

# Voice Mail

## Logon

Press **VOICE MAIL**, then **CALL VM** enter password **1818#**

## Mail Box Setup

These steps usually only need to be done once.

Press **SEVEN (7)** for mailbox options.

Greeting

Press **ONE (1)** to record greeting.

Password

Press **FOUR (4)** to set password

Name

Press **SIX (6)** to record name.

## Mailbox Menu

Press **ONE (1)** to listen to your new messages:

Press **ONE (1)** to replay message

Press **TWO (2)** to save the message

Press **THREE (3)** to delete the message

Press **FOUR (4)** to forward the message

Press **FIVE (5)** to reply to the message

Press **SIX (6)** to hear the Time & Date

Press **SEVEN (7)** to rewind the message

Press **EIGHT (8)** to pause the message

Press **NINE (9)** to move forward

Press **POUND (#)** to continue to the next message

Press **STAR (\*)** to return to main menu

Press **TWO (2)** to send a message

Press **THREE (3)** to listen to your saved messages

Press **SEVEN (7)** to change mailbox options:

Press **ONE (1)** to record a greeting

Press **TWO (2)** to enter call handling mode

Press **THREE (3)** to reassign your extension

Press **FOUR (4)** to set password

Press **FIVE (5)** to set Time & Date

Press **SIX (6)** to record your name

Press **SEVEN (7)** to listen to deleted messages

Press **EIGHT (8)** to remove deleted messages

Press **STAR (\*)** to return to main menu

Press **NINE (9)** to enter the Auto Attendant

Press **ZERO (0)** for the Operator

### **Mailbox limits:**

30 Days maximum upon receipt of message

32 Messages

2 minutes per message

## To Retrieve Messages from Outside the Company:

Dial main number, press **Star “\*”** upon hearing greeting.

Enter your **mailbox number** and **security code**.

Follow steps listed above.

# Hackley School User Guide

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Serviced By:

**Select Telecom Inc.**  
333 Westchester Ave  
White Plains, NY, 10604  
914-761-1313  
[www.Select-tele.com](http://www.Select-tele.com)

For Service requests please email [service@select-tele.com](mailto:service@select-tele.com)

### Placing Calls

External Lift handset, **dial 8, then dial 7 digit number**  
(Add 1+area code if applicable)

Internal Lift handset; dial desired **extension number** (i.e. 101)  
and wait for answer.

Sending calls to your Voice mail When an incoming call arrives, press the **TO VM** soft key and  
and send the call straight to your voice mail.

### Answering Calls

External/Internal If your telephone **rings**, lift handset and speak.

### Park Calls

While talking to caller press, **PARK**, enter recipient's **extension number**, then hang up.  
Announce parked extension to recipient.

UnPARK Go to any phone and press **UNPARK** and dial announced  
**extension number** and press **UNPARK**

### Transfer Call

While talking to caller press **TRANSFER**, dial desired  
**extension number** then hang up to complete.

### Transfer Call

(with Consult) While talking to caller press, **TRANSFER**, dial desired  
**extension number** and wait to announce call.  
If recipient wants to the call, press **YES**. If not, press cancel to  
return to call.

### Transfer Call

Direct to Mailbox While talking to caller press, **TRANSFER**, dial desired  
**extension number**, press **MORE**, then press **TO MB**.  
Caller is sent directly to that person's mailbox.

### Headset Mode

Press **Headset** key.  
(The Headset key is now your hook switch.)

To Cancel **Press Headset key.**

### Conference Call

Place first call then, press **CONF** key. (The call is on HOLD)  
**Dial next person** you would like to Conference.

Press **YES** (on screen) to join all parties together.

To exit and leave parties connected, just hang up  
or press hold if you need to return to conf call at some point

To Show all parties, press **SHOW (on screen)**  
To Force Drop caller out of conf, press **DROP (on screen)** and  
point to party you want out of the conference.  
(using arrow button next to screen)

### History

Press History, it will show your last incoming, outgoing and  
missed calls.

### Mute

Press **MUTE** key once - Light is **on**-MIC is **not active**  
Press **MUTE** key again - Light is **off**-MIC is **active**.

### Directory

To dial by name, press **Directory**, using dial pad letters, enter a  
few letters of the person's first or last name. Use scroll if needed.  
Lift handset to connect.

### State

Press **STATE** soft key, select from the 5 different call handling  
modes to put yourself in **DND**.  
To clear the mode press **ONE (1)** for Standard.

### Options

You can change ring tone, change call handling mode, and do  
button programming.  
\*(Password is your voice mail password)

### Additional Training

<http://support.shoretel.com/kb/view.php?t=ShoreTel-Connect-Basic-Client-and-Telephone-Training>