



TECHNOLOGY TIPS

Monthly Newsletter

NEWS & FEATURES

Did You Know?

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Did You Know?

Temple College uses the Mitel App so you can view/manage call logs and voicemails on your computer!!



PLACE A CALL

From Quick Dialer Search Bar

Type the contact details in the Quick Dialer search bar and do one of the following:

- Double-click the contact.
- Select the contact and click.

From Recent

Click the Recent tab on the dash-board and do one of the following:

- Double-click the contact.
- Select the contact and click.



ACCESS VOICEMAIL

1. On the dashboard, click the Voicemails tab.
2. Select the voicemail you want to listen to
3. Use one of the following options to play your voicemail:
 - Click to play the voice mail on your phone.
 - Click to play the voicemail on your computer speakers.
4. Click to start the voice email playback.



ANSWER A CALL

- Click in the notification area.
- Click to end an active call

Make a Video Call

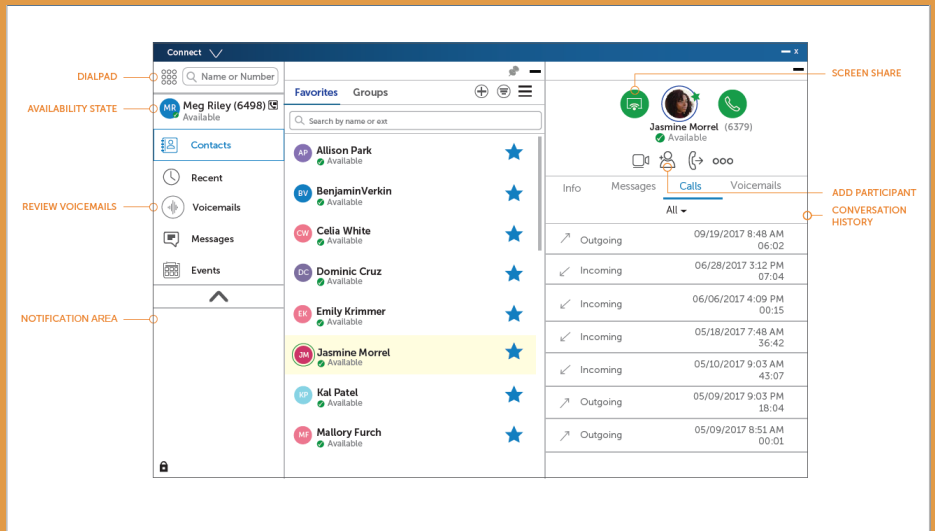
1. Set the primary extension to your softphone
2. Type the contact's details in the Quick Dialer Search bar, and then select a contact.
3. Click to place a voice call
4. Click to broadcast the video.



UPDATE AVAILABILITY STATE

1. Click your current Availability State on the Dashboard.
2. Select the Availability State you want to use.
3. Choose Custom to Specify your own label and color for your Availability State.
4. Configured call routing rules apply.

Ask an IT Representative about how you can get the client installed!



**Having password problems?
Need help logging in? Stop by
in person, email**

helpdesk@templejc.edu,

or call

254-298-8450



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What You Need to Know!

Shoretel/Mitel Voicemail Quick Reference Guide!

ShoreTel® Voice Mail Quick Reference

VOICE MAIL OPERATIONS

Instructions for Voice Mail owners

New Voice Mail Indicators
Your voice mailbox contains unplayed messages if either of the following are true:

- You hear a stutter tone on the handset.
- The phone's message waiting light flashes.

Checking Voice Mail

To check voice mail from your extension

- Press **9** or lift the handset and press **9**.
- At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, 1234.)
- Press **9**.

To check voice mail from another extension

- Press twice.
- Enter your extension.
- Enter your password.
- Press **9**.

To check voice mail from an external phone

- Dial your voice mail access number.
- Press **9**.
- Enter your extension.
- Enter your password.
- Press **9**.

Listening to Messages
At the Main Menu prompt, press **1**. The voice mail system plays urgent messages first, then newly arrived messages.

Managing Messages
After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

To replay all of your saved messages

- Press **3** at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

To listen to your deleted messages

- Press **7** at the Main Menu prompt.
- Press **7**.

NOTE: Mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

To restore a deleted message

- Press **2**.

After recording a message, voice mail asks you to supply an address.

To send a recorded message from voice mail
After recording a message, voice mail asks you to supply an address.

- Address the message to individual recipients by entering their extension numbers.
- Specify groups of recipients by entering a distribution list number.

To mark a message as urgent

- After addressing the message and confirming the addressee(s), press **1**.

To forward the message you're reviewing

- Press **4** and follow the recorded prompts.

To reply to the message you're reviewing

- Press **5** and follow the recorded prompts.
- Press **1** to reply with a voice mail, press **2** to reply with a call back, or press **3** to reply to all with a voice message.

Changing Mailbox Options
Personalize your voice mail by changing your name, password, or personal greeting.

Enabling Office Anywhere (On-Net)
If you have the proper permission, you can assign your extension to any phone on the system.

- Log in to voice mail from the target phone— an extension other than your own.
- At the Main Menu prompt, press **7**.
- Press **3** to re-assign the extension.

To purge deleted messages

- At the Main Menu prompt, press **7**.
- Press **8** to remove deleted messages.
- Press **1** to confirm deletion or **0** to cancel.

Setting Call Handling and Forwarding

NOTE: Use ShoreTel Communicator to configure the mode with different call forwarding durations and personal greetings.

You can set one of five distinct call handling modes for your extension. When you record a personal greeting, it is linked to the active call handling mode.

To enable one of the five distinct call handling modes:

- Press **7** at the Main Menu prompt.
- Press **2**, and then follow the prompts.

Changing Notification Options
To select a notification profile for the Escalation Notification feature:

- Press **2** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **2**, and then follow the prompts.

Enabling FindMe
To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **5**, and then follow the prompts.

Troubleshooting
If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, first purge any backlog of deleted messages.

To purge deleted messages

- At the Main Menu prompt, press **7**.
- Press **8** to remove deleted messages.
- Press **1** to confirm deletion or **0** to cancel.

LEAVING A MESSAGE

(Voice mail options when in mailbox)

Leaving a Message
When dialing into a ShoreTel system, if the person you are trying to reach does not answer your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

- Bypass greeting
- Transfer to assistant
- Forward to recipient's FindMe destination
- Transfer to Auto-Attendant

Recording a Message
If you choose to leave a recorded message, the following options are available after recording your message:

- Message options
- Re-record
- Send message, transfer to assistant
- Send message, transfer to recipient's FindMe destination
- Send message, transfer to Auto-Attendant

Message Options
When leaving a message, select from the following options:

- Send message
- Cancel
- Review
- Re-record
- Mark/unmark urgent
- Mark/unmark private
- Send message, transfer to assistant
- Send message, transfer to Auto-Attendant

ShoreTel® Voice Mail Quick Reference

Main Menu for Voice Mail Operations

1 Listen to Messages
Select one of the following options during or at the end of a message:

- Additional options
- Reply
- Save
- Delete
- Forward
- Reply
- Play envelope
- Voice backward
- Pause
- Move forward
- Skip
- Cancel

2 Send a Message
Record your message at the tone. When finished, press # and select from the following options:

- Accept
- Review
- Re-record
- Cancel

3 Listen to Saved Messages
Refer to "Listen to Messages" for message options while listening to saved messages.

4 Change Mailbox Options

- Record greeting
- Set call handling mode
- Reassign extension
- Set password
- Enable/disable envelope information
- Record name
- Listen to deleted messages
- Remove deleted messages
- Additional options

5 Reply
Select one of the following:

- Reply with a voice mail
- Reply with a call back
- Reply to all with a voice message

6 Accept
Enter the extension or the system distribution list to receive the message:

- Conclude addressing
- Additional addressing options
- Cancel last address
- Cancel

7 Record Greeting
Record your greeting for the currently active mode at the tone. When finished, press # and select from the following options:

- Accept
- Review
- Re-record
- Delete
- Cancel

8 Set Call Handling Mode

- Standard
- In a meeting
- Out of office
- Extended absence
- Custom
- No change

9 Re-assign Extension
Assign to this telephone

- Un-assign
- Assign ext. to last external number
- Cancel

0 Set Password
Enter password twice in response to the prompts.

- Review
- Cancel

1 Address by Name
Spell the name of the person, last name first. Press **7** for **C** and **9** for **Z**.

- Cancel
- Note: System returns to Addressing after name is entered.

2 Address by Personal Distribution List
Enter the two-digit personal distribution list number.

- Cancel

3 Conclude Addressing
Select one of the following:

- Send
- Mark/unmark urgent
- Mark/unmark for return receipt
- Enter additional addresses
- Cancel

4 Addressing Options

- Address by name
- Address by personal distribution list
- Broadcast

5 Enable Envelope Info
Press either **1** to enable, or **2** to disable.

6 Record Name
Record your name at the tone. When finished, press # and select from the following options:

- Accept
- Delete
- Review
- Cancel
- Re-record

7 Notification Options

- Enable or disable Outlook automated call handling
- Change notification options
- Change agent state
- Change Find Me Forwarding state
- Cancel

8 Remove Deleted Messages

- Confirm
- Cancel

9 Agent State

- Log in and assign extension
- Log out
- Log in without assigning extension

0 Find Me Forwarding

- Enable Find Me Forwarding
- Disable Find Me Forwarding

This Month in Tech History

January 24, 1984 Apple Macintosh is released.

Apple Computer, Inc. released its Macintosh computer with an unprecedented media campaign, including a groundbreaking TV commercial shown during the 1984 Super Bowl. Selling for about 2,500 dollars, the Mac used a Motorola 68000 microprocessor and had 128k of RAM (memory). The Macintosh's graphical user interface (GUI) was revolutionary and led to its rapid adoption in education, desktop publishing and graphic design. Early sales were brisk, with 70,000 units sold in the first one hundred days after its introduction.



WHAT HAPPENED ON JANUARY 4TH

January 4, 1972 Hewlett-Packard Introduces the HP-35



Hewlett-Packard introduces the HP-35, the first scientific handheld calculator and the final step in ending reliance on slide rules among scientists and students alike. The HP-35 was named for its 35 keys, weighed nine ounces, and sold for \$395. One of the tests HP co-founder Dave Packard applied to the device was to throw it across his office and see if it still worked. It did.

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