

## 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.
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 <i>Additional Options</i> 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)

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 |
| * | Cancel deletion  |

### Message Deposit Menu

- |   |   |
|---|---|
| 1 | Enable Message Deposit  |
| 2 | Disable Message Deposit (see <i>Disable Message Deposit</i> table that follows) |
| 3 | Listen to message deposit status  |
| * | Return to the previous menu   |
| # | Repeat menu   |

### Disable Message Deposit

- |   |   |
|---|---|
| 1 | Disconnect after greeting                   |
| 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     |
| 2 | Activate "Available – Out of Office" Profile |
| 3 | Activate "Busy" Profile                      |
| 4 | Activate "Unavailable" Profile               |
| 5 | No Active Profile                            |
| * | Return to Voice Portal Main Menu             |

## RECORD GREETINGS

- |   |  |
|---|--|
| 1 | Record Personalized Name (see <i>Personalized Name</i> )     |
| 2 | Record Conference Greeting (see <i>Conference Greeting</i> ) |
| * | Return to Voice Portal Main Menu                             |
| # | Repeat menu  |

## PERSONALIZED NAME

- |   |                                     |
|---|-------------------------------------|
| 1 | Record New Personalized Name        |
| 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) |
| 2 | Record audio and video announcement (see Voice Portal Announcement Recording) |
| * | Return to Voice Portal Main Menu  |
| # | Repeat menu   |

## VOICE PORTAL ANNOUNCEMENT RECORDING

- |   |                         |
|---|-------------------------|
| 1 | Accept Recording        |
| 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

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5 Play Envelope

---

6 Next Message

---

7 Delete Fax

---

8 Print Fax

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\* 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 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

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# 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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## Main Menu

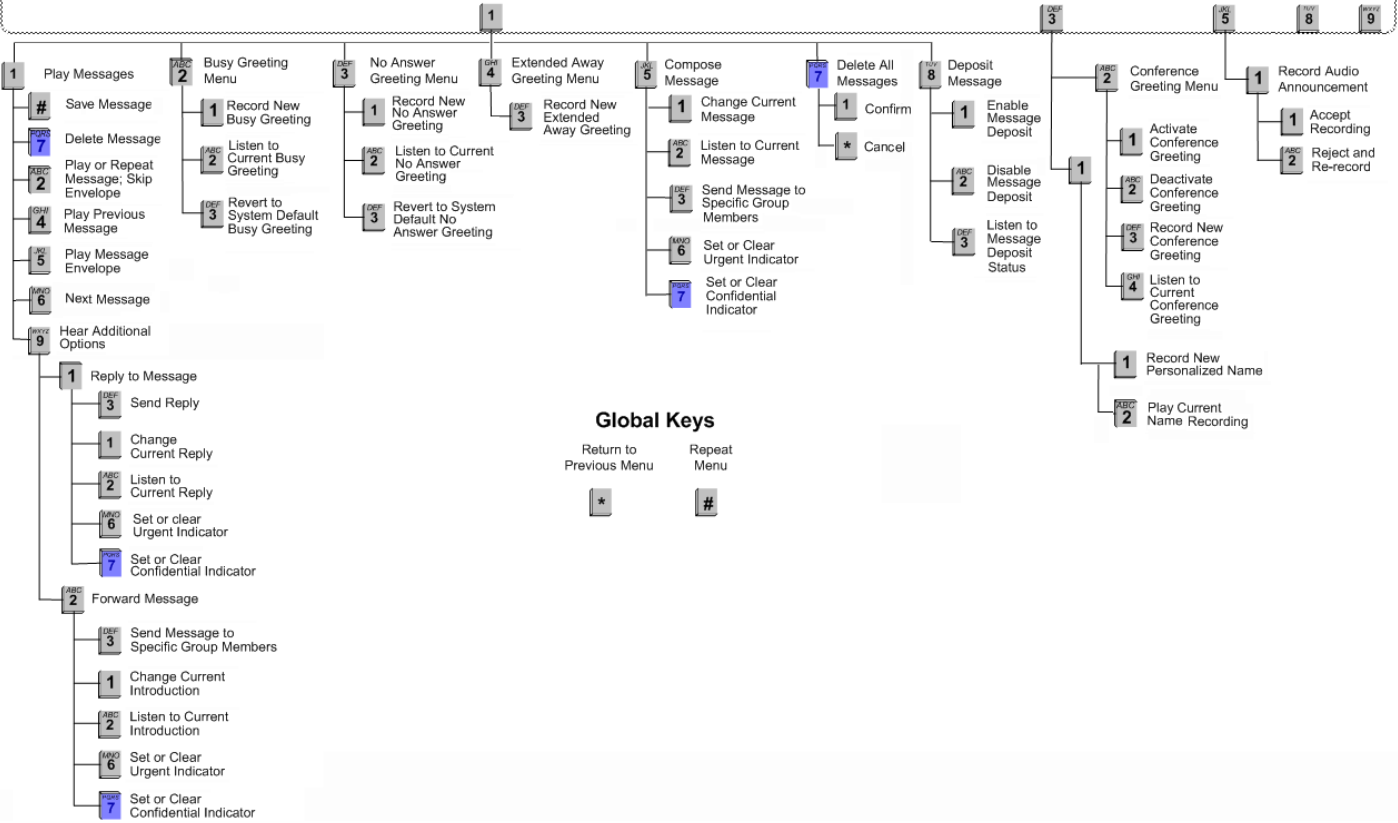
### Access Voice Messaging

### Record Greetings

### Record Announcements

### Change Passcode

### Exit



### Global Keys

Return to Previous Menu



Repeat Menu

