

Shoretel Advanced Phone Features

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California Lutheran University
Information Technology Services

ShoreTel Phone Systems

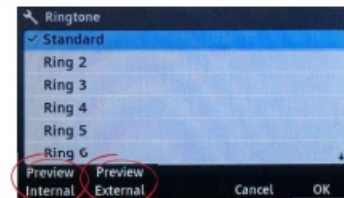


Options – Change your ring tone and background



Press the “Options” button and enter your password

To change your ringtone use the navigation pad to scroll to “Ringtone” hit the center button in the navigation pad to select a different tone.



Each tone has two sounds, one for internal calls and one for external calls. Sample each tone by pressing the button underneath.



To change your background scroll to “Wallpaper” hit the center nav. button and select the image you like.

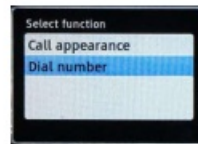
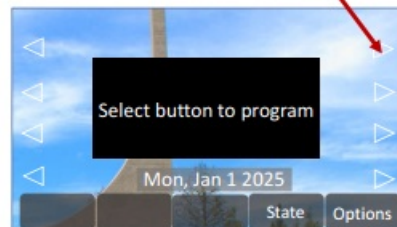


Options – Programmable buttons (quick-dial)

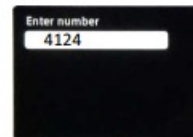


Press the “Options” button and enter your password

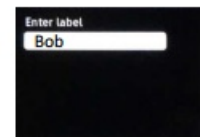
To change your programmable buttons, scroll to “Programmable Buttons”, hit the center navigation button to assign extensions. Select a button to assign.



Press Center Navigation button



Enter Extension



Enter Label

Options – Change your availability settings

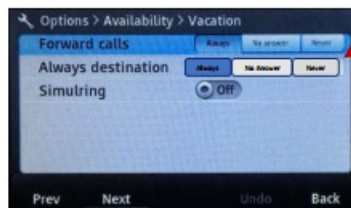
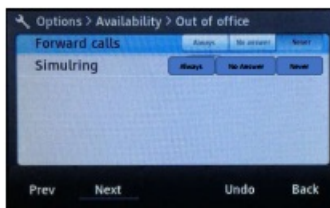


Press the "Options" button and enter your password

- Available
- In a Meeting
- Out of Office
- Vacation
- Custom
- Do Not Disturb

Each option has 3 possible functions.

- 1) Always
- 2) No Answer
- 3) Never



For all options except "Available" you can enter another extension or number that you would like to have your number forwarded to. Always remember to return your status to available when you return.

To forward to your cell, enter the 9-1-(area code) followed by the number (cell or landline) you want to forward to.

Using the "Directory Function"



Press the Directory Button.

By default, the system will search by "First Name"

Simply enter the "Alpha" equivalent numbers. For instance, if you are searching for "Don Warrick" enter the first few digits associated with the name.

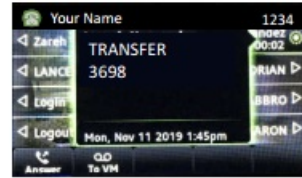


You can also search by "Last Name" by selecting "Last" from the action buttons.

Transferring Calls



To transfer a call directly when it comes in, simply answer the call, hit “Transfer” and enter the four digit extension you want to transfer to. The call will be automatically transferred.



When you hit “Transfer” a “More” button will appear. To transfer to VM, hit “More” and then “To VM”

