ShoreTel Voice Mail Quick Reference

**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.
- The phone's message waiting light flashes.

**Managing Messages**
After listening to a message, you can replay it, 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 restore a deleted message**
Press 2.
- Press 5, then follow the prompts.

**To send a recorded message from voice mail**
After recording a message, voice mail asks you to supply an address.
- Address the message to individual recipients by entering their extension numbers.
- Specify groups of recipients by entering a distribution list number.

**To change personal settings from the Main Menu**
Press 3 and follow the recorded prompts.

**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 5, then follow the prompts.

**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 5, then follow the prompts.

**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 Place 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