

Quick Reference Guide for Polycom Voice Mail System

Accessing the Voice Portal

There are multiple ways to access your voice mailbox and messages, whether you are at your desk phone or away using another phone. Choose from any of the below options to access the Voice Portal to get to your voice mailbox.

Note: The Vmail Tab (Option #1) takes you directly to your voice mailbox like you are used to doing today.

From your desk phone (Using speaker or headset)

- **Option 1:** Click on Vmail Tab **Vmail**. The voice mail screen will display, enter your passcode followed by the # key
- **Option 2:** Click on Envelope Icon  and the voice mail screen will display, press Connect and enter your passcode followed by the # key
- **Option 3:** From Home Screen, click on Messages Icon , then click on Message Center. The voice mail screen will display, press Connect and enter your passcode followed by the # key

From your desk phone (Using handset)

- **Option 4:** Pick up your handset, click on the More soft key (upper right corner), then click on Vmail **Vmail**. The voice mail screen will display, enter your passcode followed by the # key

From an external phone

- **Option 5:** Dial your desk phone number (ex: 240-567-9XXX) and press * key when you hear your greeting. You will then be prompted to enter your passcode followed by the # key
- **Option 6:** Dial Voice Mail Portal (240-567-9900) and enter your Mailbox ID (last 5 digits of your phone number) followed by # key (ex: 79XXX#). You will then be prompted to enter your passcode followed by the # key

Voice Portal and Mailbox Menu Options

To access your Voice Mailbox, you must first access the Voice Portal. Use one of the options to the left to access the Voice Portal. The Voice Portal allows users to access their voice mailbox, record their name through a greetings menu, set up call forwarding, and change their passcode.

Voice Portal Menu	Voice Mailbox Menu
1 – Access your voice mailbox	1 – Listen to messages
2 – Change your profile (feature not active now)	2 – Change mailbox busy greeting
3 – Go to the greetings menu	3 – Change mailbox no answer greeting
4 – Change your call forwarding options	4 – Change mailbox extended away greeting
5 – Record a new announcement (feature not active now)	5 – Compose and send a new message
8 – Change your passcode	7 – Delete all messages
9 – Exit the Voice Portal	8 – Modify message deposit settings
# – Repeat the menu	* – Voice portal
	# – Repeat menu

Retrieving and Handling Your Voice Mail Messages

- Access the voice portal from your desk phone or other phone
- Enter your passcode followed by # key
- Press 1 to access your voice mailbox
- Press 1 to listen to your messages
- Listen to your voice mail message(s)
- Follow the menu prompts for message handling options

Message Handling Options
2 – Save message
3 – Erase message
1 – Repeat message
7 – Go back to previous message
6 – Play message envelope
8 – Call back caller
5 – Reply to current message
4 – Forward message
* – Return to previous menu

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Personalized Greetings

Busy and No Answer Greetings

The Busy greeting will be played for callers if you are on the other line or have your phone set to Do Not Disturb. The No Answer greeting will be played for callers if your phone rings and is not answered.

NOTE: If you do not record a personalized Busy/No Answer greeting, by default, the caller will hear your recorded name when the call goes to voice mail.

- Access the voice portal from your desk phone or other phone
- Select Menu Option 1 to go to your voice mailbox
- Select Menu Option 2 to record your Busy greeting, or select Menu Option 3 to record your No Answer greeting
- Press 1 to begin recording your greeting
- Record your greeting followed by the # key; your greeting is now recorded and active

Extended Away Greeting

The Extended Away greeting is used when you will be away for an extended time (ex: winter break, vacation) and does not allow callers to leave a voice mail message.

NOTE: This greeting is different from the Busy/No Answer because it is not automatic, it must be manually enabled and disabled by the user.

- Access the voice portal from your desk phone or other phone
- Select Menu Option 1 to go to your voice mailbox
- Select Menu Option 4 to record your Extended Away greeting
- Select the option from the menu you want to set up/activate/deactivate your Extended Away greeting
 - Activate greeting – Press 1
 - Deactivate greeting – Press 2
 - Record new greeting – Press 3
 - Play current greeting – Press 4

Composing and Sending Voice Mail Messages

- Access the voice portal from your desk phone or other phone
- Select Menu Option 1 to go to your voice mailbox
- Press 5 to compose and send a new message
- Record your message and press the # key to end recording
- Press 3 to send your message to one or more destinations
- Enter the Mailbox ID followed by the # key for the forwarded destination
- Press # key to send your introduction and message, or press the * key to cancel
- Press * key to go back to the Voice Mailbox Menu Options

Forwarding a Voice Mail Message

While listening to the voice mail message you want to forward, follow the menu prompts to forward your voice mail message:

- Press 4 to forward your message
- Record your message introduction followed by the # key to save your recorded introduction
- Press 3 to forward your message
- Enter the Mailbox ID followed by the # key for the forwarded destination
- Press # key to send your introduction and message, or press the * key to cancel
- Press * key to go back to your messages

Message Deposit Settings

- Access the voice portal from your desk phone or other phone
- Select Menu Option 1 to go to your voice mailbox
- Press 8 to modify your message deposit settings
- Press 1 to enable messages to be deposited, or press 2 to disable messages from being deposited in your voice mailbox

NOTE: *With message deposit enabled, messages can be left in your voice mailbox. With message deposit disabled, messages can not be left in your voice mailbox.*