Vyve Business – Hosted Voice
ComPilot Voice Portal / Voicemail Menu and Instructions

To Access Voicemail for First Time User/Setup:

1. Dial *98 or select the Voice Mail icon from you Polycom Handset Menu.

2. Enter default passcode 8642 and press # (first time setup)

3. Following passcode has expired prompt, enter a permanent passcode and press #

4. Re-enter permanent passcode and press #

5. Follow the rest of the prompts to record name and greetings

To Access Voicemail:

1. From On-Network Extension: Dial *98

From Off-Network Extension: Dial 10-Digit Phone Number and press * when greeting starts

2. Enter passcode and press #

Main Voicemail Menu Options:

[1] To access Voicemail Box

[3] Record name

[8] To change passcode

[9] To exit the voice portal

[#] To repeat this menu

Access Voicemail Options:

[1] To listen to messages

[2] To change mailbox busy greeting

[3] To change mailbox no answer greeting

[5] To compose and send a new message

[7] To delete all messages

[*] To go to the CommPilot voice portal

[#] To repeat this menu

Busy & No Answer Greeting - Recording Instructions:

From the Main Menu of ComPilot Voice Portal Select

[1] To Access Voicemail Box
    [2] To Change Your Mailbox Busy Greeting
        [1] To Record a New Busy Greeting
            [1] To End/Save Recording
                [*] To Exit to Previous Menu
    [3] To Change Your Mailbox No Answer Greeting
        [1] To Record a New No Answer Greeting
            [1] To End/Save Recording
                [*] To Exit to Previous Menu