

ShoreTel Voice Mail Telephone User Interface

PRESS Main Menu

1

Listen to Messages

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

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

5 Reply

Select one of the following :

- 1 Reply with a voice mail
- 2 Reply with a call back

Log In: Internal	Log In: External
a) From your own extension, lift the headset, 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
* 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.

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	2 Un-assign
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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 email delivery options
3 Change Agent state
5 Change Find Me Forwarding state
* Cancel

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

2 Set Call Handling Mode

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

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

8 Remove Deleted Messages

1 Confirm	* Cancel
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2 Email Delivery Options

1 Disable email delivery
2 Enable email delivery
3 Enable email delivery with voice message attached
8 Mark voice messages heard after email delivery

8

Log Off

9

Return to Auto-Attendant

#

Hear Mailbox Status

Leave Message Mailbox Greeting

During mailbox greeting, select from the following options:

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

Message Recording

After message recording, select from the following options:

Message options
* Re-record
0 Send message, transfer to assistant
1 Send message, forward to recipient's Find Me 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

