinations
6 Mark your message as urgent
7 Mark your message as confidential
***** Return to previous menu
# Repeat menu

3 – Sending the Message
- Enter recipient's mailbox ID number then press #. Press # again to confirm
- If more than 1 recipient, press # again and repeat process
- Press * to cancel the message

8– Modify Deposit Message Settings
1 Enable Message Deposit
2 Disable Message Deposit
3 Listen to your Message Deposit Status
***** Return to previous menu
# Repeat menu

3 – Sending the Message
1 Disconnect call after greeting is complete
2 Forward call to another destination when greeting is complete
3 Change Call Forwarding Destination
***** Return to previous Menu
# Repeat Menu

 # - Repeat Menu

*** - Go to CommPilot Voice Portal**
1 Access you voice mailbox
2 Change your CommPilot Express Profile
8 Change Passcode
9 Exit Voice Portal
Repeat menu

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First Log In with the Voice Portal Wizard

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

1. If requested, enter your phone number.
2. Enter a new passcode at the (must be 6 digits).
3. Re-enter your passcode at the prompt.
4. Record your name at the prompt.
5. Press #.

Evolve IP will provide your administrator with your voice portal number and password upon installation. Check with your group administrator for this information.

Accessing the Voice Portal

You can access your personal voice portal using your own phone, or another phone. To log in, press the "voicemail" key on your handset or dial one of the following:

- Your phone number/extension
- Group voice portal number/extension
- Location code/extension
- Enterprise voice portal number/extension (if enabled)

Personalized Name

Upon first-time access into the Voice Portal, you will be required to record your name:

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

Greeting Type:

1 **Busy Greeting:** User hears the Busy Greeting when reject is selected on incoming call or Call Waiting is turned off.
2 No Answer Greeting: User hears the No Answer Greeting when call is allowed to ring through without interruption and Call Waiting is turned on.
3 Extended Away Greeting: Another option for a No Answer Greeting
4 Deposit Messaging: Gives user ability to allow voicemails to be left in voicemail box or disable deposit to force caller to another number or not allow voicemail to be left after greeting.

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

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

Making Calls

Enter the destination digits
Return to Voice Portal Main Menu
While engaged in a call:
Terminate a call and make another call

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.

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

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