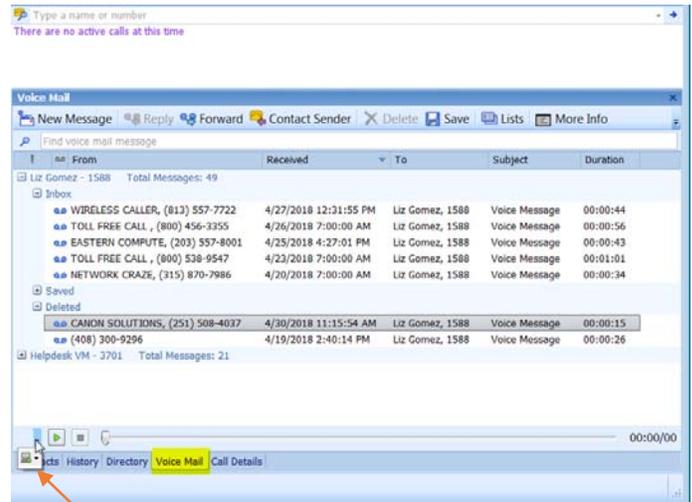


## Managing Voicemail using Communicator Software

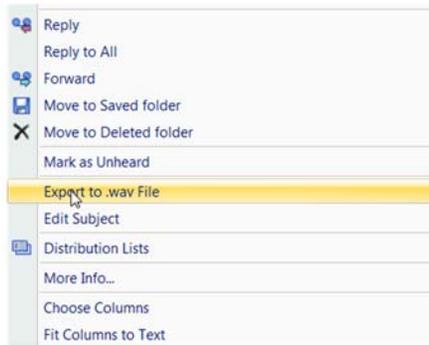
In the ShoreTel Communicator software,  there is a Voicemail tab with which you can listen to, save, delete and export voicemail messages.

If you do not see this tab, use the Windows menu option to select the Voicemail window and it will add the tab at the bottom of your screen.

This Voicemail tab displays all of the voicemail messages in your mailbox. Inbox includes unheard and heard messages that you have not moved or cleared. (Unheard messages show in bold type). Saved messages provides a place to hold a message for an additional amount of time if you need to refer back to it. Deleted messages show the messages you have marked for deletion today – they will be removed from the system overnight each night. If you are a member of a call group (Admissions, Financial Aid, etc), you may also have a mailbox category for messages in that call group.



Additionally, you can Right Click a message to provide additional management options. Export to .wav file will allow you to save the message as an audio file on your computer if you need to keep it longer than the configured retention time.



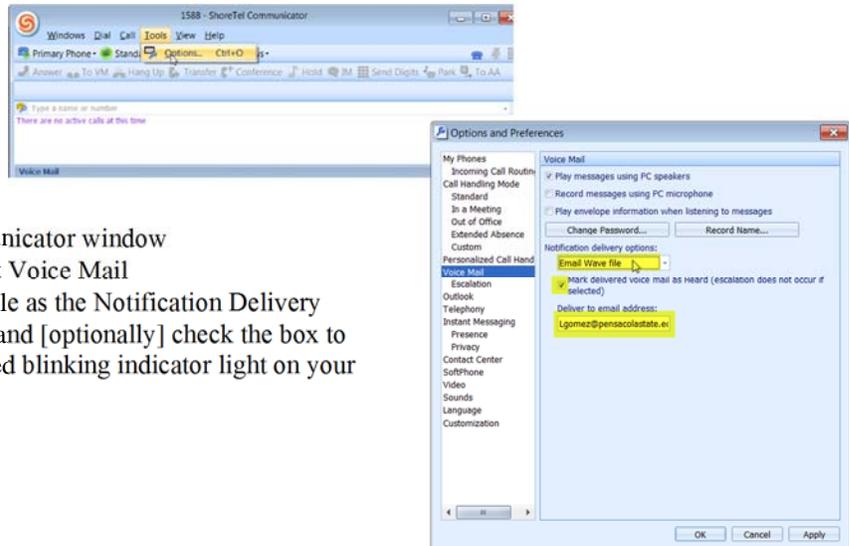
\*\*\*Tip\*\*\*

The drop down button to the left of the play button will give you the option to hear voicemail messages through your phone or through the speakers on your computer. The default setting is phone.

### Send Voicemail Messages to Email

If you wish to have your voicemail messages sent to your email inbox, this can be set in the Communicator software as well.

- Choose Tools, Options from the Communicator window
- When the Options dialogue opens, select Voice Mail
- Click in the box to select Email Wave File as the Notification Delivery
- Ensure that the email address is entered and [optionally] check the box to mark message as heard (to remove the red blinking indicator light on your phone).



As of June 1, 2018, all HEARD messages will be removed from the voicemail system after 60 days; all UNHEARD and SAVED messages will be removed from the voicemail system after 6 months.

If you do not have access to the Communicator software on your desktop, feel free to call the Helpdesk (x1702) for assistance with first-time setup.

If you would prefer to manage voicemail using your phone, you can use the Voicemail button found on the phone, call x1101, or from off-campus, call 850-484-1101. There is a quick reference guide available at <http://www.pensacolastate.edu/wp-content/uploads/2016/01/Voicemail-Quick-Reference.pdf>.