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Access Voicemail

You can access voicemails left on your number in multiple ways which are described in detail below:

Via Apptix Phone

1. Press the “Messages” button on the physical phone.
Or dial your own extension number if a “Messages” button is not available on your phone.
2. Enter the voicemail password.
3. Press “1” to listen to your voice messages.

Via Colleague’s Apptix Phone

1. Press the “Messages” button on the physical phone.
Or dial your colleague’s extension number that you are calling from if a “Messages” button is not available on your colleague’s phone.
2. Press star key “*” at the voice prompt.
3. Enter your extension at the voice prompt.
4. Enter the voicemail password.
5. Press “1” to listen to your voice messages.

Via Landline/Cell Phone

1. Dial your ten digit office number from your landline or cell phone.
2. Let it ring till the call reaches to your voicemail box.
3. Press star key “*” at the voice prompt.
4. Enter the voicemail password.
5. Press “1” to listen to your voice messages.

Via Unified Messaging (Email Service)

1. If you have enabled the option to receive a carbon copy of the voice messages in your email, then you can hear all your voicemails from your PC/Laptop using any media player.
2. To listen, double-click the email attachments. It will open the voice messages in a default media player. Adjust the volume in the media player till you get a clear sound.

Via BlackBerry/iPhone (PDA)

1. If you have enabled the option to receive a carbon copy of the voice messages in your email, then you can hear all your voicemails from your PC or BlackBerry using default media player.
2. To listen, double click the email attachments. It will open the voice messages in a default media player in your BlackBerry/iPhone.
3. Please note that we don't guarantee that all the PDA's will play the voicemails attachments as each BlackBerry comes with a different codec to play audio files and our system doesn't support all the different codec's. Play Message Menu.

Playing Voice Messages

1. Once in the voice message menu, press "1" to listen to voice messages.
2. Press the pound key "#" to save message.
3. Press "2" to play or repeat message.
4. Press "4" to return to previous message.
5. Press "5" to play message envelope.
6. Press "6" to move to next message.
7. Press "9" to hear additional options.
8. Press "*" to return to previous menu.

Note: New messages flagged as urgent are played first.

While Playing Voice Messages

1. Press "1" to skip backward the message by 3 seconds.
2. Press "2" to pause playback.
3. Press "3" to skip forward the message by 3 seconds.
4. Press "4" to skip to beginning of message.
5. Press "6" to skip to end of message.

Reply to Messages

1. While playing the message, press "9" to enter into additional options.
2. Press "1" to reply to message.
3. Press "1" to change current reply.
4. Press "2" to listen to current reply.

5. Press “3” to send reply.
6. Press “6” to set or clear urgent indicator.
7. Press “7” to set or clear confidential indicator.
8. Press “*” to return to previous menu.
9. Press “#” to repeat menu.

Forward Messages

1. While playing the message, press “9” to enter into additional options.
2. Press “2” to forward the message.
3. Press “1” to change current introduction.
4. Press “2” to listen to current introduction.
5. Press “4” to send message to entire group.
6. Press “5” to send message to distribution list (option offered only if enabled).
7. Press “6” to set or clear urgent indicator.
8. Press “7” to set or clear confidential indicator.
9. Press “*” to return to previous menu.
10. Press “#” to repeat menu.

Distribution List

1. If you selected option “5” while forwarding messages menu then follow the steps as mentioned below.
2. Press the number between 0 and 15 to select the distribution list which was created for your account.
3. Press “3” to send the message.
4. Press “1” to select another distribution list.
5. Press “2” to review the selected distribution list.

Delete Messages

1. When you are listening to a voice message, press “7” to delete the message.
2. If you intend to delete all the voice messages, press “7” once in the play message menu, press “1” to confirm.

Additional Options

Change Personalized Name

1. Once in the voice message menu, Press “3” to change your personalized name.
2. Press “1” to record new personalized name.
3. Press “2” to listen to current personalized name.
4. Press “3” to delete personalized name.
5. Press “*” to return to previous menu.
6. Press “#” to repeat menu.

Change Password

1. Once in the voice message menu, Press star “*” to go to the CommPilot voice portal.
2. Press “8” to change your voicemail password.
3. Enter random password (between 8-12 characters) twice and then press the pound “#” key.

Compose Message

1. Once in the voice message menu, Press “5” to compose a menu which you can send to one or more members of your company.
2. Press “1” to change current message.
3. Press “2” to listen to current message.
4. Press “4” to send message to entire group.
5. Press “5” to send message to distribution list.
6. Press “6” to set or clear urgent indicator.
7. Press “7” to set or clear confidential indicator.
8. Press “*” to return to previous menu.
9. Press “#” to repeat menu.

CommPilot Express

1. Once in the voice message menu, Press “2” to change the CommPilot express profile.
2. Press “1” to activate “Available – In Office” Profile.
3. Press “2” to activate “Available – Out of Office” Profile.
4. Press “3” to activate “Busy” Profile.
5. Press “4” to activate “Unavailable” Profile.

6. Press “*” to return to previous menu.

Busy Greeting Menu

1. Once in the play message menu, Press “2” to change the busy greeting.
2. Press “2” to listen to current busy greeting.
3. Press “3” to revert to system default busy greeting.
4. Press “*” to return to previous menu.
5. Press “#” to repeat menu.

No Answer Greeting Menu

1. Once in the play message menu, Press “3” to change no answer greeting.
2. Press “2” to listen to current no answer greeting.
3. Press “3” to revert to system default no answer greeting.
4. Press “*” to return to previous menu.
5. Press “#” to repeat menu.

Frequently Asked Questions

I am locked out of my voicemails, what do I do?

Answer:

Please follow the instructions to reset your voicemail password:

1. If you have access to Apptix's user phone portal (<http://Voiceportal.Apptix.com>) , then please log into the portal and follow the instructions to reset your password:
 - ▶ Click "Profile" option on the user portal.
 - ▶ Click "Password" option under Profile menu.
 - ▶ Select the radio button which reads "Set portal Password."
 - ▶ Enter random eight-digit numbers in the field.
 - ▶ Click "OK" button.
 - ▶ Try accessing your voicemail and see if the change did work.
2. If you don't have access to the portal, then please contact your system administrator and request him/her to reset your voicemail password.
3. If your company doesn't have a system administrator nor do you have access to the user portal, then please contact Apptix's support at 866-688-0127 and they will assist you in resetting the voicemail password.

How to record alternate greeting for a voicemail box?

Answer:

1. Make sure unified messaging option is turned ON in your voicemail box. With Unified messaging service, a user can receive email with voicemail as an attachment (when someone leaves a voicemail).
2. Dial your own DID/extension and when it reaches the voicemail box, leave a brief message what you intend to put in the alternate greeting.
3. Once you receive the voicemail as an attachment in your email, please save the .wav file attachment on your desktop.
4. Goto Start > All Programs > Accessories > Entertainment > Sound Recorder.
5. Once the Sound Recorder application is open, click File>Open and open the saved .wav file.
6. Click File>Save As option.
7. Rename the file name.
8. Click Format Change button and scroll up to select the format "CCITT U law" and then change the attributes to "8.000KHZ, 8 bit, mono."
9. Save the changes and save the file back on your desktop.

10. Play the .wav file on your sound recorder application to make sure it plays correctly and there is no interference.

How to upload alternate greeting to my voicemail box?

Answer:

1. Open a web browser on your PC.
2. If you have toolbar installed on your PC, then click the purple colored key hole button once which will automatically log you into the user phone portal.
3. If you don't have the toolbar, click the following link <http://Voiceportal.Apptix.com> and enter your login credentials to log into the phone portal (contact the system administrator for login credentials).
4. Once you are logged into the user phone portal, click the "Messaging" option which you will find under the left hand side menu.
5. Under the basic menu of the Messaging, click "Greetings" option.
6. Under the Alternate Greeting option, select one of the available radio button and then click the browse button, and upload the configured alternate greeting .wav file.
7. If you are administrator of the phone portal, search for the concerned user and then follow instructions from step (4).