



Voice Mail Messages Option 1

Telephone

From your own office phone, pick-up and dial # password #, then press 1 to listen

From another phone on campus, pick-up and dial ##, enter your extension, and your password followed by #, then press 1 to listen

From home, dial **678-915-6445**, and follow the prompts to enter your extension and password, then press 1 to listen

Follow prompts to send, forward, listen to saved messages

Call Forwarding

Call Forwarding must be done from Software - set-up call handling mode to forward to desired extension (in software), then you can toggle call handling mode from phone if desired. **Alternative: Re-assign Extension** (go to phone where you will be sitting, press ##, enter your own extension and password, choose 7, then 3, choose "Assign" - this allows your extension to ring to the phone where you are sitting while that person's calls all go to voice mail). Repeat when you are through at that person's desk, and choose "un-assign."

Main Menu Option 7

1 Record Greeting

2 Set Call Handling Mode (configure call handling modes in software first)

3 Re-assign Extension (go to phone where you will be sitting, press ##, enter extension and password, choose 7, then 3 - this allows your extension to ring to the phone where you are sitting while that person's calls all go to voice mail)

4 Set Password

5 Envelope information (date and time of call)

6 Record Name

7 Listen to Deleted Messages

8 Remove Deleted Messages

9 Additional Items (configure to work w/ Outlook)



Voice Mail Messages

Software (ShoreTel Call Manager)

Select File, Voice Mail, double click message, press Play, choose other options as desired.

Call Forwarding

Must be done in software. Go to Options, Configure Call Handling, choose call handling mode tab, Call forwarding Destination box, Edit Destination

Record Greeting

Go to Options, Configure Call Handling, choose Standard or other Tab, then Review/Record Greeting

Set Call Handling Mode

See Call Handling Icon on lower right side of Call Manager window - click to change. OR, go to Options, Call Handling Mode (configure call handling modes in software first), select mode

Re-assign Extension

Re-assign must be done from telephone handset. **Alternative: Call Forwarding** - In software, go to Options, Configure Call Handling, choose call handling mode tab, Call forwarding Destination box, Edit Destination, undo when you are finished.

Set Password

Options, Configure ShoreTel System, Login/Passwords Tab, Change Voice Mail Password

Envelope Information

Options, Configure ShoreTel System, Voice Mail Tab, Voice Mail Settings box

Record Name

Options, Configure ShoreTel System, Voice Mail Tab, Recorded Name box

Listen to Deleted Messages

File, Voice Mail, open Deleted folder, select message

Remove Deleted Messages

File, Empty Deleted Messages Folder

Additional Items

Options, Configure ShoreTel System, Outlook Tab, follow instructions for each box as desired.

Configure Call Handling

Options, **Configure Call Handling**, Tab of choice, go to each box:

Call Forward Condition: Choose Always, When No Answer or Busy, or Never

Call Forward Destination: Choose ext. 1101 Voice Mail or other extension

Greeting: Review / Record

Personal Assistant: "0" forwarded to _____ the extension of your choice. DON'T FORGET to add this to your greeting: For example, my greeting says "If you need immediate assistance, please dial "0" to be connected to..."

Notification: allows you to configure email notification of messages

Find Me: Allows you to enter up to two numbers (i.e. home and cell) for your phone to forward to when you are not at your desk.