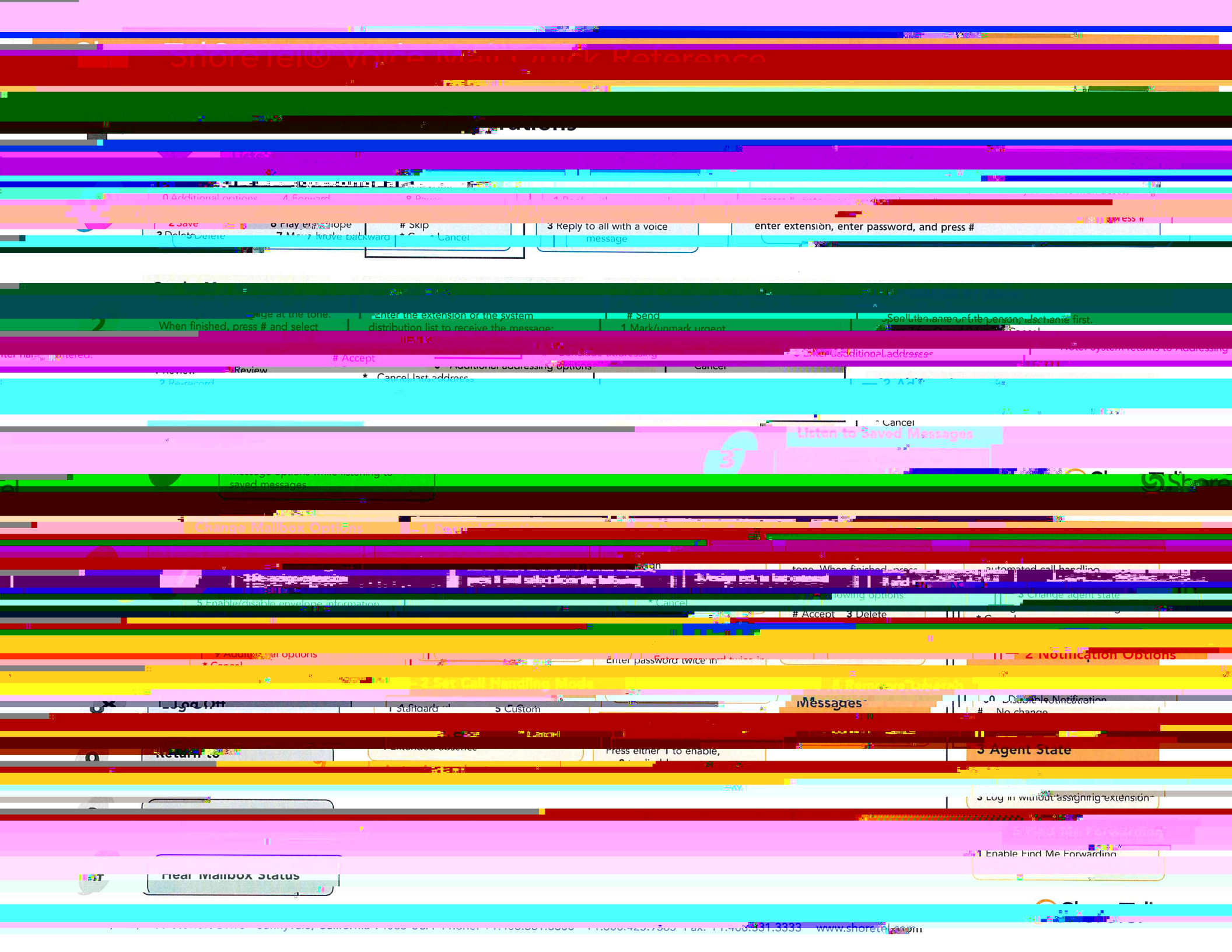

ShoreTel® Voice Mail Quick Reference

Operations

0 Additional options	4 Forward	8 Pause	1 Back with	press # enter
2 Save	6 Play envelope	# Skip	3 Reply to all with a voice message	enter extension, enter password, and press #
3 Delete	7 Move backward	* Cancel		

2

...age at the tone. When finished, press # and select	Enter the extension or the system distribution list to receive the message:	# Send 1 Mark/unmark urgent	Spell the name of the person, last name first.
...nter name entered.	# Accept	Conclude addressing	Enter additional addresses
1 Review	Review	0 Additional addressing options	Cancel
2 Re-record	* Cancel last address		

Cancel

Listen to Saved Messages

3

Message options while listening to saved messages.

4

		...ion	tone. When finished, press	automated call handling
			...owing options:	3 Change agent state
5 Enable/disable envelope information		* Cancel	# Accept 3 Delete	
9 Additional options		Enter password twice in		2 Notification Options
* Cancel				

6

		2 Set Call Handling Mode	8 Remove Updates	
Log Off	1 Standard	5 Custom	Messages	0 Disable Notification
				# No change
8 Return to	1 Extended absence	Press either 1 to enable,		3 Agent State
				3 Log in without assigning extension
				5 Find Me Forwarding
				1 Enable Find Me Forwarding
Hear Mailbox Status				

...331.3333 www.shoretel.com

ShoreTel Voice Mail Quick Reference

VOICE MAIL OPERATIONS

[illegible] ...ved messages

[illegible]

OR

- The phone's message waiting light flashes.

Checking Voice Mail

[illegible] ...mail from your extension

[illegible]

NOTE If you are logging in for the first time, the [illegible]

To check voice mail from another extension

1 [illegible]

2 Press #.

3 Enter your extension.

4 Enter your password.

5 Press #.

Listening To Messages

At the Main Menu prompt, press 1. The voice [illegible] newly arrived messages.

[illegible]

Managing Messages

[illegible] to a message, you can replay it, [illegible] the person who left the message [illegible] ...e it.

To replay all of your saved messages

[illegible] ...deleted messages for a few hours

[illegible] voice mail plays all the [illegible] ...messages as if they were newly [illegible]

To restore a deleted message

- Press 8.

[illegible]

After recording a message, voice mail asks you to [illegible]

[illegible] ...name, specify a personal distribution list, or broadcast to all extensions [illegible]

[illegible]

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 [illegible] ...from the Main Menu, [illegible]

[illegible]

1 Log in [illegible] ...mail from the target phone—an extension other than your own.

2 At the Main Menu prompt, press 7.

[illegible]

- Press 1 to assign the extension.
- Press 2 to un-assign the extension.

[illegible] must be configured through [illegible]. Refer to the *Administration Guide* for details.)

Setting Call Handling and Forwarding

NOTE [illegible] ...modes with different call forwarding destina- [illegible] ...back, you can [illegible] ...us 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 8 [illegible]

Changing Notification Options

[illegible] ...ofile for the Escalation [illegible] ...Main Menu prompt.

- Press 8 for additional mailbox options.

NOTE [illegible] ...ured before a notification profile can be activated.

Checking FindMe

[illegible]

- Press 7 at the Main Menu prompt.
- Press 7 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 [illegible] messages. (Prompts [illegible] included in the total count.)

[illegible]

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

[illegible]

Leave Message

[illegible] ...person [illegible] ...our call will be sent to a mailbox and you will [illegible] ...the following options:

Bypass greeting

[illegible]

9 Transfer to Auto-Attendant

Message Recording

[illegible] ...choose to leave a recorded message, the [illegible]

Message options

[illegible] ...essage, forward to recipient's FindMe destination.

[illegible]

Message Options

When leaving a message, select from the following options:

Send message
* Cancel

[illegible]

2 Re-record

3 Mark/unmark urgent

0 Send message [illegible] ...er to assistant

[illegible] ...send message, transfer to Auto-Attendant

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