

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 Subscriber (telephone) number and press #
- + Enter your password (provided by the System Administrator) and press #

COMMON VOICEMAIL COMMANDS

FROM THE MAIN MENU

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

WHILE LISTENING TO MESSAGES

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

NOTES: Star (*) will back you up to the previous menu.

Pound (#) when listening to another user's personal greeting will bypass the 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> and enter your credentials.



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ACCESS from any telephone by dialing: 315-671-0031 (Syracuse) or 315-624-9994 (Utica)
To access from a line in your business group that has voicemail, dial *99 and follow the prompts



Review Messages Menu

Hear Messages

Delivery Options Press 1

Greeting Options Menu

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

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

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

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



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** Exit Menu

- 1** Voicemail

- 1** Repeat
- 2** Restore
- 3** Permanently Erase
- 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
- *** Pause/Resume

Helpful Hints

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