Your Excell Polycom handset comes with a business grade voicemail facility. You can retrieve your voicemail from your handset or by calling your full telephone number from another device.

A flashing red light on your handset or an interrupted dial tone indicates that there is a message waiting for you.

**To access your voicemail from your own extension:**

Dial the last 4 digits of your telephone number from your handset and enter your 4 digit passcode followed by the # key when prompted.

**To access your voicemail from any other device:**

Dial your full telephone number and when answered by the portal press *. Enter your 4 digit passcode followed by the # key when prompted.

**Accessing your voicemail for the first time:**

If you are accessing the voicemail portal for the first time your passcode will be set to 2580, you will be asked to enter a new passcode and then re-enter it as confirmation. You will then be asked to record your name.

**Accessing your voicemail:**

A series of voice prompts will guide you through retrieving or sending voice messages as well as making changes to your voicemail configuration. These prompts are detailed overleaf.

**Call Management Portal:**

An Internet based portal is also available to you which enables you to control many of your phone and voicemail functions remotely. For more information please contact your Account Manager or visit http://www.excellgroup.com/cmp

**Voicemail features:**

For a flash tutorial visit:
Voice Portal Menus - Quick Reference Guide

Shortcuts:
Enter your extension number and your 4 digit passcode followed by the # key, then press the following quick dial sequence:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Quick Dial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play message/s</td>
<td>1</td>
</tr>
<tr>
<td>Record new 'Busy' greeting</td>
<td>2,1</td>
</tr>
<tr>
<td>Record new 'No Answer' greeting</td>
<td>3,1</td>
</tr>
<tr>
<td>Change Passcode</td>
<td>*, 8</td>
</tr>
</tbody>
</table>

To access your voice portal, enter your extension number and your 4 digit passcode followed by the # key.

Voice Messaging Menu
1. Play Message
2. Change Busy Greeting
3. Change No Answer greeting
5. Compose Message
7. Delete All Messages
* Go to Voice Portal Main Menu
# Repeat Menu

Play Messages Menu
2. Repeat Message
4. Previous Message
5. Play Envelope
6. Next Message
7. Erase Message
8. Callback Caller
9. Additional Message Options
# Save Message
* Return to Previous Menu

Change Busy/No Answer Greetings Menu
1. Record New Greeting
2. Listen to Current Greeting
3. Revert to System Greeting
* Return to Previous Menu
# Repeat Menu

Voice Portal Main Menu
1. Voice Messaging
2. CommPilot Express Profile
3. Personalised Name
7. Hotdesking
8. Passcode
9. Exit Voice Portal
# Repeat Menu

For more information
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