CHAPTER

4

Using Voicemail

This chapter provides information about using the voicemail system. It contains the following information:

Voicemail Overview

A blinking red light in the upper right corner of your phone and the icon at the top of your phone's display screen indicate that you have unheard voicemail messages. With the ShoreTel IP Phone 480/ 480g , you can retrieve your voicemail messages using either the ShoreTel voicemail system, which you access by dialing into the system and navigating through a series of audio prompts, or the ShoreTel Sky Portal.

This chapter describes how to use the voicemail system through the phone.

Logging in to the Voicemail System

To hear your messages using the voicemail system from your phone, you must first log in to the voicemail system. You can also log in to the voicemail system from another extension.

Logging in to Voicemail from Your Phone

1. Do one of the following:

   - Press **#** while the phone is on hook.
   - Press **#** while the phone is off hook with dial tone.
   - Press the **Voicemail** button.

     Your phone dials the ShoreTel voicemail system.

2. At the audio prompt, enter your password, and then press **#**.

> **Note**
> The first time you log into the voicemail system, you are prompted to record your name.

Logging in to Voicemail from Another Extension

1. Dial your own extension; during the voicemail greeting, press *.

2. Enter your password, and then press **#**.

Changing Your Voicemail Greeting

To personalize the greeting that others hear when they call you, you can record your name and your greeting.

Recording Your Name

1. After accessing your voicemail, press ***** to skip any messages.

2. In the main voicemail menu, press **4**.

3. To record your name, press **2**.

4. Record your name, and then press **#**.

5. To save the recording, press **3**.

Recording a Personal Greeting

1. After accessing your voicemail, press ***** to skip any messages.

2. In the main voicemail menu, press **4**.

3. To record your personal greeting, press **1**.

4. Record your greeting, and then press **#**.

5. To save your greeting, press **3**.

Please be advised that all US Mortgage Corporation voice mail recordings must state the following:

Hi, you have reached the voicemail for (first name and last name), (title) (for or of) US Mortgage Corporation. Unfortunately I am unavailable to take your call but please leave a detailed message at the tone and I will respond as soon as possible. At US Mortgage Corporation customer service is our number one priority and we take pride everyday in "Helping You Make It Home".

Using Voicemail Options

After accessing your voicemail inbox, you hear a welcome message providing you with a summary of your voicemail messages and the following list of options:

- To play messages in your inbox, press **1**.
- To access saved messages, press **2**.
- To change your voicemail password, press **3**.
- To manage your voicemail greeting, press **4**.
- To access the following additional options, press **5**:
    - To access deleted messages, press **1**.
    - To set message playback order, press **2**.
    - To set password protection rules, press **3**.
    - To set message waiting indication, press **4**.
    - To set message envelope rules, press **5**.
    - To manage company Auto Attendant prompts, press **7**.
    - To broadcast messages to distribution groups, press **8**.
    - To cancel, press **9**.

Using Message Playback Options

This section provides the list of message options as well as some common tasks.

Menu of Message Options

After listening to a voicemail message, you can do any of the following:

- To go to the previous message, press **1**.
- To reply to a ShoreTel voicemail message, press **2**.
- To call the sender, press **3**.
- To replay the message, press **4**.
- To hear envelope information (day, date, and time of the message), press **5**.
- To forward the message to a ShoreTel voicemail box, press **6**.
- To delete the message, press **7**.
- To go to the next message, press **8**.
- To save the message, press **9**.
- To return to the previous menu, press *.
- To skip to the end of a message, press 0.
- To skip envelope information for the next message, press #.

Using Shortcut Keys

You can use various shortcut keys to navigate through the voicemail system more quickly, as follows:

- While listening to the greeting, to go to the operator or Auto Attendant, press **0**.
- While listening to a voicemail message, you can do any of the following:
  - To rewind a message, press **1**.
  - To pause a message, press **5**.
  - To fast forward a message, press **8**.
  - To skip to the next message, press **#**.
- After recording a voicemail message, press **#** to access options.

Listening to, Replaying, Saving, and Deleting Messages

1. Log in to voicemail.

2. To listen to new messages, press **1**.

3. As you listen to each message, you can do one of the following:

   - To replay a message, press **4**.
   - To save a message, press **9**.
   - To delete a message, press **7**.

Forwarding a Message

1. Log in to voicemail.

2. To listen to new messages, press **1**.

3. After listening to the message you want to forward, press **6**.

4. When prompted, enter the extension that you want to forward the message to followed by **#**.

5. If you want to forward the message to more than one extension, enter the next extension followed by **#**.

6. After entering all the extensions you want to forward the message to, press **#**.

   The system verifies that the message has been forwarded.

Replying to a Message

1. Log in to voicemail.

2. To listen to new messages, press **1**.

3. After listening to the message you want to reply to, press **2**.

4. Choose one of the following options:

   - To reply with a voice message, press **1**.
   - To reply with a call back, press **2**.
   - To reply to all with a voice message, press **3**.
   - To return to the previous menu, press *****.