Using Voicemail On Your VoIP Phone

**One Time Voicemail Setup**

Your VoIP phone includes a new voicemail system called
the CommPilot Voice Portal.

**Set up your voice mailbox**

You will need a temporary seven-digit passcode to proceed. To obtain this passcode, contact your manager or Budget Unit Head.

1. From your new phone, press the **Voice Mail** key.
2. Enter your temporary default seven-digit passcode followed by the # key.
3. At the prompt, create a new passcode. The passcode must be 6 to 12 digits and cannot be:
   - a single repeated number (e.g., 111111)
   - your phone number or your phone number reversed
   - your previous passcode or your previous passcode reversed
4. When prompted, re-enter your passcode.
5. When prompted, record your name followed by the # key.

**Note:** If you previously used a traditional (non-VoIP) phone, your old messages will not be transferred to the new voicemail system. You can still access your old messages, however, by dialing 1-9595 (on-campus) or 215-204-9595 (off-campus).
Using Voicemail

Create a personal greeting
1. Press the Voice Mail key. Then enter your passcode followed by the # key.
2. Press 1 and perform one or more of the following:
   • Press 2 to create a busy greeting for when you are on the phone
   • Press 3 to create a no answer greeting when you are away from your desk

Access your voicemail
• From your phone: Press the Voice Mail key or dial *62. Then enter your passcode followed by the # key.
• From another phone: Dial 1-9599 (on-campus) or 215-204-9599 (off-campus). Then follow the prompts to enter your mailbox ID (your internal five-digit phone number) followed by the # key and passcode followed by the # key.

Create an extended away (vacation) greeting
1. Press the Voice Mail key. Then enter your passcode followed by the # key.
2. Press 1 to access your voice mailbox.
3. Press 6 to change your mailbox extended away greeting.
4. Press 3 and follow the prompts to record and activate a new greeting.

When you return to the office, follow steps 1 through 3 above. Then press 2 to deactivate your extended away greeting.

Learn more
For more details on phone usage and voicemail, go to cs.temple.edu/voip. If you have questions or need assistance, call 8-8647 (8-VOIP) from on campus or 215-777-8647 (215-777-VOIP) from off campus.

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