# YOUR VOICEMAIL
## Solutions Made Easy.

**Northland**
COMMUNICATIONS

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## LOG IN TO VOICEMAIL

**From any internal extension:**
+ Dial *99
+ Enter your 10-digit telephone number and press the # Key
+ Enter your password (provided by your System Administrator) and press the # key

**From any external telephone:**
+ Dial 315-671-0031 (Syracuse) or 315-624-9994 (Utica)
+ Enter your 10 digit Subscriber (telephone) number and press #
+ Enter your password (provided by the System Administrator) and press #

## COMMON VOICEMAIL COMMANDS

### FROM THE MAIN MENU

| | |
|---|---|
| 1 | Listen to messages |
| 2 | Send a message to another subscriber |
| 3 | Work with personal greetings |
| 4 | Mailbox settings |
| 6 | Set message type (voicemail/email/fax |
| 7 | Switch account (log into another account |

### WHILE LISTENING TO MESSAGES

| | |
|---|---|
| 1 | Repeat |
| 2 | Save |
| 3 | Erase |
| 4 | Reply |
| 5 | Send a copy |
| # | Next Message |

**NOTES:** Star (*) will back you up to the previous menu.
Pound (#) when listening to another user's personal greeting will bypass the greeting.

## COMMPORTAL FOR WEB

CommPortal is an interactive web page that allows you to access and manage your voicemail. Your system administrator will provide you with a temporary password.

To log into CommPortal, go to https://bucommportal.northland.net and enter your credentials.

Need support? Connect with us at www.northland.net/support or
Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Representative

# YOUR VOICEMAIL
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ACCESS from any telephone by dialing: 315-671-0031 (Syracuse) or 315-624-9994 (Utica)
To access from a line in your business group that has voicemail, dial *99 and follow the prompts

**1** Review Messages → **N** Listen to Messages

**2** Send Messages

**3** Review Messages

| Review Messages Menu | Hear Messages | Delivery Options Press 1 | Greeting Options Menu |
|---|---|---|---|
| **1** Voicemail | **1** Repeat | **1** Review Message | **1** Personal Greeting |
| **9** Future Delivery Messages | **2** Save | **2** Mark as Urgent | **2** Extended Absence |
| | **3** Erase | **3** Mark as Private | **3** Sys-generated + Name Recordings |
| | **4** Reply | **4** Rerecord Message | **4** Group Mailbox Greetings (Primary Line Only) |
| | **5** Send a Copy | **5** Report on Send | **5** Busy Greeting |
| | **2 2** Mark as New Message | **6** Report as Read | **6** Out of Office Hours Greeting |
| | | **7** Add Recipient | **9** Forward all Calls to Voicemail |
| | | **9** Schedule Future Delivery | **\*** Exit Menu |
| | | **#** Save as is | |

**4** Mailbox Settings

**6** Review Erased Messages → **N** Erased Messages

**7** Switch Account

**0** Help

**\*** EXIT

| Mailbox Settings Menu | Select Message Type | Hear Message | Enter Phone Number, then # or * if error |
|---|---|---|---|
| **1** Group Lists | **1** Voicemail | **1** Repeat | |
| **2** Handsfree and Time Saver Options | | **2** Restore | |
| **3** Security Options | | **3** Permanently Erase | |
| **5** Notification Settings (Switch has to initally set up) | | **5** Send a Copy | |
| **6** Exit Menu | | **#** Next Message | |

### Common Keys
**\*** Cancel input or move up a level
**#** End input or move forward in a list
**0** Helpful Hints
**\*** Pause/Resume

### Helpful Hints
**#** Next Hint
**\*** Return to Main Menu
**1** Replay from Start of Menu

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