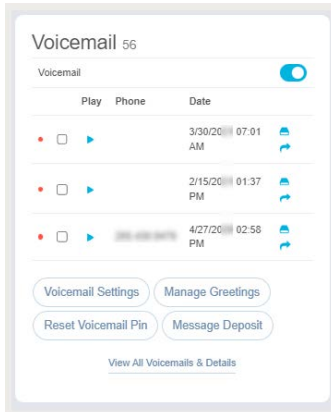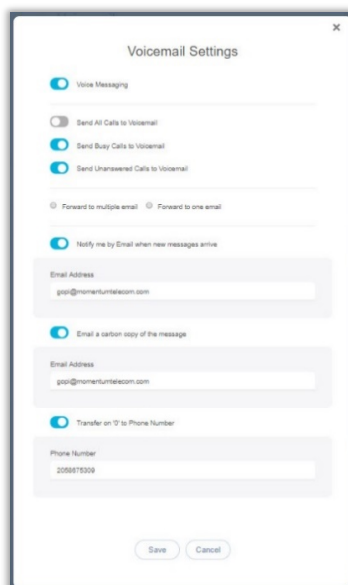# VOICEMAIL

MOMENTUM

Settings Via Cloud Services Portal

1. Sign into the **Cloud Services Portal** website. E.g.: portal.momentumtelecom.com
2. Review and manage your Voicemails and Voicemail **settings** in the Voicemail card.

A **Manage Greetings** - Click this button to select from your stored .wav file greetings and Save.

B Manage Deposit - Click this button to allow/ disallow callers leaving messages in your inbox.

C **Reset Voicemail PIN** - Click on this button to reset a forgotten access PIN

D **Voicemail Settings** - Click this button to manage 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.

Greetings/Messages Via Phone

A **Dial In**

Voicemail Line | Polycom Phone

1. Press the **Messages** key ✉ or Dial *98
2. Enter the 4-digit Passcode and press **#**.
   Example Passcode Entry: 8642#
   May be made permanent or changed as needed.

Internal Network Line

1. 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

1. 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 Portal 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