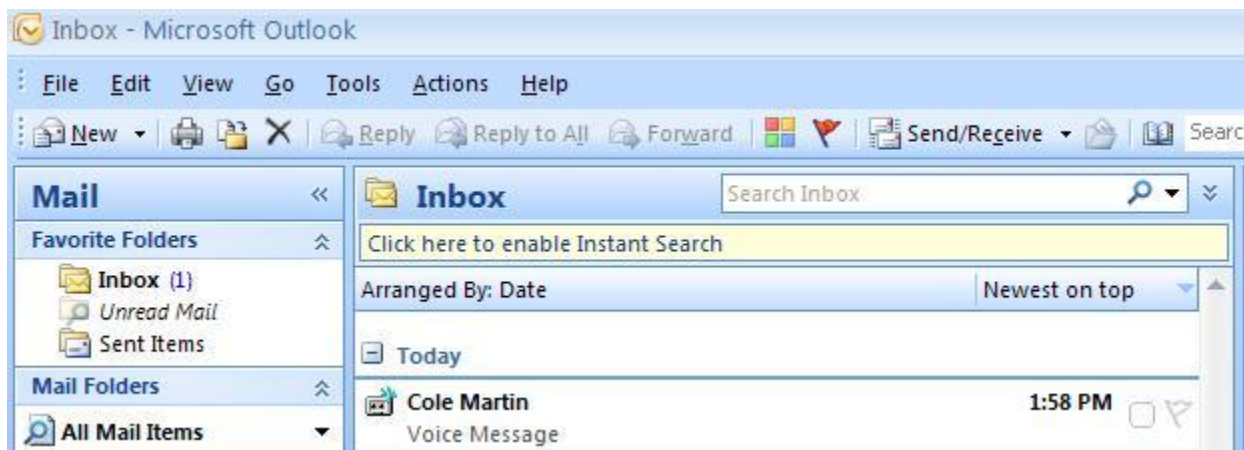


July 2009

*Did you know?*

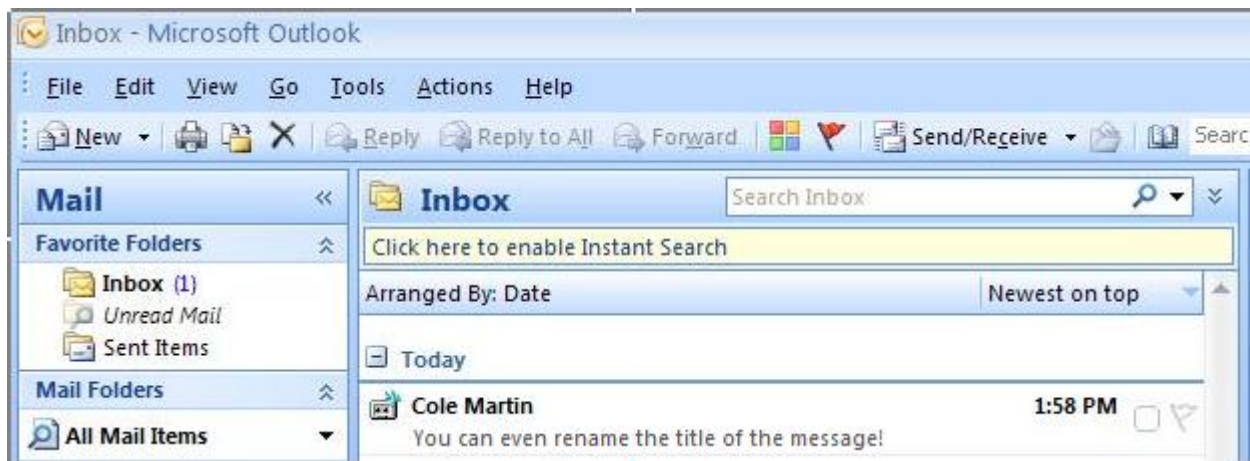
The ShoreTel system integrates with Outlook allowing you to view all of your voice mail messages in your Outlook Inbox. This makes listening, retrieving and responding to messages much easier than legacy style PBX methods. Now with voice mail messages being sent to you as email, you can forward them to any email destination like you would any other email, giving you the power of multimedia messaging. Voice mail messages can even be saved to your local machine since they are converted into the industry-standard audio for Windows (WAV) format, for later retrieval.



**All voice mails can appear in your Outlook Inbox**

Use this feature so you can:

- View caller information at-a-glance for all of your voice mail messages
- Prioritize the order in which you listen to messages, based on caller information or title/subject of the voice mail message
- Include a summary or title in the subject line of your messages for easy reference



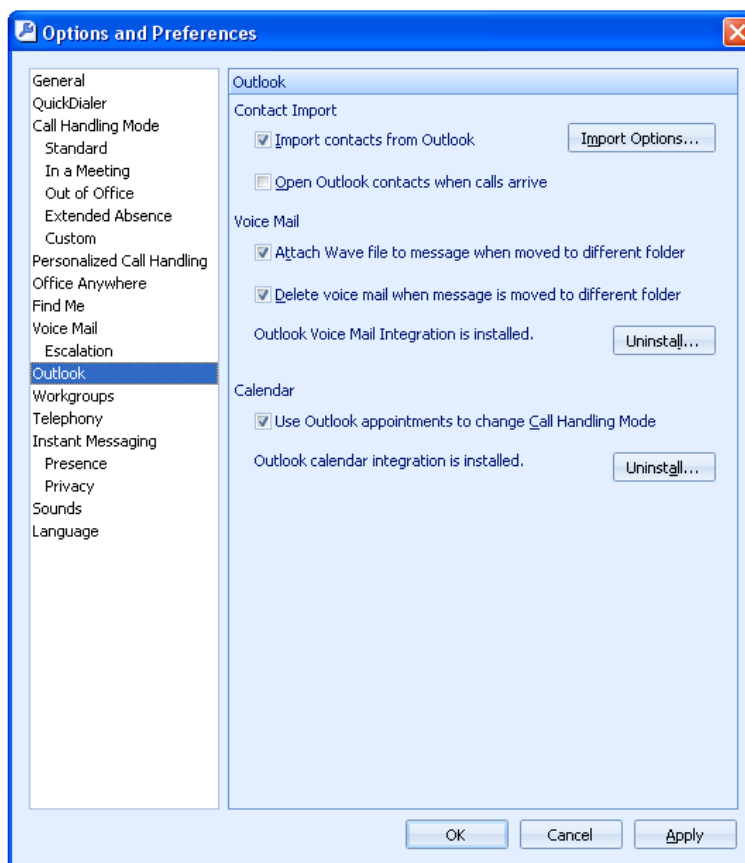
The subject line of messages can be renamed

In order to configure voice mail messages in your Outlook Inbox follow these steps:

1. Go to "Tools", "Options" and "Outlook".

You should see the same window as the one shown below.

If your system administrator has already integrated Outlook with your Call Manager, you will see the message "Outlook Voice Mail Integration is installed" under the Voice Mail header. Contact your system administrator if you do not see this message.



2. Select the first option if you want to attach a Wave file to the email message whenever you move the emailed voice mail message to a different Outlook folder.
3. Select the second option if you want to delete the original voice mail message (located on the voice mail server) when you move it to a different folder (thus saving it to your local device).

If you need assistance with this feature please contact your system administrator.



**Information Desk**

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