

Telephone Portal

(myTelephone.humber.ca)

Quick Reference Guide

Introduction

Use the myTelephone.humber.ca self-care portal to remotely configure select aspects of your telephone service.

Please 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.

Please 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.

Please 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.

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