

Voice Mail for Your New Phone

There are two ways to access your voicemail:

1. **Audio Voicemail** – To be guided through your voicemail system by voice, press *the Voicemail button* ((right side of phone under the round directional button), *then press the Call VM button* (bottom left button under the display screen), *enter your password when prompted followed by a #.*
2. **Visual Voicemail** – Press the **Voicemail** button on the phone, (right side of phone under the round directional button). Enter your password (default 1234# or 16710#). Press OK. You will now be in the visual mode. You will be prompted for a response by screen prompts only. Visual voicemail is for playing and deleting voicemail only. You cannot use system prompts.

To set up your voicemail on your new phone:

1. Press the **Voicemail** button on the phone (right side of phone under the round directional button).
2. Press the **Call VM** button on the bottom left of the readout screen. (this option is only shown when you are in the voicemail system).
3. **Enter your temporary voicemail password of 1234# .**
4. The first time you access your voicemail, the system will require you to record your name and will prompt you through recording your name.

To change your password

It is recommended to change your password from the initial 1234. To change your password:

1. Once you are logged into your voicemail, press 7 for **Change Mailbox Options**.
2. **Press 4 - Set password** option and follow the prompts.

To record a greeting

You need to log into the Audio Voicemail by pressing the Voicemail button, then the Call VM button as described above to be able to use the voicemail prompts.

1. Once you are logged into your voicemail box **press 7 for Change Mailbox Options**. (see chart)
2. **Press 1 to Record a Greeting**. When you are finished with your greeting, press # to accept the greeting, 1 to review the greeting, 2 to re-record the greeting, 3 to delete the greeting, or * to cancel. (See the attached chart)

Accessing Voicemail from outside of the college

1. Dial 419-755-5699 to access voicemail off campus. When you get the main auto attendant recording, press # to go to the voicemail system and follow the prompts.

Access voicemail from email

1. You can now listen to your voicemail from your email. When someone leaves a voicemail, a copy of the recorded message will appear in your NC State email account. To ensure that the voicemails do not go to your junk mail, from your **desktop email**, click on the down arrow next to **Junk** and choose **Junk Email Options**. Click on the **Safe Senders** tab, click on **Add** then type in the add box: **shoretelsky.com**. Click **OK**. **REMEMBER YOU WILL STILL NEED TO LOG INTO YOUR VOICEMAIL BOX TO DELETE VOICEMAILS. DELETING VOICE MESSAGES FROM YOUR EMAIL ACCOUNT DOES NOT DELETE THE VOICEMAIL FROM YOUR VOICEMAIL BOX.**

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  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 419-755-5699.
- 2 At the auto attendant recording, 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.

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 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.
 - 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 PCM. Refer to the *Administration Guide* for details.)

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.

Changing Notification Options

To select a notification profile for the Escalation Notification feature:

- Press **7** 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 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.

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
- * 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

ShoreTel Voice Mail Quick Reference

EXTERNAL LOGIN: DIAL 419-755-5699, HIT #, FOLLOW PROMPTS

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	4 Forward	8 Pause
1 Replay	5 Reply	9 Move forward
2 Save	6 Play envelope	# Skip
3 Delete	7 Move backward	* 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	Log In: External
a) From your own extension, lift the handset, press #, enter password, and press #	Call your voice mail access number, enter extension, enter password, and press #
b) From another extension, press # twice, 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

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.

0 Addressing Options

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

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	3 Delete
1 Review	* Cancel
2 Re-record	

3 Re-assign Extension

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

6 Record Name

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

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

9 Additional Options

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

4 Set Password

Enter password twice in response to the prompts.

* Cancel

8 Remove Deleted Messages

- 1 Confirm
- * Cancel

2 Notification Options

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

2 Set Call Handling Mode

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

5 Enable Envelope Info

Press either 1 to enable, or 2 to disable

8

Log Off

9

Return to Auto-Attendant

0

Transfer to Assistant

#

Hear Mailbox Status