

## Call Manager-Mailboxes and Messages

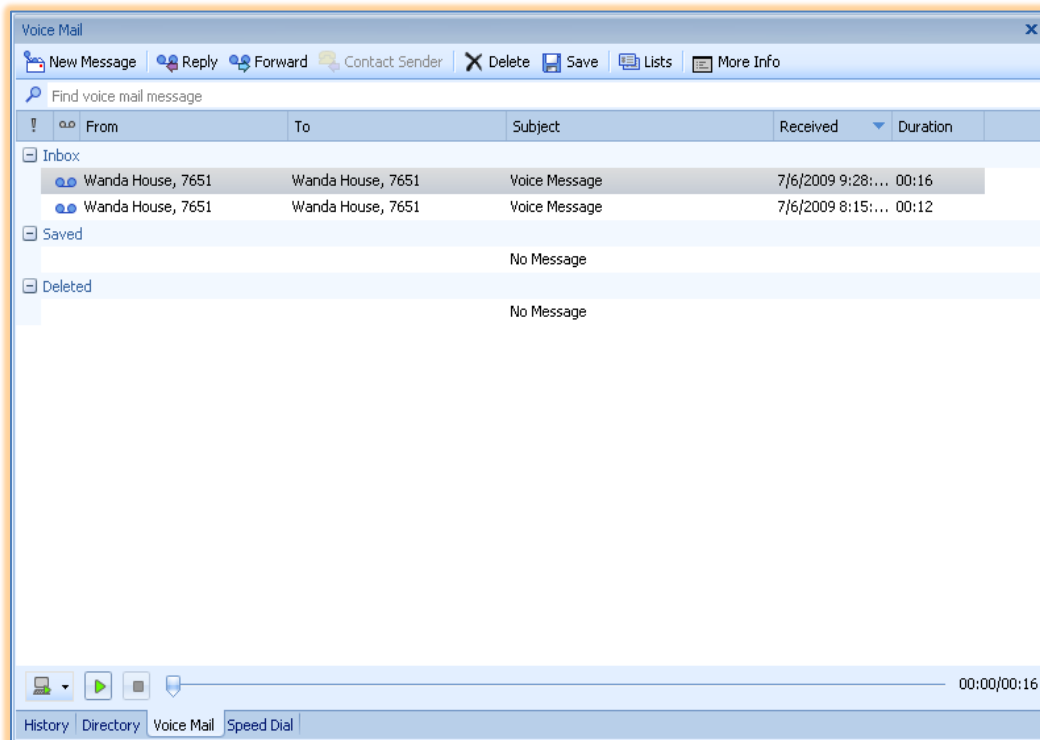
### VOICE MAIL VIEWER WINDOW

This window is a graphical user interface that can be used to access voice messages. The tools in this window can be used to manage message files, listen and respond to messages, compose new outbound messages, and broadcast messages to groups through Distribution Lists.

#### Open Voice Mail Viewer

If the Voice Mail Viewer does not display when the Call Manager is activated, it can be opened by completing the steps below.

- ❖ Do one of the following:
  - Click the **Application Button** and then click **Windows**.
  - Click **Windows** in the **Main Menu**.
  - Right-click the **ShoreTel** icon and then click **Windows**.
- ❖ Click **Voice Mail** from the list of options.
- ❖ The **Voice Mail Viewer** will display (see illustration below).



- ❖ This window may also be displayed by using the key combination **Ctrl + Shift + V**.

### MAILBOXES

Voice messages are stored in mailboxes that are accessible to system users. A mailbox is defined for each user extension and each workgroup extension. User extension boxes are only available to the user assigned to the extension. Each mailbox contains three folders. These folders are described in the table below.

Folder	Description
<b>Inbox Folder</b>	This folder stores the inbound voice messages for an assigned extension. Messages will remain in this folder until they are moved to the Saved or Deleted folder. When a message is deleted from this folder, it is automatically moved to the Deleted folder.

Folder	Description
<b>Saved Folder</b>	This folder is a repository for previously received messages that are not yet ready for deletion. Messages can be placed in the Saved folder for future viewing.
<b>Deleted Folder</b>	Messages moved to this folder will remain there until 2:00 a.m. server time. Any messages that are at least six (6) hours old will be removed. Messages that are fewer than six (6) hours old will be removed at 2:00 a.m. the following day. Messages removed from the Deleted folder are removed from the system. These messages cannot be recovered.

### MESSAGES

There are two properties that characterize voice messages – Message Status and the Urgency Mark.

<b>Message Status</b>	<ul style="list-style-type: none"> <li>➤ This option assigns two message status levels – heard and unheard.</li> <li>➤ The status of the message is changed to <b>Heard</b> when the user listens to the message.</li> <li>➤ It is possible to change the message status by right-clicking the message and choosing either Mark as Heard or Mark as Unheard.</li> </ul>
<b>Urgency Mark</b>	<ul style="list-style-type: none"> <li>➤ This mark is assigned to the message by the sender.</li> <li>➤ It indicates high importance or time relevance of the message.</li> <li>➤ This setting cannot be changed.</li> </ul>

### CONTENT

The content of a message consists of the message composed by the sender. The content of the message cannot be changed. The message can be exported to a .wav file. The timestamp on the message is based on the computer’s time zone setting.

### MESSAGE DELETION

Messages are removed from the system through either user-selection or through auto-deletion operations as defined by the system administrator.

<b>User Deletion</b>	<ul style="list-style-type: none"> <li>➤ Messages are deleted by being moved to the Deleted folder by the user.</li> <li>➤ Messages that are older than six hours are then deleted by the system at 2:00 a.m. each day.</li> </ul>
<b>Auto Deletion</b>	<ul style="list-style-type: none"> <li>➤ Messages are automatically deleted from voice mail as specified by the system administrator.</li> <li>➤ Messages are stored for a period of time specified by the administrator.</li> <li>➤ At the specified period, the messages are permanently removed from the system.</li> <li>➤ Users will receive a message informing them that the messages will be deleted from their voice mail box.</li> </ul>



### VOICE MAIL VIEWER COMPONENTS



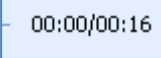
The Voice Mail Viewer is used to display messages in your voice mail box. Each column represents one message property. Each row corresponds to one message. The table below lists the components in the Voice Mail Viewer window.

Component	Description
<b>Action Bar</b>	This bar contains buttons that: <ul style="list-style-type: none"> <li>➤ Trigger message actions.</li> <li>➤ Initiate viewer functions.</li> <li>➤ Display message properties.</li> </ul> Action bar buttons include those listed below.
<b>New Message</b>	Use this button to record and send a voice mail message.
<b>Reply</b>	Press this button to record and send a response to the highlighted message.
<b>Forward</b>	To send the highlighted message to other recipients, click this button.
<b>Contact Sender</b>	This button is used to initiate a call, instant message, or email to the sender of the highlighted message.
<b>Delete</b>	Press this button to delete the highlighted message. The message will be moved to the Deleted folder.
<b>Save</b>	To move the highlighted message to the Saved folder, click this button.
<b>Lists</b>	This button is used to open the Distribution Lists dialog box.
<b>More Info</b>	Use this button to display a panel that lists the properties about the highlighted message.
<b>Filter Bar</b>	This area is used to locate voice mail messages that meet specified criteria. Only entries that meet the criteria will be displayed.
<b>Column Headings</b>	These headings are used to indicate the data field name for the address entries. The available column headings are described below.
<b>Urgent Mark</b>	This column indicates the message's urgency status. It is indicated by an exclamation point. This column cannot be removed from the table.
<b>Message</b>	Denoted by a cassette icon, this column indicates the message type. This column cannot be removed from the table.
<b>From</b>	The sender of the message will be listed in this column.
<b>Subject</b>	This column lists the subject of the message. It is initially specified by the sender. It can be edited from the context menu.
<b>Received</b>	The date and time the message was received will be listed in this column.
<b>Duration</b>	This column will list the length of the message in seconds.

### PLAYBACK BAR

This bar is located at the bottom of the Voice Mail Viewer. It controls the audio playback of the highlighted message. The table below lists and illustrates the Playback Bar buttons.

Folder	Description
<b>Playback Device</b>	 <ul style="list-style-type: none"> <li>➤ This button controls the device through which you listen to messages.</li> <li>➤ Your PC speaker or an assigned phone can be selected for listening to messages.</li> </ul>
<b>Play/Pause Button</b>	 <p>Press this button to control the playback of the highlighted message.</p> <ul style="list-style-type: none"> <li>➤ When a green arrow icon is displayed, pressing this button will initiate or continue audio playback of the message.</li> </ul>

Folder	Description	
		<ul style="list-style-type: none"> <li>➤ When a pause symbol is displayed (two solid lines), pressing this button pauses the audio playback of the message.</li> </ul>
		<ul style="list-style-type: none"> <li>➤ Pressing this button a second time resumes the playback from the point it was paused.</li> </ul>
<b>Stop Button</b>		To discontinue playback of the highlighted message and reset the playback cursor to the start of the message, press this button.
<b>Cursor</b>		<p>This indicator specifies the current message point.</p> <ul style="list-style-type: none"> <li>➤ It indicates the part of the message that is being played during message playback.</li> <li>➤ It indicates the part of the message that call manager plays when the play button is pressed.</li> <li>➤ To adjust the current message point, click, hold, and move the cursor.</li> </ul>
<b>Duration</b>		The time indicators indicate the current message point, relative to the beginning of the message, and the length of the message.