

YOUR VOICEMAIL

Solutions Made Easy.



LOG IN TO VOICEMAIL

From any internal extension:

- + Dial *99
- + Enter your 10-digit telephone number and press the # Key
- + Enter your password (provided by your System Administrator) and press the # key

From any external telephone:

- + Dial: 315-671-0031 (Syracuse) or 315-624-9994 (Utica)
- + Enter your 10 digit telephone number and press the # key
- + Enter your password (setup password for new voicemail is 000 000) and press the # key

COMMON VOICEMAIL COMMANDS

Main Menu

- 1 Listen to messages
- 2 Send a message to another user
- 3 Work with personal greetings
- 4 Mailbox settings
- 6 Set message type (voicemail/email/fax)
- 7 Switch Account (log into another account)

Listening to Messages

- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a copy
- # Next Message

NOTES: Star (*) will always back you up to the previous menu
Pound (#) will bypass a user's personal greeting

COMMPORTAL FOR WEB

CommPortal is an interactive web page that allows you to access and manage your voicemail. Your system administrator will provide you with a temporary password.

To log into CommPortal, go to: <https://bucommportal.northland.net>

Need support? Connect with us at www.northland.net/support or 315-624-2033.

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ACCESS from any number: 315-671-0031 (Syracuse) or 315-624-9994 (Utica)
To activate from line with voicemail hit *99 and follow the prompts



1 Review Messages

N Listen to Messages



2 Send Message



3 Work with Greetings

Review Messages Menu

Hear Messages

Enter Phone or GL number then #

Greeting Options Menu

- 1** Voicemail
- 9** Future Delivery Messages

- 1** Repeat
- 2** Save
- 3** Erase
- 4** Reply
- 5** Send a Copy
- 2** **2** Mark Saved Message as New

- 1** Review Message
- 2** Mark as Urgent
- 3** Mark as Private
- 4** Re-Record Message
- 5** Report on Send
- 6** Report as Read
- 7** Add Recipient
- 9** Schedule for Future Delivery
- #** Save as is

- 1** Personal Greeting
- 2** Extended Absence
- 3** Sys-Generated Recordings and Name Recording
- 4** Group Mailbox Greetings (Only Primary Line)
- 5** Busy Greeting
- 6** Out-of-Office Hours Greeting
- 9** Forward all Calls to Voicemail
- *** Exit Menu



4 Mailbox Settings



6 Review Erased Messages



N Erased Messages



7 Switch Account



0 Help



***** EXIT

Mailbox Settings Menu

Select Message Type

Hear Message

Enter Phone Number, then # or * if error

- 1** Group Lists
- 2** Handsfree and Time Saver Options
- 3** Security Options
- 5** Notification Settings (Switch has to initially set up)
- 6** Additional Settings Operator # (Switch has to initially set up)
- *** Exit Menu

- 1** Voicemail

- 1** Repeat
- 2** Restore
- 3** Permanently Erase
- 4** Reply
- 5** Send a Copy
- #** Next Message

Common Keys

- *** Cancel input or move up a level
- #** End input or move forward in a list
- 0** Helpful Hints
- 8** Pause/Resume

Helpful Hints

- #** Next Hint
- *** Return to Main Menu
- 1** Replay from Start of Menu