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Voicemail
PM5870216 Feature For Small
Business and Enterprise

Voicemail PM5870216 Feature For Small Business and Enterprise User Guide

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Voicemail

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Product Specifications

- **Product:** Voicemail System
- **Model:** Quick Reference Guide
- **Access**: Extension 555

Product Usage Instructions

Voicemail Access
To access voicemail from your extension 555:

1. **Review messages:** Press 1
2. **Change greeting:** Press 2
3. **Main menu**: Press 3
4. **Change user preferences:** Press 4
5. **Set a specific greeting:** Press 5
6. **Misc. options:**
    - **Announce only mode on/off**: Press * 6

From Another Extension
If accessing voicemail from another extension:

1. Review messages
2. Record greeting
3. Change user preferences

4. Change forwarding rule
5. Set a specific greeting
6. Exit voicemail: Press * 9

Logging In

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

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 [icon] button on your phone.
- When prompted, enter the default voicemail PIN provided by Humber t telephony.
- Follow the prompts to record your name, and 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.
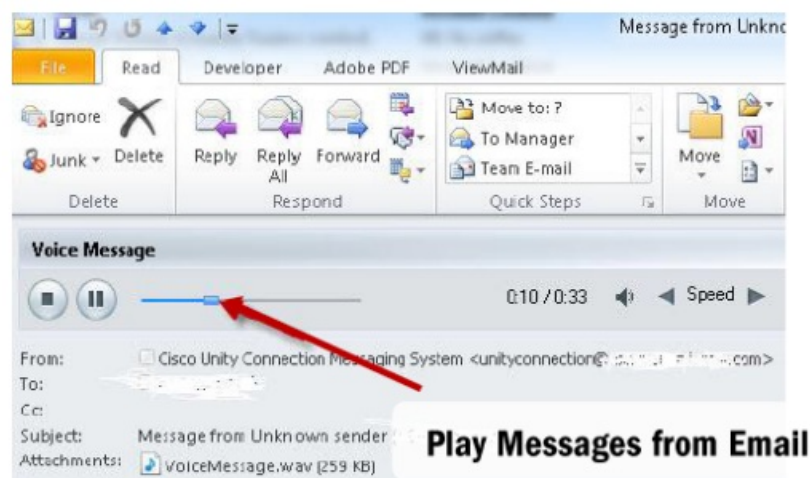
Voicemail Notifications in Jabber
The voice messages tab lets you access, play and manage your voice messages. Right-click voice messages to delete or call back.
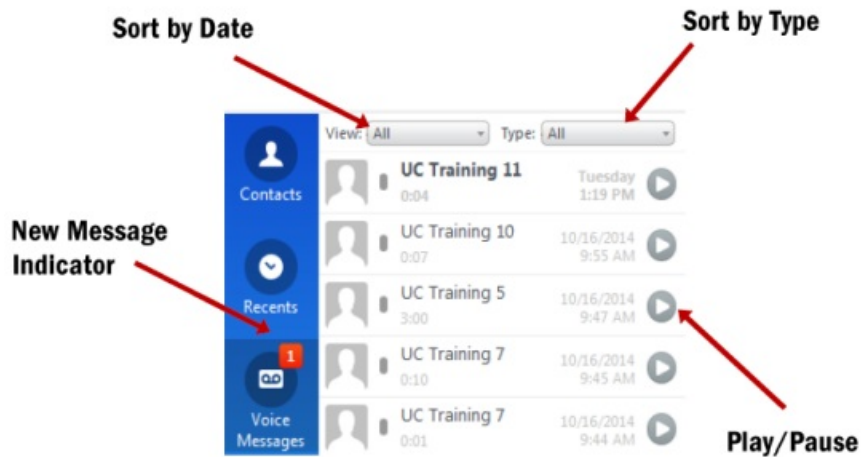
Note: Deleting a message in one application will automatic ally • Unread messages that are deleted delete it in the others (i.e. Outlook, Voicemail, Jabber).

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.

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 leave for the day or are away from your desk during the day, forward calls to your voicemail as a courtesy to callers.
- Record an "Out of Office" greeting if you will be unavailable for an extended period of time (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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This document is available in an alternate format upon request

Frequently Asked Questions

- **Q: What numbers can be used for forwarding rules?**
  - A: The system supports phone numbers from within your company phone system only. External numbers are not supported.
- **Q: How do I know if I need a voicemail password?**
  - A: You must have a voicemail password to access certain options like group messages and user preferences.
- **Q: How do I change my voicemail greeting?**
  - A: To change your greeting, dial in on the Caller ID you are using and immediately set it as your call forwarding number.

Documents / Resources
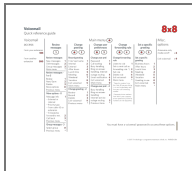
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References

- **User Manual**