

SHORETEL VOICEMAIL FAQ's

How do I know I have a message?

The presence of voicemail is indicated by an illuminated message waiting light on your telephone (or a stuttered dial tone if there is no message waiting light on your phone).

How do I log in to voicemail?

You need to be logged into your voice mail to do any of the operations on the quick reference guide.

Press the Voicemail button
Press Call VM on the "soft key"

- Enter your current password followed by #. Your initial password is 1234.
- You must change your password the first time you log on. Your new password must be a minimum of four (4) digits.
- Enter your new password followed by #.
- Enter your new password again, followed by #.
- Enter your mailbox number (your 4-digit extension number). (**Note:** When calling from another campus phone, you will first be prompted for the password instead of mailbox number. Press # to be prompted to "please enter your extension number".)
- You can also dial x8013 from on campus or 403-3333 from off campus.

How do I change my password?

- Login to voicemail.
- From the menu, press **7 for Mailbox options**.
- Press 4 to set the password.
- Enter password twice in response to the prompts.
- Press * to cancel.

How do I record my name (personal verification in CallPilot)?

- Login to voicemail.
- From the menu, **press 7 for Mailbox options**.
- Press 6 to record your name at the tone.
- When finished, press # and select from the following options:
 - To **accept**, press #.
 - To **review**, press 1.
 - To **re-record**, press 2.
 - To **delete**, press 3.
 - To **cancel**, press *.

How do I exit (log off) voicemail?

Hang up or press 8 from the main menu.

How do I retrieve my messages?

- Login to voicemail.
- Voicemail attendant notifies you of the count of unheard, heard or saved messages.
- From the main menu, **press 1 to listen to messages**.
- After listening to a message, select one of the following options during or at the end of a message:
 - To **replay**, press 1.
 - To **save**, press 2.
 - To **delete**, press 3.
 - To **forward**, press 4.
 - To **replay**, press 5.
 - To **play envelope**, press 6.
 - To **move backward**, press 7.
 - To **pause**, press, 8.
 - To **move forward**, press 9.
 - To **skip**, press #
 - To **cancel**, press *.
 - To **play previous message**, press **.

How do I save a message?

- Login to voicemail.
- From the main menu, **press 1 to listen to messages**.
 - To **save** a message, press 2.

How do I delete a message?

- Login to voicemail.
- From the main menu, **press 1 to listen to messages.**
 - To **delete** a message, press 3.

How do I forward a message?

- Login to voicemail.
- From the main menu, **press 1 to listen to messages.**
- To **forward** a message, press 4.
 - **Record** your prefacing remarks. When finished, press #.
 - To **accept recording**, press # again.
 - Enter a mailbox number (4-digit extension) to receive your message.
 - Repeat this for as many recipients as you need.
 - To conclude message addressing, press #.
 - To **send message**, press #.

What is “play envelope”?

The “Envelope” holds the date and time a message was left. The default is “disabled”. Press 6 after listening to the message for the date and time.

To enable envelope information so that you hear the date and time before you hear the message:

- Login to voicemail.
- From the menu, **press 7 for Mailbox options.**
- To enable/disable envelope information, press 5.
 - To **enable**, press 1.
 - To **disable**, press 2.

How do I send a message?

- Login to voicemail.
- **Press 2 to send a message.**
- Record the message at the tone.
 - To **accept** message, press #.
 - Enter 4-digit extension to receive message.
 - To **conclude addressing**, press #.
 - To **send** message, press #.

How do I send an “Express Message”?

“Express Message” is a Call Pilot option. In ShoreTel, such messages are sent by logging into voicemail to send a message.

- Login to voicemail.
- From the main menu, **press 2 to send a message.**
- Record your message at the tone.
- When finished, press # and select from the following options:
 - To **accept**, press #.
 - To **review**, press 1.
 - To **re-record**, press 2.
 - To **cancel**, press *.
- Enter the 4-digit extension to receive your message.
 - Repeat this for as many recipients as you need.
 - To conclude message addressing, press #.
- To **send message**, press #.
- To **cancel recording**, press *.

How do I transfer a call to a voicemail box?

- Press the Transfer function key during an active call. The original call is placed on hold, a new line opens on the phone's screen, and a dial tone can be heard.
- Dial the extension of the desired voice mailbox
- Press the “More” soft key, then press the “To VM” soft key. (Note that after several seconds, if these soft keys are not pressed, the other party's line rings and the call is processed as a normal transfer of an active call to another phone number.)

How do I record an “Internal” and/or External Greeting?

The “Internal” and/or “External” Greeting is called a personal greeting in ShoreTel. To record a personal greeting:

- Login to voice mail.
- From the menu, **press 7 for Mailbox options.**
- **Press 1 to record a personal greeting.**
- Record your greeting at the tone. When finished, press # and select from the following options:
 - To **accept** greeting, press #.
 - To **review** greeting, press 1.
 - To **re-record** greeting, press 3.
 - To **delete** greeting, press 3.
 - To **cancel** greeting, press *.

Can I record a temporary greeting like I did in CallPilot?

No, a “temporary greeting” is not available in ShoreTel. You will use the out of office mode or extended absence mode instead of a temporary greeting.

When will voicemail message be deleted?

All “heard” but “unsaved” messages will be removed from the system after 14 days.

There are 3 ways to listen to messages.

- If you just want to listen to messages, press the voicemail button and then enter your password.
- You can listen to your messages in your email, but they will not be deleted from your voicemail .
- **If you will be doing any options that are listed on the quick reference sheet, you will need to call your voicemail, which is the procedure for logging into voicemail.**

Helpful Information

- Voicemail box capacity has a limit of 60 messages. Once you have reached your limit you will **NOT** be able to receive any new messages.
- When you delete a voicemail message, it is moved to the Deleted folder where it stays for 7 days before being permanently deleted. You can access the Deleted folder in the voice mailbox screen of the ShoreTel Sky Portal and by logging into the voicemail system. They are under the “saved” messages