Voicemail Operations

New Voice Mail Indicators
Your voice mailbox contains unplayed messages if:
• You hear a stutter tone on the handset. OR
• The phone’s message waiting light flashes.

Checking Voice Mail
To check voice mail from your extension
1 Press #1. The voice mail system plays urgent messages first, then unplayed messages.
2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, 1234.)
3 Press #.
NOTE: If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.

To check voice mail from another extension
1 Press #1 twice.
2 Enter your extension.
3 Enter your password.
4 Press #.

To check voice mail from an external phone
1 Dial your voice mail access number.
2 Enter your extension.
3 Enter your password.
4 Press #.

Listening To Messages
At the Main Menu prompt, press 1. The voice mail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time for each message. (You can disable this feature from the Mailbox Options Menu.)

Managing Messages
After listening to a message, you can:
• Reply to a person who left the message.
• Forward it to someone else.
• Reply and follow the recorded prompts.
• Forward it to someone else.

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 listen to your deleted messages
1 Press 7 at the Main Menu prompt.
2 Press 7.
Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

To restore a deleted message
Press 2.

To send a recorded message from voice mail
After recording a message, voice mail asks you to supply an address.
1 Address the message to individual recipients by entering their extension numbers.
2 Specify groups of recipients by entering a distribution list number.
3 To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press 0 and follow the prompts.

To mark a message as urgent
• After addressing the message and confirming the addressee(s), press 1.

To forward the message you’re reviewing
1 Press 4 and follow the recorded prompts.
To reply to the message you’re reviewing
1 Press 5 and follow the recorded prompts.
2 Press 1 to reply with a voice mail, press 2 to reply with a call back, or press 3 to reply to all with a voice message.

Changing Mailbox Options
Personalize your voice mail by changing your name, password, or personal greeting.
To change personal settings from the Main Menu, press 7 and follow the recorded prompts.

Enabling Office Anywhere (On-Net)
If you have the proper permission, you can assign your extension to any phone on the system.
1 Log in to voice mail from the target phone—several menus may appear. Select an extension other than your own.
2 At the Main Menu prompt, press 7.
3 Press 3 to re-assign the extension.
• Press 1 to assign the extension.
• Press 2 to un-assign the extension.
(Phone reverts to its original extension.)
(Off-Net Extension Re-assignment cannot be configured through the voicemail system and must be configured through PCM. Refer to the Administration Guide for details.)

Setting Availability and Forwarding
NOTE: Use ShoreWare Call Manager to configure the states with different call forwarding destinations and personal greetings.
You can set one of the states for your extension. When you record a personal greeting, it is linked to the active Availability state.
To enable one of the distinct states:
• Press 7 at the Main Menu prompt.
• Press 2, then follow the prompts.

Changing Notification Options
To select a notification profile for the Escalation Notification feature:
• Press 7 at the Main Menu prompt.
• Press 9 for additional mailbox options.
• Press 2, then follow the prompts.
NOTE: You must have notification profiles previously configured before a notification profile can be activated.

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 9 for additional mailbox options.
• Press 5, then follow the prompts.
NOTE: You must have permission to use FindMe Forwarding.

Leaving a Message
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 Press 8 to remove deleted messages.
3 Press 1 to confirm deletion or 2 to cancel.

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
Main Menu for Voice Mail Operations

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

- 0 Additional options
- 1 Forward
- 2 Replay
- 3 Save
- 4 Move forward
- 5 Reply
- 6 Save
- 7 Move backward

5 Reply
Select one of the following:
- 1 Reply with a voice mail
- 2 Reply with a call back
- 3 Reply to all with a voice message
- 4 Forward
- 5 Reply
- 6 Play envelope
- 7 Move backward
- 8 Pause
- 9 Move forward
- * Skip
- # Cancel

Listen to Saved Messages
Refer to “Listen to Messages” for message options while listening to saved messages.

Send a Message
Record your message at the tone. When finished, press # and select from the following options:

- # Accept
- 1 Review
- 2 Re-record
- # Accept
- 0 Additional addressing options
- * Cancel last address
- ** Cancel

# Accept
Enter the extension or the system distribution list to receive the message:

- # Conclude addressing
- 0 Addressing options
- * Cancel

# Conclude Addressing
Enter the extension or the system distribution list to receive the message:

- # Accept
- 1 Review
- 2 Re-record

# Conclude Addressing
Enter the extension or the system distribution list to receive the message:

- # Accept
- 1 Review
- 2 Re-record
- # Conclude addressing
- 0 Addressing options
- * Cancel last address
- ** Cancel

Address by Name
Spell the name of the person, last name first. Press 7 for Q and 9 for Z.

- # Accept
- 1 Review
- 2 Re-record
- * Cancel

Address by Personal Distribution List
Enter the two-digit personal distribution list number.

- 1 Address by name
- 2 Address by personal distribution list
- 3 Broadcast

Record Greeting
Record your greeting for the currently active mode at the tone. When finished, press # and select from the following options:

- # Accept
- 1 Review
- 2 Re-record
- 3 Delete

Set Availability State

- 1 Available
- 2 In a meeting
- 3 Out of office
- 4 Vacation
- 5 Custom
- 6 Do Not Disturb
- * Cancel

Set Password
Enter password twice in response to the prompts.

- # Accept
- 1 Review
- 2 Re-record
- * Cancel

Enable or disable Outlook automated call handling

- 1 Enable or disable Outlook automated call handling
- 2 Change notification options
- 3 Change agent state
- 5 Change Find Me Forwarding state
- * Cancel

Find Me Forwarding

- 1 Enable Find Me Forwarding
- 2 Disable Find Me Forwarding

Additional Options

- 1 Specify the time
- 2 Specify the day
- 3 Specify the week
- 4 Specify the month
- 5 Specify the year
- 6 Specify the minute
- 7 Specify the hour
- 8 Specify the day
- 9 Specify the week
- * Cancel

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