Main Menu for Voice Mail Operations

1 Press

Listen to Messages
- Select one of the following options during or at the end of a message:
  - 0 Additional options
  - 1 Forward
  - 2 Reply
  - 3 Save
  - 4 Delete
  - 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

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:
  - # Accept
  - 1 Additional addressing
  - 2 Cancel last address

Conclude Addressing
- # Conclude addressing
  - 1 Send
  - 2 Mark/unmark urgent
  - 3 Mark/unmark for return receipt
  - 4 Enter additional numbers
  - 5 Cancel

0 Addressing Options
- 1 Address by name
- 2 Address by personal distribution list
- 3 Broadcast

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

3 Re-assign Extension
- 1 Assign to this telephone
- 2 Un-assign
- 3 Assign ext. to last external number
  - * Cancel

4 Set Password
- Enter your password twice in response to the prompts.
  - * Cancel

5 Enable Envelope Info
- Press either 1 to enable, or 2 to disable

8 Remove Deleted Messages
- 1 Confirm
  - * Cancel

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

9 Additional Options
- 1 Enable or disable Outlook automated call handling
- 2 Change notification options
- 3 Change agent state
- 4 Change Find Me Forwarding state
  - * Cancel

2 Notification Options
- 1-9 Enter the number associated with a Notification Profile
- 0 Disable Notification
  - # No change

5 Find Me Forwarding
- 1 Enable Find Me Forwarding
- 2 Disable Find Me Forwarding

Log In: Internal
- a) From your own extension, lift the handset, 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 #

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
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.
- The phone's message waiting light flashes.

Checking Voice Mail
To check Voice mail from your extension
1. Press [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 mailbox displays a list of messages, from most recent to least recent. (You can disable this feature from the Mailbox Options Menu.)

Managing Messages
After listening to a message, you can repeat it. To replay a message, press 2. To forward or reply to a message, press 3. To change personal settings from the Main Menu, press 7 and follow the recorded prompts.

Enabling Office Anywhere (On-Net)
If you have the proper permission, you can assign your extension to any phone on the system.
1. Log in to your voice mail from the target phone.
2. At the Main Menu prompt, press 7.
3. Press 3 to re-assign the extension.
   - Press 1 to assign the extension.
   - Press 2 to un-assign the extension.
   (The phone reverts to its original extension.)
(Off-Net Extension Re-assignment cannot be configured through the voicemail system and must be configured through the PCM. Refer to the Administration Guide for details.)

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.

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

To enable one of the five distinct call handling modes for your extension:
1. Press 7 at the Main Menu prompt.
2. Press 2, then follow the prompts.

Changing Notification Options
To select a notification profile for the Escalation Notification feature:
- Press 9 at the Main Menu prompt.
- Press 9 for additional mailbox options.
- Press 2, then follow the prompts.

NOTE: You must have notification profiles previously configured before a notification profile can be activated.

Enabling FindMe
To enable or disable FindMe Forwarding so that callers can forward their calls to your extension:
- Press 7 at the Main Menu prompt.
- Press 9 for additional mailbox options.
- Press 2, 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.)

LEAVING A MESSAGE
(Voice mail options when in mailbox)

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:
- # 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
- 0 Re-record
- 1 Send message, transfer to assistant
- 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