

## 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>
  - 2 Change CommPilot Express Profile
  - 3 Record Greetings<sup>†</sup>
  - 4 Change Call Forwarding Options
  - 5 Record Announcements
  - 6 Make Calls
  - 7 Access Flexible Seating/Hoteling
  - 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 Change Extended Away Greeting menu
  - 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 Play next message
  - 8 Initiate call to sender
- 
- Compose message (optional)
  - Reply message (optional)
  - Forward message (optional)
- 
- 9 Hear additional options (see *Additional Options* table)
  - 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 *Reply to Message* table)
  - 2 Forward message (see *Forward Message* table)
  - Personalized Name (optional)
  - Passcode (optional)
  - \* Return to previous menu
  - # Repeat menu.

## Reply to Message

- 3 Send reply

---

- 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

---

- 4 Send message to entire group

---

- 5 Send message to distribution list (option offered only if enabled)

---

- 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.

## Select Distribution List

- 0 Select distribution list 0

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- 1 Select distribution list 1

---

- 2 Select distribution list 2

---

- ... Distribution lists are numbered consecutively from 0 to 15

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- 15 Select distribution list 15

---

- \* Return to previous menu

---

- # Repeat menu

## Distribution List Menu

- 3 Send the message to selected list

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- 1 Select another distribution list

---

- 2 Review the selected distribution list

---

- \* Return to previous menu

---

- # Repeat menu

## 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

- 1 Activate Extended Away Greeting

---

- 2 Deactivate Extended Away Greeting

---

- 3 Record new Extended Away Greeting

---

- 4 Listen to current 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)

---

- 4 Send message to entire group

---

- 5 Send message to distribution list (option offered only if enabled)

---

- 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

---

- \* 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

---

- \* Return to the previous menu

---

- # Repeat menu

## COMMPILOT EXPRESS

- 1 Activate "Available – In Office" Profile

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- 2 Activate "Available – Out of Office" Profile

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- 3 Activate "Busy" Profile

---

- 4 Activate "Unavailable" Profile

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- 5 No Active Profile

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- \* Return to Voice Portal Main Menu

## RECORD GREETINGS

- 1 Record Personalized Name (see *Personalized Name*)

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- 2 Record Conference Greeting (see *Conference Greeting*)

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- \* Return to Voice Portal Main Menu

---

- # Repeat menu

## PERSONALIZED NAME

- 1 Record New Personalized Name

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- 2 Listen to Current Personalized Name

---

- 3 Delete Personalized Name

---

- \* 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

## CALL FORWARDING OPTIONS

- 1 Activate Call Forwarding

---

- 2 Deactivate Call Forwarding

---

- 3 Change forwarding destination

---

- 4 Listen to forwarding status

---

- \* Return to Voice Portal Main Menu

---

- # Repeat menu

## FORWARDING DESTINATION

- \* Return to previous menu

---

- # Enter forward to number followed by the pound key

## VOICE PORTAL ANNOUNCEMENT

- 1 Record audio announcement (see the Voice Portal Announcement Recording table)

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- 2 Record audio and video announcement (see Voice Portal Announcement Recording)

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- \* Return to Voice Portal Main Menu

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- # Repeat menu

## VOICE PORTAL ANNOUNCEMENT RECORDING

- 1 Accept Recording

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- 2 Reject and Re-record

---

- 3 End recording

---

- \* Return to previous menu

---

- # Repeat menu

## FAX MESSAGING

# Save Fax and Skip to Next Message

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4 Previous Message

---

5 Play Envelope

---

6 Next Message

---

7 Delete Fax

---

8 Print Fax

---

\* Return to previous menu

---

## MAKE CALLS

Enter the destination digits. While engaged in a call, press ## to terminate and make another call

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# Return to previous menu

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## FLEXIBLE SEATING/HOTELING

1 Check Host status

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2 Associate with Host<sup>†</sup>

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3 Disassociate from Host

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4 Disassociate from Remote Host

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\* Return to Voice Portal Main Menu

---

# Return to previous menu

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<sup>†</sup> Associate a guest with a host through the guest user's voice portal when the Flexible Seating Guest/Hoteling Guest service is assigned. The guest user must log in to the voice portal, using their user ID and password, from the Flexible Seating/Hoteling Host user's device

## CHANGE PASSCODE

# Enter new passcode, followed by the pound key

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\* Return to previous menu

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