

August 2009

Did you know?

The ShoreTel system can allow you to choose how and when to be notified if you receive a voice mail message depending on your call handling mode. This can be accomplished through the “Voice Mail” and “Escalation” tabs under “Options and Preferences”.

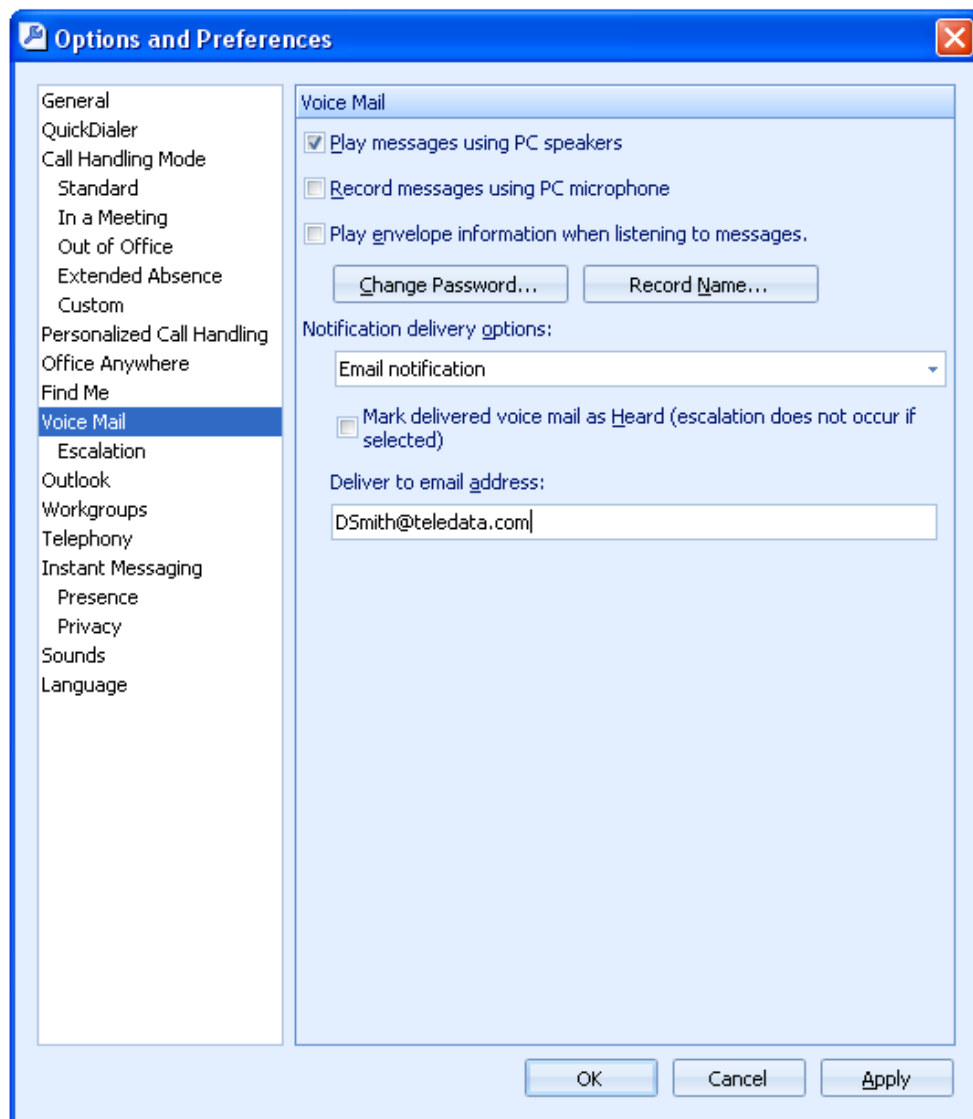


*With the Message Notification options you can choose:

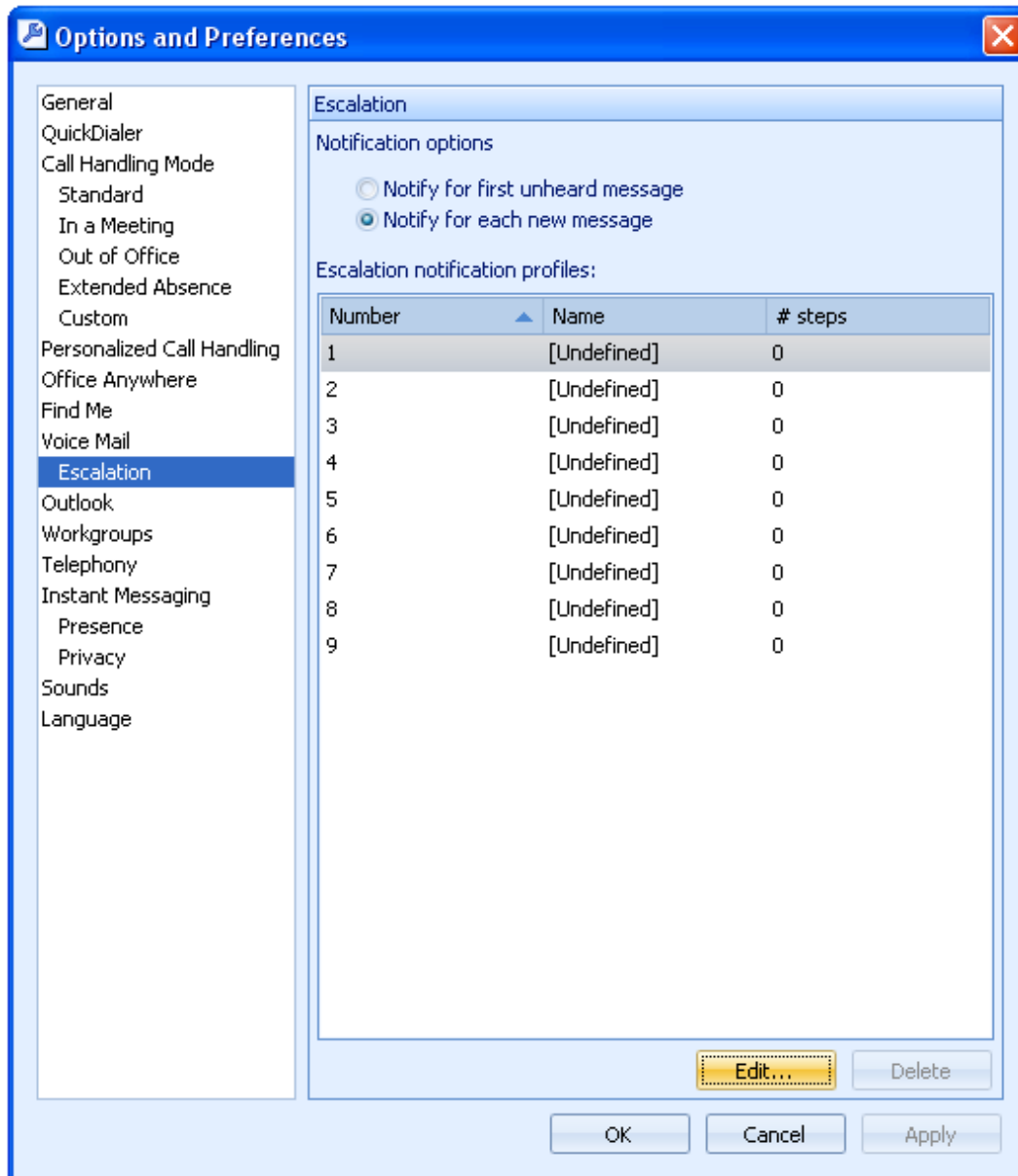
- Whether to be notified via phone, email or pager.
- To accept all messages, no messages or only messages marked as “urgent”.
- What steps the system should take in the process of notifying you.
- How many times and how often the system should attempt to notify you in each step.
- How long the system should wait between certain steps.

In order to configure Message Notification:

1. Go to “Tools”, “Options”, and click on the “Voice Mail” tab.
2. Under the “Notification delivery options” header, click on the drop down menu.
3. Select the desired notification method for receiving message notifications
 - a. *Disabled*—you will not receive notifications
 - b. *Email WAV file*—a WAV file is attached to the email notification
 - c. *Email notification*—you will only receive an email notification without a WAV file attachment



For the system to notify you by other means, select “Escalation” under Voice Mail. You can choose to either be notified of the first unheard message or for every new message. You can define up to 9 different escalation profiles for notification of unheard messages.



For each step in the Escalation Notification Profile, you can define a different way of notification using an email address, phone number or pager number. The profile will continue down to the next step (total of up to 10) until the message has been retrieved.

Escalation Notification Profile

Profile Name: Devin's Travel Escalation Profile Repeat Count (0 - 200): 1

For each profile, you can specify up to ten steps to do notification. You can select the steps from the list box then fill in the details of the steps.

Step 1 Timeout (0 - 3600) 3 Minutes

Notify me of urgent messages only

Email Notification Options

Disabled

User Email Address:

Telephone Notification Options

Phone Number: 9 +1 (913) 323-2342

This number is a pager

Pager ID:

Pager Data:

OK Cancel Apply

To learn more about this feature please contact your system administrator.

*** Please Note: Call Manager used in this tip is that of release 8.0 or later**



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