

# TRIUMF Telephone System

## SETTING UP and USING VOICE MAIL

The following instructions give you enough information to set up your greetings and retrieve your voice messages. If you would like a more comprehensive overview of all the voice mail features log on to <http://admin.triumf.ca/docs/phones/#USAGE>. Please read this handout completely to find out about setting up your voicemail entirely.

### 1) Logging in to your voice mail

- \* dial **7300** (within TRIUMF) or 604-222-7300 from outside TRIUMF
- \* when prompted, enter your mailbox number, \_\_\_\_\_ followed by # sign:
  - if you're at your own phone, you can enter only the # sign
- \* when prompted, enter your password, followed by the # sign
  - change your temporary password ( \_\_\_\_\_ ) as soon as possible
  - your new password must be at least **6 digits**

### 2) Retrieving your messages

- \* If you have a Message Waiting Light on your phone, it will turn on when you have a message. If you don't have a light log on to <https://helpdesk.triumf.ca/> and request a phone with a Message Waiting Light.
- \* After logging on, an announcement will tell you how many new messages you have, if any. You can listen to the 'envelope' describing the message, or press '2' to listen to the message.

The following keys are commonly used:

- 2 - listen to a message
- 76 - delete a message
- 6 - advance to the next message (immediately)
  - \* you'll advance automatically if you delete a message
- 83 - log off (not necessary)

### 3) **There are 3 other things you should do when setting up your voice mail for the first time: Change you password, record your messages, and record your personal verification.**

After logging into your voice mailbox you will need to change the temporary password. To do this follow the prompts. You will need to press 84 and then enter the temporary password and then enter a new password twice. After you enter your password you need to press the # sign.

## Recording Your Personal Verification

Your personal verification records your name and local, and is used in your greetings, outgoing messages and remote notification announcements.

1. While logged in to Voice Mail, press 82 and then 9
2. Press 5 to start recording.  
When you hear the tone, record your name and local (eg. "Joe Bloggs, local 7654")
3. Press # sign to end recording.
4. If you are unsatisfied with the records press 76 to delete and then go back to step 2.

## Recording Your Greetings

There are 3 possible greetings: External – for callers; Internal – for callers on site; and Temporary – which can be used for when you are on vacation or sick, for example.

While logged in to Voice Mail, press 82 to get to the greetings commands, then for:

External Greeting	Press 1	
or Internal Greeting	Press 2	
or Temp. Greeting	Press 3	then:

1. Press 5 to start recording when you hear the tone
2. Press # sign to end the recording
3. Press 2 to listen to the greeting
4. Press 76 to delete and then 5 to re-record

Examples of Greeting:

External: Hello, you've reached [**your name**] at TRIUMF. I'm unable to answer your call at the moment but if you leave a detailed message and phone number after the tone, I'll call you back as soon as possible. If you would like to speak to the switchboard operator, please press zero now.

Internal: Hello, you've reached [**your name**] at local [**your local**]. I'm unable to answer your call at the moment, but please leave a message after the tone and I'll call you back as soon as possible.

Temporary: Hello, you've reached [**your name**] at TRIUMF. I'm away from the office and will return on [**date**]. If you would like to leave a message, please do so after the tone, or press zero to get assistance from the switchboard operator.

**Log onto the TRIUMF Home Page: <http://admin.triumf.ca/docs/phones/> to find out more about features of the telephone system and voice mail log on to <https://helpdesk.triumf.ca/> for requests or call Niki Martin at local 7475 for help**

**Following are a few of the more useful things to know about the TRIUMF phone system:**

- 1) **Leave a message directly**, without ringing the person's phone: [EXPRESS MESSAGING]
  - \* dial 7347 (or 604-222-7347 from outside TRIUMF) and follow the prompts
- 2) **Have Voice Mail call your pager** when you get a message [REMOTE NOTIFICATION]
  - \* requests can be emailed to [rt-tel@helpdesk.triumf.ca](mailto:rt-tel@helpdesk.triumf.ca) to set this up, and a handout will be given to you so that you can update it yourself via your phone
- 3) **Transfer a caller to someone else's voice mail:**
  - \* press the switchhook (or LINK key, if you have one)
  - \* dial Express Messaging: **7347**
  - \* at the start of the system greeting:
    - dial the person's mailbox number, followed by # sign
    - hang up

**Some other useful things to know about the TRIUMF phone system:**

- \* Outside callers can dial direct to locals starting with **7** or **3**
  - Dial 604-**222-7xxx** Or 604-**221-3xxx**
- \* For locals starting with **6**, outside callers can dial the main TRIUMF number, 604-**222-1047**, and dial the local when prompted