

Voice Portal – Features & Functionality

Access the Voice Portal

You can easily access your personal voice portal using any phone or UC-One application!

First Log-in with the Voice Portal Wizard

1. Press **Messages** or press and hold **1** on the UC-One dial pad
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 **#**.

Log In

From your own phone or UC-One App:

1. Press **Messages**, or press and hold **1** on the UC-One dial pad.
2. Enter the correct passcode to reach the Voice Messaging Main Menu.

From a phone or UC-One App other than your own:

1. Press **Messages**, or press and hold **1** on the UC-One dial pad.
2. Press ***** when asked for a passcode.
3. Enter your extension.
4. Enter the correct passcode to reach the Voice Messaging Main Menu.

Voice Portal Main Menu

- 1** Access **Voice Mailbox**
- 3** **Greetings Menu**
- 4** Change **Call Forwarding** Options
- 5** Record New Announcement
- 8** Change **Passcode**
- 9** Exit
- #** Repeat menu

Voice Messaging

- 1 Listen to Messages menu
- 2 Change Busy Greeting menu
- 3 Change No Answer Greeting menu
- 4 Change Extended Away Greeting menu
- 5 Compose Message menu
- 7 Delete All Messages menu
- * Return to previous menu
- # Repeat menu

Listen to Messages Menu

- 2 Play or repeat message; skip envelope
- 4 Play previous message
- 5 Play message envelope
- 6 Play next message
- 7 Delete message
- 9 Hear additional options (see *Additional Options* menu)
- * Return to previous menu
- # Save message

While Playing Messages

- 1 Skip backward 3 seconds
- 2 Pause/resume 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 function. New messages flagged as urgent are played first.

Additional Options

- 1 Reply to message (see *Reply to Message* menu)
- 2 Forward message (see *Forward Message* menu)
- * Return to previous menu
- # Repeat menu.

Reply to Message

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

NOTE: Messages marked confidential cannot be forwarded.

Change 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

Change 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 previous menu
- # Repeat menu

Change Extended Away Greeting Menu

- 1 Activate Extended Away Greeting**
- 2 Deactivate Extended Away Greeting
- 3 Record new Extended Away Greeting
- 4 Listen to current Extended Away Greeting
- * Return to previous menu
- # Repeat menu

****Special Note Regarding the Extended Away Greeting:**

- Extended Away is a special type of no-answer greeting.
- Activating the Extended Away greeting automatically deactivates the No Answer greeting.
- Deactivating the Extended Away greeting activates the No Answer greeting.
- Activating the Extended Away greeting may disable the ability for Users to leave you messages. To use the extended away greeting and still allow message deposit please see the **Voice Messaging User** service guide to make this change in the **Customer Portal**.



Compose Message Menu

- 1 Change current message
- 2 Listen to current message
- 3 Send message to specific group member(s)
- 4 Send message to entire group
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to previous menu
- # Repeat menu

Delete All Messages Menu

- 1 Confirm deletion
- * Cancel deletion

Greetings Menu

- 1 Record Personalized Name (see the Personalized Name menu)
- * Return to Voice Portal Main Menu
- # Repeat menu

Personalized Name

- 1 Record new Personalized Name
- 2 Listen to Current Personalized Name
- 3 Delete Personalized Name
- * Return to previous menu
- # Repeat menu

Change Call Forwarding Options

- 1 Activate your Call Forwarding
- 2 Deactivate your Call Forwarding
- 4 Listen to Forwarding Status
- * Return to previous menu
- # Repeat menu

Record New Announcement Menu

- 1 Record an audio announcement
- * Return to previous menu
- # Repeat menu

Change Passcode

- # Enter new passcode, followed by the pound key
- * Return to previous menu



Customer Portal

<https://portal.kmvoice.com>