VOICE MAIL

A steadily flashing light on your phone's right-most upper corner and stutter dial tone signifies that you have unheard messages. The number of unheard messages appears on the idle screen of your phone's display by the icon [icon].

Logging In from your ShoreTel phone

To log in to the main voice mail menu, press the Voice Mail button **Voice Mai l** , then dial your password followed by **#** . (Your default password is 1234.)

Logging In from Another Phone on Campus

To log in to the main voice mail menu from another extension, press the Voice Mail button **Voice Mai l** , followed by **#** , then your extension, followed by your password, and then **#** .
To log in to the main voice mail menu from an analog phone, press **#** **#** , then your extension, followed by your password, and then **#** .

Logging In from Off Campus or Cell Phone

To log in to the main voice mail menu from an external phone, dial the voice mail access number 701-858-4567. Enter your 4 digit extension, then your password followed by **#** .

1 Listening to and Interacting with New Messages

From the Main Menu, you can listen to and replay new messages by pressing **1** . To interact with new messages, press one of the following:

1 Replay the message

2 Save the message

3 Delete the message

4 Forward the message

After recording the prefacing remark, press:

If correct

1 Review

2 Re-record

* Cancel recording

After addressing the message, press **1** to mark it urgent, or simply hang up to send the message.

5 Reply to the message

Choose one of the following options:

1 Reply with a voice message

2 Reply with a call back

* Return to the previous menu

6 Hear envelope information (time and date sent)

7 Move backward

While listening to a message, you may "rewind" to several   seconds earlier in the message.

8 Pause

9 Move forward

While listening to a message, you may "fast forward" to several seconds later in the message.

0 Followed by **0** to Transfer to Assistant

While listening to a message, you may contact the assistant to inquire or share information about a voice mail.

Continue to next message

* Cancel message review

2 Sending Messages from Voice Mail

From the Main Menu, you can send messages by pressing **2**. The following options are available while recording your message:

* Cancel

Done recording

1 Review

2 Re-record

After you are satisfied with your recording, you will be prompted to enter the recipient's extension. At this time, you have the option to press:

0 Additional addressing options

1 Look up recipient by name in a directory

2 Specify a personal distribution list

3 Broadcast to all extensions

* Cancel addressing options

After the message is addressed, if desired, you can press:

1 Mark / unmark urgent

2 Request return receipt

3 Listening to Saved Messages

From the Main Menu, you can listen to saved messages by pressing **3** . To interact with saved messages, press any one of the options under "Listening to and Interacting with New Messages" on page 18 (except for option 2).

7 Mailbox Options

Press **7** to access various options for your personal mailbox, then press one of the following:

1 Record personal greeting

NOTE When you record a personal greeting, it is linked to the current active call handling mode.

Record your personal greeting for the current active call handling mode at the tone and press **#** , then select from the following options:

Accept

1 Review

2 Re-record

3 Delete

* Cancel

2 Choose call handling mode

For more information on call handling, see "Changing Call Handling Mode and Forwarding" on page 24. The following modes and options are available:

1 Standard

2 In a Meeting

3 Out of the Office

4 Extended Absence

5 Custom

* Cancel

4 Set your password

Enter your new password, followed by **#** and repeat to confirm. Press ***** to cancel.

5 Disable or enable envelope information

Use this option to turn on/off the envelope information which contains the date/time of the message, caller ID and/or the recorded name of the person who left the voice mail message.

6 Record your name

Press **#** when you are finished recording your name, then choose from the following options:

Accept

1 Review

2 Re-record

3 Delete and use default system recording

* Cancel

7 Listen to your deleted messages

As a safeguard against accidental erasures, the system retains deleted messages for a few hours. To listen to your deleted messages, 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. Press **2** to restore the deleted message to a saved message.

8 Remove deleted messages

The following options are available:

1 Confirm

* Cancel

8 Log Off

9 Return to Auto-Attendant

0 Transfer to Assistant

Hear Mailbox Status

Select this option to hear the number of unheard messages.

Leaving a Message and Message Options

When your call is sent to voice mail, you may leave a message when prompted, or you can use one of the following options while listening to the mailbox greeting:

Bypass greeting and leave a message, then hang up to send it.

0 Transfer to assistant.

1 Forward to recipient's Find Me destination (an optional number where calls can be forwarded) — if enabled; otherwise you will be prompted to record a message.

9 Transfer to auto-attendant.

After message recording, select from one of the following options:

Message Options, then:

    # Send message

    * Cancel

    1 Review

    2 Re-record

    3 Mark / unmark urgent

    9 Transfer to auto-attendant

    0 Transfer to assistant

* Re-record

0 Send message, transfer main menu

1 Send message, forward to recipient's Find Me destination, if enabled

9 Send message, transfer to auto-attendant

NOTE Hanging up sends the message.