

**To Access Your Voice Mailbox****From Your Own Extension:**

- Dial 7100 to access your mailbox
- Enter your passcode when prompted

**From Another Extension:**

- Dial 7100
- Press the \* key when prompted to enter a passcode
- Enter your extension number followed by the \* key
- Enter your passcode when prompted

**From an Outside Line to the Automated Receptionist:**

- Dial the automated receptionist number (705-474-2526)
- Enter your mailbox number and wait for your voice mail to pick up, then press the \* key
- Enter your passcode when prompted
- Follow the instructions

**Passcode**

- When you log on to the voicemail system you will be prompted to change your temporary passcode to a number with 4 digits (which is initially your extension number by default)
- Please define a passcode that you can remember
- You will be asked to enter your passcode each time you access your mailbox
- In the event that you forget your password, please call front desk of your Residence building
- Your password can be reset for you after a form has been submitted to the Residence Phone Help Desk within 24 hours/work week

**User Options**

- Once your voice mailbox has accepted your passcode, press 8 to access the user options menu and its features
- Press 4 to change your greeting
- Press 5 to create or modify a distribution list
- Press 6 to record your name
- Press 7 to change your passcode
- Press 8 to go through the user tutorial
- Press 9 to exit to the main menu or exit from voice mail

## To Access Your Messages

When you access your mailbox to retrieve your messages, the system will first tell you how many messages you have. To play your voice messages:

- Press 7 to play
- Press 1 to pause for 30 seconds
- Press \* to move back 5 seconds
- Press # to move forward 5 seconds
- Press 8 to skip to your next message
- Press 8\* to go back to the beginning of your previous message
- Press 5 to keep the message. (Messages are only stored for 10 days, this also applies to unheard messages)
- Press 3 to discard the message
- Press \* immediately after you have discarded the message if you wish to retrieve it

## Voice Mail Restrictions

- Message length - 1 minute
- Greeting length - 30 seconds
- Number of rings before voice mail picks up - 6 rings
- Number of messages per voice mailbox - 10 messages
- Conserving messages - 10 days

## To Forward a Message to Another Voice Mailbox

- Press 4 to forward a message to another voice mailbox (after you have listened to it)
- Dial the recipient's voice mailbox number
- Once the owner of that mailbox has been confirmed, you may add the number of other voice mailboxes
- Press # once the list of recipients is completed
- Record your message after the tone
- Press 9 when you are done recording in order to send your message and exit this option

## To Create a Message

- To create a message, you must first access your voice mailbox and enter your passcode
- You may then create a message before or after listening to new messages
- Press 6 to create a message
- Dial the recipient voice mailbox number
- Press #
- Record your message after the tone

### **Once the Message is Recorded:**

- Press 7 to listen to the message again
- Press 3 to delete the message and re-record
- Press 2 to append
- Press 9 to quit
- Press 6 to access message-addressing options, such as:
  - 2 for confidentiality
  - 3 for future delivery
  - 7 for receipt
  - 8 for urgent
  - 9 to exit menu

### **Call Waiting Swap**

Your telephone is programmed to automatically send your calls to your voice mailbox on a no answer condition. If you are on the phone, you will hear a tone on the line advising you that another call is waiting. If you hear the call waiting tone and choose to ignore it, please note that it will not be transferred to your voicemail. When you hear this tone, press the Call Waiting key to put the first caller on hold and answer your second call. To return to your first call, press the Call Waiting key once again. Call waiting is activated for external calls only. Please note that if you are on the phone and someone from an internal extension calls – they will hear a busy tone.

### **Transferring a Call (Internal Source)**

- Press the switchhook and wait for the three beeps, which confirms the caller is on hold
- Dial the desired extension number
- Replace the handset

### **To Make a Distribution List**

A distribution list allows you to record a message and forward it simultaneously to a number of people. To create or modify an existing list of distribution, firstly you have to access your voice mailbox and do the following:

#### **Create a Distribution List:**

- Press 5 from the User's Options menu and follow the system's directions

## **Modify an Existing Distribution List:**

- Press 5 from the User's Option menu
- In the Distribution List menu, you may choose:
  - 2 to add a member
  - 3 to drop a member
  - 6 to record a list name
  - 7 to play list members
  - 9 to exit the main menu

## **Call Forwarding**

### **Busy (Internal Source):**

Normally when your line is busy, calls from outside will default to your personal voice mail.

Call Forwarding - Busy allows you to have all internal calls (which are normally directed to the user's line), forwarded to another extension within the residence telephone system or voice mail when your line is busy. While the feature is active and your line is idle, calls may be received normally.

- Lift the handset and wait for the dial tone
- Dial the call forward - busy (internal source) feature access code (\*73)
- Dial the extension number where you wish the call to be forwarded (Dial 7100 for voice mail)
- Replace the handset and the feature is now activated
- To cancel this option, lift the handset and wait for the dial tone
- Dial the cancel call forward - busy feature access code (#73) or the cancel all forwarding feature access code (##77)
- Replace the handset and the feature is now de-activated

### **No Answer (Internal Source):**

This feature allows you to have all internal calls normally directed to voice mail, that are not answered within a selected time, forwarded to another specific number

- Lift the handset and wait for the dial tone
- Dial the call forward - no answer feature access code (\*74)
- Dial the extension number where you wish the call to be forwarded. Dial tone is returned
- Replace the handset and the feature is now activated
- To cancel this option, lift the handset and wait for the dial tone.
- Dial the cancel call forward - no answer feature access code (#74) or the cancel all forwarding feature access code (##77)
- Replace the handset and the feature is now de-activated

### **Call Forwarding - I'm Here (Internal Source):**

This feature allows all calls for you to be redirected to another extension, when you are at the new location. If you are in a friend's room in residence and expecting a call, use this feature to receive the call

- From the phone where you are visiting, lift the handset and wait for a dial tone
- Dial the call forward - I'm Here feature access code (\*75)
- Dial your extension number. Dial tone is returned.
- Replace the handset and the feature is now activated.
- To cancel this option (must be done from your phone, not from where you are visiting), lift the handset and wait for the dial tone
- Dial the cancel call forward - I'm Here feature access code (#75) or the cancel all forwarding feature access code (##77)
- Replace the handset and the feature is now de-activated

### **Call Privacy**

This feature protects a call from audible camp-on tones, as the result of a camp-on, and prevents intrusion of any kind (i.e., busy override)

- Use the feature for modem calls
- Lift the handset and wait for the dial tone
- Dial the Call Privacy feature access code (\*76)
- Proceed to dial your call. The feature is only in effect for the duration of the call
- If you are in the middle of a conversation and wish to activate this feature, simply do the following:
  - Flash the switchhook and dial tone is returned, the second party is on consultation hold
  - Dial the Call Privacy Code (\*76) and dial tone is returned
  - Flash the switchhook and dial the retrieve code (##71); the parties are reconnected
  - The Call Privacy feature is in effect and remains in effect until the user goes on-hook

### **Service Issues and Troubleshooting**

If you have any questions or are experiencing problems, please check the following:

- Is the telephone plugged into the phone jack and not the computer jack?
- Is the telephone jack connection secure?
- Is your handset plugged in properly?
- Have you tried plugging in a different phone to ensure that the problem is not your set?
- Is your phone call forwarded? (To delete call forwarding programming, press ##77).
- If the problem persists with your telephone set or local service after you have gone through this checklist, please call the Residence Office or the Residence Phone Help Line at extension 4901.