S H O R E T E L  V O I C E M A I L /  M I T E L  P H O N E S

F E A T U R E S  F O R  V O I C E  M A I L  O P E R A T I O N S

- Setting Up Voice Mail via Mitel Phone Handset:
  - Setting your new password – Dial 8 + enter password (default 1234) + #. When prompted enter new password + # (Minimum 4 digits, numeric values only) + reenter new password + # to confirm.
  - Record name – When prompted record first and last name after the tone. This is used for directory listing confirmation and mailbox identification. Please use handset to record and follow prompts to listen, re-record if necessary and confirm.

- Record Greetings via Handset:
  - Dial 8 + enter password + #, press 7 for change mailbox options + press 1 to Record Greeting + follow prompts to complete recording.

- How to Check Voice Messages:
  - From handset – Dial 8 + enter password + # + press 1 to Listen to Messages + follow prompts to listen to messages.
  - From outside the office using direct dial number (if assigned) – ‘Call’ assigned phone number + press * # when personal greeting plays + enter extension number + enter password + # + follow prompts to listen to messages (or make other changes).
  - From outside the office using voicemail access number (if available) – Call access phone number + press #, during main greeting + follow prompts (extension number + password + #)
  - To check voicemail from another extension – Dial 8, Listen. If system asks for a security code, press # + enter extension number + enter password + # and follow prompts. OR follow prompts if system asks to enter your extension number.

- Commonly Used Voicemail Features: (Basic Features after logging into voicemail)
  - Listening to Messages – press option 1 to Listen to Messages + press 1 to Replay; press 2 to Save; press 3 to Delete; press 4 to Forward or press 5 to Reply.
  - Sending a Message – Press option 2 to Send a Message + record message + # + enter extension number or distribution number + # to send message.
  - Changing Mailbox Options – Press 7 for Change Mailbox Options then press 1 to Record greeting for current mode; press 2 to Set New Call Handling Mode; press 3 to reassign your extension, press 4 to change Password; press 6 to Record Name for Directory.

- Accessing Voicemail Off Campus
  - Off Campus: Dial 818.710.4494
  - You will hear “Thank you for calling Pierce College”
  - Please enter an extension number of the person you are trying to reach or press # to log into your personal voicemail box.
  - Press #
  - You will hear “Welcome to the ShorTel phone system”
- Please enter your extension number
- Please enter your password followed by the # sign
- Default password (1234)
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 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 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
1 Press 3 at the Main Menu prompt.
2 Press 7 at the Main Menu prompt.
3 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
1 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
1 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—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.

NOTE (Off-Net Extension Re-assignment cannot be enabled through PCM. Refer to the Administration Guide for details.)

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.

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 a notification profile 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
(Voice mail options when in mailbox)

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 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

ShoreTel, Inc., 960 Stewart Drive Sunnyvale, California 94085 USA Phone: +1.408.331.3300 +1.800.425.9385 Fax: +1.408.331.3333 www.shoretel.com

This product is covered by one or more of the following patents: United States Patent 6,996,039, United States Patent 7,003,091, United States Patent 7,167,486, United States Patent 7,319,340, and United States Patent 7,386,114. ShoreTel, Inc. All rights reserved.
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 Replay
  2 Save
  3 Delete
  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
  * 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
  4 Forward
  5 Reply
  6 Play envelope
  7 Move backward
  8 Pause
  9 Move forward
# Skip
* Cancel

Log: Internal
- From your own extension, lift the handset, press #, enter password, and press #
- From another extension, press # twice, enter extension, enter password, and press #

Log: External
- Call your voice mail access number, enter extension, enter password, and press #

# Accept
- Enter the extension or the system distribution list to receive the message:
  # Conclude addressing
  0 Additional addressing options
  * Cancel

0 Addressing Options
- 1 Address by name
- 2 Address by personal distribution list
- 3 Broadcast

# Conclude Addressing
- # Accept
- 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.

2 Address by Personal Distribution List
- Enter the two-digit personal distribution list number. * 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
  1 Review
  2 Re-record
  3 Delete
  4 Forward
  5 Reply
  6 Play envelope
  7 Move backward
  8 Pause
  9 Move forward
# Skip
* Cancel

2 Set Call Handling Mode
- Enter password twice in response to the prompts.
  * Cancel

3 Re-assign Extension
- 1 Assign to this telephone
- 2 Un-assign
- 3 Assign ext. to last external number
  * Cancel

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

6 Record Name
- Record your name at the tone. When finished, press # and select from the following options:
  # Accept
  3 Delete
  4 Forward
  5 Reply
  6 Play envelope
  7 Move backward
  8 Pause
  9 Move forward
# Skip
* Cancel

7 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
  4 Forward
  5 Reply
  6 Play envelope
  7 Move backward
  8 Pause
  9 Move forward
# Skip
* Cancel

8 Remove Deleted Messages
- Confirm
  * Cancel

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

2 Notification Options
- 1-9 Enter the number associated with a Notification Profile
- 0 Disable Notification
  # No change

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

5 Find Me Forwarding
- 1 Enable Find Me Forwarding
- 2 Disable Find Me Forwarding
GUIDE TO STATUS ICONS
ShoreTel IP 230/230g Idle Interface

Three Custom Keys - indicators
Configurable as call keys, monitored extensions, speed dial keys, or programmed keys.
230: keys with green LED indicator.
230g: keys with tri-color LED indicator.

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)
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

Answer Calls
- Send a Call to Voice Mail
- Diverst 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

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.