

# MIT VoIP BroadSoft Cloud Voicemail Landing Page

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See also: [jstcontrib:MITvoip Broadsoft Cloud FAQ].

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## Overview

- Information Systems and Technology (IS&T) has migrated from multiple legacy telephony systems to a modern, unified, cloud-based service.
- Any messages left by callers 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, you will have to set up your 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](#) and the [MIT VoIP BroadSoft Cloud Web Portal].
- Voicemail messages stored in the legacy system will be deleted after 90 days. You can listen to them through your phone during that time. See [Welcome to MITvoip BroadSoft Cloud](#) for information on how to retrieve current voicemail messages.
- The dial-in phone number for the CommPilot Voice Portal is (617) 258-6245.

## Where Will Your Voicemail be Delivered and Stored?

New accounts default to sending voicemails to email as attachments, but you can change that in the portal.



Voicemail options:

- Forward to email as attachment
- Store on server **for 30 days only**
- Store on server AND forward as email attachment



Voice messages stored on the server and accessed through the phone will be **deleted after 30 days**. Voicemails sent to your email remain in your email account until you delete them.



If you would like to change the way you receive your voicemail messages, see the KB article *MITvoip Account and Device Management* at <http://kb.mit.edu/confluence/x/XUmACQ>.

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## The Voicemail Portal Menus



There are **two levels of menus** in Broadsoft

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](http://voip.mit.edu) page. It's located at this URL [voip.mit.edu](http://voip.mit.edu).
2. Locate the **Account Card** or **Account Details** screen for your account.
3. Click **Reset Passcode** and enter a new Passcode.



#### PIN Lock Out

There is a limit to the number of attempts that can be taken to access a voicemail. If you fail to access the voicemail in those attempts the Voicemail will lock itself. If you lock yourself out of the voicemail because of too many failed attempts at your pin. You will need to repeat steps 1 to 3.

#### 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 lock icon to the right to reset your passcode.

Enter the new Passcode and click **Submit**.

- 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.
- 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 (if you are calling from somewhere other than your extension, when prompted for your mailbox ID, enter your 10 digit phone number).
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 prefer not to record your name, 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 (if you are calling from somewhere other than your extension, when prompted for your mailbox ID, enter your 10 digit phone number)
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..."



If you have multiple extensions EACH must have a recorded name. The name may be the same for all extensions **but** they must be recorded separately using each extension.

### Re-record your name

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

1. Dial x8-6245 from your extension (if you are calling from somewhere other than your extension, when prompted for your mailbox ID, enter your 10 digit phone number)
2. Enter your passcode then press the # key
3. Press 3 - Greetings Menu
4. Press 1 - Record Name



The only greeting you can actually access from the Greetings menu is the generic name greeting which you just recorded. Other greetings (e.g., Busy, No Answer, or Extended Away) are not part of the initial setup and may be recorded in the CommPilot Voice Portal, but only after you record your name.

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## 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. If calling from a line other than your desk phone, you may be prompted for your mailbox ID. Enter your 10 digit phone number.
3. Enter your Passcode, then press the # key
4. Press 1 for the Voice Mailbox
5. 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.

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## 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.

Call Forwarding Always	Call Forwarding Busy	Call Forwarding No Answer
To activate press *21 To deactivate press #21	To activate press *40 To deactivate press #40	To activate press *41 To deactivate press #41



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](https://broadsoft.mit.edu) at <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.




**Call Waiting**, which is on by default, overrides the **Send Busy Calls to Voice Mail** option. To deactivate see below.

### Deactivate Call Waiting using the BroadSoft Web Portal

1. Log onto the [BroadSoft Web Portal](https://broadsoft.mit.edu) at <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](#)
- If you forward to another number and do not answer, your call will be routed however that number handles unanswered calls. That means if you forward to your cell phone, your call may go to your cell service voicemail box.

These options can be changed using the phone Voice Portal, by using [Access Codes](#), 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.

Call Forwarding Always	Call Forwarding Busy	Call Forwarding No Answer
To activate press *72 To deactivate press *73	To activate press *90 To deactivate press *91	To activate press *92 To deactivate press *93



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](https://broadsoft.mit.edu) 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...

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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.

1. BroadSoft Web Portal at <https://broadsoft.mit.edu>
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 (if you are calling from somewhere other than your extension, when prompted for your mailbox ID, enter your 10 digit phone number)
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

1. BroadSoft Web Portal at <https://broadsoft.mit.edu>
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 (if you are calling from somewhere other than your extension, when prompted for your mailbox ID, enter



- your 10 digit phone number)
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 (if you are calling from somewhere other than your extension, when prompted for your mailbox ID, enter your 10 digit phone number)
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

Press 2 - Deactivate Extended Away Greeting

Press 3 - Record a new Extended Away Greeting

Press 4 - Play the current Extended Away Greeting

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## 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.
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## Utilities

### Call Logs

Call logs can be located on [BroadSoft Web Portal](#) Under Utilities > Basic Call Logs.

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There are Three lists on the call logs: Placed calls, Received Calls, and Missed Calls.

### Feature Access Codes

Feature Access Codes list the star codes for services that you have. To activate a service, hit the \* key and the number followed by the # key. Some require additional information such as a phone number, but you are prompted for that information. You cannot change your feature access codes. **This [page] has a full list of all of them.**

## 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](https://broadsoft.mit.edu) 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 [archive:MITvoip Softphone Landing Page].

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## 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

- [istcontrib:Feature Access Codes]
- [MIT VoIP BroadSoft Cloud Web Portal]
- [istcontrib:MITvoip Broadsoft Cloud FAQ]
- [archive:MITvoip Softphone Landing Page]
- [archive>Welcome to MITvoip BroadSoft Cloud]
- [Recommended Conference Phones](#)
- [istcontrib:MIT VoIP Broadsoft Cloud Troubleshooting and FAQs]
- [Telephony Landing Page](#)

## Have Questions or Still Need Help?

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