Welcome to your voicemail services. This guide provides details on how to access voicemails and use additional functionalities available with your voicemail account

First time Log into the Voice Portal
There are multiple ways to log into your voicemail account which are described in detail below:

(a) Via Votacall phone
1) Press the "Messages" button on the physical phone
2) Enter the password provided by your system admin
3) Follow prompts to reset your voicemail password
4) Once the voicemail password is reset, please follow the prompts to record your full name.
5) This recording will be used when callers intend to leave a voice message on your extension or during the dial by name option in the auto attendant.

(b) Via colleague's Votacall phone
1) Press the "Messages" button on the physical phone
2) Press star key "*" at the voice prompt
3) Enter your extension at the voice prompt
4) Enter the password provided by your system admin
5) Follow prompts to reset your voicemail password
6) Once the voicemail password is reset, please follow the prompts to record your full name.
7) This recording will be used when callers intend to leave a voice message on your extension or during the dial by name option in the auto attendant.

(c) Via Landline/Cell phone
1) Dial your ten digit office number from your landline or cell phone
2) Let it ring till the call reaches to your voicemail box
3) Press star key "*" at the voice prompt
4) Enter the password provided by your system admin

5) Follow prompts to reset your voicemail password
7) Once the voicemail password is reset, please follow the prompts to record your full name.
8) This recording will be used when callers intend to leave a voice message on your extension or during the dial by name option in the auto attendant.

(d) Via Auto Attendant
1) Dial the Auto Attendant number
2) Press star key "99, or 999, or 9999" at the voice prompt depending on your extension digit length
3) Enter your extension at the voice prompt
4) Enter the password provided by your system admin
5) Follow prompts to reset your voicemail password
6) Once the voicemail password is reset, please follow the prompts to record your full name.
7) This recording will be used when callers intend to leave a voice message on your extension or during the dial by name option in the auto attendant.

Access Voicemail
You can access voicemails left on your number in multiple ways which are described in detail below:

(a) Via Votacall Phone
1) Press the "Messages" button on the physical phone
2) Enter the voicemail password
3) Press "1" to listen to your voice messages

(b) Via colleague's Votacall phone
1) Press the "Messages" button on the physical phone
2) Press star key "*" at the voice prompt
3) Enter your extension at the voice prompt
4) Enter the voicemail password
5) Press "1" to listen to your voice messages

(c) Via Landline/Cell phone

1) Dial your ten digit office number from your landline or cell phone
2) Let it ring till the call reaches to your voicemail box
3) Press star key "*" at the voice prompt
4) Enter the voicemail password
5) Press "1" to listen to your voice messages

(d) Via Auto Attendant

1) Dial the Auto Attendant number
2) Press star key "*" at the voice prompt
3) Enter your extension at the voice prompt
4) Enter the voicemail password
5) Press "1" to listen to your voice messages

(e) Via Unified Messaging (Email Service)

1) If you have enabled the option to receive a carbon copy of the voice messages in your email, then you can hear all your voicemails from your PC/Laptop using any media player.
2) To listen, double click on the email attachments. It will open the voice messages in a default media player. Adjust the volume in the media player till you get a clear sound.

(f) Via Blackberry/IPhone (PDA)

1) If you have enabled the option to receive a carbon copy of the voice messages in your email, then you can hear all your voicemails from your PC or blackberry using default media player.
2) To listen, double click on the email attachments. It will open the voice messages in a default media player in your blackberry/IPhone.
3) Please note that we don't guarantee that all the PDA's will play the voicemails attachments as each blackberry comes with a different codec to play audio files and our system doesn't support all the different codec's.

Play Message Menu

Playing Voice Messages:
1) Once in the voice message menu, Press "1" to listen to voice messages
2) Press "1" to play voice messages
3) Press the pound key "#" to save message
4) Press "2" to play or repeat message
5) Press "4" to return to previous message
6) Press "5" to play message envelope
7) Press "6" to move to next message
8) Press "9" to hear additional options
9) Press "*" to return to previous menu
Note: New messages flagged as urgent are played first.

While playing voice messages:
1) Press "1" to skip backward the message by 3 seconds
2) Press "2" to pause playback
3) Press "3" to skip forward the message by 3 seconds
4) Press "4" to skip to beginning of message
5) Press "6" to skip to end of message

Reply to Messages:
1) While playing the message, press "9" to enter into additional options
2) Press "1" to reply to message
3) Press "1" to change current reply
4) Press "2" to listen to current reply
5) Press "3" to send reply
6) Press "6" to set or clear urgent indicator
7) Press "7" to set or clear confidential indicator
8) Press "*" to return to previous menu
9) Press "#" to repeat menu

Forward Messages:
1) While playing the message, press "9" to enter into additional options
2) Press "2" to forward the message
3) Press "1" to change current introduction
4) Press "2" to listen to current introduction
5) Press "4" to send message to entire group
6) Press "5" to send message to distribution list (option offered only if enabled)
7) Press "6" to set or clear urgent indicator

8) Press "7" to set or clear confidential indicator
9) Press "*" to return to previous menu
10) Press "#" to repeat menu

Distribution List:
1) If you selected option "5" while forwarding messages menu then follow the steps as mentioned below
2) Press the number between 0 and 15 to select the distribution list which was created for your account
3) Press "3" to send the message
4) Press "1" to select another distribution list
5) Press" 2" to review the selected distribution list

Delete Messages:
1) When you are listening to a voice message, press "7" to delete the message
2) If you intend to delete all the voice messages, press "7" once in the play message menu, press "1" to confirm

Additional Options

Change Personalized Name:
1) Once in the voice message menu, Press "3" to change your personalized name
2) Press "1" to record new personalized name
3) Press "2" to listen to current personalized name
4) Press "3" to delete personalized name
5) Press "*" to return to previous menu
6) Press "#" to repeat menu

Change Password:
1) Once in the voice message menu, Press "8" to change your voicemail password
2) Enter random password (between 4-15 characters) twice and then press the pound "#' key

Compose Message:
1) Once in the voice message menu, Press "5" to compose a menu which you can send to one or more members of your company
2) Press "1" to change current message

3) Press "2" to listen to current message
4) Press "4" to send message to entire group
5) Press "5" to send message to distribution list
6) Press "6" to set or clear urgent indicator
7) Press "7" to set or clear confidential indicator
8) Press "*" to return to previous menu
9) Press "#" to repeat menu

CommPilot Express:
1) Once in the voice message menu, Press "2" to change the commpilot express profile
2) Press "1" to activate "Available – In Office" Profile
3) Press "2" to activate "Available – Out of Office" Profile
4) Press "3" to activate "Busy" Profile
5) Press "4" to activate "Unavailable" Profile
6) Press "*" to return to previous menu

Busy Greeting Menu:
1) Once in the play message menu, Press "2" to change the busy greeting
2) Press "2" to listen to current busy greeting
3) Press "3" to revert to system default busy greeting
4) Press "*" to return to previous menu
5) Press "#" to repeat menu

No Answer Greeting Menu:
1) Once in the play message menu, Press "3" to change no answer greeting
2) Press "2" to listen to current no answer greeting
3) Press "3" to revert to system default no answer greeting
4) Press "*" to return to previous menu
5) Press "#" to repeat menu

Frequently Asked Questions

1) I am locked out of my voicemails, what do I do?
Answer:
Please follow the instructions to reset your voicemail password:

(a) If you have access to Votacall's user phone portal (http://portal.myvotacall.com) , then please log into the portal and follow the instructions to reset your password:
• Click on "Profile" option on the user portal
• Click on "Password" option under Profile menu
• Select the radio button which reads "Set portal Password"
• Enter random six digit numbers in the field.
• Click on "OK" button
• Try accessing your voicemail and see if the change did work
(b) If you don't have access to the portal, then please contact your system administrator and request him/her to reset your voicemail password
(c) If your company doesn't have a system administrator or you have access to the user portal, then please contact Votacall's support at 866-303-8600 and they will assist you in resetting the voicemail password.

How to record alternate greeting for a voicemail box?
Answer:
1) Make sure unified messaging option is turned ON in your voicemail box. With Unified messaging service, a user can receive email with voicemail as an attachment (when someone leaves a voicemail).
2) Dial your own DID/extension and when it reaches the voicemail box, leave a brief message what you intend to put in the alternate greeting.
3) Once you receive the voicemail as an attachment in your email, please save the .wav file attachment on your desktop.
4) Goto Start > All Programs > Accessories > Entertainment > Sound Recorder
5) Once the Sound Recorder application is open, click on File>Open and open the saved .wav file
6) Click on File>Save As option
7) Rename the file name
8) Click on Format Change button and scroll up to select the format "CCITT U law" and

then change the attributes to "8.000KHZ, 8 bit, mono"
9) Save the changes and save the file back on your desktop.
10) Play the .wav file on your sound recorder application to make sure it plays correctly and there is no interference

How to upload alternate greeting to my voicemail box?
Answer:
1) Open a web browser on your PC
2) If you have toolbar installed on your PC, then click on the purple colored key hole button once which will automatically log you into the user phone portal.
3) If you don't have the toolbar, click on the following link http://portal.votacall.com and enter your login credentials to log into the phone portal (contact the system administrator for login credentials).
4) Once you are logged into the user phone portal, click on the "Messaging" option which you will find under the left hand side menu
5) Under the basic menu of the Messaging, click on "Greetings" option
6) Under the Alternate Greeting option, select one of the available radio button and then click on the browse button, and upload the configured alternate greeting .wav file
7) If you are administrator of the phone portal, search for the concerned user and then follow instructions from step (4).