



VOICE MAIL INSTRUCTIONS

PREPARATION FOR FIRST TIME USE:

1. There is a step-by-step tutorial on the Voice Mail system to set up your voice mailbox.
 - Select a 6-digit passcode that is relatively simple to remember.
 - Do not start it with a “0” (zero).
2. Prepare a greeting for your callers:
 - We suggest the following general statement: “This is (name) at local xxxx. I am currently not available to answer your call. Please leave a detailed message and I will call back when I return. Thank you.”
 - We recommend that the greeting be as informative as possible. For instance, it would be helpful to tell your caller “out for the morning” or “in a 2 hour meeting” or “I will not be available until March 23rd”. This means changing your greeting from time to time.
3. Select a quiet time to record your greeting.
 - The system is very sensitive and will pick up all the background noise. Press 7 to end the recording and review your greeting. The additional prompts will activate immediately after.

SETTING UP YOUR VOICEMAIL (FIRST TIME TUTORIAL):

The tutorial will instruct you on setting up your passcode, recording your greeting and establishing a name for your mailbox.

Once you have completed the tutorial, your mailbox is activated, and messages can then be left in your mailbox.

ONE-TIME USE PASSCODE

- The passcode is usually included in the email of newly setup accounts from the Telbook Update Requests submitted by your divisional ones or manager.
- One may request a one-time use passcode by calling the IT Service Desk at 6800 or by emailing them at: ITServiceDesk@tru.ca
 - Provided the name of the requestor matches the name associated with the local published on the Telbook—use the “find a person” in Telbook to confirm.

TO ACCESS THE TUTORIAL FROM YOUR TELEPHONE:

- Dial 7*
- Wait for greeting.
- Enter the one-time use passcode.

This passcode will not be used again once you have recorded the greeting and completed the tutorial.

TO ACCESS THE TUTORIAL FROM ANOTHER TELEPHONE:

- Dial 7* wait for answer from the system
- Dial ** and then
- Dial xxxx (where xxxx is your local number)
- Wait for Greeting
- Enter the one-time use pass code.

This passcode will not be used again once you have recorded the greeting and completed the tutorial.

TO CHANGE USER OPTIONS:

You can change your greeting, name, or passcode after setting up your mailbox.

- Dial 7*
- Enter your Pass code 6 to 10 digits

Press the letter **U** (the number 8 key) for user options.

- Then press the appropriate button to do your updates:
 - **G**reeting (the 4 key)
 - **N**ame (the 6 key)
 - **P**asscode (the 7 key).

TO RETRIEVE YOUR MESSAGES:

Log into your mailbox.

- Dial 7*
- Enter your passcode 6 to 10 digits

The voicemail will automatically play your first new message that has not been played.

Once you have played the message, you have a choice of options.

- You can press:
 - **P**, the 7 key, to play the current message again
 - **A**, the 2 key, to answer it
 - **G**, the 4 key, to give it to another user
 - **K**, the 5 key, to keep the current message.
 - **D**, the 3 key, to discard it
 - **M**, the 6 key, to make a new message
 - **T**, the 8 key, to skip to the top of the next message
 - **TI**, the 8 and 4 keys, to hear the timestamp.

Messages that have not been played will be saved for 4 weeks. A max of 20 messages can be kept at any one time. Additional space can be added upon email request to the IT Service Desk (itservicedesk@tru.ca).

Press **X** (the 9 key) to eXit the system.

TO ACCESS YOUR VOICE MAILBOX FROM OUTSIDE THE OFFICE:

If you want to retrieve messages from outside the office, you **MUST** have a touch tone telephone.

- Dial xxx-xxx-xxxx your own office number (e.g.,250-828-5000)
- Wait for voice mail greeting
- During the greeting dial *
- When prompted enter your voice mail passcode

MAKING MESSAGES:

Voice mail allows you to make a message and send it to another voice mail user. In addition, you can send it with special delivery options.

TO RECORD A MESSAGE FOR ANOTHER VOICEMAIL USER:

- Dial 7*
- Enter Passcode XXXXXX
 - Press **M**, the 6 key, to make a message for another user.
- The system will ask you to enter the number of the mailbox you wish to make the message
- Dial XXXX (local number)
- The system will advise you of the name of the mailbox user that you entered.
- You can press * to delete the mailbox number or # to record.
- The system will advise you “your recording is complete” and present you with a menu options:
 - Press **R**, the 7 key, to review,
 - Press **D**, the 3 key, discard & rerecord
 - Press **A**, the 2 key, append,
 - Press **M**, the 6 key, message addressing options.
- These message addressing options include:
 - Press **C**, the 2 key, confidential
 - Press **F**, the 3 key, future delivery,
 - Press **R**, the 7 key, request receipt
 - Press **U**, the 8 key, mark urgent.
 - Press **X**, the 9 key, to exit message addressing options
- You can activate each option, or all options and the system will confirm activation.
- Press **X** to eXit the system and send your message.