

## Setting Up Voicemail on your ShoreTel Phone Unit

To set up your voicemail on your ShoreTel phone unit:

- Dial Voicemail:
  1. Lift the handset, press the # sign and wait for the phone to dial voicemail.
  2. At the prompt, enter the voicemail default password – 123456 (first time login) and the # sign.
- Change your password: After initially entering the default password, you will be prompted to change your voicemail password. You will need to enter the new password twice.

To change the password after the initial setup, press 4 from the main menu.

- Record your name: Next, the system will automatically prompt you for your name. Say your name and press # sign to accept it.

To change the name recording after the initial setup, press 6 from the main menu.

- Record your voicemail greeting: The voicemail greeting is the message that callers hear when you are unable to answer your phone and the call routes to your voicemail so they can leave a message. For instance, “Hi, I’m not available to take our call right now...”

1. At the voicemail main menu, press 7 and then 1. Record your greeting and press the # sign to accept it or follow the prompts to re-record.

- Enable envelope information: This tells you the date and time that a voicemail was left at your extension.

1. At the voicemail main menu, press 7 and then 5 to enable envelope information.

- Forgot Voicemail Password: Please submit an eSpace request by completing this [form](#).