Self-Help Guide

Unified Communications: Set Up and Use Your UMN Voicemail

This self-help guide provides instructions for setting up and using your UMN voicemail.

Setup Your Voicemail

Initial Setup and Greetings

Initial Setup

Body

These instructions outline how to setup your new voicemail or to make changes to an existing voicemail.

Instructions

To change your passcode:

1. From your desk phone dial 6-0001 or 8-8888 for Rochester and if you are dialing from outside of the University dial (612) 626-0001 or (507) 258-8888 for Rochester.
2. When prompted enter your passcode followed by the '#' pound key.
   a. The initial temporary passcode will be provided to you, and the first time
it is used you should be prompted to create a new permanent passcode.

b. Please call 1-HELP at (612) 301-4357 to request a password reset if none of these options work.

3. You will first be prompted to enter a new passcode followed by the '#' pound key.

4. You will be prompted to enter your new passcode again followed by the '#' pound key.

To change your **Personalized Name** announcement:

1. From your desk phone dial 6-0001 or 8-8888 for Rochester and if you are dialing from outside of the University dial (612) 626-0001 or (507) 258-8888 for Rochester.

2. When prompted enter your mailbox number and passcode.
   a. **Note**: If you have requested and received access to the web portal you're also able to setup your number as an [Alias](https://example.com) to avoid having to type in your mailbox number when accessing your voicemail from other phones.

3. **Press 1** to access your voicemail inbox.

4. **Press 6** to get into the "Personalized Name menu" and choose from one of the following options:
   a. **Press 1** to record a new Personalized Name recording.
   b. **Press 2** to listen to your current Personalized Name recording.

To get into your voicemail to retrieve messages:

1. From your desk phone dial 6-0001 or 8-8888 for Rochester and if you are dialing from outside of the University dial (612) 626-0001 or (507) 258-8888 for Rochester.

2. When prompted enter your mailbox number and passcode.

3. **Press 1** to access your voicemail inbox.

4. **Press 1** to listen to new messages.
   a. This option will not be available if there are no messages currently in the voicemail inbox.
NOTE: If you have inherited your phone from another user, you will need to have the voicemail box recreated for any new user, this is a billable service and can be requested through the [Voice and Data Request Form](#).

You can find more information on features and personal options on the [Voicemail Self-Help Guide](#).

Set or Change Your Greetings

Body

Going on vacation or taking a leave of absence? You may want to [set an Extended Away Greeting](#) instead.

Instructions

1. From your desk phone dial 60001 (88888 for Rochester) or if you are dialing from outside of the University dial 612-626-0001 (507-258-8888 for Rochester)
2. When prompted enter your mailbox number and password
3. Press 1 to Access Voice Messaging

To Set a Busy Greeting

This is the greeting callers will hear if you are on another call.

1. Press 2 to receive the following options in regards to Busy Greetings:
   - Press 1 to record a new greeting
     - Wait for the tone, record, and press # to finalize
   - Press 2 to play your current Busy Greeting
   - Press 3 to return your Busy Greeting to the default system greeting

To Set a No Answer Greeting

This is the greeting callers will hear when you do not answer your phone.

1. Press 3 to receive the following options in regards to No Answer Greetings:
   - Press 1
to record a new greeting
  • Wait for the tone, record, and **press #** to finalize
  ◦ **Press 2** to play your current No Answer Greeting
  ◦ **Press 3** to return your No Answer Greeting to the default system greeting

For additional questions or to report a problem, please contact 1-HELP at 612-301-4357.

**Change Your Recorded Name**

Body

Change your recorded name.

**Note:** The Personalized Name announcement should be just your name. To create a longer message you can do a **No Answer Greeting**, a **Busy Greeting**, or an **Extended Away Greeting**.

**Instructions**

1. From your desk phone dial 60001 (88888 for Rochester) or if you are dialing from outside of the University dial 612-626-0001 (507-258-8888 for Rochester)
2. When prompted enter your mailbox number and password
3. **Press 1** to get into your voicemail box
4. **Press 6** to get into the **Personalized Name menu** and choose from one of the following options:
   ◦ **Press 1** to record a new Personalized Name recording
   ◦ **Press 2** to listen to your current Personalized Name recording

**Change Voicemail Options**

**Enable or Disable Voicemail Messages**

Body
1. Access the Clearspan Web Portal.
   - If you are off-campus, you must connect to Split Tunnel VPN to access the Clearspan Portal.

2. Sign in with your internet ID and password

3. Click on the Clearspan Portal link from the application selection page.

4. Click on Messaging, found on the left of the page under Options.

5. Click Voice Management - Off.
   - The link will say Voice Management - On if voicemails are already enabled.

6. Voicemails are turned on or off using the radio buttons next to Voice Messaging.

7. Click Apply to enable voicemails and continue configuring settings on the page, or OK to save and return to the Messaging page.

**Setup Voicemail to Forward Messages to Email**

**Body**

This article describes how to setup your voicemail so that you can get a .wav file of your voicemail sent to your email inbox, or if you know your pager's email code a notification to your pager, either instead of or in addition to getting a copy within your telephone inbox.
**Important:** Due to HIPAA policies and guidelines, all BAA users cannot have the contents of any voice message sent through e-mail, however they may be notified of new messages through e-mail. Departmental and MPhysicians accounts do not have the ability to log into the Voicemail Portal. 1HELP personnel may use Clearspan to configure voicemail to email for the caller. If the caller would like to send an email to multiple addresses, they may forward voice messages to a Google Group.

**Instructions**

1. Log into the [Web Portal](#).
   - If you are off-campus, you must connect to [Split Tunnel VPN](#) to access the Clearspan Portal.
2. Click on [Messaging](#) in the Options menu on the left.
3. Once on the Messaging screen select the option for [Voice Management](#) where you will have two options for setting up voicemail to email:
   - If you want to strictly get your voicemail within your email (recommended) in the middle section titled "When a message arrives.. ." choose "**Forward it to this email address:**" and then put your email in the box.

   ![Forward email settings](image)

   - If you want to get a copy of the message both on your phone AND in your email leave the middle section alone and go to the bottom under **Additionally...** and choose **E-mail a carbon copy of the message to** and then put your email in to the box. Be careful here, though, as you'll
4. Once you have made the desired changes click the **Apply** button at the top or bottom of the screen to finalize your changes.

**NOTE:** If the Web Portal link in step 1 does not present you with a list of Applications to choose from that would indicate that the voicemail box is not associated to the users internet ID. Please call 1HELP (612-301-4357) for assistance.

**Setup Call Forwarding / Zero Escape / Find Me Follow Me**

Body

This article shows you how to setup the number you'd like people calling you to get forwarded to if they Press 0 during your greeting.

**Note:** Since all calls will only be routed to the entered number if the user presses 0 make sure if you are setting up this functionality that you indicate during your **recorded greeting** that you need to **Press 0** to get forwarded!

**Instructions**

1. Log into the **Web Portal**.
   - If you are off-campus, you must connect to **Split Tunnel VPN** to access the Clearspan Portal.
2. Click on Clearspan Portal.
3. Click on **Messaging** in the Options menu on the left.
4. Once on the Messaging screen select the option for **Voice Management**.
5. In the **Additionally...** section at the bottom of the page check off the box next to **Transfer on '0' to Phone Number** and enter the number you'd like calls to go to.
   - If the number is an internal University number use the last 5 digits of the number.
   - If the number is an external number use the full 10 digit number with a preceding 8, ie, 86122610123.
6. Once entered click on **Apply** at the top or bottom of the screen to finalize your changes.

**Instructions for accessing the voicemail system:**

1. From your desk phone dial 60001 (88888 for Rochester) or if you are dialing from outside of the University dial 612-626-0001 (507-258-8888 for Rochester)
2. When prompted enter your mailbox number (5-digit extension number) and password
3. **Press 1** to Access Voice Messaging

**Reset Your Telephone Inbox Password**

**Body**

Once setup and entered into the web portal you are able to change the password for your telephone interface. This article is intended to allow you to change your telephone voicemail password only, if you are unable to access the web portal with your current credentials please contact the Helpdesk.

**Resetting Your Telephone Inbox Password**

1. Go to the **Reset Password Request** page
   **Note:** If you are off-campus, you must connect to **Split Tunnel VPN** to access the Clearspan Portal password reset page.
   1. In the **User Id** box, enter your full University e-mail address.
   2. In the **Phone Number** box, enter your 7-digit phone number (62X-XXXX or 301-XXXX) or the 5-digit extension (X-XXXX) without dashes or any extra characters.
3. In the **Email Address** box, enter your University e-mail address.
2. Click the **Send Request** button.
3. You will be redirected to a **Reset Confirmation** page, and an email will be sent to you with a confirmation number.
4. Enter the confirmation number you received in your e-mail and select the **Reset Voice Portal Passcode** button.
5. Enter and confirm your new temporary passcode.
6. Dial 60001 on campus, enter the new temporary passcode when prompted.
   a. You will be asked to select a new passcode again. You can enter the same number you created in step 5.

**Voicemail box password rules**

The following password rules will apply for all voice mail boxes:

- Must be numbers only [For instance, no # or *]
- Must be at least 5 digits
- Cannot be more than 10 digits
- Cannot be the user's own extension or phone number
- Cannot be the reverse of the user's own extension or phone number
- Cannot contain 3 or more repeated digits
- Cannot contain more than 3 sequentially ascending digits
- Cannot contain more than 3 sequentially descending digits
- Cannot contain repeating patterns

If you need to have the Internet ID associated with the voice mail box updated please contact Technology Help at 612-301-4357. They may need verification from your supervisor or Administrator that the voice mail box should now be assigned to you.

If you have any issues, please contact Technology Help at 612-301-4357

**Access Voicemail from Another Phone**

**Setup Easy Access to Voicemail with an Alias**

Body
From within the web portal interface you're able to set numbers, such as your cellphone or home number, that can easily access your University voicemail without having to enter your mailbox number.

This means that when calling your voicemail box from a number that you have set as an **Alias** you will be prompted directly for your pass-code without having to enter your mailbox number first.

**Instructions**

1. Log into the [Web Portal](#).
   - If you are off-campus, you must connect to [Split Tunnel VPN](#) to access the Clearspan Portal.
2. Click on **Messaging** in the Options menu on the left.
3. Once on the Messaging screen select the option for **Aliases**.
4. Once on the Aliases screen click the **Add** button. *This brings up the Aliases Add screen.*
5. In the blank box next to **Phone Number:** add your 10 digit phone number without spaces or formatting.
6. Click the **OK** button to finalize your changes.
7. To access your voicemail from the entered number dial 612-626-0001 (507-258-8888 for Rochester) and, if prompted, enter your pass-code.

**NOTE:** If the Web Portal link does not present you with a list of Applications to choose from please call 1HELP (612-301-4357) for assistance.

**INSTRUCTIONS:**

How to access Voicemail:

1. From your desk phone dial 60001 (88888 for Rochester) or if you are dialing from outside of the University dial 612-626-0001 (507-258-8888 for Rochester)
2. When prompted enter your mailbox number and password
3. **Press 1** to Access Voice Messaging

**Leave a Message for Another Mailbox**

Body
This article walks you through how to leave messages for other users from within your Voice Mailbox. This can be helpful if you are away from your desk but would like your desk phone number to appear to the caller on the other end.

**Instructions**

1. From your desk phone dial 60001 (88888 for Rochester) or if you are dialing from outside of the University dial 612-626-0001 (507-258-8888 for Rochester)
2. When prompted enter your mailbox number and password
3. **Press 1** to Access Voice Messaging
4. **Press 5** to Compose and Send a New Message
5. Once prompted start recording your message
6. Once you have started recording the message you may press:
   - * to cancel recording and transfer to Voice Portal password prompt
   - 0 to cancel recording and transfer to configured number
   - # to stop recording and review message
7. Once you have recorded your message you will be given the following options:
   - 1 Erase message and record again
   - 2 Listen or view current message
   - 3 to send the message to one or more users
   - 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
8. If your message has been reviewed and it is the message you'd like to use follow the prompts to **Press 3** to send the message
9. Enter a mailbox ID for the user you'd like to send the message to and **Press # to send** or **Press * to cancel** and be prompted to enter mailbox ID again
10. If you would like to send to more than one user it will prompt you to enter another mailbox ID and repeat Step 9 otherwise you can hang up