Overview

As part of the ongoing modernization of MIT’s telephone infrastructure, Information Systems and Technology (IS&T) is migrating from multiple legacy systems to a modern, unified, cloud-based service. This process will be completed on a rolling timetable.

Any messages left by callers after the transition will be saved as voicemail on the server to be accessed through the phone menu or will be forwarded as an email attachment. To access voice messages through your phone after the transition, you will have to set up your new voice mailbox.

You will need to create your Passcode (same function as your PIN in the legacy system). Instructions are provided below.

To set up your voice mailbox you will use your Passcode to dial in to your phone. Then you will record your name. If you receive voicemail as email attachments and you do not wish to record specific greetings, then this step is not required. (see next bullet)

You can activate functions such as call forwarding through the phone’s CommPilot Voice Portal, by pressing access codes on the phone’s keypad, or by logging on to the BroadSoft Web Portal. Click to learn more about access codes.

Voicemail messages stored in the legacy system will be deleted after 90 days. You can listen to them through your phone during that period of time. If you wish to actually download and save your message files you must do so before you are transitioned to the new
Where Will Your Voicemail be Delivered and Stored?

You will receive voicemail messages in the same way in the new system. However, in the new system, voice messages stored on the server and accessed through the phone will be **deleted after 30 days**.

<table>
<thead>
<tr>
<th>Legacy System</th>
<th>New System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward to email as attachment</td>
<td>Forward to email as attachment</td>
</tr>
<tr>
<td>Store on server until you delete</td>
<td>Store on server for 30 days only</td>
</tr>
<tr>
<td>Store on server AND forward as email attachment</td>
<td>Store on server AND forward as email attachment</td>
</tr>
</tbody>
</table>

All new accounts will be set to receive new voicemail messages as email attachments.

If you would like to change the way you receive your voicemail messages please see the KB article *MITvoip Account and Device Management* at [http://kb.mit.edu/confluence/x/XUmAC](http://kb.mit.edu/confluence/x/XUmAC).

The Voicemail Portal Menus

There are **two levels of menus** in the new system.

The **CommPilot Voice Portal** menu is the top level menu you reach when first dialing in. From this menu you can:

- Press 1 - **Voice Messaging System** menu (to listen to messages, change greetings, or activate call forwarding)
- Press 3 - Record your name
- Press 8 - Change your passcode

The **Voice Messaging System** menu is one level below the CommPilot Voice Portal menu. It's where you access voicemail messages stored on your phone. From this menu you can:

- Press 1 - Listen to voicemail
- Press 2 - Change your Mailbox Busy Greeting
- Press 3 - Change your Mailbox No Answer Greeting
- Press 4 - Change your Mailbox Extended Away Greeting
- Press the * (star) key - Return to the previous menu

If 3 non-working keys are pressed (even the same key 3 times) you will hear “This operation cannot be completed at this time. Please hang up and try again later.”

Getting Started With Your Phone’s CommPilot Voice Portal

Setting up your new system to **access voicemail on your phone** requires these 2 steps.

**Step 1** - Create your passcode

**Step 2** - Dial in to your phone’s CommPilot Voice Portal and record your name
Note: If you receive messages as email attachments rather than storing them on the server, and you do not plan to use recorded greetings then these steps are optional.

Choose a secure PASSCODE
Do not use a PASSCODE that is easily guessable - eg. "0000", "1234", or the last several digits of the phone number. The BroadSoft system will auto reject passcodes that not secure. If your passcode is rejected, the webpage will present you with the below error message:

Step 1 - Create a Passcode

1. Go to the MITvoip Account Management page. It's located at this URL voip.mit.edu.
2. Locate the Account Card or Account Details screen for your account.
3. Click Reset Passcode and enter a new Passcode.
   Note: If you are on the legacy Sylantro Unity System the terminology will be Reset PIN.

Account Card
If you have three or fewer accounts they will appear as individual cards. Typically you will have a single account (phone number).

Account Details
If you have more than three accounts they will appear in a list. For each account click the ellipsis to the right and click Reset Passcode.
From a card you will see this. Enter the new Passcode and click **Save**.

From the ellipsis you will see this. Enter the new Passcode and click **Save**.

- Passcodes must be 4-8 numbers. A repeating sequence of numbers (e.g., 2222), is not valid.
- For security, avoid choosing number sequences (e.g., 1234), or the last few digits of your phone number.
- Although your PIN from the legacy system **will not** transfer to the new system, you can use the same numbers when setting up your new passcode.
- If you have multiple accounts (extensions) you **must set a passcode for each**.
- You can change your passcode at any time.

**Change your Passcode Using the Phone’s Voice Portal**

Once you have set up your initial passcode you can change it if you need to through the phone’s Voice Portal.

1. Dial x8-6245 from your extension.
2. Enter your current passcode, then press the # key.
3. Press 8 to change your passcode.
4. Enter your new passcode, then press the # key.
5. Re-enter your new passcode to confirm, then press the # key.

   Your passcode has been changed.

**Step 2 - Dial In to the Phone's CommPilot Voice Portal and Record your Name**

When you dial into your phone's voice portal for the first time you will be asked to record your name to be used with as the system default greeting. This will assure any caller that they have reached the desired party before they leave a message.

Until you record your name, the voicemail system will offer your caller this basic system message, “The party you are trying to reach is not available to take your call.”

Even though a caller can leave a message after this basic greeting, you **must record** a name to access voicemail messages on the server and record other greetings (e.g., Busy, Extended Away).

If you have issues about recording your name please see the article [What if I Don't Want to Record My Name for My BroadSoft Voicemail?](#).

**Record your name the first time**

1. Dial x8-6245 from your extension
2. Enter your passcode then press the # key

   You will hear...
   “Before you can use your voice portal, you must record your personalized name. Please start recording your personalized name after the tone. Press the # key to end recording.”

3. Record your name (or your phone number) by speaking into the receiver, then press the # key
After recording your name you will hear...
“Your name has been recorded. If you are satisfied with your name recording, press the star * key”.

Press the star * key to confirm, or you can,
Press 1 - to re-record your name.
Press 2 - to listen to your name recording.

Once you have recorded your name, your callers will hear *(your recorded name here)* “is not available to take your call...”

---

**Re-record your name**

If you decide to change the recorded name in the future...

1. Dial x8-6245 from your extension
2. Enter your passcode then press the # key
3. Press 3 - Greetings Menu
4. Press 1 - Record Name

---

---

**About Voicemail**

By default, calls are forwarded to voicemail if there is no answer or if the phone is busy. You can set calls to forward to voicemail immediately without ringing your phone.

- There are three different methods to manage the way your voicemail works.
  1. Access your phone's Voice Portal menus
  2. Press Access Code keys on the phone's number keypad
  3. Access options in the BroadSoft Web Portal - especially if you are not near your phone

- Changing an option using one method will sync with the others, e.g., deactivating Call Forwarding using Access Codes will also deactivate the corresponding settings in the Web Portal.

Be sure you have completed the initial **Getting Started** steps before accessing your voicemail on the phone for the first time (see above).

**Dial in to Your Phone’s Voicemail Portal**

1. Dial x8-6245 from your desk phone or other MIT extension or 617-258-6245 from an outside line
2. Enter your Passcode, then press the # key
3. Press 1 for the Voice Mailbox
4. Press 1 to listen to your messages

If you dial in from an non-MIT or non-BroadSoft number you will be asked to enter your 10-digit **mailbox ID**. This is your full phone number including the area code.

---

---

If you cannot access your phone voicemail portal see the **Troubleshooting** section below.

---

**Useful Keys While Listening to Voice Messages**

During a Message
1 - Jump backward 3 seconds
2 - Pause/resume playback
3 - Jump forward 3 seconds
4 - Jump to previous new message
5 - Play message envelope (message info)
6 - Jump to end of message/listen to next new message

**After a Message Has Played**
# - Save message
2 - Repeat message
4 - Play previous new message
5 - Play message envelope (message info)
6 - Go to next message
7 - Erase message
9 - Get additional options
   Star * - Go to previous menu

**Additional Options**
After you press 9 above you have two options.

Press 1 - Reply to the current message (if the call came from the MIT BroadSoft system only)
Press 2 - Forward the current message (to a number on the MIT BroadSoft system only)

Follow the prompts after choosing one of these options.

---

**About Forwarding Voicemail**

By default, calls will go to voicemail if your phone is busy or if it is unanswered. You can also set your phone to forward calls to voicemail immediately. You can activate or deactivate these features using access codes or the BroadSoft Web Portal.

**Forwarding to Voicemail Using Access Codes**

Access Codes or Feature Access Codes allow you to manage functions by pressing on your phone's keypad. For example, to activate Call Forwarding to Voicemail press *21 (the star key, the 2 key, then the 1 key) then lift the receiver, or press the Speakerphone button.

Here are access codes for forwarding to voicemail.

<table>
<thead>
<tr>
<th>Call Forwarding Always</th>
<th>Call Forwarding Busy</th>
<th>Call Forwarding No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>To activate press *21</td>
<td>To activate press *40</td>
<td>To activate press *41</td>
</tr>
<tr>
<td>To deactivate press #21</td>
<td>To deactivate press #40</td>
<td>To deactivate press #41</td>
</tr>
</tbody>
</table>

The typical sequence for using access codes is:

1. Press the Access Code number on the keypad
2. Pick up the receiver, press the Speakerphone button, or press the on-screen Call button

**Call Waiting**, which is on by default, overrides Call Forwarding Busy to voicemail. To deactivate Call Waiting using Access Codes press *43 then pick up the receiver, or press the Speakerphone button. Press *70 if you wish to activate it again.

To learn more about Access Codes see Feature Access codes

**Forwarding to Voicemail Using the BroadSoft Web Portal**

You can also activate or deactivate call forwarding to voicemail settings through the BroadSoft Web Portal. This is useful if you are away from
your desk phone.

1. Log on to the BroadSoft Web Portal at [https://broadsoft.mit.edu](https://broadsoft.mit.edu)
2. In the top left box click the option Messaging
3. In the main area of the screen, click the option Voice Management
4. Click the box for the option you wish. (The Send All Calls to Voice Mail option will override the other choices and send calls to voicemail without ringing.)
5. Be sure that Voice Messaging is ON
6. Click OK or Apply
   Click the Help link in the top right for more details about how the options work.

#### Deactivate Call Waiting using the BroadSoft Web Portal

1. Log onto the BroadSoft Web Portal at [https://broadsoft.mit.edu](https://broadsoft.mit.edu)
2. Click Call Control
3. Click Call Waiting

Click Off, then click Apply or OK

About Call Forwarding to Another Number

- Forwarding calls to voicemail is on by default, however, to forward calls to another number you must specify the number and activate the call forwarding.
- You can set forwarding to another number to take place immediately without any rings (Forwarding Always).
- You can set the option so forwarding to another number occurs when the phone is not answered after a specified number of rings (Forwarding No Answer).
- Or, you can set forwarding to another number immediately when the phone is in use (Forwarding Busy).
- The only way to create schedules for forwarding is using the web portal. For more information, see: [MITvoip BroadSoft Cloud Web Portal - Schedules](https://broadsoft.mit.edu)

These options can be changed using the phone Voice Portal, by using [Access Codes](https://broadsoft.mit.edu), or through the BroadSoft Web Portal.
Forwarding to Another Number Using the Phone Voice Portal Menu

The phone's voice portal menu can only activate or deactivate Call Forwarding Always to Another Number. To set forwarding when your phone is Busy or Not Answered use Access Codes or the BroadSoft Web Portal.

This method is useful for activating and deactivating Call Forwarding to Another Number once the forwarding number has been established using Access Codes (see next section).

1. Dial in to your phone's voice portal (x8-6245)
2. Press 4 - Change call forwarding options

After you press 4, you can
- Press 1 - Activate Call Forwarding
- Press 2 - Deactivate Call Forwarding
- Press 4 - Listen to Call Forwarding status (on/off and forwarding number)

Forwarding to Another Number Using Access Codes

Access Codes or Feature Access Codes allow you to manage functions by pressing on your phone's keypad. For example, to activate Call Forwarding to Another Number Always press *72 (the star key, the 7 key, then the 2 key) then lift the receiver, or press the Speakerphone button. Here are access codes for forwarding to another number. After pressing the access codes you will enter the forwarding number.

<table>
<thead>
<tr>
<th>Call Forwarding Always</th>
<th>Call Forwarding Busy</th>
<th>Call Forwarding No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>To activate press *72</td>
<td>To activate press *90</td>
<td>To activate press *92</td>
</tr>
<tr>
<td>To deactivate press *73</td>
<td>To deactivate press *91</td>
<td>To deactivate press *93</td>
</tr>
</tbody>
</table>

The typical sequence for using access codes is:

1. Press the Access Code number on the keypad
2. Pick up the receiver, press the Speakerphone button, or press the on-screen Call button

Call Waiting, which is on by default, overrides Call Forwarding Busy to voicemail. To deactivate Call Waiting using Access Codes press *43 then pick up the receiver, or press the Speakerphone button. Press *70 if you wish to activate it again.

To learn more about Access Codes see Feature Access codes

Forwarding to Another Number Using the BroadSoft Web Portal

You can activate call forwarding to a number through the BroadSoft Web Portal. This is useful if you are away from your desk phone.

1. Log on to the BroadSoft Web Portal at https://broadsoft.mit.edu
2. In the top left box click the option Incoming Calls
3. In the main area of the screen, click the option you wish to set Call Forwarding Always, Call Forwarding Busy, or Call Forwarding No Answer
4. Click On
5. Enter a forwarding phone number
6. Click OK or Apply
   For example...
Note the option to set the number of rings with Call Forwarding No Answer.

At any time click the Help link in the top right for more details about how the options work.

Deactivate Call Waiting using the BroadSoft Web Portal

Call Waiting interferes with the Call Forwarding Busy option. To deactivate see below.

2. Click Call Control
3. Click Call Waiting
4. Click Off
5. Click Apply or OK

You can also create schedules for forwarding using the portal. For more information, see: MITvoip BroadSoft Cloud Web Portal - Schedules

About Greetings

- Busy, No Answer, and Extended Away greetings are optional. Only the Name greeting you recorded in the initial setup is required if you
need to access voicemail or greetings on the phone.

- Greetings are played based on the type of forwarding chosen - Busy, No Answer, or Extended Away (a special instance of No Answer).
- Greetings are managed through the Voice Messaging Portal in the phone, or by accessing options in the BroadSoft Web Portal.
- Greetings are recorded using the phone. It is possible to upload messages recorded outside the system via the Web Portal. See the section About the Web Portal below.
- In the Web Portal you can assign specific greetings to each type of forwarding (click Messaging, then Greetings). You can edit, and even upload recorded messages (in the Web Portal click Profile, then Announcement Repository). See the section About the Web Portal below.

⚠️ If you cannot record greetings see the Troubleshooting section below.

### Set Up Your No Answer Greeting

This message plays for an incoming call when you are away or not answering your phone. It overrides the generic Name greeting. The caller may leave a message. You may use the No Answer greeting you record or revert to the default system greeting.

1. Dial x8-6245 from your extension
2. Enter your passcode then press the # key
3. Press 1 - Access your voice message mailbox
4. Press 3 - Record/change your No Answer Greeting

After you press 3, you can

Press 1 - Record a new No Answer Greeting
Press 2 - Play the current No Answer Greeting
Press 3 - Revert to the default system greeting

**Set the number of rings before the No Answer Greeting is played**

2. Click **Messaging** in the box at the top left
3. Click **Greetings** in the main screen
4. In the **No Answer Greeting** section set the number of rings

### Set Up Your Busy Greeting

This message plays for an incoming call immediately when you are on the phone. The caller may leave a message. You may use the Busy greeting you record or revert to the default system greeting.

1. Dial x8-6245 from your extension
2. Enter your passcode then press the # key
3. Press 1 - Access your voice message mailbox
4. Press 2 - Record/change your Busy Greeting

After you press 2, you can

Press 1 - Record a new Busy Greeting
Press 2 - Play the current Busy Greeting
Press 3 - Revert to the default system greeting

### Set Up Your Extended Away Greeting

This message plays for an incoming call immediately when you are away for an extended absence. The phone is disconnected after the message plays. You must activate and deactivate this greeting.

1. Dial x8-6245 from your extension
2. Enter your passcode then press the # key
3. Press 1 - Access your voice mailbox
4. Press 4 - Record/change your Extended Away Greeting

After you press 4, you can

Press 1 - Activate Extended Away Greeting
Access Voicemail Received in an Email on the New System

1. Open the email message which will be from msgs@myservice.io.
2. Double-click to download or play the attachment.
3. The message is played using your default sound application.

![Voice Message Attached from msg@myservice.io]

Time: Jan 9, 2019 12:32:02 PM
Click attachment to listen to Voice Message

About the Web Portal

What is the BroadSoft Web Portal?
The web portal gives you access to many settings for your phone such as Call Forwarding, Greetings, and Voicemail.

- Click to access the BroadSoft Web Portal at https://broadsoft.mit.edu
- For a list of the most useful options in the Web Portal see MITvoip BroadSoft Cloud Web Portal

Softphones

MIT Broadsoft Cloud supports softphone applications. These are software programs for making VoIP telephone calls over the internet using internet connected devices. For more information on acquiring and using Softphones, see: the MITvoip Softphone Landing Page.

Troubleshooting

I can't access my voicemail or record my greetings from my phone.

Voice Messaging will be set to ON by default. If for some reason you cannot access your voicemail or record greetings you can check in the Web Portal to be sure that Voice Messaging is ON. In the BroadSoft Web Portal, log in, click Messaging, then Voice Management. Make sure that Voice Messaging is set to ON.

I can't activate call forwarding from my phone.

Initially your phone will not have a forwarding number set. Without a specified forwarding number you will not be able to turn on Forwarding through the phone. You will need to use Access Codes or the Web Portal the initial time you activate Call Forwarding.

I can't activate call forwarding when my phone is busy.

Call Waiting, which is on by default, interferes with Call Forwarding Busy. To deactivate *Call Forwarding pick up your receiver or press the Speakerphone button, then press *73. Press *72 to activate it.
See Also

- Feature Access Codes
- MITVoip BroadSoft Cloud Web Portal
- MITVoip Broadsoft Cloud FAQ
- MITVoip Softphone Landing Page
- Transition to MITVoip BroadSoft Cloud
- Recommended Conference Phones
- MIT VoIP Broadsoft Cloud Troubleshooting and FAQs

Have Questions or Still Need Help?

For Help with your phone features or voicemail contact the IS&T Service Desk at servicedesk@mit.edu, or call 617-253-1101 (24/7/365).