

Loyola University New Orleans

Information Technology

Shoretel Phone system

Re: Setting up your Voice Mail and Logging into your new Phone

If your phone's display already shows your name and extension, all you have to do is setup your voicemail. Go to page 2 of this document to just setup your voice-mail.

If your phone's display shows "Available", you need to log into your phone using your existing extension.

To do this, follow these steps. You will need your existing extension and your default password which is 1234. Follow the auto attendant's instructions.

Step A: Press the Voice Mail button on your phone and follow the auto attendant's instructions

1. She will ask you for your password and **press #**
2. She will ask you to change your password followed by **#**
3. She will ask you to re-enter your new password followed by **#**
4. She will ask you to record your name, when finished press **#**
5. She will ask you "if your recording is correct press **#**"
6. She will say, "name recorded, and either you have messages or you have no unheard messages, Main Menu"
7. **Press 4** at this point to change Mail Box options
8. She will say "Mail Box Options, to reassign your extension press 1":
Press 1
9. She will say "to assign your extension to this telephone press 1":
Press 1

The system will hang up. You have setup your voice mail and assigned your extension to your phone.

To setup your personal greetings please consult the:
New Shoretel Phone System - Quick Start Guide and FAQ on the website below.

<http://academicaffairs.loyno.edu/infotech/telecommunications-faculty-and-staff-services>

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Re: Setting up your Voice-Mail for the first time

1. Press the Voice Mail button on your phone.
The default password is 1234, and press #
4. Enter a new 4-26 digit password followed by #. Repeat to confirm your password.
5. Speak your name and press #; then press one of the following keys to select your option:
 - a. # Accept
 - b. 1 Review
 - c. 2 Re-record
 - d. 3 Delete
 - e. * Cancel

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