CLEARSPAN® 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.

LEAVING MESSAGES FOR OTHER USERS

DURING GREETING:
#  Interrupt the greeting and start recording voice 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.

ONCE LOGGED IN
2  Change Busy Greeting
3  Change No Answer Greeting
4  Change Extended Away Greeting
5  Compose New Message
8  Message Deposit Setting
*  Return to previous menu
#  Repeat menu
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 Additional Options 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 Select Distribution List 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

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