ShoreTel 230 Telephone Sets

Internal Calls - Dial the 4-digit extension number	**External Calls** – Dial **3** + Telephone number
LINE KEYS (on the right of display) *Represents a phone call on your extension – you can receive 2 calls at a time (2 line keys).*	**SOFT KEYS** (4 keys below display) (not a touch screen) *Context sensitive functions defined on display*

TO PLACE A CALL
1. Lift handset or press **SPEAKER**
2. To Disconnect Hang-up or press **SPEAKER**
 	
SPEAKER
Allows you to talk without using handset
(see Options for headset mode further down the page)
1. Press **SPEAKER** button
2. To use Mute, press the **Mute** Button, see red light
   (you cannot be heard)
3. Press the **Mute** Button again to speak
	TO ANSWER A CALL
	1. Lift handset, Press **ANSWER**, or **SPEAKER**
	2. When finished, Hang-up or press **SPEAKER**
	
	TO ANSWER AN ADDITIONAL CALL
	1. Hear a **Call Waiting** tone
	2. Press flashing **Line Key** to answer second call, *FIRST* call automatically put on hold
	   (Light will flash when the call is on hold)

REDIALING AND MISSED CALLS (Call Log) *Scan and Dial the last numbers automatically* 1. Press **Redial**, see the last number called 2. Press **Redial** again to dial that number 3. **OR** use Scroll Button to select another number 4. Press **Dial** (Soft Key) to dial	**SEND AN INCOMING CALL TO VOICE MAIL** *Send a call directly to your voice mail* 1. Call is ringing, press **To VM** key (Soft Key) 2. Caller is sent directly to your voice mailbox
CONFERENCE **(conf – number – conf)** *To create a Three-Party Call* 1. Make or answer first call (incoming or outgoing) 2. Press **Conference,** to put the first call on hold 3. Dial the extension or number (announce call privately) 4. Press **Yes** (Soft Key) to complete conference *Note: to disconnect one party press the **Show** (Soft Key)* *Use the scroll bar to select line of the call you want to disconnect, then press **Drop** (Soft Key)* **IMPROMPTU CONFERENCE** *(2 incoming calls)* With one call on hold & a second call live, press **Join** *(Soft key)* to connect all parties	**TRANSFER** (transfer – extension – transfer) 1. You have a caller on the line 2. Press **Transfer** (caller is automatically put on hold) 3. Dial extension number, announce the call 4. Press **Yes** (Soft Key) to Transfer, or hang up If you don't want to announce the call, press **Transfer** after dialing the extension in step 3. Note: if unable to connect or you dial the wrong extension press **CANCL** (Soft Key) to return to the original caller. **VOICE MAIL TRANSFER** *To Transfer calls directly to a Mailbox* 1. With caller on line; press **Transfer** 2. Enter extension, press **More** (Soft Key) 3. Very Quickly - Press **To MB** (Soft Key)
DIRECTORY *A List of all extensions in the system* 1. Press **Directory button** on lower right of phone 2. Use Scroll Button or start spelling the person's first or last name to find them. 3. Press **Dial** (Soft Key) to ring set (optional numbers may be programmed in the list)	**MODES** (DO NOT DISTURB) *Modes other than Standard will send calls directly to Voice Mail <u>without ringing</u> your phone (DND).* 1. Press **Mode** (Soft Key) wait and phone will change to **In A Meeting.** Make sure to record a greeting!! 2. Or select other Mode and Press **OK** (Soft Key) 4. To Cancel; Press **Mode** (Soft Key) and select Standard

ShoreTel Voicemail

INITIALIZE VOICE MAIL
Personalize voice mailbox as new user
1. Press Voice Mail button on your phone
2. Enter default password of 1-2-3-4-#
3. Follow tutorial instructions to change password, record first/last name and then
4. **Press 7 + 1 to record a personal greeting**
(must do this step)

VOICE MAIL ACCESS
Access your personal voicemail box from your set
1. See red light and ⊙⊙ in display for number of messages
2. Press **Voice Mail** button
3. Enter password

RECORD GREETING
1. Press Voice Mail button & enter password
2. **Press 7**
3. **Press 1** & follow prompts to record greeting for current mode (should be in Standard Mode for primary greeting)
4. Press 1 to review greeting; 2 to re-record and Press # to accept
Note: repeat process to customize greetings for In-a-Meeting mode and Out-of-Office mode

CHANGE PASSWORD
1. Press Voice Mail button & enter password
2. Press 7
3. Press 4 & enter new password (minimum 4 digits)
4. Enter new password again

Note: to re-record name, follow steps above using 7 and 6

ACCESS MAILBOX FROM ANOTHER DESK
1. Press the Voice Mail button then # key
2. Enter your extension number
3. Enter your password & # key

ACCESS FROM OUTSIDE
1. Dial your phone number, press *.
2. Follow prompts to enter your extension number, your password & # key

SEND AN INCOMING CALL TO VOICE MAIL
Send a call directly to your mailbox

1. Call is ringing, press **To VM** key (Soft Key)
2. Caller is sent directly to your voice mail box

VOICE MAIL TRANSFER
To transfer calls to an associate's mailbox

1. With caller on line; press **Transfer**
2. Enter desired extension,
4. Quickly press **More** then **To MB** (Soft Keys), caller is connected to VM greeting

SEND EXPRESS MESSAGE
Send voice mail message without ringing telephone
1. Press Voice Mail button, enter password + #
2. Press 2; record message + # to accept
3. Enter desired extension number + # to send

PURGE DELETED MESSAGES
To remove deleted messages from system
1. Press Voice Mail button, enter password + # key
2. Enter 7-8-1 to clear out message
Note: enter 7-8-* to cancel purge

WHILE LISTENING TO MESSAGES

1 = REPLAY MESSAGE
2 = SAVE MESSAGE
3 = DELETE MESSAGE
4 = FORWARD MESSAGE
5 = REPLY TO MESSAGE
6 = HEAR DATE/TIME STAMP
7 = BACK UP IN MESSAGE
8 = STOP MESSAGE
9 = SKIP AHEAD IN MESSAGE
# = SKIP TO NEXT MESSAGE

REASSIGN YOUR EXTENSION (feature not available at CKSD)
Assigns your extension to an alternate phone ~~disabled~~

1. At temporary telephone, press **Voicemail** key
2. Press # + **(your extension)** + **(your password)** + #
3. Enter **7 – 3 – 1**; set will assume your personal extension

1. To reverse, press **Voicemail** key & your password
2. Enter **7 – 3 - 2**; set will resume original status

Emergency Office 4566