Forwarding Calls and/or Voicemail setup to Receive email Notifications

Forwarding Calls

Digital phone

How to Forward Calls
Press [SPKR] button or lift handset
Press [CFWD] button (3rd button on the left)
Listen for the confirmation tone
Dial a five-digit extension number (5-2222) OR
Dial 8 followed by your cell or home phone number (8 612-444-2222)
Listen again for the confirmation tone
Hang up

How to Cancel Call Forwarding
Press [SPKR] button or lift handset
Press [CFWD] button (lamp off)
Hang up

Analog Phone

How to Forward Calls
Lift handset
Dial code * 3
Hear confirmation tone
Dial a five-digit extension number (5-2222) OR
Dial 8 followed by your cell or home phone number (8 612-444-2222)
Hear confirmation tone
Hang up

How to Cancel Call Forwarding
Lift handset
Hear "Forward"
Dial code # 3
Hear confirmation tone
Hang up

Call 1HELP (612-301-4357) for assistance and/or see Call Forward instructions

Note: IT instructions do not include dialing 8 before the destination number, this is required in order for it to work
Voicemail setup to Receive email Notifications

Important: Due to HIPAA policies and guidelines, all BAA users cannot have the contents of any voice message sent through email, 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.

Log into the Clearspan Web Portal
Click on Messaging in the Options menu on the left
Once on the Messaging screen select the option for Voice Management where you will have two options for setting up voicemail to email:

Option 1
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.

Option 2
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 still need to log into your phone to delete any messages you get this way!

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.

Call 1HELP (612-301-4357) for assistance and/or see Unified Communications instructions