

To Access	Instructions on following pages	
	From LiveBetter Office or using ShoreTel Handset at home	From LiveBetter Laptop via ShoreTel Connect
<b>Voicemail - Mobile:</b> Recording and changing your voicemail on your LiveBetter mobile	Setting up your voicemail on a LiveBetter mobile phone ... Pg 2	Setting up your voicemail on a LiveBetter mobile phone ... Pg 2
<b>Voicemail – Office Ph Number:</b> Recording and changing the voicemail message that people hear when they call your office number.	Setting up your LiveBetter office phone voicemail from a ShoreTel handset ... Pg 2	Setting up your LiveBetter office phone voicemail from ShoreTel Connect ... Pg 3
<b>Divert your LiveBetter Office Ph Number:</b>  1. to your mobile, OR 2. to your home phone.	Not possible from the ShoreTel handset.  <i>Use LiveBetter Laptop via ShoreTel Connect instructions →</i>	Diversion of LiveBetter landline to another phone (mobile or home) ... Pg 5
<b>How to make calls from LiveBetter via your mobile or home phone:</b> (once diverted)	Not applicable.	Make outbound calls from LiveBetter (via your mobile or home phone) ... Pg 7

#### IMPORTANT NOTES:

- Refer to “IT Guide to Working from Home Part 1 - Access Apps and Drives” to connect to the LiveBetter network where required
- Contact ICT if you are in a Telephone Work Group and have not yet been contacted, via:
  - lodge a Jira ticket on the intranet
  - email [ict@livebetter.org.au](mailto:ict@livebetter.org.au)
  - call 1800 002 500 option 4 OR extension 5024 OR 02 6391 2432

## Setting up your voicemail on a LiveBetter mobile phone

### IMPORTANT NOTES:

- These instructions are to be done directly on your mobile phone NOT from a ShoreTel handset or through ShoreTel Connect.
  - Record a clear, informative voicemail message particularly if anything about how you work has changed during the COVID-19 pandemic.
  - At a minimum, provide your name, service and/or title and how you will respond to the caller's message.
1. From your mobile handset **dial 101**
  2. Follow menu prompts
  3. Test

## Setting up your LiveBetter office phone voicemail from a ShoreTel handset

### IMPORTANT NOTES:

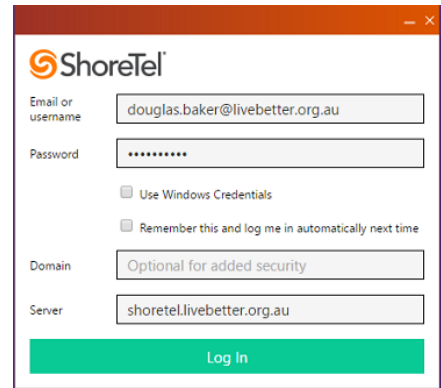
- Record a clear, informative voicemail message particularly if anything about how you work has changed during the COVID-19 pandemic.
  - At a minimum, provide your name, service and/or title and how you will respond to the caller's message.
1. From your ShoreTel handset, press the 'VoiceMail' button
  2. Follow the menu prompts (Press 7, Press 1 to record your message)
  3. Press 1 again to review your message or # to accept.
  4. Once complete, just hang up.

# Setting up your LiveBetter office phone voicemail from ShoreTel Connect

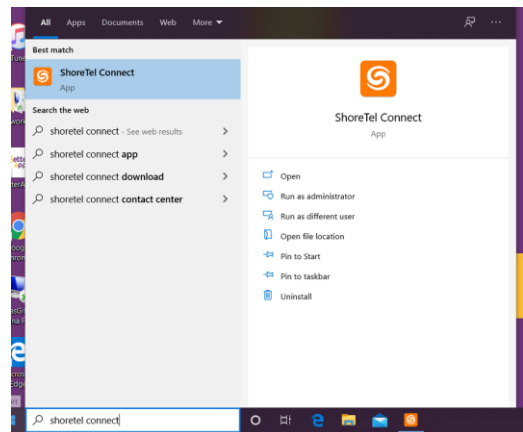
## IMPORTANT NOTES:

- Record a clear, informative voicemail message particularly if anything about how you work has changed during the COVID-19 pandemic.
- At a minimum, provide your name, service and/or title and how you will respond to the caller's message.

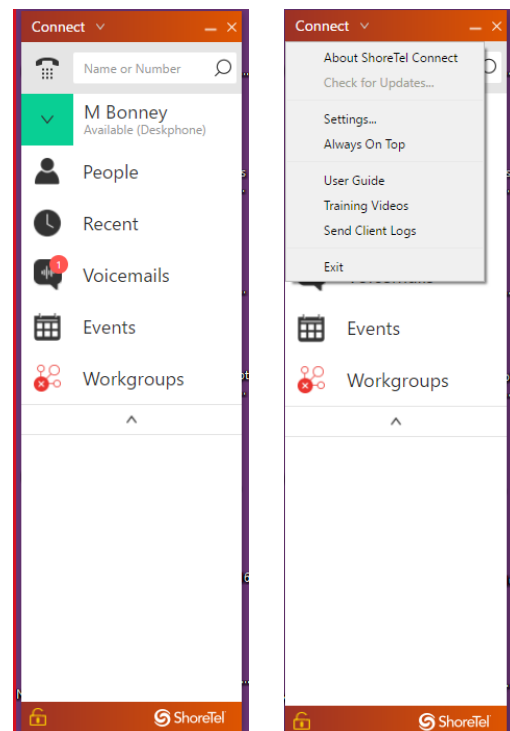
1. Open ShoreTel Connect and log in – the password is the same as to log into your computer. Make sure the 'Use Windows Credentials' tick box is unchecked.



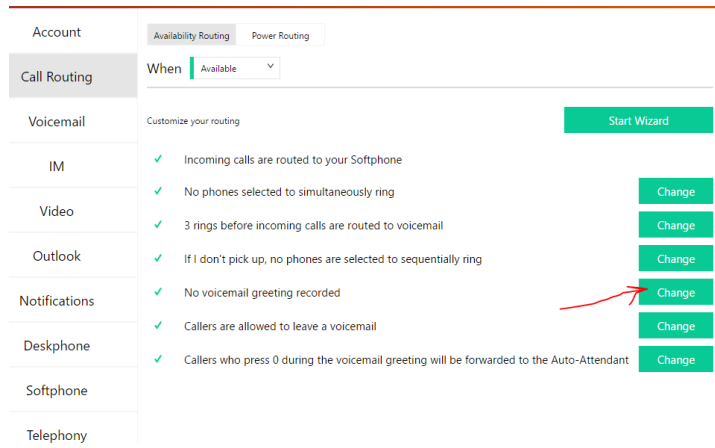
2. If you cannot find ShoreTel Connect click on the Start Button in the lower left hand corner and type ShoreTel connect to find it.



3. Click Connect (Top LH Corner)
4. Click Settings



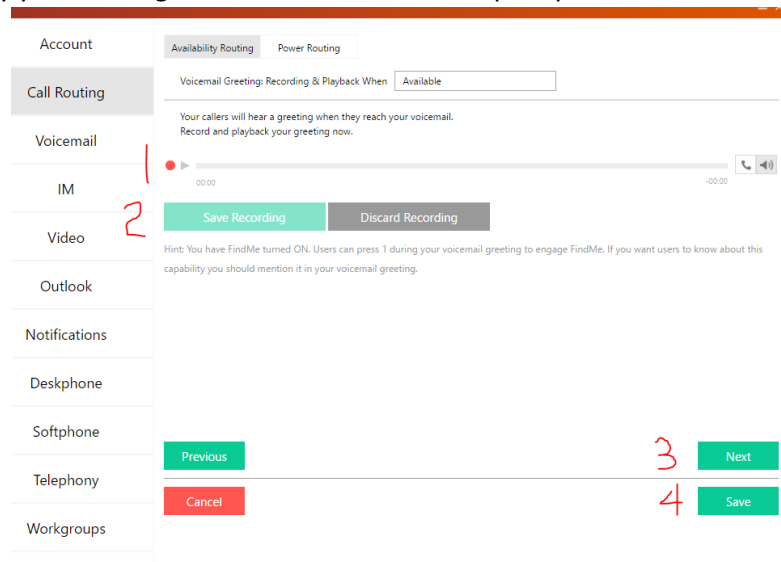
5. Click Call Routing
6. About 5 lines down you will see either *“No Voicemail greeting recorded”* OR *“Voicemail greeting recorded”*
7. Click the green Change button to the right of this line to change your voicemail message



8. Make sure you have a mic connected.  
If you use the laptop mic then play your message back to check the sound quality.

Then:

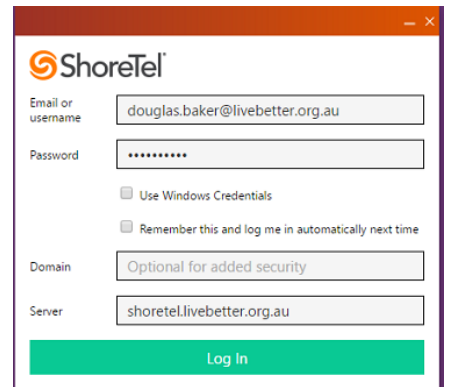
1. Click the **red record dot** to record your voicemail message
2. Click Save Recording
3. Click Next
  - i. Click Yes, Callers can leave a message
4. Click Save



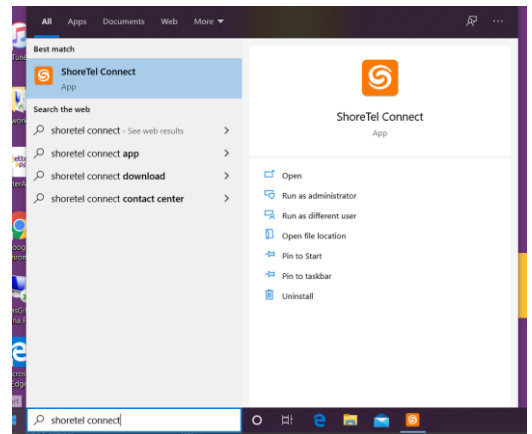
# Divert your LiveBetter Office Phone Number via ShoreTel Connect

You can divert your office phone number to either your mobile, or to your home phone.

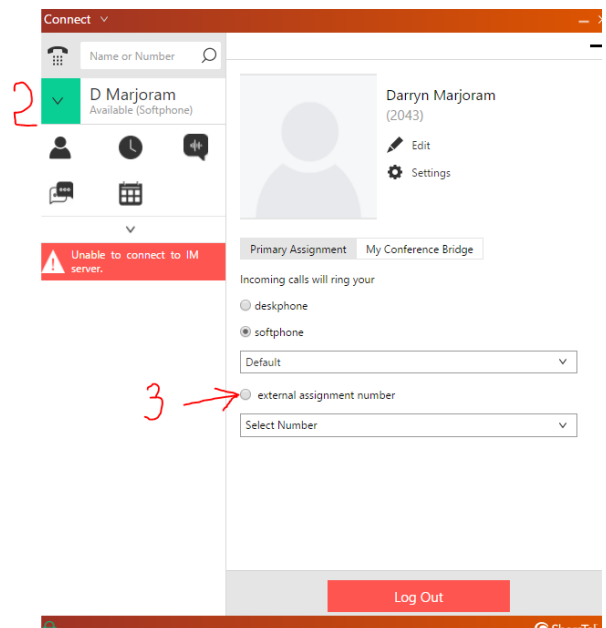
1. Open ShoreTel Connect and log in – the password is the same as to log into your computer. Make sure the 'Use Windows Credentials' tick box is unchecked.



Note: If you cannot find ShoreTel Connect click on the Start Button in the lower left hand corner and type ShoreTel connect to find it.



2. Click on your name and a window should open to the right-hand side
3. Click the External Assignment radio button



4. Set up the number you wish to divert your LiveBetter office phone number to.

1. Check the first 'Label' radio button
2. Enter a label for your mobile or home phone (e.g. Darryn's mobile)
3. Enter the phone number including area code
  - 04 for mobiles
  - 02 for NSW
  - 07 for Qld
  - 08 for Broken Hill
4. Click on the Use Selected Number

Connect

Name or Number

D Marjoram  
Available (Softphone)

Unable to connect to IM server.

Darryn Marjoram  
(2043)  
Edit  
Settings

Primary Assignment My Conference Bridge

Incoming calls will ring your

deskphone

Changing these numbers will affect everywhere the numbers are used

Label	Number
<input checked="" type="radio"/> Mobile	04 21051210

Press 1 to connect rings to try 4 Remove

Add Label Add Number

Use Selected Number

Log Out

ShoreTel

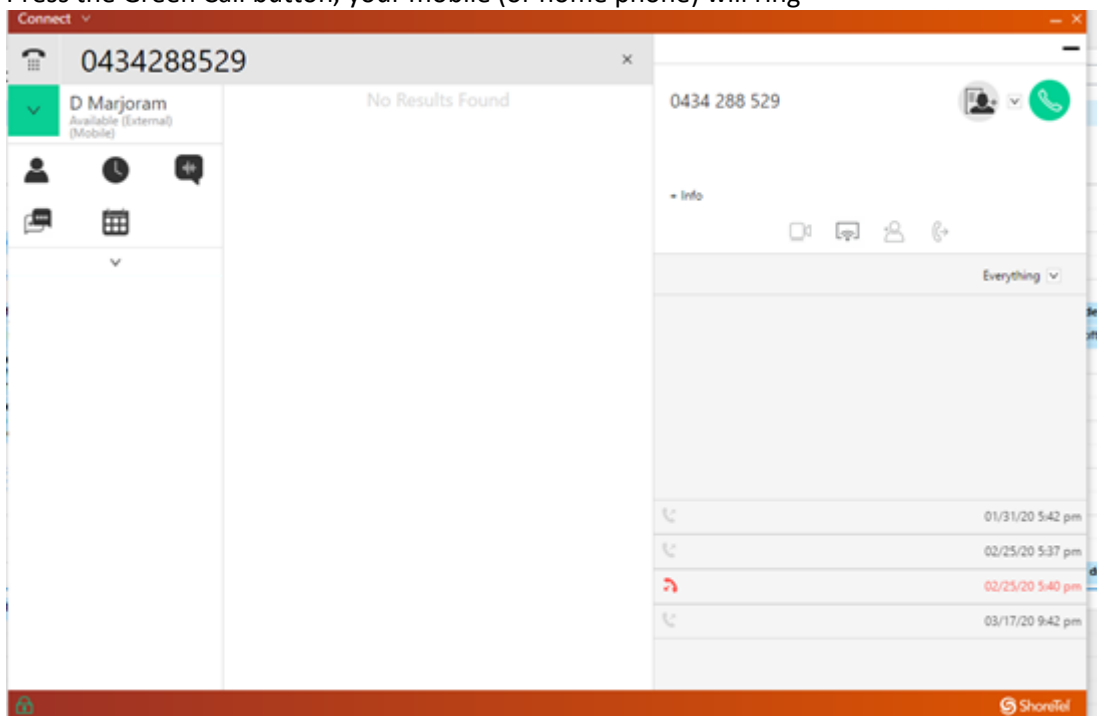
## Make outbound calls from LiveBetter (via your mobile or home phone)

### IMPORTANT NOTES:

- You must first divert your office phone number to either your mobile or home phone – see instructions on previous pages
- You must use ShoreTel Connect on your laptop to make calls this way.

This will make a call on your LiveBetter office phone number from your mobile or home phone. It will appear to the person you're calling that it is coming from LiveBetter instead of your personal mobile or home number.

1. Open ShoreTel Connect and log in as per instructions on previous pages
2. Type in the required phone number
3. Press the Green Call button, your mobile (or home phone) will ring



4. Answer your mobile (or home phone) and Press 1 on the handset to accept the call
5. The person you are calling will receive the call from your LiveBetter number