**ShoreTel: Custom Dial Strings**

Remember to log in to support mode first otherwise the custom dial string field will not be shown!

Be sure that you’re typing a semicolon and that the letters are capitalized where required.

Set E.164 CID for National to be forced

;2E

Set E.164 CID for National and International

;3E

Remove the pause on POTS trunks that collects caller ID info.

This is typically used on a door call box that uses a copper line trunk port. If this isn’t added to the trunk group it door box will ring twice so the system can attempt to collect caller ID info from the carrier (which doesn’t exist in the call box setup) then pass the call into the Default Destination on the group.

;1L

Modify the DTMF tones and gains for analog devices.

The format this string is entered in is: ;<db on>,<db off>,<-db level>
You can configure ranges for on/off pulses from 50ms to 8000ms and the -dblevel from 0 to 31 with 0 being loudest and 31 being softest. 5 is the default for the output level.

;50,50,2

Send 411 calls to Google’s 411 service 1800GOOG411

<411>xxx+18004664411%1G
<1411>xxxx+18004664411%1G

Set trunk group weight for outbound call priorities

-20 will give a trunk group the highest preference and 20 the lowest.
Default values are: 1 for ALS, -1 for PRI, -2 for SIP. Add a site link and 25 is added to the cost. Add parent as proxy site link and 10 is added to cost.

;-20A