

## CLEARSPAN® 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.



**Note:** This option may be disabled in your system. In such a case, when you press "\*" the system starts voice message recording, and the following steps are never reached.

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.†
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.†
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.†

† 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

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# Interrupt the greeting and start recording voice or video message

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\* 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

## 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.

---

- 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.

## VOICE PORTAL MAIN MENU

- 1 Access Voice Messaging<sup>†</sup>

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- 2 Change CommPilot Express Profile

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- 3 Record Greetings<sup>†</sup>

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- 4 Change Call Forwarding Options

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- 5 Record Announcements

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- 6 Make Calls<sup>†</sup>

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- 7 Access Flexible Seating/Hoteling<sup>†</sup>

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- 8 Change Passcode

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- Change Personal Assistant presence<sup>†</sup>

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- 9 Exit

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- # Repeat menu

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



**Notes:** The Personal Assistant menu option has no assigned default key.

## VOICE MESSAGING

- 1 Access Play Messages menu

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- 2 Access Change Busy Greeting menu

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- 3 Access Change No Answer Greeting menu

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- 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 <i>Reply to Message</i> table)
2 Forward message (see <i>Forward Message</i> 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
1 Select distribution list 1
2 Select distribution list 2
... Distribution lists are numbered consecutively from 0 to 15
15 Select distribution list 15

* Return to previous menu
# Repeat menu

### *Distribution List Menu*

3 Send the message to selected list
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
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)
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- 4 Send message to entire group

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

---

- 1 Change current message

---

- 2 Listen to current message

---

- 4 Send message to entire group

---

- 5 Send message to distribution list (if configured)

---

- 6 Set or clear urgent indicator

---

- 7 Set or clear confidential indicator

---

- \* Return to previous menu

---

- # Repeat menu

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**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

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### 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

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### Disable Message Deposit

- 1 Disconnect after greeting

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- 2 Forward after greeting

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- 3 Change greeting only forwarding destination

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- \* Return to the previous menu

---

- # Repeat menu

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## 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

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- 4 Activate "Unavailable" Profile

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- 5 No Active Profile

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- \* Return to Voice Portal Main Menu

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† † If you use a traditional telephone, you use CommPilot Express SR. For more information, see the *CommPilot Express SR* service configuration web page.

## 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

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## 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

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- 2 Deactivate Conference Greeting

---

- 3 Record new Conference Greeting

---

- 4 Listen to Current Conference Greeting

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- \* 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

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## FORWARDING DESTINATION

- \* Return to previous menu

---

- # Enter forward to number followed by the pound key

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## VOICE PORTAL ANNOUNCEMENT

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

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- 2 Record audio and video

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announcement (see Voice Portal Announcement Recording table)

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\* Return to Voice Portal Main Menu

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# Repeat menu

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## VOICE PORTAL ANNOUNCEMENT RECORDING

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1 Accept Recording

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2 Reject and Re-record

---

3 End recording

---

\* Return to previous menu

---

# Repeat menu

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## FAX MESSAGING

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# 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

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## MAKE CALLS

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

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# Return to Voice Portal Main Menu.

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## FLEXIBLE SEATING/HOTELING†

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1 Check Host status

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2 Associate with Host†

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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

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# Repeat menu

† 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

## PERSONAL ASSISTANT

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0 Set presence to "None"

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1 Set presence to "Business Trip"

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2 Set presence to "Gone For The Day"

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3 Set presence to "Lunch"

---

4 Set presence to "Meeting"

---

5 Set presence to "Out Of Office"

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6 Set presence to "Temporarily Out"

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7 Set presence to "Training"

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8 Set presence to "Unavailable"

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9 Set presence to "Vacation"

---

\* Return to previous menu

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## CHANGE PASSCODE

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# Enter new passcode, followed by the pound key

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\* Return to previous menu

# Main Menu

