

Manage Voice Messages-Reply to a Voice Message

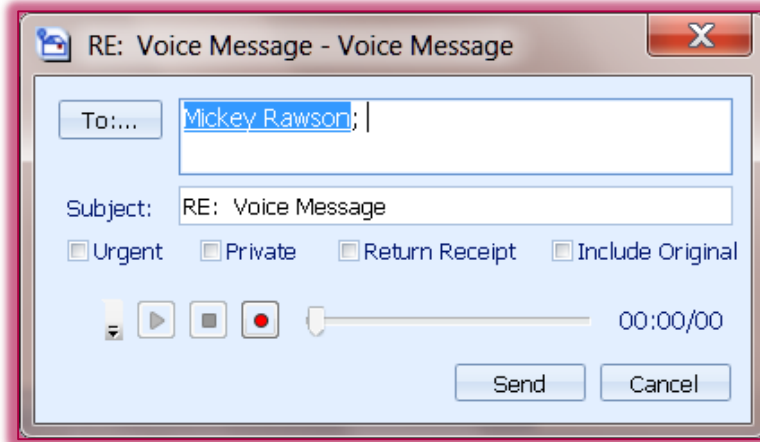
In the Call Communicator, it is possible to reply to voice messages through the Voice Mail Viewer. Voice Messages can only be sent to other users on the Siena ShoreTel system. To reply to a message, complete the steps below.

☎ Do one of the following:

- ★ Click the **Reply** button on the **Action** bar (see illustration at right).
- ★ Right-click the message. Select either **Reply** or **Reply to All** from the list of options.



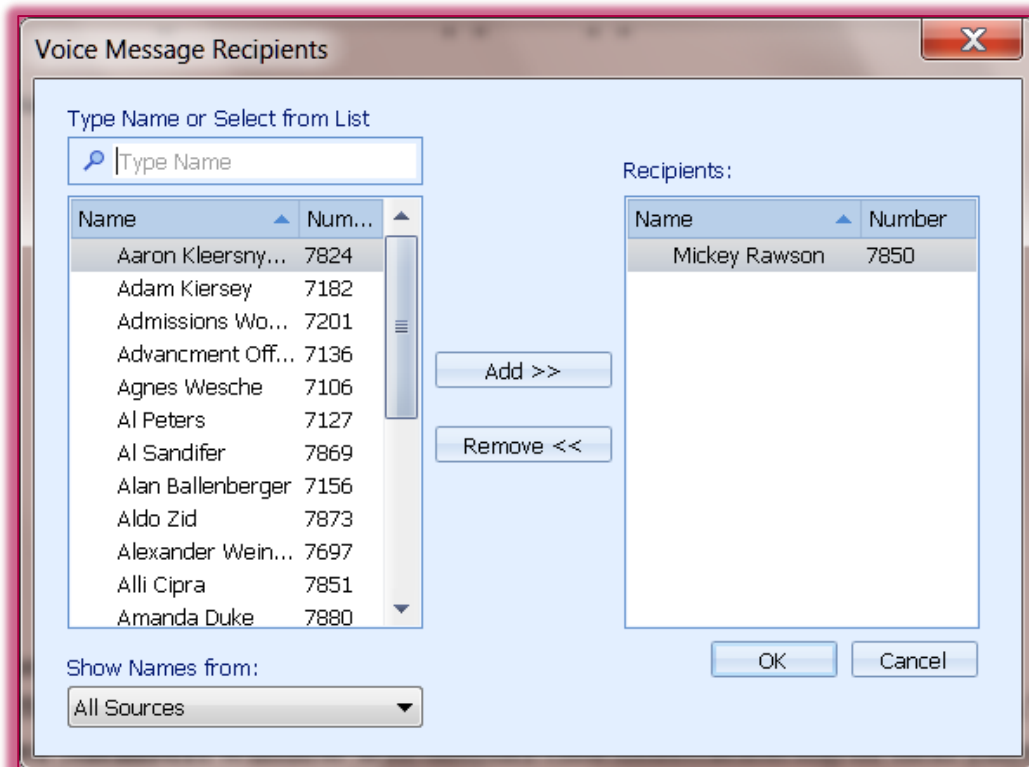
☎ The **Voice Message Recorder** panel will display (see illustration below).




☎ The names of the caller will appear in the **To** box.


☎ Click the **To** button to select the **Message Recipients** to add additional recipients.

☎ The **Voice Message Recipients** window will display (see illustration below).




- * To search for a recipient, input the name into the **Type Name or Select from List** box.
- * Click on the name of the recipient.
- * Click the **Add** button to move the name to the recipient list.
- * Continue this procedure until all the names have been added.
- * Click the **OK** button to return to the **Voice Message** box.


 In the **Subject** area, enter the **Subject** of the message.

 Click the check boxes for any of the items, such as:

- * **Urgent** - Select this option if this message needs to be answered immediately or very soon.
- * **Private** - To alert the recipient that this is a private message, select this option.
- * **Return Receipt** - This option is used when the sender wants to receive a notification when the message is received.
- * **Include Original** - To include the original message with the reply, select this option.

 Click the **Device** button in the bottom left corner of the window to specify the recording device (see illustration at right).




 Select one of the following options:


- * **Record via Telephone** - This is the best option to use because the background noise will not be picked up.
- * **Record via PC Microphone** - When this option is selected, the background noise will be included in the message.

 Click the **Record** button in the bottom left corner of the window (see illustration at right).



 Speak into the recording device. It is best to use the handset when recording to avoid background noise.

 Click the **Stop** button to end the recording.

 Click the **Send** button to send the message to the **Recipients**.