

## Top Features Using ShoreTel IP Phone

### **Voice Mail Functions**

To listen to Voice Mail from your ShoreTel IP phone:

- Press the "Voice Mail" button on your phone
- Enter your password followed by (#)
- Press (1) to listen to messages
- Press (3) to delete messages

To send a Voice Mail (Express Message) from your ShoreTel IP phone:

- Press the "Voice Mail" button on your phone
- Enter your password followed by (#)
- Press (\*) for Main Menu
- Press (2) to send a message
- Record the message when prompted
- Press (#) when finished recording • Options: ○ Press (1) to review recording ○ Press (2) to re-record ○ Press (\*) to cancel recording ○ Press (#) to accept recording
- Enter extension number (s) or system distribution list to send recording to
- Press (#) to conclude entering extensions
- Options: ○ Press (1) to mark/unmark urgent ○ Press (2) to mark/unmark for return receipt ○ Press (3) to enter additional addresses ○ Press (\*) to cancel
- Press (#) to send recording

### **Call Handling Modes**

ShoreTel has five "Call Handling Modes" to help you manage how you want the system to handle an incoming phone call. They are "Standard", "In a Meeting", "Out of Office", "Extended Absence" and "Custom". One call handling mode is always active. Users can manually select their active call handling mode. The default mode is "Standard".

To activate Call Handling Mode by a ShoreTel Multi-Line (230) phone:

- Press the "Mode" button on your phone
- Select Call Handling Mode option you want by pressing the relative number ○ Press (1) for "Standard" ○ Press (2) for "In a Meeting" ○ Press (3) for "Out of the Office" ○ Press (4) for "Extended Absence" ○ Press (5) for "Custom"
- Press "OK"

To activate Call Handling Mode by a ShoreTel Single Line (115) phone and/or check Call Handling Mode:

- Press the "Voice Mail" button on your phone

- Enter your password followed by (#)
- Press (7) to change mailbox options
- Press (2) to set the Call Handling Mode
- The Call Handling Mode that is currently activated is announced • Select Call Handling Mode option you want by pressing the relative number ○ Press (1) for “Standard” ○ Press (2) for “In a Meeting” ○ Press (3) for “Out of the Office” ○ Press (4) for “Extended Absence” ○ Press (5) for “Custom” ○ Press (\*) to cancel
- The Call Handling Mode that is now activated is announced

To record a greeting for a specific Call Handling Mode using your ShoreTel IP phone:

- Press the “Voice Mail” button on your phone
- Enter your password followed by (#)
- Press (7) to change mailbox options
- Confirm your phone is set to the Call Handling Mode you wish to record the greeting for
- Press (1) to record a personal greeting (for the specific Call Handling Mode that is currently activated).
- When finished recording, press (#) and select from the following options: ○ Press (#) to accept greeting ○ Press (1) to review greeting ○ Press (2) to re-record greeting ○ Press (3) to delete greeting ○ Press (\*) to cancel greeting

### **Transfer a Call**

To transfer an active call using your ShoreTel IP Multi-Line (230) phone:

- Press the “Transfer” button on your phone
- Dial the extension you want to transfer the call to
- Press the “Transfer” button on your phone again

To transfer an active call using your ShoreTel IP Single Line (115) phone:

- Press the “Transfer” button on your phone
- Dial the extension you want to transfer the call to

### **Place a Conference Call**

To place a conference call using your ShoreTel IP Multi-Line (230) phone:

- While on an active call, press the “Conference” button on your phone
- Dial the extension or phone number you want to add to the call
- After the person answers, press the “Consult” button to consult with person first -OR- press the “Conference” button to connect all parties

To place a conference call using your ShoreTel IP Single Line (115) phone:

- While on an active call, press the “Conference” button on your phone
- Dial the extension or phone number you want to add to the call
- After the person answers, press the "Conference" button again to connect all parties

**Use ‘Redial’ to Dial the Last Number Called or Checked Missed Calls**

To check for missed calls and/or redial a number from your ShoreTel IP Multi-Line (230) phone:

- Press the “Redial” button on your phone
- Use the scroll button to the left of the display to go up or down the list of call detail records; a cursor appears next to the designated call with time and date located below
- Press the “Dial” button to place a call

To redial a number from your ShoreTel IP Single Line phone:

- Press the “Redial” button on your phone to call the last number dialed
- *Checking missed calls is not available on the Single Line phone*