

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

## SET UP NEW MAILBOX

Dial your phone number/extension or the voicemail button and then:

1. Enter a temporary passcode at prompt.
2. Re-enter your passcode at the prompt.
3. Record your name at the prompt.

## ACCESS YOUR MAILBOX

You can access your personal voice portal using your own phone or another phone.

*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 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.

## ONCE LOGGED IN

- 2 Change Busy Greeting

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- 3 Change No Answer Greeting

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- 4 Change Extended Away Greeting

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- 5 Compose New Message

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- 8 Message Deposit Setting

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- \* Return to previous menu

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- # Repeat menu

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## LEAVING MESSAGES FOR OTHER USERS

### DURING GREETING:

# Interrupt the greeting and start recording voice message.

- \* Transfer out of greeting to voice portal password prompt.

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- 0 Transfer out of greeting to configured number.

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### WHILE RECORDING MESSAGE:

- \* Cancel recording and transfer to voice portal password prompt.

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- 0 Cancel recording and transfer to configured number.

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- # Stop recording and review message.

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### WHILE REVIEWING MESSAGE:

- 1 Erase message and record again.

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- 2 Listen or view current message.

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- 3 OR hang up to send message.

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- 6 Set or clear the urgent indicator.

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- 7 Set or clear the confidential indicator.

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- \* Cancel recording and transfer to voice portal password prompt.

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- 0 Cancel recording and transfer to configured number.

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- # Repeat menu.

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## LISTEN TO 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 <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

### *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. See <i>Select Distribution List</i> table.)
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
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

**NOTE:** 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.

### *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