



## ShoreTel Voicemail for IP420 Phones

<b>Personal voice mail box number.....</b>	Same as 3-digit Telephone Extension Number
<b>Default password.....</b>	<b>1234#</b> <i>On First login, you will be prompted to change immediately          Password must be a minimum of 4 digits</i>
<b>Remote voicemail access.....</b>	<b>Dial the Main Number</b> Press #, then enter you extension and password after the menu beings to play.
<p><b><u>INITIALIZE VOICE MAIL</u></b>  <i>First Time Login, minimum steps required to setup voicemail:</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button at your desk (or press #)</li> <li>2. Enter default password of <b>1234#</b></li> <li>3. Follow tutorial instructions to change password (<i>minimum 4 digits</i>) and record Mailbox Name</li> </ol>	<p><b><u>VOICE MAIL ACCESS</u></b>  <b><i>Two indicators of new unheard messages are:</i></b></p> <ol style="list-style-type: none"> <li>1. RED light flashing in the upper right corner of phone</li> <li>2. An icon  at the top of your Display identifying the number of new unheard voicemail messages</li> </ol> <ol style="list-style-type: none"> <li>1. See red light and  in display for number of Messages</li> <li>2. Press <b>Voice Mail</b> button</li> <li>3. Enter password, followed by #</li> </ol>
<p><b><u>RECORD GREETINGS</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button</li> <li>2. Enter password, Then press #</li> <li>3. Press 7 to change mailbox options</li> <li>4. Press 1 and follow prompts to record greeting for current State (Standard State by default)             <ul style="list-style-type: none"> <li>Press 1 to review greeting</li> <li>Press 2 to re-record greeting</li> <li>Press # to accept (Save)</li> </ul> </li> </ol> <p><i>*Note: When recording greeting, the greeting will be applied to the State your phone is currently in.</i></p>	<p><b><u>ACCESS VOICEMAIL SYSTEM – REMOTELY</u></b></p> <ol style="list-style-type: none"> <li>1. Dial your Direct Number</li> <li>2. Press *# when you hear your own greeting play</li> <li>3. Then enter your extension number</li> <li>4. Enter your password, followed by #</li> </ol>
<p><b><u>CHANGE PASSWORD</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button</li> <li>2. Enter password, followed by #</li> <li>3. Press 7 to change mailbox options</li> <li>4. Press 4 and enter new <i>password</i> (<i>minimum 4 digits</i>)</li> <li>5. Enter new password again             <ul style="list-style-type: none"> <li><i>*Note: Press 76 to change recorded name of Mailbox</i></li> </ul> </li> </ol>	<p><b><u>ACCESS MAILBOX FROM ANOTHER DESK</u></b>  <i>*Use this method to check Group Mailboxes*</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button</li> <li>2. Press # key</li> <li>3. Enter your extension number</li> <li>4. Enter your password and # key</li> </ol> <p><i>*Note: Use these procedures to access Group or General Mailboxes OR to access Auto Attendant Greetings*</i></p>

<p><b><u>SEND AN INCOMING CALL TO VOICE MAIL</u></b>  <i>Send a call directly to your mailbox</i></p> <ol style="list-style-type: none"> <li>1. Call is ringing, press <b>Voice mail</b> key</li> <li>2. Caller is sent directly to your voicemail box</li> </ol>	<p><b><u>SET AVAILABILITY STATE</u></b>  <i>Change your Availability State on phone through Voicemail</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button</li> <li>2. Enter Password, Then press #</li> <li>3. Press 7 to change Mailbox Options</li> <li>4. Press 2 to change Availability State</li> <li>5. Choose option 1 – 6 for appropriate Mode</li> </ol>
<p><b><u>COMPOSE &amp; SEND MESSAGE</u></b>  <i>Send voice mail message without ringing telephone</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button</li> <li>2. Enter password, followed by #</li> <li>3. Press 2, record message and # to accept (save)        (or press 1 to Review, press 2 to re-record)</li> <li>4. <b>Press #</b>, when finished recording</li> <li>5. Enter desired extension number (or numbers) and <b>Press #</b> to send</li> </ol>	<p><b><u>PURGE DELETED MESSAGES</u></b>  <i>To remove deleted messages from system</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button</li> <li>2. Enter password, followed by #</li> <li>3. Enter 7-8-1 to clear out message</li> </ol> <p>Note: enter 7-8-* to cancel purge</p>
<p><b><u>WHILE LISTENING TO MESSAGES</u></b></p> <p>1 = REPLAY MESSAGE        2 = SAVE MESSAGE (<i>Moves message to Saved folder</i>)        3 =DELETE MESSAGE (<i>Messages will be purged next day</i>)        4 = FORWARD MESSAGE (<i>Forward messages to another</i>)        5 = REPLY TO MESSAGE (<i>Send a reply message</i>)        6 = PLAY ENVELOPE (<i>Date and Time Stamp</i>)        7 = BACK UP MESSAGE (<i>Go back 3 seconds</i>)        8 = STOP MESSAGE (<i>Pause message, Press 8 to play again</i>)        9 = SKIP AHEAD IN MESSAGE (<i>Go forward 3 seconds</i>)        # = SKIP TO NEXT MESSAGE</p>	<p><b><u>MAIN VOICEMAIL MENU</u></b></p> <p>1 = LISTEN TO MESSAGES        2 = SEND VOICEMAIL MESSAGE        3 = LISTEN TO SAVED MESSAGES        7 = PERSONAL OPTIONS        0 = TRANSFER TO PERSONAL ASSISTANT        # = HEAR MAILBOX STATUS</p>