



## **Primus Hosted PBX**

### Voice Messaging Portal Reference Guide

Document Version 1.3

**Table of Contents**

**1 Overview.....3**

**2 First Time Login to the Voice Portal.....4**

**3 Log Into the Voice Portal After Dialing Your Phone Number/Extension.....5**

3.1 From your own phone .....5

3.2 From a phone other than your own .....5

**4 Log Into the Voice Portal After Dialing The Voice Portal Phone Number/Extension.....6**

4.1 From your own phone .....6

4.2 From a phone in your organization other than your own.....6

4.3 From a phone outside your organization.....6

**5 Voice Portal Menu Options .....7**

5.1 When Leaving Messages For Other Users.....7

5.1.1 During greeting .....7

5.1.2 While recording a message .....7

5.1.3 While reviewing a message .....7

5.2 Voice Portal Main Menu .....8

5.3 Voice Messaging Menu.....8

5.3.1 Play Messages Menu .....9

5.3.2 Greeting Menu ..... 10

5.3.3 Compose Message Menu..... 10

5.3.4 Message Deposit Settings Menu..... 10

5.4 Hosted PBX Express Menu ..... 11

5.5 Personalized Name Menu ..... 11

5.6 Call Forwarding Options Menu ..... 11

5.7 Hoteling Options Menu..... 11

## 1 Overview

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

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

Your administrator provides you with the phone number/extension for the group and/or enterprise voice portals. (This guide refers to both as the voice portal number/extension).

**NOTE:** Your voice portal may be configured with keypad numbers and menus different from those listed in this document. If so, for more information, see your organization's internal Hosted PBX administrator.

## 2 First Time Login to the Voice Portal

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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 (voice portal wizard) prompt.
3. Re-enter your passcode at the prompt.
4. Record your name at the prompt.
5. Press #.

### **3 Log Into the Voice Portal After Dialing Your Phone Number/Extension**

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The sections below will outline the steps to log into the Voice Portal from a variety of different sources after you have dialed your phone number/extension from that source.

#### **3.1 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.

#### **3.2 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.

## 4 Log Into the Voice Portal After Dialing The Voice Portal Phone Number/Extension

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The sections below will outline the steps to log into the Voice Portal from a variety of different sources after you have dialed the Voice Portal phone number/extension from that source.

### 4.1 From your own phone

Enter the correct passcode to reach the Voice Portal Main Menu.

### 4.2 From a phone in your organization other than your own

1. Press \* during the greeting to reach the Voice Portal login prompt.
2. Enter your phone number/extension.<sup>†</sup>
3. Enter the correct passcode to reach the Voice Portal Main Menu.

### 4.3 From a phone outside your organization

1. Enter your phone number/extension.<sup>†</sup>
2. Enter the correct passcode to reach Voice Portal Main Menu.

**NOTE:** Options denoted with a † are provided only if they have been assigned to your Hosted PBX user. For more information, see your organization's internal Hosted PBX administrator.

## 5 Voice Portal Menu Options

The following sections outline the menu options available when performing the specified function within the voice portal.

NOTE: Options denoted in the menu tables below with a † are provided only if the associated feature has been assigned to your Hosted PBX user. For more information, see your organization's internal Hosted PBX administrator.

### 5.1 When Leaving Messages For Other Users

#### 5.1.1 During greeting

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

#### 5.1.2 While recording a message

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

#### 5.1.3 While reviewing a 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 configured number
#	Repeat menu

## 5.2 Voice Portal Main Menu

This is the menu you will have presented if you dial the voice portal extension as described in [Section 4 - Log Into the Voice Portal After Dialing The Voice Portal Phone Number/Extension](#).

1	Access Voice Messaging (see <a href="#">Voice Messaging Menu</a> )
2	Change Hosted PBX Express Profile (see <a href="#">Hosted PBX Express Menu</a> )
3	Greetings (see <a href="#">Personalized Name Menu</a> )
4	Change Call Forwarding Options (see <a href="#">Call Forwarding Options Menu</a> )
7	Access Hoteling <sup>†</sup> (see <a href="#">Hoteling Options Menu</a> )
8	Change Passcode
9	Exit
#	Repeat menu

## 5.3 Voice Messaging Menu

This is the menu you will have presented if you press the voicemail button on your phone or dial your phone number/extension as described in [Section 3 - Log Into the Voice Portal After Dialing Your Phone Number/Extension](#).

1	Play Messages (see <a href="#">Play Messages Menu</a> )
2	Busy Greeting Menu (see <a href="#">Greeting Menu</a> )
3	No Answer Greeting Menu (see <a href="#">Greeting Menu</a> )
4	Compose Message Menu (see <a href="#">Compose Message Menu</a> )
5	Delete All Messages
6	Passcode
7	Personalized Name
8	Change Message Deposit Setting (see <a href="#">Message Deposit Settings Menu</a> )
*	Return to previous menu (see <a href="#">Voice Portal Main Menu</a> )
#	Repeat menu



### 5.3.1 Play Messages Menu

9	Save message
7	Delete message
2	Play or repeat message; skip envelope
1	Play previous message
5	Play message envelope
3	Play next message
4	Hear additional options (see <a href="#">Additional Options Menu</a> )
*	Return to previous menu (see <a href="#">Voice Messaging Menu</a> )
#	Repeat menu

#### 5.3.1.1 While listening to a message

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

NOTE: You can interrupt the message or envelope to perform any of the above functions. New messages flagged as urgent are played first.

#### 5.3.1.2 Additional Options Menu

1	Compose a message
2	Reply to message (see <a href="#">Reply to Message Menu</a> )
3	Forward message (see <a href="#">Forward Message Menu</a> )
*	Return to previous menu (see <a href="#">Play Messages Menu</a> )
#	Repeat Menu

#### 5.3.1.2.1 Reply to Message Menu

1	Send reply
2	Change current reply
3	Listen to current reply
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu (see <a href="#">Additional Options Menu</a> )
#	Repeat menu

### 5.3.1.2.2 Forward Message Menu

1	Send message to specific group members
2	Send message to entire group
4	Change current introduction
5	Listen to current introduction
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu (see <a href="#">Additional Options Menu</a> )
#	Repeat menu

NOTE: Messages that are marked confidential cannot be forwarded.

### 5.3.2 Greeting Menu

1	Record new Greeting
2	Listen to current Greeting
3	Revert to system default Greeting
*	Return to previous menu (see <a href="#">Voice Messaging Menu</a> )
#	Repeat menu

### 5.3.3 Compose Message Menu

1	Send message to specific group member(s)
4	Change current message
5	Listen to current message
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu (see <a href="#">Voice Messaging Menu</a> )
#	Repeat menu

NOTE: Messages that are marked confidential cannot be forwarded.

### 5.3.4 Message Deposit Settings Menu

1	Enable Message Deposit
2	Disable Message Deposit (see <a href="#">Disable Message Deposit Menu</a> )
3	Listen to Message Deposit Status
*	Return to previous menu (see <a href="#">Voice Messaging Menu</a> )
#	Repeat menu

#### 5.3.4.1 Disable Message Deposit Menu

1	Disconnect Call Once Greeting Is Complete
*	Return to previous menu (see <a href="#">Message Deposit Settings Menu</a> )
#	Repeat menu

NOTE: If Disconnect Call Once Greeting is Complete is selected, when a call comes to the mailbox the greeting will play and the call will be disconnected without the ability for someone to leave a voicemail. If not selected, the mailbox will continue to accept messages (ie: Message Deposit will be enabled).

#### 5.4 Hosted PBX Express Menu

1	Activate "Available – In Office" Profile
2	Activate "Available – Out of Office" Profile
3	Activate "Busy" Profile
4	Activate "Unavailable" Profile
5	No Active Profile
*	Return to Voice Portal Main Menu (see <a href="#">Voice Portal Main Menu</a> )
#	Repeat menu

#### 5.5 Personalized Name Menu

1	Record new Personalized Name
2	Listen to current Personalized Name
*	Return to previous menu (see <a href="#">Voice Portal Main Menu</a> )
#	Repeat menu

#### 5.6 Call Forwarding Options Menu

1	Activate Call Forwarding
2	Deactivate Call Forwarding
3	Listen to forwarding status
*	Return to previous menu (see <a href="#">Voice Portal Main Menu</a> )
#	Repeat menu

#### 5.7 Hoteling Options Menu

1	Check Host status
2	Associate with Host
3	Disassociate from Host
4	Disassociate from Remote Host
*	Return to previous menu (see <a href="#">Voice Portal Main Menu</a> )
#	Repeat menu