ShoreTel Voice Mail Quick Reference

VOICE MAIL OPERATIONS

(Instructions for Voice Mail owners)

New Voice Mail Indicators

Your voice mailbox contains unplayed messages if:

- You hear a stutter tone on the handset.

  OR

- The phone's message waiting light flashes.

Checking Voice Mail

To check voice mail from your extension

1 Press Voice Mail or lift the handset and press **#**.
2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, **1234**.)
3 Press **#**.

NOTE If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.

To check voice mail from another extension

1 Press **#** twice.
2 Enter your extension.
3 Enter your password.
4 Press **#**.

To check voice mail from an external phone

1 Dial your voice mail access number.
2 Press **#**.
3 Enter your extension.
4 Enter your password.
5 Press **#**.

Listening To Messages

At the Main Menu prompt, press **1**. The voice mail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time for each message. (You can disable this feature from the Mailbox Options Menu.)

Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

To replay all of your saved messages

- Press **3** at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

To listen to your deleted messages

1 Press **7** at the Main Menu prompt.
2 Press **7**.

Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

To restore a deleted message

- Press **2**.

To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

1 Address the message to individual recipients by entering their extension numbers.
2 Specify groups of recipients by entering a distribution list number.

To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press **0** and follow the prompts.

To mark a message as urgent

- After addressing the message and confirming the addressee(s), press 1.

To forward the message you're reviewing

1 Press **4** and follow the recorded prompts.

To reply to the message you're reviewing

1 Press **5** and follow the recorded prompts.
2 Press **1** to reply with a voice mail, press **2** to reply with a call back, or press **3** to reply to all with a voice message.

Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press **7** and follow the recorded prompts.

Changing Extension Assignment

If you have the proper permission, you can assign your extension to any phone on the system.

1 Log in to voice mail from the target phone– an extension other than your own.
2 At the Main Menu prompt, press **7**.
3 Press **3** to re-assign the extension.
4 Press **1** to assign the extension.
5 Press **2** to un-assign the extension. (The phone reverts to its original extension.)

Setting Call Handling And Forwarding

NOTE Use ShoreWare Call Manager to configure the modes with different call forwarding destinations and personal greetings.

You can set one of five distinct call handling modes for your extension. When you record a personal greeting, it is linked to the active call handling mode.

To enable one of the five distinct call handling modes:

- Press **7** at the Main Menu prompt.
- Press **2**, then follow the prompts.

Enabling FindMe

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **5**, then follow the prompts.

NOTE You must have permission to use FindMe Forwarding.

Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, first purge any backlog of deleted messages.

To purge deleted messages

1 At the Main Menu prompt, press **7**.
2 Press **8** to remove deleted messages.
3 Press **1** to confirm deletion or * to cancel.

Leave Message

When dialing into a ShoreTel system, if the person you are trying to reach does not answer, your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

LEAVING A MESSAGE

(Voice mail options when in mailbox)

Bypass greeting
0 Transfer to assistant
1 Forward to recipient's FindMe destination
9 Transfer to Auto-Attendant

Message Recording

If you choose to leave a recorded message, the following options are available after recording your message:

Message options
***** Re-record
0 Send message, transfer to assistant
1 Send message, forward to recipient's FindMe destination
9 Send message, transfer to Auto-Attendant

NOTE Hanging up sends the message.

Message Options

When leaving a message, select from the following options:

Send message
***** Cancel
1 Review
2 Re-record
3 Mark/unmark urgent
0 Send message, transfer to assistant
9 Send message, transfer to Auto-Attendant

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PRESS

Main Menu for Voice Mail Operations

1

Listen to Messages

Select one of the following options during or at the end of a message:

- **0** Additional options
- **1** Replay
- **2** Save
- **3** Delete
- **4** Forward
- **5** Reply
- **6** Play envelope
- **7** Move backward
- **8** Pause
- **9** Move forward
- **#** Skip
- ***** Cancel

5 Reply

Select one of the following :

- **1** Reply with a voice mail
- **2** Reply with a call back
- **3** Reply to all with a voice message

Log In: Internal

a) From your own extension, lift the headset, press #, enter password, and press #
b) From another extension, press # twice, enter extension, enter password, and press #

Log In: External

Call your voice mail access number, enter extension, enter password, and press #

2

Send a Message

Record your message at the tone. When finished, press **#** and select from the following options:

- **#** Accept
- **1** Review
- **2** Re-record
- ***** Cancel

Accept

Enter the extension or the system distribution list to receive the message:

- **#** Conclude addressing
- **0** Additional addressing options
- ***** Cancel last address
- ****** Cancel

Conclude Addressing

- **#** Send
- **1** Mark/unmark urgent
- **2** Mark/unmark for return receipt
- **3** Enter additional addresses
- ***** Cancel

0 Addressing Options

- **1** Address by name
- **2** Address by personal distribution list
- **3** Broadcast

1 Address by Name

Spell the name of the person, last name first.
Press 7 for Q and 9 for Z. * Cancel

Note: System returns to Addressing after name is entered.

2 Address by Personal Distribution List

Enter the two-digit personal distribution list number.
* Cancel

3

Listen to Saved Messages

Refer to "Listen to Messages" for message options while listening to saved messages.

7

Change Mailbox Options

- **1** Record greeting
- **2** Set call handling mode
- **3** Re-assign extension
- **4** Set password
- **5** Enable/disable envelope information
- **6** Record name
- **7** Listen to deleted messages
- **8** Remove deleted messages
- **9** Additional options
- ***** Cancel

1 Record Greeting

Record your greeting for the currently active mode at the tone. When finished, press # and select from the following options:

- **#** Accept
- **1** Review
- **2** Re-record
- **3** Delete
- ***** Cancel

2 Set Call Handling Mode

- **1** Standard
- **2** In a meeting
- **3** Out of office
- **4** Extended absence
- **5** Custom
- **6** No change
- ***** Cancel

3 Re-assign Extension

Press either **1** to Assign, or **2** to Un-assign.

4 Set Password

Enter password twice in response to the prompts.

***** Cancel

5 Enable Envelope Info

Press either **1** to enable, or **2** to disable

6 Record Name

Record your name at the tone. When finished, press # and select from the following options:

- **#** Accept
- **1** Review
- **2** Re-record
- **3** Delete
- ***** Cancel

8 Remove Deleted Messages

1 Confirm ***** Cancel

9 Additional Options

- **1** Enable or disable Outlook automated call handling
- **2** Change email delivery options
- **3** Change Agent state
- **5** Change Find Me Forwarding state
- ***** Cancel

2 Email Delivery Options

- **1** Disable email delivery
- **2** Enable email delivery
- **3** Enable email delivery with voice mail attached
- **8** Mark voice mail heard after email delivery

3 Agent State

- **1** Log in and assign extension
- **2** Log out
- **3** Log in without assigning extension

8 Log Off

9 Return to Auto-Attendant

0 Transfer to Assistant

Hear Mailbox Status

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