Voicemail

Quick Reference Guide

Layout

On your desk phone, there is a red indicator light on the receiver. This is the Message Waiting Indicator; it lights up solid red to signal an unread voice message. A flashing red light signals an incoming call.

Logging In

Using Your Workplace Phone: Press the Messages button and key in your voicemail password (PIN).

Using Another On-campus Phone: Press the Messages button. Then, press the * key and log in using your voicemail username and password (PIN).

Calling In from Off Campus: Dial 416.673-6711 and log in using your voicemail username and password (PIN).

IMPORTANT: Your voicemail username and password (PIN) are NOT the same as your telephone credentials.

Resetting Your Password

Should you forget your voicemail password (PIN), please visit myVoicemail.humber.ca to reset it on your own or contact the I.T. Support Centre.

Setting Up Your Voicemail

Setting up your mailbox for the first time is quick and easy and a necessary step for it to properly work:

1) Press the Messages button on your phone.
2) Key in your voicemail password (PIN).
3) Follow the setup wizard to:
    a. Change your password
    b. Record a personal verification
    c. Record a personalized greeting
4) Log out or hang up when finished.

Please Note: Your voicemail password must be at least six digits and may not be any of your three previous passwords. Also, your password must not be a series of consecutive digits (example: 123456).

IMPORTANT: Voice dialing will NOT work for your extension if you do not record your personal verification.

Tips for Recording a Greeting

Remember to include the following details in your personal voicemail greeting:

- Name and Title
- School/Department
- Office Hours
- Alternate Contact

Be sure to record your greeting in a quiet place. Also, be sure to speak slowly and clearly.

Voicemail Etiquette

Check your voicemail daily. If you are going to be away for an extended period, consider recording an out-of-office greeting and directly forwarding your extension to voicemail.

To Instantly Forward All Calls to Voicemail: Press the Forward All softkey on your telephone phone and then press the Messages button.

Working with Voicemail through Your Phone

Main Menu

Hear new messages- 1

Send a message- 2

Review saved messages- 3, 1

Change setup options- 4

Change greetings- 4, 1

Alternate greeting on or off- 4, 1, 2

Change message notification- 4, 2, 1

Change recorded name- 4, 3, 2

Listening to a Message

Rewind- 1

Play previous message-

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

Navigating Your Mailbox

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

Recording a Message

Send message- #

Add name- 9, 1

Flag as urgent and send- 1, #

Request receipt and send- 2, #

Flag as private and send- 3, #

Set future delivery- 4

Review recording- 5

Re-record- 6

Add to the message- 7

End a recording- #

Pause or resume- 8

Unified Messaging

Voice messages are also sent to your e-mail mailbox (Outlook) for processing. Note that the subject of the e-mail details who called and from what number said call was placed.

Helpful Tip: Consider using Outlook folders to help organize your voice messages.

IMPORTANT: Listening to a message in Outlook flags the message as "read" on your phone. Also, deleting a message in Outlook deletes it from your voice mailbox.

Jabber

Voice messages are also accessible through Jabber on your computer as an alternative (play, delete, forward, call, etc.) to Outlook and your telephone.

IMPORTANT: Listening to a message in Jabber flags the message as "read" on your phone. Also, deleting a message in Jabber deletes it from your voice mailbox.

Help & Support

Please contact the I.T. Support Centre if you experience any issues.
Phone: 1 (416) 675-6622 ext. 8888
Web Chat: https://humber.ca/techtalk
Campus Location: A212 (Lakeshore) or Tech Zone – H109 (North) or IGS – 5th floor