

# Voicemail Instructions for Mitel (ShoreTel)

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.

You can access your voicemail messages using either of the following methods:

- Visual voicemail lets you see details about your messages and listen to messages in any order you choose via the screen on your phone. To interact with your voice messages, you use soft keys on the phone, rather than relying on audio prompts as you would in traditional voicemail.
- Calling the ShoreTel voicemail system provides traditional voicemail that you navigate through a series of audio prompts.
  - Expand the directions below for instructions on setting up your voicemail.
  - Dial x4933 (or 973-408-4933 from off-campus) to access your voicemail via audio prompts.

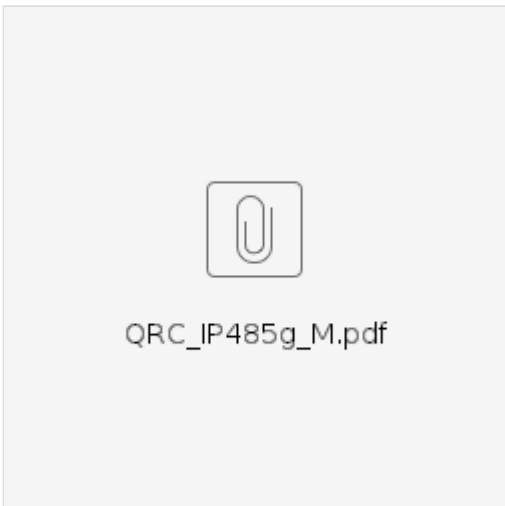
Instructions for using both methods can be found below.

## Quick Reference Guides

### Voicemail Quick Reference Guide



### 485g Quick Reference Guide



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	Visual	Calling
Record name	No	Yes
Record greeting	No	Yes
Set password	No	Yes
Change call handling	Yes	No
Record call handling messages	No	Yes
Listen to messages	Yes	Yes
Listen to deleted messages	No	Yes
Delete messages	Yes	Yes
Return call	Yes	Yes
Forward a message	No	Yes
Select/skip messages	Yes	No
Details	Yes	Yes

## Setting up Voicemail the First Time

To perform the following tasks, you will need to Press the **Voicemail** button (bottom right of phone), and then press the **Call VM** soft key (bottom button along the screen).

First, you will need to change your password. To log in, use the initial voicemail password provided to you (usually via email), then follow these steps.

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 2.
4. Enter your new password, and press #.
5. Do one of the following:
  - To confirm your new password, enter your new password again, and then press #.
  - To cancel the new password, press \*.

Next, record your name following these steps:

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 6.
4. Record your name, and then press #.
5. Choose one of the following options:
  - To accept your name recording, press #.
  - To review your name recording, press 1.
  - To rerecord your name, press 2.
  - To delete this recording, press 3.
  - To cancel, press \*.

## Calling Voicemail System

Listen to and manage your voicemail messages by following audio prompts. You can log in to the voicemail system from your phone, another extension or from an external phone.

### Logging in to Voicemail from Your Phone

1. Do one of the following:
  - Press #.
  - Press the **Voicemail** button, and then press the **Call VM** soft key.

Your phone dials the ShoreTel voicemail system.

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

### Logging in to Voicemail from Another Extension

1. Do one of the following:
  - Press # while the phone is on hook.
  - Press # while the phone off hook with dial tone.
  - Press the **Voicemail** button. ( you must also press the **Call VM** soft key.)

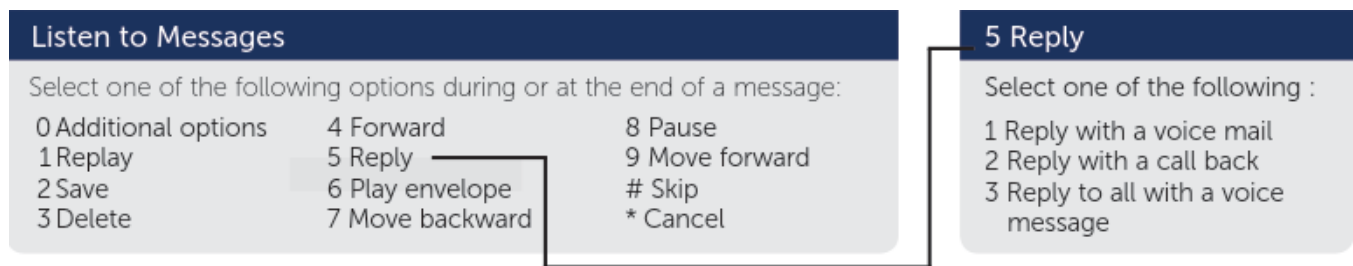
2. At the password prompt, press # and then enter your extension.

3. Enter your password, and then press #.

### Logging in to Voicemail from an External Phone

1. Dial (973)408-4933
2. At the prompt, press # and then dial your extension.
3. Enter your password, and then press #.

## Listening to Voicemail Messages



## Using Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password and press **OK**. Your voicemail inbox is displayed.
3. Press the ▲ and ▼ navigation keys to scroll through your messages until you locate the message you want to interact with.
4. Do one of the following to listen to your messages. (You will not hear dial tone.)
  - a. If you want to listen to your messages with the handset, pick up the handset.
  - b. If you want to listen to your messages through your headset, press the button. (For wireless headset, take your headset off hook.)
  - c. If you want to listen to your messages through the speakerphone, you do not have to do anything. By default, messages are played over the speaker phone.
5. Choose one of the following actions:
  - a. To play the message, press the **Play** soft key. While the message is playing, you can do any of the following:
    - i. To pause while listening to the message, press the **Pause** soft key.
    - ii. To rewind the message a few seconds, press the **Skip Back** soft key.
    - iii. To move a few seconds ahead in the message, press the **Skip Fwd** soft key.
    - iv. To stop playing the message, press the **Stop** soft key.
    - v. To delete the message, press the **Delete** soft key.
    - vi. To call the person who left the message, press the **Call back** soft key.
    - vii. To save the message, press the **More** soft key and then press the **Save** soft key.
    - viii. To see details about the person who sent the message, press the **More** soft key and then press the **Open** soft key.
6. When you're finished, press the **Exit** soft key

## Deleting Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password and press **OK**. Your voicemail inbox is displayed.
3. Do one of the following:
  - a. To delete messages from your Inbox, press the ▲ and ▼ navigation keys to scroll through your messages until you locate the message you want to delete.
  - b. To delete saved messages, do the following:
    - i. Press the **More** soft key.
    - ii. Press the **Show saved** soft key. Your saved messages are displayed.
    - iii. Press the ▲ and ▼ navigation keys to scroll through your saved messages until you locate the message you want to delete.
  - c. With the message highlighted, press the **Delete** soft key. The message is deleted.
4. For each message that you want to delete, repeat the steps above.
5. When you're finished deleting messages, press the **Exit** soft key.

## Recording a Personal Greeting

This greeting will replace the Mitel voicemail greeting that plays the recording of your name. It

1. Log in to voicemail.
2. Press 7 to access mailbox options.
3. Press 3 to record a personal greeting.
4. Record your personal greeting for the currently active mode at the tone and press #, then select from the following options:
  - o To accept the personal greeting, press #.
  - o To review the personal greeting, press 1.
  - o To rerecord the personal greeting, press 2.
  - o To cancel the recording, press \*

## Additional Voicemail Options

To perform the following tasks, you will need to Press the **Voicemail** button, and then press the **Call VM** soft key.

### Setting Your Password

1. Log in to voicemail.

2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 2.
4. Enter your new password, and press #.
5. Do one of the following:
  - To confirm your new password, enter your new password again, and then press #.
  - To cancel the new password, press \*.

### **Changing Your Call Handling Mode**

Call handling modes lets you specify your status and determine how inbound calls are handled. You can record distinct greetings and specify different call forwarding options for each mode.

To change your call handling mode:

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 4 to set a call handling mode.
4. Choose one of the following call handling modes or other options:
  - For Standard mode, press 1.
  - For In a Meeting mode, press 2.
  - For Out of Office mode, press 3.
  - For Extended Absence Mode, press 4.
  - For Custom mode, press 5.
  - For enabling or disabling calling additional phones (configured by your ShoreTel administrator), press 6.
  - To cancel, press \*.

### **Listening to Your Deleted Messages**

As a safeguard against accidental deletion of messages, the voicemail system retains deleted messages for a few hours.

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 7 to listen to deleted messages.
4. The voicemail system plays all deleted messages that are still available to the system. You can manage these messages as if they were new messages.
5. Press 2 to restore the deleted message and save it.

### **Removing Deleted Messages**

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 8 to remove deleted messages.
4. Press one of the following options:
  - To confirm removal of deleted messages, press 1.
  - To cancel removal of deleted messages, press \*.

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