

## CLEARSPAN<sup>®</sup> PERSONAL VOICE PORTAL

### ACCESS THE VOICE PORTAL

You can access your personal voice portal using your own phone or another phone. To log in, dial one of the following:

- Your phone number/extension
- Group voice portal number/extension
- Location code/extension
- Enterprise voice portal number/extension (if enabled)

Your administrator provides you with the phone number/extension for the group and/or enterprise voice portals. (This guide refers to both as the voice portal number/extension.)



**Note:** Your voice portal may be configured with keypad numbers and menus different from those listed on this card. If so, for more information, see your group administrator.

### FIRST LOG IN WITH VOICE PORTAL WIZARD

Dial your phone number/extension or the voice portal number/extension, and then:

1. If requested, enter your phone number.
2. Enter a new passcode at the (Voice Portal Wizard) prompt.
3. Re-enter your passcode at the prompt.
4. Record your name at the prompt.
5. Press #.

### LOG IN

*Dial your phone number/extension, and then:*

From your own phone:

1. Enter the correct passcode to reach the Voice Messaging Main Menu.
2. At Voice Messaging menu, press \* to reach the Voice Portal Main Menu.

From your own phone with auto login enabled:

- At Voice Messaging menu, press \* to reach the Voice Portal Main Menu.

From a phone other than your own:

1. Press \* during your outgoing greeting to reach the login prompt.
2. Enter the correct passcode to reach the Voice Messaging menu.
3. At the Voice Messaging menu, press \* to reach the Voice Portal Main Menu.

*Dial the voice portal phone number/extension, and then:*

From your own phone:

- Enter the correct passcode to reach the Voice Portal Main Menu.

From your own phone with auto login enabled:

- Select a menu item from the Voice Portal Main Menu.

From a phone in your group other than your own:

1. Press \* during the greeting to reach the voice portal login prompt.
2. Enter your phone number/extension.<sup>†</sup>
3. Enter the correct passcode to reach the Voice Portal Main Menu.

From a phone outside of your group:

1. Enter your phone number/extension.<sup>†</sup>
2. Enter the correct passcode to reach Voice Portal Main Menu.

From a phone outside of your group with auto login enabled:

- Enter your phone number/extension to access the Voice Portal Main Menu.<sup>†</sup>

<sup>†</sup> Option: If your administrator allows it, enter your number including the area code or a voice mail alias followed by the pound key #.

### LEAVING MESSAGES FOR OTHER USERS

#### DURING GREETING

- |   |   |
|---|---|
| # | Interrupt the greeting and start recording voice or video message |
| * | Transfer out of greeting to voice portal password prompt          |
| 0 | Transfer out of greeting to configured number                     |

#### WHILE RECORDING MESSAGE

- |   |   |
|---|---|
| * | Cancel recording and transfer to voice portal password prompt |
| 0 | Cancel recording and transfer to configured number            |
| # | Stop recording and review message                             |

## WHILE REVIEWING MESSAGE

1	Erase message and record again
2	Listen or view current message
3	OR hang up to send message
6	Set or clear the urgent indicator
7	Set or clear the confidential indicator
*	Cancel recording and transfer to voice portal password prompt
0	Cancel recording and transfer to configured number
#	Repeat menu

## VOICE PORTAL MAIN MENU

1	Access Voice Messaging <sup>†</sup>
3	Record Greetings <sup>†</sup>
5	Record Announcements
8	Change Passcode
9	Exit
#	Repeat menu

<sup>†</sup> These options are provided only if their services have been assigned to you.

## VOICE MESSAGING

1	Access Play Messages menu
2	Access Change Busy Greeting menu
3	Access Change No Answer Greeting menu
4	Access Extended Away Greeting
5	Access Compose Message menu
7	Access Delete All Messages menu
	Passcode (optional)
	Personalized Name (optional)
8	Access Message Deposit menu <sup>†</sup>
*	Return to previous menu
#	Repeat menu

<sup>†</sup> This option is provided only if its service has been assigned to you.

## Play Messages Menu

#	Save message
7	Delete message
2	Play or repeat message; skip envelope
4	Play previous message
5	Play message envelope
6	Next message
9	Hear additional options (see <i>Additional Options</i> table that follows)
	Personalized Name (optional)
	Passcode (optional)
*	Return to previous menu
	Repeat menu (optional)

## While Playing Messages

1	Skip backward 3 seconds
2	Pause/resume playback
3	Skip forward 3 seconds
4	Skip to beginning of message
6	Skip to end of message



**Notes:** You can interrupt the message or envelope to perform any function. New messages flagged as urgent are played first.

## Additional Options

	Save message (optional)
	Delete message (optional)
	Play envelope (optional)
	Call back caller (optional)
	Compose message (optional)
1	Reply to message (see <i>Reply to Message</i> table that follows)
2	Forward message (see <i>Forward Message</i> table that follows)
	Personalized Name (optional)
	Passcode (optional)
*	Return to previous menu
#	Repeat menu.

### *Reply to Message*

- 3 Send reply

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- 1 Change current reply

---

- 2 Listen to current reply

---

- 6 Set or clear urgent indicator

---

- 7 Set or clear confidential indicator

---

- \* Return to previous menu

---

- # Repeat menu

### *Forward Message*

- 3 Send message to specific group members

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- 1 Change current introduction

---

- 2 Listen to current introduction

---

- 6 Set or clear urgent indicator

---

- 7 Set or clear confidential indicator

---

- \* Return to previous menu

---

- # Repeat menu



**Notes:** Messages marked confidential cannot be forwarded.  
If you have an enterprise voice portal, you can forward messages to others outside your group but not to the entire group.

### *Change Busy Greeting Menu*

- 1 Record new Busy Greeting

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- 2 Listen to current Busy Greeting

---

- 3 Revert to system default Busy Greeting

---

- \* Return to Voice Messaging Main Menu

---

- # Repeat menu

### *Change No Answer Greeting Menu*

- 1 Record new No Answer Greeting

---

- 2 Listen to current No Answer Greeting

---

- 3 Revert to system default No Answer Greeting

---

- \* Return to previous menu

---

- # Repeat menu

### *Change Extended Away Greeting Menu*

- 3 Record new Extended Away Greeting

---

- \* Return to previous menu

---

- # Repeat menu



**Notes:** Extended Away is a special type of no-answer greeting. Therefore, activating the Extended Away greeting automatically deactivates the No Answer greeting and deactivating the Extended Away greeting, activates the No Answer greeting.

### *Compose Message*

- 3 Send message to specific group member(s)

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- 1 Change current message

---

- 2 Listen to current message

---

- 6 Set or clear urgent indicator

---

- 7 Set or clear confidential indicator

---

- \* Return to previous menu

---

- # Repeat menu



**Notes:** In an enterprise voice portal, you can send messages to others outside of your group but not to the entire group.

### *Delete All Messages Menu*

- 1 Confirm deletion

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- \* Cancel deletion

### *Message Deposit Menu*

- 1 Enable Message Deposit

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- 2 Disable Message Deposit (see *Disable Message Deposit* table that follows)

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- 3 Listen to message deposit status

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- \* Return to the previous menu

---

- # Repeat menu

### *Disable Message Deposit*

- 1 Disconnect after greeting

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- 2 Forward after greeting

---

- 3 Change greeting only forwarding destination

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- \* Return to the previous menu

---

- # Repeat menu

## RECORD GREETINGS

- 1 Record Personalized Name (see *Personalized Name*)
- 2 Record Conference Greeting (see *Conference Greeting*)
- \* Return to Voice Portal Main Menu
- # Repeat menu

## PERSONALIZED NAME

- 1 Record New Personalized Name
- 2 Play Current Name Recording
- \* Return to previous menu
- # Repeat menu

## CONFERENCE GREETING

- 1 Activate Conference Greeting
- 2 Deactivate Conference Greeting
- 3 Record new Conference Greeting
- 4 Listen to Current Conference Greeting
- \* Return to previous menu
- # Repeat menu

## VOICE PORTAL ANNOUNCEMENT

- 1 Record audio announcement (see the Voice Portal Announcement Recording table)
- \* Return to Voice Portal Main Menu
- # Repeat menu

## VOICE PORTAL ANNOUNCEMENT RECORDING

- 1 Accept Recording
- 2 Reject and Re-record
- \* Return to previous menu
- # Repeat menu

## CHANGE PASSCODE

- # Enter new passcode, followed by the pound key
- \* Return to previous menu

