

CHAPTER


4

Using Voicemail

This chapter provides information about using visual voicemail on your phone or the voicemail system. It contains the following information:

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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 access your voicemail messages using either of the following methods:

- Visual voicemail, available using your phone's interface, lets you see details about your messages and listen to messages in any order you choose. 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.
- The ShoreTel voicemail system, which you access by dialing into the system, provides traditional voicemail that you navigate through a series of audio prompts.

This chapter describes both methods of accessing voicemail.

Using Visual Voicemail

With visual voicemail, you can access and interact with messages through the display on your phone. At a glance, you can see the following information about the messages in your voice mailbox:

- The name and phone number of the person who left the message
- The date or time of the message
- Whether the message is a broadcast message and whether it is marked urgent, private, or return receipt requested

The most recent message is listed first.










The number at the top of your phone's main display indicates the number of unheard messages. In your visual voicemail inbox, the number at the top indicates the number of messages in your inbox. Unheard messages are displayed in **bold text**. Messages that you have already listened to are displayed in **regular text**.

As you listen to a message, a progress indicator shows your current point in the message. At any point, you can pause, skip back, or skip forward.

You can also use the visual voicemail interface to record a new voicemail message and designate the recipients, include a subject label for the message, mark the message as urgent, mark the message as private, and request a return receipt. You can also easily forward a message to one or more recipients or reply to one or more recipients.


[Table 6](#) describes the icons displayed in visual voicemail.

Table 6: Voicemail Icons

Icon	Description
	Voicemail message
	Urgent voicemail message (applies to any type of voicemail message)
	Broadcast voicemail message
	Broadcast voicemail message with return receipt requested
	Private broadcast voicemail message
	Private broadcast voicemail message with return receipt requested
	Private voicemail message
	Private voicemail message with return receipt requested
	Voicemail message with return receipt

Interacting with Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.
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.)
 - If you want to listen to your messages with the handset, pick up the handset.

- If you want to listen to your messages through your headset, press the  button. (For wireless headset, take your headset off hook.)
 - 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:
- To play the message, press the **Play** soft key. While the message is playing, you can do any of the following:
 - To pause while listening to the message, press the **Pause** soft key.
 - To rewind the message a few seconds, press the **Skip Back** soft key.
 - To move a few seconds ahead in the message, press the **Skip Fwd** soft key.
 - To stop playing the message, press the **Stop** soft key.


**Note**

If your ShoreTel system is configured to notify you that new or saved messages will be deleted after a certain number of days, you receive this type of notification as a message in your visual voicemail inbox. The notification appears as a message from yourself. When you select the message, the notification is displayed as a warning in a pop-up message on the phone rather than played as an audio file. After you view the pop-up message, you can delete the message by pressing the **Delete** soft key.

- To delete the message, press the **Delete** soft key.
 - To call the person who left the message, press the **Call back** soft key.
 - To save the message, press the **More** soft key and then press the **Save** soft key.
 - To see more details about the message, such as the subject line or the sender's email address, press the **More** soft key and then press the **Open** soft key.
6. When you're finished, press the **Exit** soft key.

Composing Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.
Your voicemail inbox is displayed.
3. Press the **More** soft key.
4. Press the **More** soft key again.
5. Press the **Composesoft** key.
The Compose Voicemail page is displayed.

6. Designate the voicemail message recipients as follows:
 - a. Press the **To...** soft key.
 - b. Press the ▼ and ▲ navigation keys to scroll through the displayed Directory to select the recipients, and press the **Select** soft key when each intended recipient is highlighted.
 - c. Press the **List** soft key to verify that you have included the proper recipients, and then do one of the following:
 - If you have included names you didn't intend to include, highlight the name and press the **Deselect** soft key.
 - If you want to return to the Directory to select more names, press the **Directory** soft key and repeat Step 6b above.
 - If you are satisfied with the list of recipients you've selected, press the **Back** soft key to return to the Compose Voicemail page.
 7. If you want to enter a Subject label for the voicemail message, do the following:
 - Press the ▼ navigation key to scroll to the Subject menu item, and press the **Edit** soft key.
 - Press the **Clear** soft key to delete all the text.
 - The **Backspace** soft key to delete some characters.
 - Press the **1 -> aA** soft key to toggle through and select the desired text-entry mode, and then use the key pad to enter the text you want to use for the Subject line.
-
-  **Tip** To enter a space character, select either the lowercase (**a -> A1**) or uppercase (**A ->1a**) text-entry soft key and press the * key until the space character is displayed.
-
- When you're satisfied with the text, press the **Back** soft key.
 8. If you want to mark the voicemail message as Urgent, press the ▼ navigation key to scroll to the Urgent menu item, and press the **Toggle** soft key.
 9. If you want to mark the voicemail message as Private, press the ▼ navigation key to scroll to the Private menu item, and press the **Toggle** soft key.
 10. If you want to receive a Return Receipt when the recipient listens to the message, press the ▼ navigation key to scroll to the Return Receipt menu item, and press the **Toggle** soft key.
 11. To record the voicemail message, press the **Start** soft key, record the message, and press the **Stop** soft key.
 12. Press the **Send** soft key.

The voicemail message is sent to the targeted recipients.
 13. Press the **Exit** soft key.

Replying to Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.
Your voicemail inbox is displayed.
3. Press the **More** soft key.
4. Press the **More** soft key again.
5. Do one of the following:
 - To reply to only the person who sent the message, press the **Replysoft** key.
 - To reply to the sender and all who received the message, press the **More** soft key and then the **Reply All** soft key.
The Compose Voicemail page is displayed.
6. If you want to add additional recipients to the voicemail message reply, add more recipients as follows:
 - a. Press the **To...** soft key.
 - b. Press the ▼ and ▲ navigation keys to scroll through the displayed Directory to select the recipients, and press the **Select** soft key when each intended recipient is highlighted.
 - c. Press the **List** soft key to verify that you have included the proper recipients, and then do one of the following:
 - If you have included names you don't want to include, highlight the name and press the **Deselect** soft key.
 - If you want to return to the Directory to select more names, press the **Directory** soft key and repeat Step 6b.
 - If you are satisfied with the list of recipients you've selected, press the **Back** soft key to return to the Compose Voicemail page.
7. If you want to change the Subject label for the voicemail message, do the following:
 - Press the ▼ navigation key to scroll to the Subject menu item, and press the **Edit** soft key.
 - Press the **Clear** soft key to delete all the text.
 - The **Backspace** soft key to delete some characters.
 - Press the **1 -> aA** soft key to toggle through and select the desired text-entry mode, and then use the key pad to enter the text you want to use for the Subject line.

**Tip**

To enter a space character, select either the uppercase or lowercase text-entry mode and press the * key until the space character is displayed.

- When you're satisfied with the text, press the **Back** soft key.
- 8. If you want to mark the voicemail message as Urgent, press the ▼ navigation key to scroll to the Urgent menu item, and press the **Toggle** soft key.
- 9. If you want to mark the voicemail message as Private, press the ▼ navigation key to scroll to the Private menu item, and press the **Toggle** soft key.
- 10. If you want to receive a Return Receipt when the recipient listens to the message, press the ▼ navigation key to scroll to the Return Receipt menu item, and press the **Toggle** soft key.
- 11. If you want to include the original message with your reply, press the ▼ navigation key to scroll to the Include Original menu item, and press the **Toggle** soft key.
- 12. To record your reply to the voicemail message, press the **Start** soft key, record the message, and press the **Stop** soft key.
- 13. Press the **Send** soft key.

The voicemail message is sent to the targeted recipients.

- 14. Press the **Exit** soft key.

Forwarding Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.
Your voicemail inbox is displayed.
3. Press the **More** soft key.
4. Press the **More** soft key again.
5. Press the **Forward** soft key.

The Compose Voicemail page is displayed.

6. Designate those to whom you want to forward the message as follows:
 - a. With **To** highlighted, press the **To...** soft key.
 - b. Press the ▼ and ▲ navigation keys to scroll through the displayed Directory to select the recipients, and press the **Select** soft key when each intended recipient is highlighted.
 - c. Press the **List** soft key to verify that you have included the proper recipients, and then do one of the following:

- If you have included names you don't want to include, highlight the name and press the **Deselect** soft key.
 - If you want to return to the Directory to select more names, press the **Directory** soft key and repeat Step 6b.
 - If you are satisfied with the list of recipients you've selected, press the **Back** soft key to return to the Compose Voicemail page.
7. If you want to change the Subject label for the voicemail message, do the following:
- Press the ▼ navigation key to scroll to the Subject menu item, and press the **Edit** soft key.
 - Press the **Clear** soft key to delete all the text.
 - The **Backspace** soft key to delete some characters.
 - Press the **1 -> aA** soft key to toggle through and select the desired text-entry mode, and then use the key pad to enter the text you want to use for the Subject line.



Tip

To enter a space character between words, select either the uppercase or lowercase text-entry mode and press the * key until the space character is displayed.

- When you're satisfied with the text, press the **Back** soft key.
8. If you want to mark the voicemail message as Urgent, press the ▼ navigation key to scroll to the Urgent menu item, and press the **Toggle** soft key.
9. If you want to mark the voicemail message as Private, press the ▼ navigation key to scroll to the Private menu item, and press the **Toggle** soft key.
10. If you want to receive a Return Receipt when the recipient listens to the message, press the ▼ navigation key to scroll to the Return Receipt menu item, and press the **Toggle** soft key.
11. To record your forwarding remarks for the voicemail message, press the **Start** soft key, record the message, and press the **Stop** soft key.
12. Press the **Send** soft key.
- The voicemail message is forwarded to the targeted recipients.
13. Press the **Exit** soft key.

Viewing Saved Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.

Your voicemail inbox is displayed.

3. Press the **More** soft key.
4. Press the soft key.
Your saved messages are displayed.
5. Press the ▼ and ▲ navigation keys to scroll through your saved messages until you locate the message you want to interact with.
6. With a saved message in focus, you can take one of the following actions:
 - To see details about the person who sent the message, press the **Open** soft key.
 - To delete the message, press the **Delete** soft key.
 - To play the message, press the **More** soft key, press the **More** soft key again, and then press the **Play** soft key.
 - To call the person who left the message, press the **More** soft key, press the **More** soft key again, and then press the **Call Back** soft key.
 - To move the message to your voicemail inbox, press the **More** soft key, press the **More** soft key again, and then press the **To inbox** soft key.
7. 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.
Your voicemail inbox is displayed.
3. Do one of the following:
 - 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.
 - To delete saved messages, do the following:
 - a. Press the **More** soft key.
 - b. Press the soft key.
Your saved messages are displayed.
 - c. Press the ▲ and ▼ navigation keys to scroll through your saved messages until you locate the message you want to delete.
4. With the message highlighted, press the **Delete** soft key.
The message is deleted.
5. For each message that you want to delete, repeat steps 3-4.

6. When you're finished deleting messages, press the **Exit** soft key.

Using the Voicemail System

The ShoreTel voicemail system provides a method to listen to and manage your voicemail messages by following audio prompts.

Logging in to the Voicemail System

A steadily flashing red light in the upper right corner of your phone indicates that you have unheard messages. To hear your messages using the voicemail system, you must first log in to the voicemail system.

You can also log in to the voicemail system from 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 **#**.



Note

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

Logging in to Voicemail from Another Extension

You can log in to the voicemail system from another extension in your ShoreTel system, whether it is an IP phone or an analog 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. (On a ShoreTel IP Phone 480, 480g, or 485g, you must also press the **Call VM** soft key.)
2. At the password prompt, press **#** and then enter your extension.

**Note**

If you are using a phone that is in an “Available” or “Anonymous” state, the initial prompt directs you to enter your extension rather than a password, so you do not have to press # before entering your extension.

3. Enter your password, and then press #.

Logging in to Voicemail from an External Phone

1. Dial the voicemail access number provided by your ShoreTel Connect administrator.
2. At the prompt, press # and then dial your extension.
3. Enter your password, and then press #.

Interacting with New Messages in the Voicemail System

This section describes shortcuts and common tasks for handling messages in the voicemail system.

Using Shortcut Keys

You can press the following keys to while listening to messages:

- To hear envelope information (time and date sent, user’s name) for a message, press **6**.
- To rewind to several seconds earlier in a message, press **7**.
- To pause a message, press **8**.
- To fast forward to several seconds later in a message, press **9**.
- To continue to the next message, press **#**.
- To hear additional options, press **0**.

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 **1**.
 - To save a message, press **2**.
 - To delete a message, press **3**.

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 **4**.
4. Record a prefacing remark, and then do one of the following:
 - If you are satisfied with the prefacing remark, press **#**.
 - To review the prefacing remark, press **1**.
 - To rerecord the prefacing remark, press **2**.
 - To cancel the recording, press *****.

**Tip**

After addressing a message, you can press **1** to mark it urgent.

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 **5**.
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 *****.

Listening to Saved Messages

1. Log in to voicemail.
2. From the voicemail Main Menu, press **3**.

To interact with saved messages, press any one of the options (except for option 2) described in [Interacting with New Messages in the Voicemail System](#) on page 58.

Sending Messages from Voicemail

1. Log in to voicemail.
2. From the voicemail Main Menu, press **2**.
3. Record the message and select one of the following options:
 - To cancel the message recording, press *****.
 - To finish recording, press **#**.
 - To review the message, press **1**.
 - To rerecord the message, press **2**.

4. After you are satisfied with your recording, press **#** to finish recording.
5. At the prompt, enter the recipient's extension.
6. To choose additional addressing options, press **0** and select any of the following options:
 - To look up a recipient by name in the directory, press **1**.
 - To send a personal distribution list, press **2**.
 - To broadcast to all extensions, press **3**.
 - To cancel addressing options, press *****.
7. After the message is addressed, select any of the following options:
 - To mark or unmark a message as urgent, press **1**.
 - To request a return receipt, press **2**.
 - To send the message, press **#**.

Leaving a Message and Using Message Options

When the recipient of your call does not answer and has not opted to automatically forward calls, you can leave a message when prompted.

1. Enter one of the following options while listening to the mailbox greeting:
 - To bypass the greeting and leave a message, press **#**.
 - To transfer to an assistant, press **0**.
 - To return to the auto-attendant, press **9**.
 - To forward your call to the recipient's Find Me destination (an optional number where calls can be forwarded), press **1**. If a Find Me destination is not enabled, you are prompted to record a message.
2. After recording the message, choose one of the following options:
 - To access message options, press **#** and select one of the following message options:
 - To send the message, press **#**.
 - To cancel the message, press *****.
 - To review the message, press **1**.
 - To rerecord the message, press **2**.
 - To mark or unmark the message as urgent, press **3**.
 - To mark or unmark the message as private, press **4**.
 - To transfer to the auto-attendant, press **9**.
 - To transfer to the assistant, press **0**.
 - To rerecord the message, press *****.
 - To send the message and transfer to an assistant, press **0**.
 - To send the message and transfer to the auto-attendant, press **9**.
 - To send the message and forward it to the recipient's Find Me destination (if enabled), press **1**.
3. Hang up to send the message.

Using Mailbox Options

The Mailbox Options submenu in the voicemail system lets you handle the following tasks:

- record your name
- record a personal greeting
- set your password
- assign your extension to a phone
- change your availability state
- enable or disable envelope information
- listen to deleted messages
- remove deleted messages
- enable or disable Outlook-automated call handling
- enable or disable email delivery
- change the agent state
- enable or disable Find Me forwarding

Recording Your Name

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 *****.

Recording a Personal Greeting

1. Log in to voicemail.
2. Press **7** to access mailbox options.
3. Press **1** to record a personal greeting.

**Note**

The personal greeting is linked to the active availability state.

4. Record your personal greeting for the currently active availability state at the tone and press #, then select from the following options:
 - To accept the personal greeting, press #.
 - To review the personal greeting, press 1.
 - To rerecord the personal greeting, press 2.
 - To cancel the recording, press *.

Setting Your Password

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 4.
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 *.

Assigning Your Extension to a Phone

With the appropriate permissions (set by your ShoreTel Connect administrator), you can assign your extension to any system phone. This feature is helpful if you are using someone else's office and phone temporarily.

Depending on how your phone was configured, you can also use your phone or the ShoreTel Connect client to assign or unassign an extension.



Note

If you assign your extension to a phone that is normally occupied by another user, calls to the original user's extension are forwarded to the destination that user has defined for the active availability state.

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 3.
4. Choose one of the following options:
 - Press 1 to assign the extension.
 - Press 2 to unassign the extension. (The phone reverts to the extension originally assigned to it.)

Setting Your Availability State

Availability states let you specify your status and determine how inbound calls are handled. You can record distinct greetings and specify different call forwarding options for each state.

To change your availability state:

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **2** to set the availability state.
4. Choose one of the following availability states or other options:
 - For Available, press **1**.
 - For In a Meeting, press **2**.
 - For Out of Office, press **3**.
 - For Vacation, press **4**.
 - For Custom, press **5**.
 - For Do Not Disturb, press **6**.
 - For enabling calling additional phones (configured by your ShoreTel Connect administrator), press **7**.
 - To cancel, press *****.

The availability state stays in effect until you change it. However, if Outlook automated call handling is active, Outlook modifies your availability state based on your status.

Enabling or Disabling Envelope Information

A message's envelope information includes the date and time of your message's delivery and your name. By default, envelope information is disabled.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **5** to toggle between disabling and enabling envelope information.

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.

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.

4. 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 *****.

Enabling or Disabling Automated Call Handling in Outlook

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. To enable or disable Outlook automated call handling, press **1**.

Enabling or Disabling a Notification Profile

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. Press **2**.
5. Choose one of the following options:
 - Enter the number of the new notification profile.
 - To cancel, press **#**.

Changing the Workgroup Agent State

You can change the workgroup agent state directly from your phone or through the voicemail system.

If a workgroup agent state is active on your phone, your phone displays an icon to indicate which state is currently active. For the workgroup agent state icons and descriptions, see [Table 1](#) on page 18.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.

4. Press **3**.
5. Chose one of the following options:
 - To log in and assign your extension, press **1**.
 - To log out, press **2**.

Enabling or Disabling Find Me Forwarding

When Find Me forwarding is enabled, calls sent to voicemail are routed to your Find Me forwarding destination if the caller presses 1 while listening to your voicemail greeting.

You can enable or disable the Find Me forwarding option for the availability state that is currently active. However, you hear the option to enable or disable Find Me forwarding only if it is configured in one of the following ways:

- Your ShoreTel Connect administrator enabled the Find Me option for you, and you configured a Find Me destination in the ShoreTel Connect client.
- You used the ShoreTel Connect client to enable the Find Me option and to configure a Find Me destination.

To enable or disable Find Me forwarding:

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. Press **5**.
5. Chose one of the following options:
 - To enable Find Me forwarding, press **1**.
 - To disable Find Me forwarding, press **2**.