

# ShoreTel Telephone Quick Reference Analog Telephones

## VOICE MAIL

### 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 While logged in, 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, or press **2** to reply with a call back.

### 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.

### 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 or disable Find Me 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 Find Me Forwarding.

## MANAGING CALLS

### Placing Calls

To place an internal call, pick up the handset and dial the extension.

To place an external call, dial the trunk access code and area code (if necessary) before the phone number. To end a call, hang up the handset.

**NOTE** Hang up for at least two seconds between calls to avoid accidentally transferring or placing calls on hold.

### Answering Calls

A single ring tone identifies an incoming call from an external number. A double ring tone indicates a call from an internal extension. Answer a call by picking up the handset.

### Call Waiting

If you are enabled for call waiting and hear the call waiting tone, press **Flash** to answer the second phone call. The first call is automatically placed on hold. To return to the first call, press **Flash** again.

### Placing A Call On Hold

To put a call on hold, press **Flash** and replace the handset. To return to the call, pick up the handset. (While a call is on hold, your phone rings intermittently as a reminder that a caller is waiting.)

### Transferring A Call

To transfer a call, press **Flash** and wait for the recall dial tone. Dial a number and listen for the ring-back tone.

- To transfer immediately, hang up upon hearing the ring-back tone.  
OR
- To talk to the recipient before completing the transfer, wait for the party to answer. (Your original call is placed on hold during consultation.) After consulting with the third party, hang up your handset to complete the transfer of caller 1 to caller 3 and end your original call.

### Making A Conference Call

To conference a third person into a call, press **Flash** and wait for the recall dial tone.

At the dial tone, dial the number and wait for the ring-back tone.

- To add the third party, press **Flash** upon hearing the ring-back tone.  
OR
- To talk to the recipient before bringing him into the conference, wait for the party to answer before pressing **Flash**. (Your original call is placed on hold during consultation.) After consulting with the third party, press **Flash** to initiate the conference call.
- After the conference call is in progress, you can drop the last person added by pressing **Flash**.

### Answering Calls On Another Extension

To redirect a call coming in on another extension to your phone, dial **\*13**, then the number of the extension that is ringing.

### Picking Up The Night Bell

If you have access to the night bell function, press **\*14**.

### Parking And Unparking Calls

#### To park an incoming call (internal only)

- Press **Flash**.
- Press **\*11**.
- Enter the extension where you want to park the call.

#### To unpark a call:

- Press **\*12**.
- Enter the extension where the call is parked.

### Silently Monitoring And Barging In

With the appropriate permissions, you can listen to a call without being heard, or join a call as a fully conferenced participant ("barge in.").

- To silently monitor a call, dial **\*17**, then the extension on which the call is active.
- To barge in on a call, dial **\*16**, then the extension on which the call is active.

### Using The Intercom

With the appropriate permissions, you can speak with a caller hands-free.

- Dial **\*15**.
- Enter the extension.

If you are calling an analog phone, the dialed extension rings. If you are calling an IP phone, your call is immediately active on the speaker of the dialed extension.

**NOTE** An intercom call overrides all other call handling modes on the dialed extension.

### Toggling the Hunt Group Status

With the appropriate permissions, you can toggle the hunt group status from busy to not busy (or vice versa) by dialing **\*18**. This feature is especially useful when hunt group members are in a meeting or leave work early.

# ShoreTel Voice Mail Telephone User Interface

## PRESS Main Menu

1

**Listen to Messages**

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

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

**5 Reply**

Select one of the following :

- 1 Reply with a voice mail
- 2 Reply with a call back

<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
- \* 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.

**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**

- 1 Assign
- 2 Un-assign

**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

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

**2 Set Call Handling Mode**

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

**4 Set Password**

Enter password twice in response to the prompts. \* Cancel

**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
- 4 Mark voice mail heard after email delivery

8

**Log Off**

9

**Return to Auto-Attendant**

#

**Hear Mailbox Status**

**Leave Message**

<b>Mailbox Greeting</b>	<b>Message Recording</b>	<b># Message Options</b>
During mailbox greeting, select from the following options:	After message recording, select from the following options:	When leaving a message, select from the following options:
# Bypass greeting	# Message options	# Send message
0 Transfer to assistant	* Re-record	* Cancel
1 Forward to recipient's Find Me destination	0 Send message, transfer to assistant	1 Review
9 Transfer to Auto-Attendant	1 Send message, forward to recipient's Find Me destination	2 Re-record
	9 Send message, transfer to Auto Attendant	3 Mark/unmark urgent
		0 Send message, transfer to assistant
		9 Send message, transfer to Auto Attendant

Note: Hanging up sends the message.

**3 Agent State**

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

