

Voicemail features

Using Personal Voice Mail

Your U of R voice mail allows you to send, listen to, and save messages from callers, and reply or send copies of messages to other subscribers in a single call from any touch-tone phone, on or off campus, 24 hours a day. "Jane," (the voice of voice mail) will prompt you through all of the menus.

You can also view a listing of the controls when using your voice mail.

Messages are kept for a maximum of 45 days. Please put an extended absence greeting on for long absences.

To Access Voice Mail from:

Your Campus Phone	Another Campus Phone	Off Campus Phone
Call 4800	Call 4800	Call 585-4800
	Press *, then #	Press #
	Enter your 4 digit mailbox number	Enter your 4 digit mailbox number
Enter your password	Enter your password	Enter your password

To check for New Messages

- From the Main Menu:
- Press 1-1 to hear new messages, if you have no new messages and you just want to review messages, you will only have to press 1 (In this case Jane will not prompt you to press 1).
- "Jane" will let you know how many new messages you have and play each one individually. After each message you will have to do something with it.
 - To save it in the archives: press 9
 - To reply by voicemail press 8
 - To erase: press 7

Please note that once you erase a message it is gone, and there is no chance of retrieving it.

 - You can also press 0 to get to the options: replay, envelope information, send a copy, reply by phone call, cancel the message review.

To Record or Change your Personal Greeting(s)

- From the Main Menu:
- Press 4 to get your Personal Options
- Press 3 to access different greetings
- Press 1 to get your personal greeting
 - Press 1 to select a standard greeting (without your voice)

- Press 2 to record your personal greeting(s)
 - Press 1 to begin recording your "away from the phone greeting," press # when you are finished
 - Press 2 to begin recording you "busy on the phone greeting," press # when you are finished

Please note: If you do not record a "busy on the phone greeting," the system will play your "away from the phone greeting."

To Change Mailbox Password

- From the main menu:
- Press 4 to get to your Personal Options menu Please note that Jane will not prompt you to press 4.
- Press 2 to get to your Administrative Options
- Press 1 for Passwords follow the instructions and, press # when you are finished

*Remember - your password **must** be a minimum of 6 characters long and cannot contain repeated digits (1111 for example), a sequence of digits (1234), your mailbox #, or 5854800.

***Important - Please ensure you record your password in a secure location in case you forget it.

To Open User Preferences

On-Campus Access	Off-Campus Access
<ol style="list-style-type: none"> 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. 	<ol style="list-style-type: none"> 1. Login to UofR SSL VPN at: https://vpn.uregina.ca/remote/login <ul style="list-style-type: none"> ○ <i>For instructions on how to install and setup UofR VPN please see: https://www.uregina.ca/is/staff/technotes/569.html</i> 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.

To Send a Voice Mail Message

- From the main menu:
- Press 2 to get to the message recorder
- Record your message, then press #

- Enter the local of the receiver or say the name or press # to spell the name on the phone keyboard
- You will hear the name of the recipient
- Press # to send, or * to cancel
- Enter the next destination for the message, or press * to exit now

To Save Messages

- From the main menu:
- Press 1 to review your messages (or 1-1 if you have unheard messages)
- After the message plays "Jane" will give you the options for it. Press 9 to save the message. Note that messages are kept for a maximum of 45 days.

To Listen to your Saved Messages

- From the main menu:
- Press 1 to review your messages
- Your archived messages will be played one at a time. "Jane" will then give you the standard set of options (erase, reply by voice message, save in archives, more options)
- Press # to skip and listen to the next archived message.

To Forward your Set to Voice Mail

*Note: To forward your set to voice mail you must be at your set. You cannot do this from any other location.

*Note: When you turn your call forwarding on, your set will **NOT** ring.

Activating Call Forwarding works more-or-less the same on all of the sets, with minor differences. There are instructions for using each phone separately, not sure what type of phone you have? [Find out!](#)

Analog/Sing Line Sets

1. Lift the handset
2. Press #
3. Press 1
4. Dial 4800
5. Replace the handset

Meridian 2008, 2616, 3903 or 3904 sets

1. Press the Forward (CFW) key once without lifting the handset
2. Dial 4800
3. Press the Forward key again - the feature indicator lamp will stay on

To Remove Call Forwarding

1. Lift the handset
2. Press #
3. Press 1
4. Replace the handset

To Remove Call Forwarding

1. Press the Forward (CFW) Key
2. Press the Release/Goodbye Key

*If you always forward to the same local, just press Forward Key twice

IP Sets

1. Press the Forward Key
2. Dial 4800

Press the Forward Key again

To Remove Call Forwarding

1. Press the Forward Key
2. Press the Release/Goodby Key

To Record an Extended Absence Greeting

- From the main menu:

Please note: callers will **not** be able to leave messages if there is an extended absence greeting on your phone.

Please note that Jane will not prompt you to press 4.

- Press 4 to get to your Personal Options menu.
- Press 3 to access the different greetings.
- Press 2 get to your extended absence greeting
 - Wait for the beep to begin recording and press # when you are finished.

Please note: You must **delete** your greeting when you return to the office.

Accessing your user preferences from an internet browser

Your U of R voicemail preferences can be accessed online.

On-Campus Access	Off-Campus Access
<ol style="list-style-type: none">4. Visit: https://voicemail.uregina.ca/user/5. Fill in "Mailbox number" with the last four digits of your phone number6. Fill in "Messaging password" with your voicemail box password.	<ol style="list-style-type: none">5. Login to UofR SSL VPN at: https://vpn.uregina.ca/remote/login<ul style="list-style-type: none">○ <i>For instructions on how to install and setup UofR VPN please see:</i> https://www.uregina.ca/is/staff/technotes/569.html6. Visit: https://voicemail.uregina.ca/user/7. Fill in "Mailbox number" with the last four digits of your phone number8. Fill in "Messaging password" with your voicemail box password.

General – You can define what happens when a user presses 0 during your voicemail greeting. If you select “personal attendant/assistant”, the caller will be transferred to any 4 digit extension you enter. As well in the General section, you may enter a mobile phone number under “Mobile Phone or Pager” to be used by other features detailed in this section.

Notify Me – You can set your voicemail to send you a text message if you have defined a mobile phone number in the general section. Also, you may choose to have an email notification sent to any email address when a voicemail is received.

My phone – You can change the order in which messages are played back to you for unread, read and saved messages. The order does not have to be the same for each message type. You may also adjust playback speed of messages and the announcement of date and time prior to each message.

Password – You may change your password.

Advanced – You can reset your voicemail indicator light on your phone if it is on when there are no voicemails, or off when there are voicemails.

To have voicemail sent to email as a sound file

In Groupwise, highlight the area you would like your voicemail to fall under then go to File > New > Folder. Select IMAP folder and then make the account name whatever you would like. Incoming mail server is voicemail.uregina.ca. Login name is the extension number. Outgoing mail server and email address is irrelevant as it will not be used. Hit next all the way through and then finish.

When you click on your new folder you will be prompted to log in with your voicemail credentials (user name is your extension number and password is the voicemail password). Right click on your new voicemail master folder and select the advanced tab, then use SSL on incoming mail.