Voicemail
Quick Reference Guide

HUMBER

Logging In

Message Waiting Indicator – With red light strip which lights up to indicate an incoming call (flashing) or a new voicemail (solid).

Messages Button – Dials the voicemail system.

Access Unified Messaging by Phone

- Press the **Messages** button 📧 on your phone.
- Enter your voicemail PIN and press #.

If you are working from another internal phone:

- Press the **Messages** button 📧 on the phone.
- Press * to interrupt the initial greeting and start the messages prompt.
- Enter your mailbox ID when prompted and press #.
- Enter your voicemail PIN and press #.

If you are working from off campus:

- Dial 416.673.6711
- Enter your mailbox ID when prompted and press #.
- Enter your voicemail PIN and press #.

Key Sequences

Main Menu

Hear new messages **1**
Send a message **2**
Review saved messages **3 1**
Change setup options **4**
Change greetings **4 1**
Turn alternate greeting on or off **4 1 2**
Change message notification **4 2 1**
Change recorded name **4 3 2**

After Recording a Message

Send message **#**
Add name **9 1**
Mark message urgent and send **1 #**
Request a return receipt and send **2 #**
Mark message private and send **3 #**
Set future delivery **4**
Review recording **5**
Re-record **6**
Add to the message **7**

While Listening to a Message

Rewind **1**
Play previous message **1 4**
Play next message **1 6**
Pause or resume **2**
Fast-forward **3**
Fast-forward to end **3 3**
Forward message **3 3 6**
Delete message **3 3 7**
Reply **3 3 8**
Slow playback **4**
Play message properties **5**
Fast playback **6**
Skip message, save as is **#**
Skip message, save as new **# #**
Cancel or back up *
Help **0**

While Recording a Message, Name or Greeting

End a recording **#**
Pause or Resume **8**

After Listening to a Message

Skip back **1**
Play previous message **1 4**
Play next message **1 6**
Replay message **4**
Play message properties **5**
Forward message **6**
Delete **7**
Reply **8**
Reply to all **8 2**
Save as is **#**
Save or restore as new **# #**
Cancel or back up *
Help **0**

Setting Up Your Mailbox (first time)

IMPORTANT: Remember to record your name so callers can use the dial-by-name service to reach you.
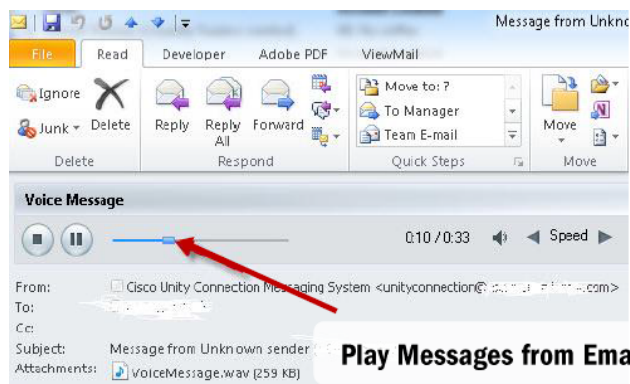
- Press the **Messages** 🔲 button on your phone.
- When prompted, enter the default voicemail PIN provided by Humber telephony.
- Follow the prompts to record your name, greeting, change your voicemail PIN and to choose whether or not to be listed in directory assistance.
  Note: Your voicemail PIN must be a minimum of 6 digits. It cannot be the same as the previous three stored PINs or a series of consecutive digits (e.g. 123456).
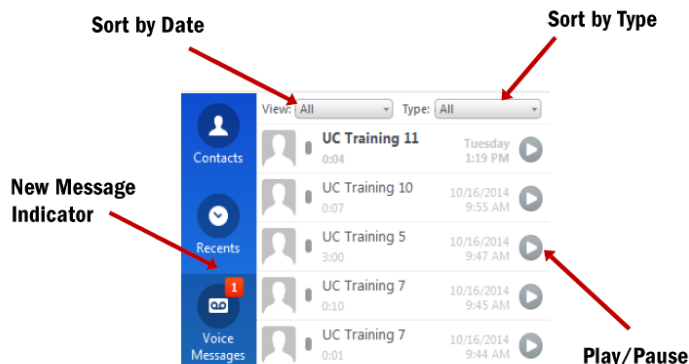
Unified Messaging

Email Notifications in Outlook

New voicemail messages are also sent directly to your Outlook inbox. From here, you can listen to, delete and manage your voice messages.   To save the message in Outlook, move it to a folder.

Play Messages from Email

Voicemail Notifications in Jabber

The voice messages tab lets you access, play and manage your voice messages. **Right-click** voice messages to delete or call back.

Note: Deleting a message in one application will automatically delete it in the others (i.e. Outlook, Voicemail, Jabber).

Unlock Voicemail PIN

Your account will be locked after three unsuccessful attempts at entering your PIN. You must wait 15 minutes before resetting it.

- Press the **Messages** 🔲 button.
- Press **4** – Change Setup Options.
- Press **3** – Preferences.
- Press **1** – Change PIN.
- Enter the **new PIN** and press **#**.
- Enter the **new PIN** again and press #.

Voicemail Etiquette

- Record a greeting to add a personal touch.

- A well-formed outgoing message includes:
  - ✓ your name
  - ✓ title
  - ✓ school or department
  - ✓ office hours, if applicable
  - ✓ when the caller can expect a reply
  - ✓ an alternate person's name and extension, if applicable

- Check your voicemail messages regularly.

- When you <u>leave for the day</u> or are <u>away from your desk during the day</u>, forward calls to your voicemail as a courtesy to callers.

- Record an "Out of Office" greeting if you will be <u>unavailable for an extended period of time</u> (vacation, illness, different hours temporarily). Provide your callers with an alternate contact name and number in your absence.

- Include the dates/times you are unavailable.

- Reply, forward, or delete messages immediately. Keep your mailbox clean!

Voicemail Policy

- Messages can be up to 3 minutes in length.

- Voicemail inboxes can hold up to 100 minutes of messages.

- Unread messages will stay in your mailbox until deleted.

- Unread messages that are deleted are retained for an additional 15 days before being permanently deleted.

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