**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.
- The phone’s message waiting light flashes.

**Checking Voice Mail**

To check voice mail from your extension

1. Press \[\text{Message}\] 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. Press \#.
3. Enter your extension.
4. Enter your password.
5. 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 reply it, send a reply to the person who left the message, forward it to someone else, reply the date and time information, save it, or delete it.

To reply all of your saved messages

- Press 3 at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

To listen to your deleted messages

1. Press 7 at the Main Menu prompt.

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

- 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.

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

- 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**

Customize 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.

**Changing Extension Assignment**

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-assigned the extension. (The phone reverts to its original extension.)

**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.

**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.

**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**
- *** Cancel**
- **1 Review**
- **2 Re-record**
- **3 Mark/unmark urgent**
- **0 Send message, transfer to assistant**
- **9 Send message, transfer to Auto-Attendant**
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

# 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

Listen to Saved Messages
Refer to “Listen to Messages” for message options while listening to saved messages.

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
- * Cancel

2 Set Call Handling Mode

- 1 Standard
- 2 In a meeting
- 3 Out of office
- 4 Extended absence
- 5 Custom
- 6 No change
- * Cancel

3 Re-assign Extension
Press either 1 to Assign, or 2 to Un-assign.

4 Set Password
Enter password twice in response to the prompts.

- # Accept
- 1 Review
- 2 Re-record
- 3 Delete
- * 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
- 1 Review
- 2 Re-record
- 3 Delete
- * Cancel

7 Transfer to Assistant

8 Remove Deleted Messages

- 1 Confirm
- * Cancel

9 Additional Options
1 Enable or disable Outlook automated call handling
2 Change email delivery options
3 Change Agent state
5 Change Find Me Forwarding state
* Cancel

2 Email Delivery Options
1 Disable email delivery
2 Enable email delivery
3 Enable email delivery with voice mail attached
8 Mark voice mail heard after email delivery

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

ShoreTel Voice Mail Quick Reference

Press 1 to select an option.
ShoreTel 230/230g IP Phone Quick Reference

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
- Divert 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.
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
- Blinks Green - (Fast) on hold or call parked
- Blinks Green - (Slow) incoming call

230g IP Phone Operational signals
- Steady Green - in use by you
- Blinks Green - (Slow blink: 1s on/1s off) incoming call
- Blinks 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)

GUIDE TO STATUS ICONS

ShoreTel 230/230g IP Phone Quick Reference

- Unheard Voice Messages
- Missed Calls
- Logged Into Workgroup
- Logged Into Workgroup, In Wrap-Up
- Logged Out of Workgroup
- On Hook
- Off Hook
- Inactive / Do Not Disturb
- Incoming Call (Animated)
- On a Call
- On a Conference Call
- Call On Hold / Parked
- Remote Hold

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