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	How to Set Up Your Voicemail

Remember to dial "9" for an outside line.

1. **You must change your password the first time you log in. Your password must be 5 digits.**

2. **You must record your name announcement in order to be in the ShoreTel Directory.**

The presence of a voicemail message is indicated by an illuminated message waiting light on your telephone.

Setting up New Password
Press the Voicemail Button on your ShoreTel phone set.
Press Call VM
You will hear an audio prompt asking you to enter your password followed by the # key.

Your initial password is **12345**.

- You must change your password the first time you log on. Your new password must be a minimum of five (**5**) digits.
- Enter your new password followed by #.
- Enter your new password again, followed by #.
- Note: If you have forgotten your password, please submit a trouble ticket in Eduphoria to reset it to the default.
- Note: You can press the * key to skip listening to your voicemail system summary and messages.
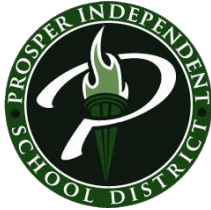
How to Set Up Your Voicemail

Voice Mail Main Menu:

Press 1 to Listen to messages
Press 2 to Send a message
Press 3 to Listen to saved messages
Press 7 to Change mailbox options
Press 8 to Log off
Press 9 to Return to Auto Attendant (your campus Auto Attendant)
Press 0 to Transfer to assistance (your building receptionist)
Press # to Listen to mailbox statistics

PRESS 7 Options:

Press 1 to Record your personal greeting
Press 2 to Change your Call Handling Mode
Press 3 to Reassign your phone (feature not enabled in system)
Press 4 to Change your password
Press 5 to Enable Envelope info (time and date messages were left)
Press 6 to Record your name announcement
        (**Name Announcement allows the user's name to appear in the directory**)
Press 7 to Listen to deleted messages
Press 8 to Remove all deleted messages
Press 9 for Additional options
Press * to Cancel current operation

PRESS 9 Options:

Press 1 to Disable Outlook Automated Call Handling
Press 2 to Change notification options
Press 3 to Return to previous menu

Listen to Messages
Login to voicemail.
Voicemail attendant notifies you of the count of unheard, heard and/or saved messages.
From the main menu, **press 1** to listen to messages.
For the date and time, **press 6** after listening to the message, if necessary.

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Send a Message
Login to voicemail.
From the main menu, **press 2** to send a message.
Record your message at the tone.
When finished, **press #** and select from the following options:
- To **accept**, press #.
- To **review**, press 1.
- To **re-record**, press 2.
- To **cancel**, press *.

Enter the 5-digit extension to receive your message.

- **Repeat** this for as many recipients as you need.
- To **conclude message addressing**, press #.
- To **send message**, press #.
- To **cancel recording**, press *.

Logout of Voicemail

Hang up or press 8 (followed by 1 to confirm) from the main menu.
Manage Voicemail Messages
After listening to a message, select one of the following options at the end of the message:

- To **replay**, press 1.
- To **save**, press 2.
- To **delete**, press 3.
- To **forward**, press 4.
- To **reply**, press 5.
- To **play envelope**, press 6.
- To **move backward**, press 7.
- To **pause**, press 8.
- To **move forward**, press 9.
- To **skip**, press #.
- To **cancel**, press *.
- To **play previous message**, press **.

Change Mailbox Options

Your mailbox can be personalized by recording a greeting, changing your call handling mode, setting your password, enabling date and time of message (envelope information), or recording your name. From the main menu, **Press 7** for **Mailbox Options** and follow the prompts. For example:

- Press 1 to record a greeting.
- Press 2 to change your call handling mode.
- Press 4 to set your password.
- Press 5 to enable envelope information.
- Press 6 to record your name.

Record a Personal Greeting

To record a personal greeting for the active call handling mode:

Login to voice mail.
From the menu, **press 7 for Mailbox options**.
Press 1 to record a personal greeting.
Record your greeting at the tone. When finished, **press #** and select from the following options:

- To **accept** greeting, press #.
- To **review** greeting, press 1.
- To **re-record** greeting, press 2.
- To **delete** greeting, press 3.
- To **cancel** greeting, press *.

Change Call Handling Mode

There are five different Call Handling Modes for your extension. **When you record a personal greeting, it is linked to the active Call Handling Mode**.

Use the Call Handling Mode feature to set temporary personal greetings for times you are out of the office, such as vacations and campus closings.

To enable a call handling mode:

Login to voice mail.
From the menu, **press 7 for Mailbox options.**
Press 2 to set call handling mode.

- For **Standard**, Press 1.
- For **In a Meeting**, Press 2.
- For **Out of Office**, Press 3.
- For **Extended Absence**, Press 4.
- For **Custom**, Press 5.
- For **No Change**, Press 6.
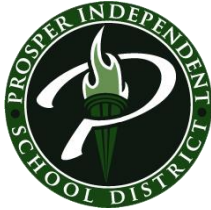- To **Cancel**, Press *.

Change Password

Login to voicemail.
From the menu, **press 7 for Mailbox options**.
Press 4 to set the password.
Enter password twice in response to the prompts.
Press * to cancel.

How to Set Up Your Voicemail

To Enable Envelope Information

The "Envelope" holds the date and time a message was left. The default is "disabled". Press 6 after listening to the message for the date and time.

To **enable envelope information** so that you hear the date and time before you hear the message:

Login to voicemail.
From the menu, **press 7 for Mailbox options**.
To enable/disable envelope information, **press 5**.

- To **enable**, press 1.
- To **disable**, press 2.

Record Your Name

To record your name: You must record your Name Announcement to be in the ShoreTel Directory.

Login to voice mail.
From the menu, **press 7 for Mailbox options**.
Press 6 to record your name at the tone.
When finished, **press #** and select from the following options:

- To **accept**, press #.
- To **review**, press 1.
- To **re-record**, press 2.
- To **delete**, press 3.
- To **cancel**, press *.

Notes:

All "heard" but "unsaved" messages will be removed from the system after 14 days.

Any "unheard" messages will remain in your mailbox. However, your mailbox will be unable to accept new messages if the message limit is exceeded. Please retrieve your messages as quickly as possible.

Deleted messages are retained for 7 days before being permanently deleted.

ShoreTel University: http://training.shoretel.com/communicator/

Desktop Communicator:
Download available on Application Catalog.
Detailed instruction located on: G:_District\Phones