

# Telephone Portal

([myTelephone.humber.ca](https://myTelephone.humber.ca))

## Quick Reference Guide

### Layout

Use the [myTelephone.humber.ca](https://myTelephone.humber.ca) self-care portal to remotely configure select aspects of your telephone service.

#### Phones Tab

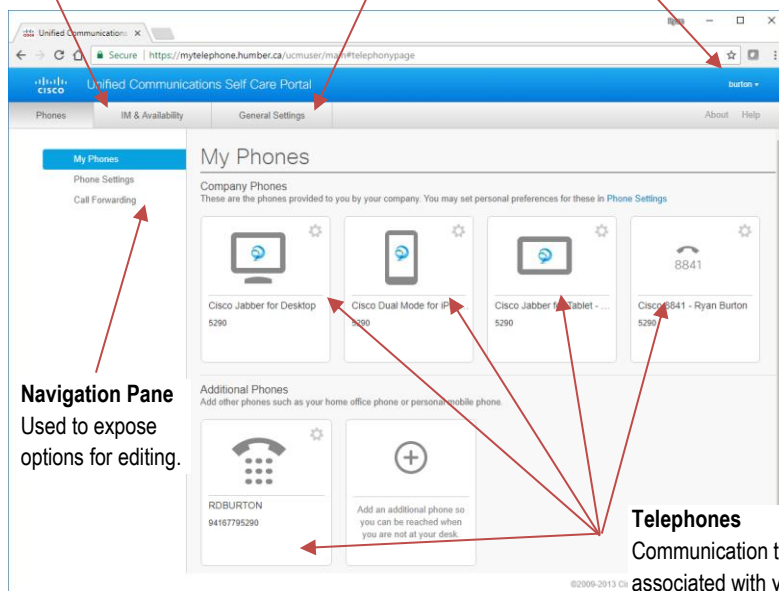
Used to change your telephone settings.

#### Settings Tab

Used to change your telephone password (PIN).

#### Logout

Used to log out of the self-care portal.



**NOTE:** The portal may not be accessed from off campus. Please contact the I.T. Support for help re-configuring communal (shared) telephones.

### Logging In

To access the self-care portal...

1. Launch a Web browser.
2. Navigate to....  
**myTelephone.humber.ca**
3. Key in your Humber username and password and click **Sign In**.

**IMPORTANT:** Chrome is the portal's recommended browser.

### Extension Mobility

Extension mobility allows you to log into on-campus telephones for the purpose of sending/receiving calls.

#### Changing/Resetting Your Telephone Password (PIN)

1. Select the **General Settings** tab.
2. Enter a new password (PIN).
3. Confirm your new password.
4. Click the **Save** button.

**IMPORTANT:** Your password must be exactly six digits. Also, changing your telephone password does NOT change your voicemail password.

### Forwarding Incoming Calls

Consider forwarding your incoming calls to voicemail or to another extension when you are busy, if you are going to be away for an extended period, or you on the line.



**NOTE:** By default, unanswered calls go to voicemail.

#### Do Not Ring My Extension. Forward All My Calls

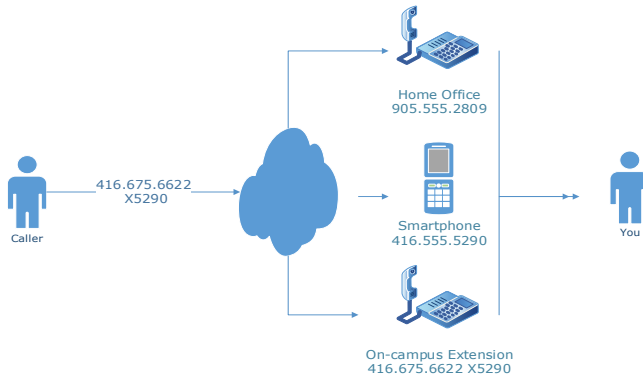
Select the **Phones** tab. Then, click the **Call Forwarding** option. Check the **Forward All Calls** box. You may then forward all calls to either voicemail or to another number.

#### Custom Rules (Line is Busy or No Answer)

Select the **Phones** tab. Then, click the **Call Forwarding** option. Make sure **Forward All Calls** is unchecked. Expand the **Advanced Calling Rules** section. You may then forward calls to either voicemail or to another number based on source (internal or external) and/or event (line is busy, no answer, etc.).

## Single Number Reach

You can setup your telephone service to simultaneously ring your on-campus telephone AS WELL AS other number(s) of your choice (smartphone, home office, etc.). Missed calls are routed to your Humber voicemail.



**Advantages:** Reachable by one number regardless of location, fewer missed calls, and one mailbox to manage.

**NOTE:** Single Number Reach is NOT call forwarding; all phones ring at once allowing one to take a call anywhere.

### Adding an Additional Phone

1. Select the **Phones** tab.
2. Click on **My Phones** in the **Navigation** pane.
3. Scroll down to the **Additional Phones** section.
4. Click the **Add a New Additional Phone** button.
5. Key in a **Phone Number** and a **Description**.
6. Click the **Save** button.

### Enabling Single Number Reach

1. Select the **Phones** tab.
2. Click on **My Phones** in the **Navigation** pane.
3. Scroll down to the **Additional Phones** section.
4. Select a phone and select the **Edit** option.
5. Put a check in the **Enable Single Number Reach** box.
6. Click the **Save** button.

**IMPORTANT:** By default, Single Number Reach is not available to Clients. Please contact the I.T. Support Centre to add Single Number Reach functionality to your telephone.

### Configuring Single Number Reach

1. Select the **Phones** tab.
2. Click on **My Phones** in the **Navigation** pane.
3. Scroll down to the **Additional Phones** section.
4. Click a number and select the **Edit** option.
5. Click the **Create a Schedule for this Assignment** link.
6. Create a schedule and click the **Save** button.
7. Click the **Save** button to commit the changes.

### Disabling Single Number Reach

1. Select the **Phones** tab.
2. Click on **My Phones** in the **Navigation** pane.
3. Scroll down to the **Additional Phones** section.
4. Select a phone and select the **Edit** option.
5. Uncheck the **Enable Single Number Reach** box.
6. Click the **Save** button.

## Speed Dial Numbers

You can configure the feature buttons on your telephone to automatically dial up to 199 different telephone numbers...

1. Select the **Phones** tab.
2. Click **Phone Settings** in the **Navigation** pane.
3. Scroll to the **Speed Dial Numbers** section.

### Add a Speed Dial Number

- Click the **Add New Speed Dial** link.
- Key in a **Number** for the phone to dial.
- Enter a **Label** for the button.
- Set a **Speed Dial** number (1-199).

### Edit a Speed Dial Number

- Click the pencil next to a number.
- Edit the **Number** the phone is to dial.
- Update the **Label** for the button.
- Set the **Speed Dial** number (1-199).

4. Click the **Save** button.

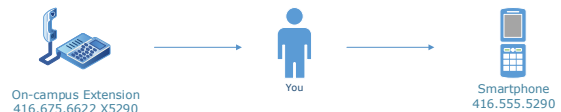
### Delete a Speed Dial Number

- Click the 'X' next to a number.

**IMPORTANT:** Speed dial slot three serves as a silent alarm (alerts Public Safety that emergency assistance is needed) and may NOT be modified.

## Mobile Connect

Mobile connect allows you to move calls in progress from your workplace phone to your smartphone.



### Adding a Smartphone

1. Select the **Phones** tab.
2. Click on **My Phones** in the **Navigation** pane.
3. Scroll down to the **Additional Phones** section.
4. Click the **Add a New Additional Phone** button.
5. Key in a **Phone Number** and a **Description**.
6. Click the **Save** button to commit the change.

### Enabling Mobile Connect

1. Select the **Phones** tab.
2. Click on **My Phones** in the **Navigation** pane.
3. Scroll down to the **Additional Phones** section.
4. Select a smartphone and select the **Edit** option.
5. Check the **Enable Move to Mobile** box.
6. Click the **Save** button.

### Moving a Call to Your Smartphone

To move a call in process from the telephone in your office or workspace to your smartphone...

1. Press the **Ellipsis** (..) softkey.
2. Press the **Mobility** softkey.
3. Select the **To Mobile** softkey.