

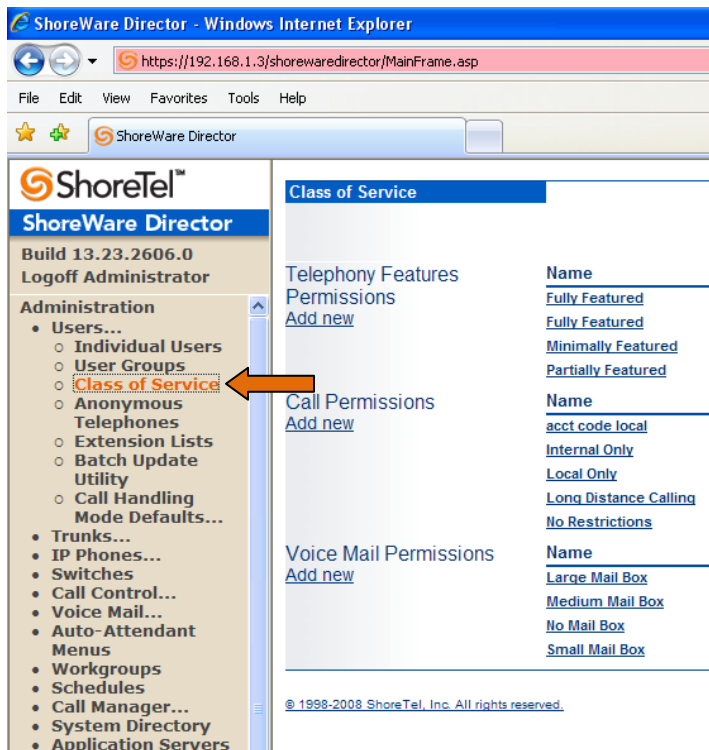
March 2009

*Did you know?*

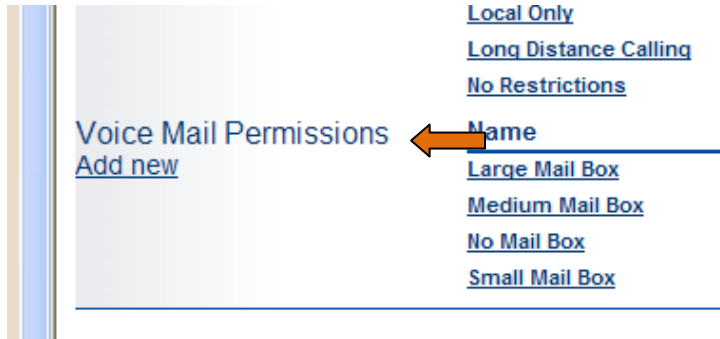
Since the release of ShoreTel 7, administrators have been able to automatically delete stored voice mail messages after a set limit of time. For those looking to better manage their voice mail, as well as drastically decrease their time spent administering it, this is a much needed feature. When the feature is enabled and a user has several old messages that are approaching the expiration time limit, the user will receive multiple warnings in the form of e-mail and/or system prompts indicating that those voice mail messages will be deleted. If a user wants to maintain specific messages, it is possible to save them as WAV file attachments locally to their PC (described below).

In order to set the maximum voice mail limit, follow these steps:

- 1) Select "Class of Service" from the main menu to bring up "Voice Mail Permissions."



- 2) You may then select either one of the pre-programmed mail box profiles and set the limits to your specifications. Or you may select “Add New” and create a new mail box profile.



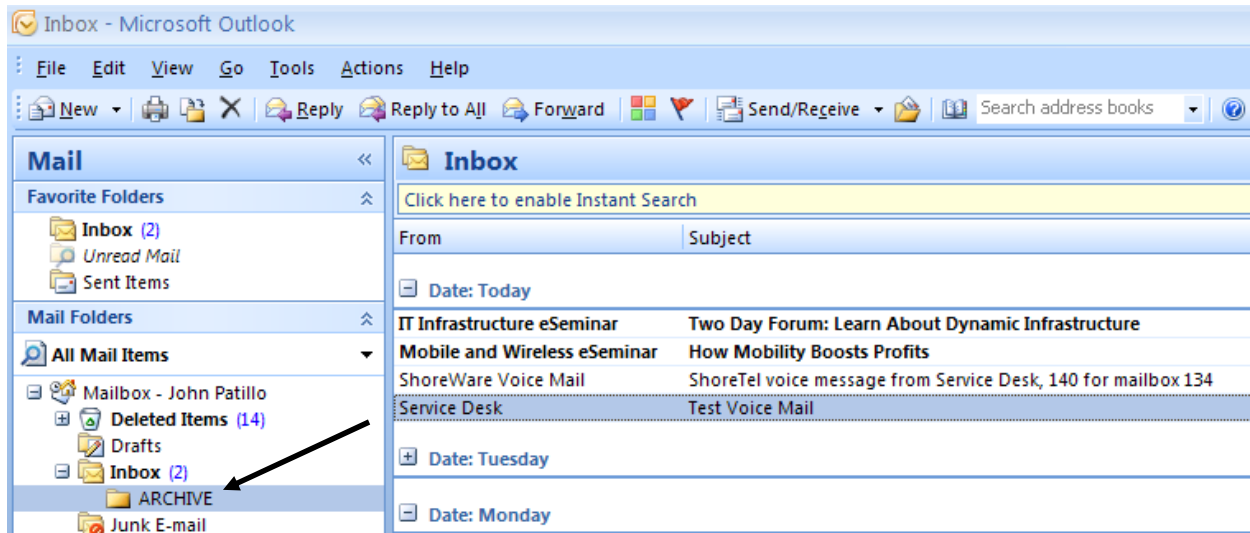
- 3) Once you select a profile, a screen is presented where you can change voice mail parameters. Two of those being the automatic deletion of Saved/Unheard/Heard messages. You will need to checkmark the options you want to configure.

A screenshot of the 'Class of Service' configuration page. The page title is 'Class of Service' and the subtitle is 'Edit Voice Mail Permissions'. There are buttons for 'New', 'Copy', 'Save', and 'Cancel'. Below the title bar, there is a section for 'Edit this record' with a 'Refresh this page' link. The form contains several fields: 'Name' (text box with 'New Voice Mail COS'), 'Incoming Message Length (0 - 3600):' (text box with '300' and 'seconds'), 'Incoming Max. Messages (0 - 500):' (text box with '50'), 'Outgoing Message Length (0 - 3600):' (text box with '300' and 'seconds'), 'Delete Saved / Unheard Messages after (30 - 2000):' (checkbox and text box with an orange arrow), 'Delete Heard Messages after (30 - 2000):' (checkbox and text box with an orange arrow), 'Lifespan of Voicemail Password (30-365):' (checkbox and text box), 'Days in Advance of Password Expiration Before Warning (1 - 30):' (checkbox and text box), 'Allow Access to Broadcast Distribution List' (checkbox checked), 'Allow Access to System Distribution Lists' (checkbox checked), 'Allow Message Notification' (checkbox checked), and 'Allow Message Notification to External Number' (checkbox checked).

- 4) Once you're done, save it. That's it!

If individual users want to maintain specific voice mail message for future reference, the following steps must be followed:

- 1) Create a new subfolder underneath Inbox. (i.e. ARCHIVE)
- 2) Select the Voice Message that you want archived.
- 3) Then move or drag it to the subfolder you just created.



- 4) Once the file is moved, that's it! By default, the original message is deleted from the ShoreTel system when moved to another folder because it is now saved locally to your computer. Any messages moved in this fashion will be safe from automatic deletion. A WAV is now made available within the email to play back or save to a specific location on your hard drive for future retrieval.

If you have any questions or concerns regarding this feature, please feel free to contact us.



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