

## Voicemail Features:

The University Voice Messaging System has a number of advanced features, which users may want to use:

- Notifications when a voicemail arrives: In addition to your voicemail light on your phone lighting, you can be notified by email and/or text message.
- Allow incoming callers to "reach you" at a different number (typically a cell phone), instead of leaving a voicemail.
- Create "personal lists" of mailboxes to send to. This is useful if you commonly send voice messages to the same group of people.

## References:

Setting up these new features is primarily covered in "Using Avaya Aura™ Messaging" located at:

<https://www.uregina.ca/is/assets/manuals/AvayaAuraMessaging.pdf>

### To Open Voicemail User Preferences:

On-Campus Access

1. Visit: <https://voicemail.uregina.ca/user/>
2. Fill in "Mailbox number" with the last four digits of your phone number.
3. Fill in "Messaging password" with your voicemail box password.

### Off-Campus Access:

1. Login to University of Regina VPN client.
  - For instructions on how to install and setup UofR VPN please see:  
<https://www.uregina.ca/is/staff/technotes/569.html>
2. Visit: <https://voicemail.uregina.ca/user>
3. Fill in "Mailbox number" with the last four digits of your phone number.
4. Fill in "Messaging password" with your voicemail box password.

## Advanced Call Forwarding and using Reach Me Features:

- If off campus, ensure you are connected to the campus VPN network.
- Open <https://voicemail.uregina.ca/user> in a browser window.
- Login using the last four digit of your phone number and your voicemail password. Under the mobile phone section type in your phone number without '9' or '1'.

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### User Preferences

#### General

- General
- Reach Me
- Notify Me
- My Phone
- Personal Lists
- Greetings
- Password
- Advanced

#### Messaging Access Number

Internal: 4800  
External: 3065854800

#### Account Information

Mailbox: 4413  
Extension: 4413

#### Location and Language

Time zone: (GMT-06:00) Saskatchewan  
Language: Choose One

#### Mobile Phone or Pager

Use this mobile phone or pager for "Notify Me" and other features: 3062099050

#### Fax

Forward incoming fax messages to:   
Transmitting subscriber ID for outgoing fax messages: 4413@3065854800

#### Play On Phone

When playing a voice message in Outlook using "Play on Phone":

Always use this phone: extension: 4413  
 Ask me every time which phone to use

#### Attendant

When callers press "0" during my greeting, forward to:

Default attendant (operator)  
 Personal attendant/assistant:

Save

- Click on "Reach Me" on the left panel.

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User Preferences phones

**Reach Me**

**General**

**Reach Me**

Notify Me

My Phone

Personal Lists

Greetings

Password

Advanced

**Caller Categories**  
When callers try to reach me:  
 Treat all callers the same  
 Distinguish between internal callers and other callers  
Internal callers are other voicemail users on this system

**Call Handling**  
For all callers, when I do not answer on my extension:  
 Forward calls to the Reach Me numbers below  
 Before forwarding, ask callers to record their name so I can screen the call  
 Go to voice messaging

**Reach Me Numbers**  
Forward calls to the following phone numbers (up to three), in this order:  
 First:    
 After  rings:

**Reach Me Schedule**  
 Forward calls only between:     
 and:     
 on:  Monday  Saturday  
 Tuesday  Sunday  
 Wednesday  
 Thursday  
 Friday

- Check the box under "Call Handling" to call forward, please follow the instructions and you can configure and choose however way or the period for which you wish the calls to be forwarded to you.

## Receiving an Email/Text Message When you get a Voicemail

- If off campus, ensure you are connected to the campus VPN network.
- Open <https://voicemail.uregina.ca/user> in a browser window. Ensure you have previously configured your mobile number in the *General* section as described in the previous section.

Click on "Notify Me" on the left panel to configure voicemail to email to text message. **You can change your voicemail settings to have a copy of voicemails emailed to you by:**

- Check the box for "Email me a notification for each voice messages" and fill in your email address in the "To email addresses:" box.
- Click save.

**You can receive a text message when a voice mail arrives by:**

- Check the box for "Notify me when a new voice message arrives" and check the radio button beside "With a text message or page to: <your phone number)". From the "Mobile provider" dropdown choose your cell phone provider (For example, SaskTel Mobility).
- Click save.

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**User Preferences**  
**Notify Me**

General  
Reach Me  
**Notify Me**  
My Phone  
Personal Lists  
Greetings  
Password  
Advanced

**Phone Notifications**

Notify me when a new voice message arrives

With a phone call to: 3062099050

With a text message or page to: 3062099050

Mobile provider: Choose One

Only for important messages

**Voice Email Notifications**

Email me a notification for each voice message

Custom subject: \_\_\_\_\_

Default subject

To email addresses: phones@uregina.ca

Include the recording

Only for important messages

Save

### Suggestions for Archiving Voicemails:

If you configure the system to email your voicemails be aware that depending on the length of the voicemail it may consume a lot of disk space and reduce the available quota you have for storing email. It is rare that a voicemail needs to be archived for a long time. It is much more common for it to be needed for the duration of a project for example. It is recommended that you create temporary folders that can be cleaned out periodically to free up space. For example, you could create two folders that you use for both email and voicemail that you may wish to keep for a short time:

1. For voicemails that you only need for a short time just delete them and if you need to go back look for them in the trash folder, which is kept for 7 days by default (you can use *Voice Message* as a filter to quickly find them).
2. Create a "temp30days" folder where you store voicemail/emails that you might want to refer to in the short term but after 30 days you certainly won't need to. Clean out messages older than 30 days periodically.
3. Create a "temp1year" folder where you store voicemail/emails that you might want to refer to but after 1 year you certainly won't need to. Clean out messages older than a year periodically.

Forwarding voice mails to others may cause a large amount of storage to be used in your sent mail over time. You can use a filter of "voice message" to find and delete voice messages from your sent mail folder. It is also a good practice to clean out your sent items folder once a year by moving the contents to a folder. For example, in the New Year you could make a 2020 folder under a Sent folder in your cabinet and highlight everything in your sent items folder (using CTRL-A or Edit | Select All) and drag it to the Sent | 2020 folder. When you have spare time you can clean out your old sent mail folder by deleting personal emails, vacation responses, and by sorting it by size and deleting old large messages you don't need.