



Division of  
**Information Technology**

Training

# Clearspan Voicemail User Guide

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## REVISION CONTROL

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## 1.0 Accessing Voicemail

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### Accessing Voicemail for the First Time

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The first time you access your voicemail box, you will need to choose a password and record your name.

- Press the Voice Mail button on your phone.
- Enter your default password (usually 1111) followed by # key.
- When prompted, enter your new password followed by # key.
  - Enter your new password again to confirm it.
- When prompted, record your name. Press # when you are finished recording.
  - It is recommended to include your first and last name, your department, and your extension (i.e. Lori Arthur, IT Training & Support, extension 5792).
- Press \* when you are satisfied with your recorded name.
  - Press 1 to re-record your name.
  - Press 2 to listen to your recorded name.
- You're finished and can continue using the voicemail system.

### Accessing Voicemail

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Your campus voicemail box can be accessed from both on and off campus.

#### On Campus

- Press the Voice Mail button on your phone.
- Enter your voicemail password, followed by # (i.e. 1111#).
  - If you are not calling from your own extension, press # and then enter your campus extension.
  - Then enter your voicemail password.
- You are now at the Voice Portal Main Menu.
  
- Dial x2525 or press \*62
- Enter your voicemail password, followed by # (i.e. 1111#).
  - If you are not calling from your own extension, press # and then enter your campus extension.
  - Then enter your voicemail password.
- You are now at the Voice Portal Main Menu.

#### Off Campus

- Dial 1-657-278-2525.
- Enter your campus extension (i.e. 2011).
- Enter your voicemail password, followed by # (i.e. 1111#).
- You are now at the Voice Portal Main Menu.

## 2.0 Voicemail Overview

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When you log in to voicemail, you are taken to the Voice Portal Main Menu.

### Voice Portal Main Menu

- [1: Access Your Voice Messages](#)
  - [1: Listen to Voice Messages](#)
    - #: Save Message
    - 7: Erase Message
    - 2: Repeat Message
    - 4: Previous Message
    - 5: Play Message Envelope
    - 6: Next Message
    - 8: Call back
    - 9: Additional Options
      - 1: Reply
      - 2: Forward
      - \*: Back to Listen to Voice Messages menu
    - #: Repeat Menu Options
    - \* Back to Access Your Voice Messages menu
  - [2: Change Busy Greeting](#)
    - 1: Record New Busy Greeting
    - 2: Listen to Current Busy Greeting
    - 3: Revert to Default Busy Greeting
    - #: Repeat Menu Options
    - \*: Back to Access Your Voice Messages menu
  - [3: Change No Answer Greeting](#)
    - 1: Record New No Answer Greeting
    - 2: Listen to Current No Answer Greeting
    - 3: Revert to Default No Answer Greeting
    - #: Repeat Menu Options
    - \*: Back to Access Your Voice Messages menu
  - [5: Send a Voice Message](#)
    - Record Message, then #
      - 3: Send to one or more group members
        - Enter extension.
        - Press # to send.
          - Enter another extension to send to.
          - Press # to send.
          - Press \* to go back to Access Your Voice Messages menu.
      - Press \* to re-enter extension.
      - 1: Change voice message
      - 2: Listen to voice message

- 6: Mark message urgent
- 7: Mark message confidential
- #: Repeat Menu Options
- \*: Back to Access Your Voice Messages menu
- \* = Go Back to Voice Portal Main Menu
- # = Repeat Menu Options
- [7: Delete All Messages](#)
  - 1: Confirm Deletion
  - \*: Cancel Deletion
- [2: Change Comm Pilot Express Profile](#)
  - \*\*\*This feature is not activated until you have a VoIP phone.
- [3: Change Recorded Name](#)
  - 1: Record New Name
  - 2: Play Current Recorded Name
  - #: Repeat Menu Options
  - \*: Back to Voice Portal Main Menu
- [4: Change Call Forwarding](#)
  - 1: Activate Call Forwarding
  - 2: Deactivate Call Forwarding
  - 3: Change Forwarding Destination
  - 4: Current Forwarding Status
  - #: Repeat Menu Options
  - \*: Back to Voice Portal Main Menu
- [6: Make a Call](#)
  - Enter the phone number you want to call.
  - Press ## to return to voicemail and make another call.
- [8: Change Passcode](#)
  - Enter new passcode and press #.
  - Re-enter and press #.
  - \*: Back to Voice Portal Main Menu
- 9: Exit
- #: Repeat Menu

## 3.0 Voicemail Basic Features

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### Access Your Voice Messages

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To access your voice messages and greetings or to send a voice message, press 1 at the Voice Portal Main Menu. The system will automatically tell you how many new and saved voicemail messages that you have.

### Listen to Voice Messages

To listen to your new and saved voicemail messages, press 1 at the Access Your Voice Messages menu. Voicemail will automatically start playing your voicemail messages, starting with your new messages.

You may interrupt a message at any time to perform one of the following actions:

- **Save Message:** #
- **Erase Message:** 7
  - The message will be deleted as soon as you disconnect from Voicemail.
- **Repeat Message:** 2
  - Repeats the current voicemail message from the beginning.
- **Previous Message:** 4
  - Goes back to the previous voicemail message (if applicable).
- **Play Message Envelope:** 5
  - Plays the voicemail “header” information which includes time/date the message was received and caller ID (if available).
- **Next Message:** 6
  - Skips to the next voicemail message (if applicable).
- **Call back:** 8
  - Dials the phone number in the caller ID of the person who left you the voicemail message.
- **Additional Options:** 9
  - Takes you to a menu with further options:
    - **Reply:** 1
      - Allows you to send a reply voicemail to the campus user/extension that left you the voicemail message.
    - **Forward:** 2
      - Allows you to forward the voicemail message to another campus user.
    - **Back to Listen to Voice Messages menu:** \*
    - **Repeat Menu Options:** #
- **Back to Access Your Voice Messages menu:** \*

### Change Busy Greeting

To listen to or change your busy greeting, press 2 at the Access Your Voice Messages menu. The busy greeting plays when you are on another phone call or when you have [set yourself in “busy” status](#).

- **Record New Busy Greeting:** 1
  - Voicemail will instruct you to begin recording your new busy greeting after the tone.

- Press # when you are finished recording your new busy greeting.
- Your new busy greeting is saved.
- **Listen to Current Busy Greeting: 2**
  - Voicemail will play your current busy greeting.
- **Revert to Default Busy Greeting: 3**
  - Voicemail will switch your busy greeting to the default busy greeting. The default busy greeting is set as [your recorded name](#) followed by “is busy and cannot take your call. Please leave a message after the tone. Press the # key to end recording.”
- **Repeat Menu Options: #**
- **Back to Access Your Voice Messages menu: \***

### Change No Answer Greeting

To listen to or change your no answer greeting, press 3 at the Access Your Voice Messages menu. The no answer greeting plays when you don't answer the phone or when you have [set yourself in “out of office” status](#).

- **Record New No Answer Greeting: 1**
  - Voicemail will instruct you to begin recording your new no answer greeting after the tone.
  - Press # when you are finished recording your new no answer greeting.
  - Your new no answer greeting is saved.
- **Listen to Current No Answer Greeting: 2**
  - Voicemail will play your current no answer greeting.
- **Revert to Default No Answer Greeting: 3**
  - Voicemail will switch your no answer greeting to the default no answer greeting. The default no answer greeting is set as [your recorded name](#) followed by “is not available to take your call. Please leave a message after the tone. Press the # key to end recording.”
- **Repeat Menu Options: #**
- **Back to Access Your Voice Messages menu: \***

### Send a Voice Message

To send a new voice message to one or more extensions on campus, press 5 at the Access Your Voice Messages menu.

- Voicemail will immediately ask you to record the voice message you wish to send. Press # when you are finished recording the message.
  - **Send to one or more group members: 3**
    - Enter the campus extension you wish to send the voice message to.
    - Voicemail will play the extension's [recorded name](#).
      - Press # to confirm you wish to send the message to that extension. The message is then sent.
      - Press \* to cancel and re-enter the extension you wish to send the voice message to.
    - Enter another campus extension to send the voice message to.
    - Voicemail will play the extension's [recorded name](#).
      - Press # to confirm you wish to send the message to that extension. The message is then sent.

- Press \* to cancel and re-enter the extension you wish to send the voice message to.
- Repeat until you have sent the message to all recipients.
- Press \* to go back to the Send a Voice Message menu.
- **Re-record the Voice Message: 1**
  - Re-record the voice message that you just recorded.
- **Listen to the Voice Message: 2**
  - Listen to the voice message you just recorded.
- **Mark Recorded Message as Urgent: 6**
  - This marks the voice message as urgent. Urgent voice messages are played before non-urgent voice messages, regardless of when they were received chronologically.
- **Mark Recorded Message as Confidential: 7**
  - This marks the voice message as confidential. Confidential voice messages cannot be forwarded to another campus extension.
- **Repeat Menu Options: #**
- **Back to Access Your Voice Messages menu: \***

## Delete All Messages

To delete all of the voice messages (new and saved) in your voicemail box, press 7 at the Access Your Voice Messages menu.

- **Confirm deletion of all voice messages: 1**
- **Cancel deletion of all voice messages: \***

## Change Comm Pilot Express Profile

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This functionality will be available to users when they are switched to the new VoIP phones. Documentation on this functionality will also be available at that time. When used with an ISDN phone, the options in this menu do not result in any changes to voicemail.

## Change Recorded Name

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To listen to or change your current recorded name, press 3 at the Voice Portal Main Menu. Your recorded name is played in several locations in Voicemail including when you leave a voice message for another campus user, when a campus user is sending you a voice message, and as part of your default busy and no answer greetings. It is highly recommended that you record your name, department, and campus extension as your recorded name (i.e. Lori Arthur, IT Training & Support, extension 5792). This will help callers and other campus users know that they have reached the correct extension for you.

- **Record a New Recorded Name: 1**
  - Voicemail will instruct you to begin recording your new recorded name after the tone.
  - Press # when you are finished recording your new recorded name.
  - Your new recorded name is saved.
- **Play Current Recorded Name: 2**
  - Voicemail will play your current recorded name.

- **Repeat Menu Options:** #
- **Back to Voice Portal Main Menu:** \*

## Change Call Forwarding

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To activate, deactivate, or modify your call forwarding settings, press 4 at the Voice Portal Main Menu. The call forwarding feature in Voicemail is the same as the call forwarding feature on the phone: both forward your calls to another campus extension. If you set up call forwarding on the phone, those settings will show up in voicemail and vice versa.



This feature is only functional for users who have been switched to the VoIP phone.

- **Activate Call Forwarding:** 1
  - This turns on your call forwarding always setting. All calls are forwarded to the phone number you set.
- **Deactivate Call Forwarding:** 2
  - This turns off your call forwarding.
- **Change Forwarding Destination:** 3
  - Enter the number you wish to forward your calls to and then press #.
  - When you activate call forwarding either from your phone or voicemail, calls will now forward to this number.
- **Listen to Forwarding Status:** 4
  - Voicemail will tell you whether or not call forwarding is currently active. It will also tell you what your current call forwarding destination number is.
- **Repeat Menu Options:** #
- **Back to Voice Portal Main Menu:** \*Make a Call

To make a phone call from Voicemail, press 6 at the Voice Portal Main Menu. Making a phone call from your voicemail box enables you to use your campus extension to make a phone call even when you are off-campus. The caller ID will show as your campus extension and any charges for the call will be billed to your campus extension.

- Enter the phone number you wish to call.
  - For on-campus phone numbers, enter the four digit extension (i.e. 2011).
  - For off-campus phone numbers, enter the ten digit number (i.e. 7145551212).
- The call is connected.
- You may press ## to return to voicemail at any time.

## Change Passcode

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To change your voicemail password, press 8 at the Voice Portal Main Menu. Your password must be between 4-8 digits in length.

- Enter a new password and press #.
- Re-enter the same new password and press #.
- To cancel and go back to the Voice Portal Main Menu: \*