
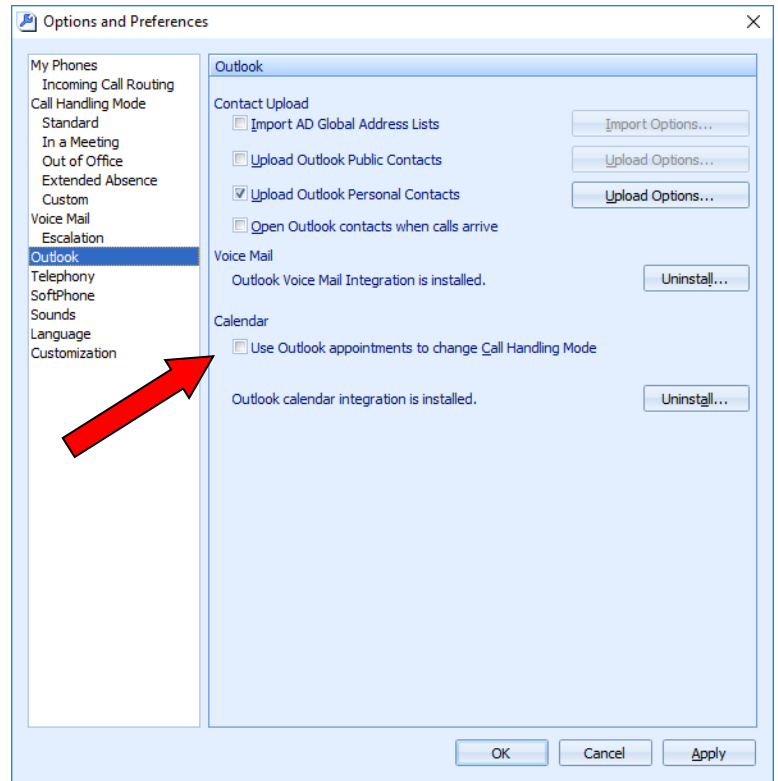


If you are having difficulty with your calls going straight to voice mail please go to your ShoreTel option menu (orange  icon and choose options) then choose Outlook and make sure this box is unchecked.

*See red arrow*



Also while in the Options menu you can make sure you are being sent a Wave file for Voice Mails by going to the Voice Mail area and make sure the deliver options include to “email wave file”. You may have to also input your email address. This makes it possible to hear your message on your cell phone or other device that is not on our network. It does also mean that you will receive 2 separate emails when you get a voice mail.

