

# 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.  
OR
- The phone's message waiting light flashes.

### Checking Voice Mail

#### To check voice mail from your extension

- 1 Press  or lift the handset and press #.
- 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 # 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 Press #.
- 3 Enter your extension.
- 4 Enter your password.
- 5 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 replay it, send a reply to the person who left the message, 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 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.

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.

### Changing Extension Assignment

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— an extension other than your own.
- 2 At the Main Menu prompt, press **7**.
- 3 Press **3** to re-assign the extension.
- 4 Press **1** to assign the extension.
- 5 Press **2** to un-assign the extension. (The phone reverts to its original extension.)

### 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 **2**, 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 **9** for additional mailbox options.
- Press **5**, then follow the prompts.

**NOTE** You must have permission to use FindMe Forwarding.

### 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 \* to cancel.

### Leave Message

When dialing into a ShoreTel system, if the per-

## LEAVING A MESSAGE

(Voice mail options when in mailbox)

son 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

# ShoreTel Voice Mail Quick Reference

PRESS

## Main Menu for Voice Mail Operations

1

**Listen to Messages**

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

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

**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

<b>Log In: Internal</b>	<b>Log In: External</b>
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
- 3 Enter additional addresses

\* 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.

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

**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**

Press either 1 to Assign, or 2 to Un-assign.

**4 Set Password**

Enter password twice in response to the prompts.

\* Cancel

**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

8

**Log Off**

9

**Return to Auto-Attendant**

0

**Transfer to Assistant**

#

**Hear Mailbox Status**

**2 Set Call Handling Mode**

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

**5 Enable Envelope Info**

Press either 1 to enable, or 2 to disable

**8 Remove Deleted Messages**

1 Confirm \* Cancel

**2 Email Delivery Options**

- 1 Disable email delivery
- 2 Enable email delivery
- 3 Enable email delivery with voice mail attached
- 8 Mark voice mail heard after email delivery

**3 Agent State**

- 1 Log in and assign extension
- 2 Log out
- 3 Log in without assigning extension

# ShoreTel 230/230g IP Phone Quick Reference

## PHONE OPERATION

### Place Calls

Use the Speakerphone or a Headset

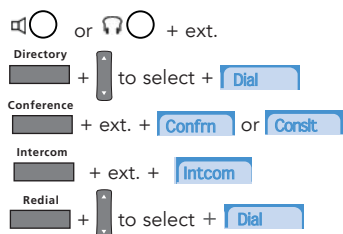
Use the Directory

Make a Conference Call

Use the Intercom

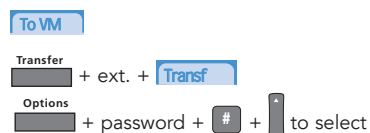
Redial and Check Missed Calls

Dial Paging Extension

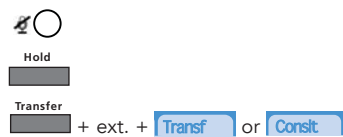


number provided by administrator

lift handset or [Answer] or [Speakerphone] or [Headset]



select appropriate call key



lift handset or [Speakerphone] + [UnPark] + ext. + [UnPark]



Voice Mail + password + #

# # + ext. + password + #

### Answer Calls

Send a Call to Voice Mail

Divert a Call

Select a Ring Tone

Adjust Handset, Headset,

or Speakerphone Volume

Answer Call Waiting

### Interact with Calls

Mute a Call

Place a Call On or Off Hold

Transfer a Call

Join Calls

Park Calls

Unpark Calls

Change Call Handling Mode

### Log In and Out of Workgroups

### Adjust the Display Contrast

## VOICE MAIL

### Log Into the Main Menu

### Log In from Another Extension

**Note:** For more information about voice mail features, please consult the Voice Mail Quick Reference.

## OFFICE ANYWHERE CODES

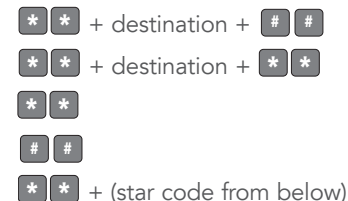
Transfer a call

Conference a call

Hold a call

Hang up

Access other star codes



## QUICK REFERENCE OF COMMON STAR CODES

Park a call

UnPark a call

Pick Up a Remote Extension

Pick Up the Night Bell

Use the Intercom

Barge In

Silent Monitor

Toggle the Hunt Group Status

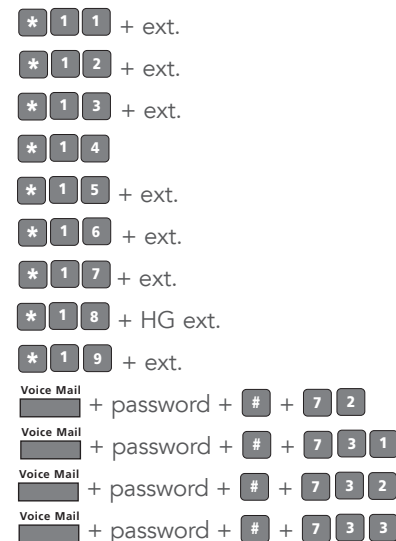
Whisper Page

Change CHM and Forwarding

Change Extension Assignment

Unassign Extension Assignment

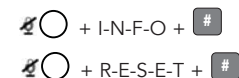
Assign Extension to External Number



## TROUBLESHOOTING

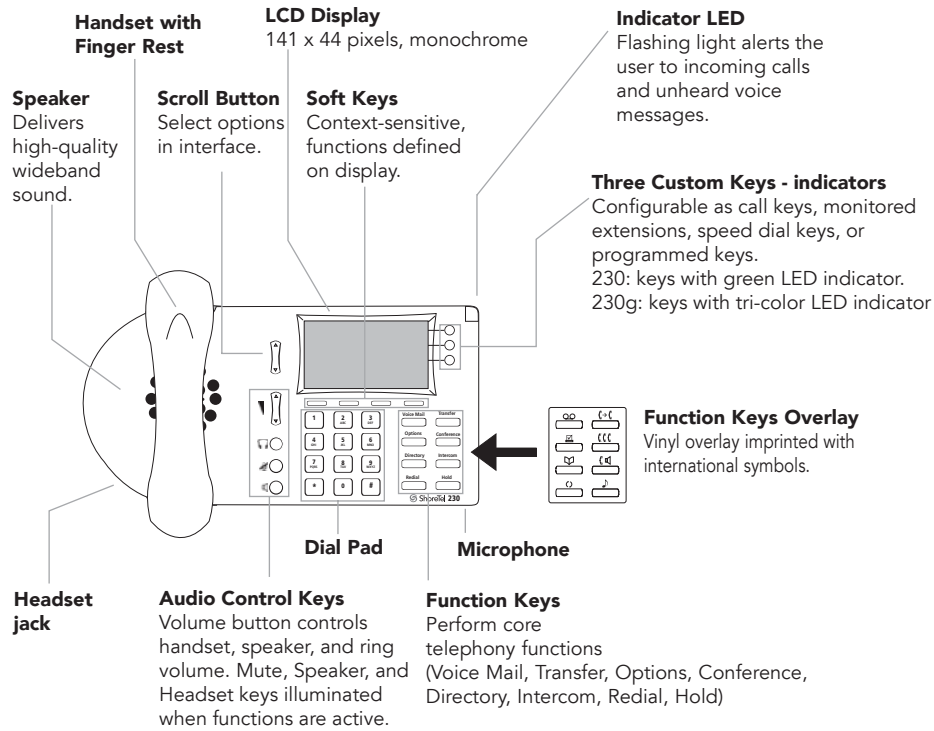
View Phone Information

Reboot Your Phone



**Note:** For additional details on the information contained in this Quick Reference card, please consult the IP 230/230g User Guide.

# ShoreTel 230/230g IP Phone Quick Reference



**Note:** You can connect a supported headset into the 230/230g IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

## GUIDE TO LEDS

ShoreTel 230/230g IP phones provide visual cues to display operational status

230 IP Phone Operational signals

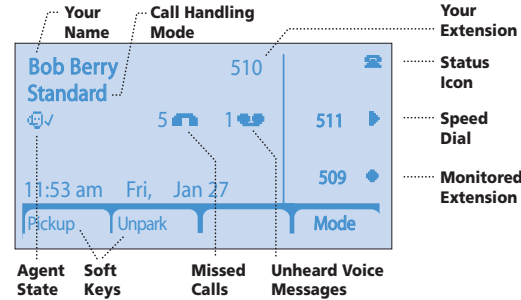
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

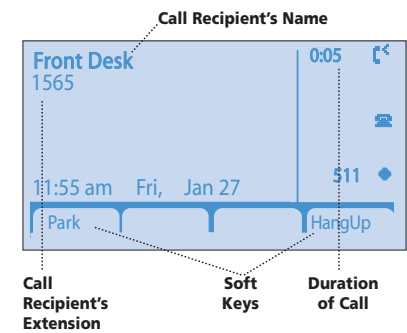
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension Monitor)

## GUIDE TO STATUS ICONS

### ShoreTel IP 230/230g Idle Interface



### ShoreTel IP 230/230g Outbound Call



### Main Display

- [Icon] Unheard Voice Messages
- [Icon] Missed Calls
- [Icon] Logged Into Workgroup
- [Icon] Logged Into Workgroup, In Wrap-Up
- [Icon] Logged Out of Workgroup

### Custom Keys - Call

- [Icon] On Hook
- [Icon] Off Hook
- [Icon] Inactive / Do Not Disturb
- [Icon] Incoming Call (Animated)
- [Icon] On a Call
- [Icon] On a Conference Call
- [Icon] Call On Hold / Parked
- [Icon] Remote Hold

### Custom Keys - Monitored Extension

- [Icon] Idle
- [Icon] Inactive / Do Not Disturb
- [Icon] Unheard Voice Messages
- [Icon] Do Not Disturb / Unheard Messages
- [Icon] Incoming Call (Animated)
- [Icon] On a Call

### Custom Keys - Speed Dial

- [Icon] Incoming Call and On a Call
- [Icon] On a Conference Call
- [Icon] Call On Hold / Parked

### Custom Keys - Speed Dial

- [Icon] Speed Dial Extension