

SETUP



1. 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.



- 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.



USE

A Dial In

VoiceMail Line | Polycom Phone

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

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 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