



Voice Mail

How do we really feel about voice mail now that there is IM and Text...?

Great...voice mail. I wish people would just call me back.

This message is **SO** long. Should I really listen to it? They'll probably tell me the story again.

Wouldn't it be nice if they left their phone number? Should I wait for them to call me back? Or take the extra time to find their number?

Dilemmas of voice mail...



Note:

It is important to be in the Main Voice Mail System. If you are, the ShoreTel lady will ask for prompts.

The red blinking light at the top right hand corner of the phone indicates voice mail has been received. You will also see the icon at the upper right corner of the Display Area.

Log into Main Menu

To log in to the Main Voice Mail menu by pressing , the Call VM soft key. Enter your password.

Log in from Another Extension

To log in to the main voice mail menu from another extension, press the button, followed by , then your extension, followed by your password, and then .

Log in from an External Phone

To log in to the main voice mail menu from an external phone, dial the voice mail access number provided by your system administrator, press , then your extension, then your password followed by .

Voice Mail Operations

Listening to and Interacting with New Messages

From the Main Menu, you can listen to and replay new messages by pressing .

To interact with new messages, press one of the following:

- Replay the message
- Save the message
- Delete the message
- Forward the message

After recording the prefacing remark, press:

If correct

Review

Re-record

Cancel recording

After addressing the message, press to mark it urgent, or simply hang up to send the message.

Reply to the message

AURELIUS CONTACT METHODS:

Choose one of the following options:

- 1 Reply with a voice message
- 2 Reply with a call back
- # Return to the previous menu
- 6 Hear envelope information (time and date sent)
- 7 Move backward
While listening to a message, you may "rewind" to several seconds earlier in the message.
- 8 Pause
- 9 Move forward
While listening to a message, you may "fast forward" to several seconds later in the message.
- 0 Followed by 0 to Transfer to Assistant
While listening to a message, you may contact the assistant to inquire or share information about a voice mail.
- # Continue to next message
- * Cancel message review

2 Sending Messages from Voice Mail

From the Main Menu, you can send messages by pressing **2**. The following options are available while recording your message:

- * Cancel
- # Done recording
- 1 Review
- 2 Re-record

After you are satisfied with your recording, you will be prompted to enter the recipient's extension. At this time, you have the option to press:

- 0 Additional addressing options
 - 1 Look up recipient by name in a directory
 - 2 Specify a personal distribution list
 - 3 Broadcast to all extensions
 - * Cancel addressing options

After the message is addressed, if desired, you can press:

- 1 Mark / unmark urgent
- 2 Request return receipt

3 Listening to Saved Messages

From the Main Menu, you can listen to saved messages by pressing **3**.

To interact with saved messages, review "Listening to and Interacting with New Messages" on page 2. Note that option 2 will not work as this is already a saved message

Thank you for reading your ShoreTel Tip. Have a great week!