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Last updated 7/17/2014
Using a ShoreTel Phone

Please refer to the full phone manual and tutorials posted on the website for more detailed instructions. Voicemail

Voicemail

Getting to your Voicemail

1. Dial 25555 (Inside the district)
2. Dial 573-214-3020 (Outside the district)

Setting your Voicemail Password

1. Dial 25555
2. Enter the default password (1234) then #.
3. Press 7 – Mailbox Options.
4. Press 4 to Reset Password.
5. Enter new password.
6. Press #.
7. Enter new Password again.
8. Press #.

Recording your greeting (skip to step 3 if you are already in Voicemail Options)

1. Dial into voicemail.
2. Enter your password then #.
3. Press 7 – Mailbox Options.
4. Press 6 to record your name.
5. Press #.
6. Press 1 to review your recording
7. Press # to accept.
   o Press 2 to re-record, and 3 to delete.
8. Press 1 to Record your greeting, press # when done.
   o Press 2 to Re-record, or * to Cancel.
9. Press 1 to Review your greeting.
10. Press # to Accept your greeting.

Accessing your Voicemail (from YOUR phone)

1. Dial into voicemail.
2. When prompted, enter password then #.
3. Press 1 to Listen to your message.

Accessing your Voicemail (from an alternate ShoreTel phone)

1. Dial into voicemail.
2. When prompted for password, press # then enter your extension.
3. Enter your password, then #.

Accessing your Voicemail (from an external phone)

1. Dial (573) 214-3020.
2. Press 1 for the new system, or 2 to access your old voicemail from the Sphericall system.

If you pressed 1 (ShoreTel)

1. Dial your extension.
2. When prompted, enter your password, and then press #.

If you pressed 2 (old system)

1. Press #
2. Enter your ext.
3. Enter your password.
Using the Directory

1. Press **Directory** button.
2. Scroll through the directory, or start typing their first or last name using the telephone number keys.
3. Press **Dial** softkey to call.

Transfer a Call

**Blind**

While on the call:

1. Press the **Transfer** button.
2. **Dial** the extension or press **Directory** and locate and select the individual you want to transfer to.
3. Press the **Transfer** softkey or after a few seconds the call will automatically transfer.
4. Hang up.

**Consultative (Attended)**

While on the call:

1. Press the **Transfer** button.
2. **Dial** the extension or press **Directory** to locate and select the individual you want to transfer to.
3. Press the **Consult** softkey.
4. Announce the call.
5. Press the **Yes** softkey or hang up to complete the transfer.

Directly to Voicemail

While on the call:

1. Press the **Transfer** button.
2. **Dial** the extension or press **Directory** to locate and select the individual you want to transfer to.
3. Press the **More** softkey.
4. Press the **Call VOICEMAIL** softkey.

Connecting to Outlook

1. Dial into voicemail.
2. Enter your password then #.
3. Press 7 – Mailbox Options.
5. Press 1 to enable or disable.

Set Call Handling Modes

1. Press **Mode** softkey.
2. Scroll to the mode you want and press the **OK** softkey.

Move Your Extension

(if you are working from a different location)

1. Dial into voicemail.
2. Press #.
3. Enter your **extension** then #.
4. Enter your **password** when prompted.
5. Press 7 (Options).

To Un-assign/Move back:

1. Press **Voicemail** button.
2. Press **Call VOICEMAIL** softkey.
3. Enter your **password** then #.
4. Press 7 (Options).
5. Press 3.
Calling Long Distance
1. Dial 8 and the number you want to call.
   *For example: 8 1800 123 4567*
2. Dial your CPS ID when prompted and press #
   *For example: 12345#*

Faxing

Local Faxing
1. Dial 8 and the fax number
   *Example: 8 123-4567*

Long Distance Faxing
1. Dial 8 and the fax number (including the area code)
2. Press the Pause button twice
3. Type in your CPS ID and press #
   *Example: 8 1 573 123 4567 [P][P] 12345#*

ShoreTel Communicator (Computer Software)

Initial Configuration (Setting up Communicator)
1. Double-click the **ShoreTel Communicator** icon on your desktop
2. Click **Next**
3. Enter the server name of **CPS-ShoreTel** (if not already populated)
4. Click **Next**
5. Click **Next**
6. Check the box that reads “**Start ShoreTel Communicator when you logon to Windows**” if you want to have ShoreTel start automatically when you start your computer.
7. Click **Finish**
8. If you have Outlook open, you will be prompted to close Outlook. Do so and click **Try Again**.
9. If you have not already set up your voicemail using the phone, follow the prompts to setup your voicemail.
Using the Directory
With the Directory (at the bottom of the screen) tab selected

1. Type the first name, last name, or part of the extension of the individual you are looking for:

2. Double click on the person to call, or right click for additional options.

Transfers
While on a call, call options will appear all the way to the right of the call details:

1. When you click on the Transfer icon, the Transfer box will open.
2. Type the name or extension of the person you want to transfer the caller to.
3. To complete the transfer, you can
   a. Double-click the person (blind transfer)
   b. Select (single-click) the person and then click Transfer (blind)
   c. Select (single-click) the person and then click Consult (to announce/send an attended transfer)
   d. Click To Mailbox to send the caller directly to their Voicemail.
Connecting/Disconnecting to Outlook

This integration will allow your phone and Outlook to communicate and automatically adjust your call handling mode.

NOTE: This feature is already integrated BY DEFAULT. You do not need to enable it. Follow these instructions to disable, or re-enable this feature.

1. Hover over **Tools** and select **Options**
2. Select **Outlook**
3. Make sure **Use Outlook appointments to change Call Handling Mode** is checked, or unchecked if you want it disabled.
4. Click **OK**
Configure Call Handling Modes

You can configure each of the 5 call handling modes to do different things (such as forward to another number, or send the caller to your voicemail). You can even record a separate greeting for each mode.

1. Click on Tools.
2. Select Options.
3. Click Call Handling Mode you want to configure.
4. **Record greeting** (if desired): Click to record a greeting that callers hear when they reach your voice mailbox while you are in this mode.
   a. Speaking into your telephone handset or headset, use the record, stop and play buttons to record and review your greeting.
   b. When satisfied with the recording, click OK.

**Forwarding**

5. Select your **Forwarding** options
   a. **Always** (always forward calls I get)
      i. Click **Change Destination**
      ii. Use **Call Handling Destination** box to find and choose the new destination(s). To find other extensions, type in the name or ext. #.
      iii. Click OK.
      *If there is no answer at the forwarded number, the call will revert back to YOUR voicemail.
   b. **When no answer or busy** (allows for forwarding).
      i. Click **Change Destination**
      ii. Use the resulting dialog box to find and choose the new destination(s)
      iii. Click OK.
   
   **Two destinations are specified**: The destination when a call is not answered after the specified number of rings (this will ring YOUR line for the specified number of times before forwarding), and the destination when a call is not answered because YOUR line was busy.

   If there is no answer at the forwarded number, the call will revert back to YOUR voicemail.
   c. **Never** (does not forward) – you can use this if you do not want callers to go to your voicemail, or another ext.
Allow another person to set your Call Handling Mode
If you want to allow another system user to change your current call handling mode,

1. Click Tools.
2. Click Options.
3. Select Call Handling Modes.
4. Type the name of the person you want to grant control to in the name field.
5. Select the individual from the list.
6. Click Add.
7. Click OK.

Presence
Quickly select how you want your status to appear to others in ShoreTel.

1. Click on your current presence to open a drop down selection of options.
Voicemail

Voicemail can be easily accessed from Communicator!

1. Select the Voice Mail Tab at the bottom of the screen.

New Voicemails will appear in your Inbox

2. Double-click on the voicemail to listen to it.
3. Click Reply to record a message to send back to the callee’s voicemail.
   a. This will open a recording window allowing you to record a message.
4. Click Forward to forward the voicemail to another user.
5. Click Contact Sender to call the person back, or select email from the dropdown menu.
6. You may also Save or Delete the voicemail.
Find Me (Limited Access)

1. Click on Tools.
2. Select Options.

Set up your alternate phones/extensions

3. Select My Phones.
4. Enter an external line (in Home or Mobile)
   - OR -
   Label and enter another extension.
5. Click the ... to select how many times that line should ring.
6. Click OK.
7. Click Apply.

Adjust your Incoming Call Routing

8. Click Incoming Call Routing.
9. Select the Call Handling Modes you want to include in the Find Me options.
10. Select what phone(s) you want to ring when your callers opts to use Find Me.
11. Check if you want the caller’s information to display.
12. Check if you want the caller to record their name when they ‘find you’

How to people Find Me?

When a caller reaches your voicemail, they can press 1 to activate Find Me. This will ring the number you specified. You can disable this feature by select a First and Second phone of None (which is the default set up).
Twinning

With the “twinning” feature of Communicator, the ShoreTel system will forward a call from your extension to your cell phone. Listed below are the steps necessary to forward your calls from your extension to your cell phone. A reminder – if pay for minutes on your cell phone, calls that originate from CPS will count against those minutes.

From the ShoreTel Communicator:

1. From the top menu, select Tools and then Options.
2. Select My Phones in the menu located on the left.
3. Enter your cell phone number into the Mobile field and check Apply at the bottom of the screen.
4. Select Incoming Call Routing in the menu located on the left.
5. Select Mobile on the Incoming Calls Ring: drop-down menu and select Apply at the bottom of the screen.

From the Communicator WebClient:

1. From the top menu, select More, then Additional Phones and finally Configure Additional Phones.
2. Select My Phones in the menu located on the left.
3. Enter your cell phone number into the Mobile field and check Save at the bottom of the screen.
4. Select Incoming Call Routing in the menu located on the left.
5. Select Mobile on the Incoming Calls Ring: drop-down menu and select Save at the bottom of the screen.

To turn off twinning, simply select Primary Phone or Unassigned on the main tool bar in Communicator or from the Incoming Call Routing menu in the online Communicator.

Last updated 7/17/2014
Mobility
Is an app you install on your Smartphone that allows you to call others from your personal phone, and have your work phone number display.


COMING SOON

Voicemail to Email
Follow the instructions below to enable your voicemail to be sent directly to your email.

COMING SOON
Using the ShoreTel Webclient

COMING SOON

http://Cps-shoretel.columbia.k12.mo.us

Mobility using the web client
Is an app you install on your Smartphone that allows you to call others from your personal phone, and have your work phone number display.

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Click

Downloading Communicator

Why download communicator?