# Quick Start Guide



## **SETUP**



- Sign into the Voice Services Portal website.
  E.g.: https://portal.momentumtelecom.com/
- 2. Review and manage your Voicemails and Voicemail *settings* in the Voicemail card on the Dashboard.

	Play	Phone	Date	-
0	•		5/11/2018 01:32 PM	
0	•	205.216.8842	4/16/2018 05:37 PM	• •

- A Manage Greetings Click this button to select from your stored .wav file greetings and Save.
- B Reset Voicemail PIN Click on this button to reset a forgotten access PIN to 8642 (default)
- **C** Voicemail Settings Click this button to enable and define the voicemail features you wish to use.
  - Enter any information required by your selections (emails, phone numbers, etc.).
  - Click Save to submit the changes, return to the dashboard, and begin using the new Voicemail settings.

	>
Voicemail Settings	
Voice Messaging	
Send All Calls to Voicemail	
Send Busy Calls to Voicemail	
Send Unanswered Calls to Voicemail	
Forward to multiple email  Forward to one email	
Notify me by Email when new messages arrive	
Email Address	
gopi@momentumtelecom.com	
Email a carbon copy of the message	
Email Address	
gopi@momentumtelecom.com	
Transfer on '0' to Pitone Number	
Phone Number	
2058675309	
Save Cancel	

## USE

### A Dial In

#### Voicemail Line | Polycom Phone

- 1. Press the Messages key 🖾 or Dial \*98
- Enter the 4-digit Passcode and press #.
  (Initial/Default Passcode = 8642 and may be made permanent or changed at any time.)

#### Internal Network Line

- Dial the Extension of the line used for Voicemail.
- 2. Press the star **\*** key when the Voicemail greeting begins.
- 3. Enter the 4-digit Passcode and press **#**.

#### **External Line**

- Dial the 10-Digit Phone Number of the line used for Voicemail (and enter the extension, as needed if prompted).
- 2. Press the star **\*** key when the Voicemail greeting begins.
- 3. Enter the 4-digit Passcode and press **#**.

#### B Press [1] to Access Voicemail

Or select an alternate action option from the menu offerings when prompted:

- [3] Greetings menu (management)
- [**5**] Record a New Announcement
- [**8**] Change the Passcode
- [**9**] Exit
- [#] Repeat the Menu

#### C Voicemail Management Menu Options

[1] Listen to Messages (options to save, delete, and forward each voicemail message become available when this option is selected)

- [2] Change the Busy Greeting
- [3] Change the No Answer Greeting
- [5] Compose and send a new message
- [7] Delete all voicemail messages
- [\*] Go to CommPilot voice portal
- [#] Repeat the menu