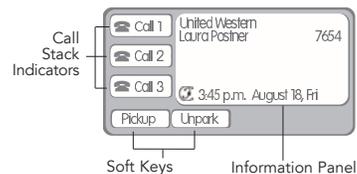


# ShoreTel Telephone Quick Reference IP100/IP100 Multiline

## LCD PANEL

Your ShoreTel IP Phone LCD panel displays information about calls, the operating status of the phone, and labels for the multipurpose soft keys.



## VOICE MAIL

### New Voice Mail Indicators

Your phone's indicator light flashes when your voice mailbox contains unplayed messages.

### Checking Voice Mail

#### To check voice mail from your extension

- 1 Press **Voice Mail**.
- 2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, **1234**.)
- 3 Press **#**.

**NOTE** If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.

#### To check voice mail from another extension

- 1 Press **#** twice.
- 2 Enter your extension.
- 3 Enter your password.
- 4 Press **#**.

#### To check voice mail from an external phone

- 1 Dial your voice mail access number.
- 2 Press **#**.
- 3 Enter your extension.
- 4 Enter your password.
- 5 Press **#**.

### Listening To Messages

#### To listen to messages

- At the Main Menu prompt, press **1**.

The voice mail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time of each message. (You can disable this feature from the Mailbox Options Menu.)

### Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

#### To replay all of your saved messages

- Press **3** at the Main Menu prompt.

#### To listen to your deleted messages

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

- 1 Press **7** at the Main Menu prompt.
- 2 Press **7**.

Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

#### To restore a deleted message

- Press **2**.

#### To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

- Address the message to individual recipients by entering their extension numbers.
- Specify groups of recipients by entering a distribution list number.
- To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press **0** and follow the prompts.

#### To mark a message as urgent

- After addressing the message and confirming the addressee(s), press **1**.

#### To forward the message you're reviewing

- 1 Press **4** and follow the recorded prompts.

#### To reply to the message you're reviewing

- 1 Press **5** and follow the recorded prompts.
- 2 Press **1** to reply with a voice mail, or press **2** to reply with a call back.

### Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies your callers that your mailbox is full and unable to accept new messages.

(The voice mail system includes recently deleted messages in the total message count.)

If your mailbox is full, first purge any backlog of deleted messages.

#### To purge deleted messages

- 1 At the Main Menu prompt, press **7**.
- 2 Press **8** to remove deleted messages.
- 3 Press **1** to confirm deletion.

### Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press **7** and follow the recorded prompts.

### Changing Extension Assignment

If you have the proper permission, you can assign your extension to any phone on the system.

- 1 Log in to voice mail from the target phone—an extension other than your own.
- 2 At the Main Menu prompt, press **7**.
- 3 Press **3** to re-assign the extension.
- 4 Press **1** to assign the extension.
- 5 Press **2** to un-assign the extension.

(The phone reverts to the extension originally assigned to it.)

### Setting Call Handling And Forwarding

**NOTE** Use ShoreWare Call Manager to configure the modes with different call forwarding destinations and personal greetings.

You can set one of five distinct call handling modes for your extension. When you record a personal greeting, it is linked to the active call handling mode.

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- 1 Press **7** at the Main Menu prompt.
- 2 Press **9** for additional mailbox options.
- 3 Press **5**, then follow the prompts.

**NOTE** You must have permission to use FindMe Forwarding.

## PHONE OPERATIONS

### Placing Calls

#### To place an internal call

Pick up the handset or press **☎** and dial the extension.

#### To place an external call

Dial the trunk access code and area code (if necessary) before the phone number.

To end a call, hang up the handset or press **☎**.

### Using A Headset

Plug your headset into the back of your IP phone and press **☎**. A headset icon appears in the display status area to indicate that the mode is active. Press **☎** again to return to handset mode.

### Muting A Call

Press **☎** to mute the active call. A mute icon appears in the display status area to indicate that the phone's microphone is muted. Press **☎** again to turn off muting.

### Speed Dialing

If you configured speed dialing in Call Manager, you can make one-touch calls by selecting people or extensions in the display area.

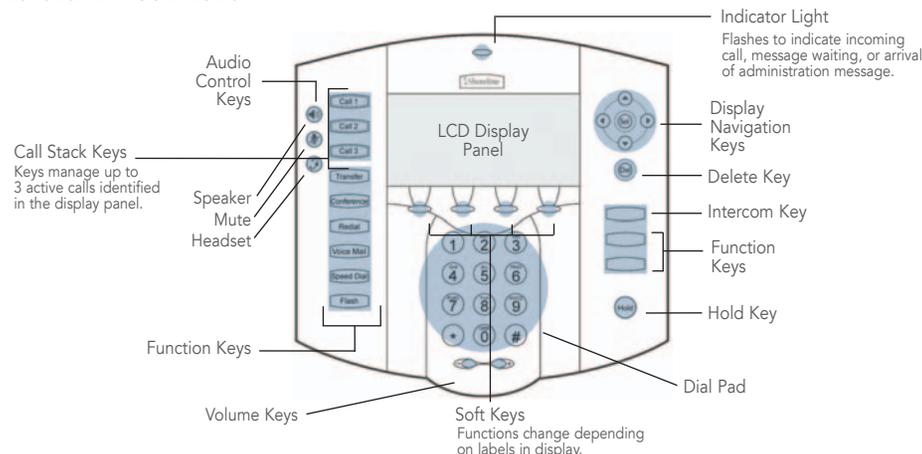
- Press **Speed Dial** to display the directory in the display panel.

Browse the listing by pressing the **Prev** and **Next** soft keys, or by pressing **▲** and **▼**. (Press the **Cancel** soft key to close the directory.)



When the person or number you want is selected, press the **Dial** soft key, or press **☎**.

## ShoreTel IP 100 Phone



## Answering Calls

A single ring tone identifies an incoming call from an external number on standard IP100 phones. IP100 Multiline models use multiple ring tones to identify incoming calls. Both models signal incoming calls with a flashing bell icon in one of the call stack indicators on the display.

If the information is available, the caller's name and extension or phone number appear on the display.



Press the **ToVM** soft key to send the caller directly to your voice mailbox.

To answer the call, pick up your handset or press the **Answer** soft key.

## Call Waiting

If your phone is set up for call waiting, a call waiting tone sounds and the new caller's ID appears in the display panel.

Press the corresponding call stack button to answer the incoming call. When you pick up the second call, your current call is automatically put on hold, and an [H] appears in the call stack indicator representing the first call.



To return to the first call, press the call stack button associated with the original call.

## Placing A Call On Hold

To place a call on hold, press **[Hold]**. An [H] appears in the associated call stack button.

To return to the call, press the associated call stack button. While a call is on hold, your phone rings intermittently to remind you that a caller is waiting.

## Transferring A Call

Press **[Transfer]**. At the prompt, dial the number and:

- Press the **Transf** soft key to complete the transfer.
- OR
- Press the **Conslt** soft key to speak to the recipient before transferring. (Your original call is placed on hold.) After consultation, press the **Yes** soft key to complete the transfer, or press the **Cancel** soft key to abandon the transfer and return to the original call.

## Making A Conference Call

To conference a third person into a call, press **[Conference]**. At the prompt, dial the third party's extension and press the **Confrn** soft key to ring the party directly.

OR

Dial the number and press the **Conslt** soft key to speak with the recipient before bringing him or her into the conference call. After consultation, press the **Yes** soft key to initiate the conference call, or press the **Cancel** soft key to return to the original two-party call.

## Joining Calls

If you answer a second call during an active call, your first call is placed on hold, and the **Join** soft key becomes available. Press the **Join** soft key to establish a three-way call with the first caller.

## Answering Calls On Another Extension

To redirect a call coming in on another extension to your phone:

- Press the **Pickup** soft key and enter the extension of the ringing phone.
- Press the **Pickup** soft key again.

## Picking Up The Night Bell

If you have access to the night bell function, press **\*14**.

## Toggling the Hunt Group Status

With the appropriate permissions, you can toggle the hunt group status from busy to not busy (or vice versa) by dialing **\*18**. This feature is especially useful when hunt group members are in a meeting or leave work early.

## Silently Monitoring And Barging In

With the proper permissions, you can listen to a call without being heard, or join a call as a fully conferenced participant ("bargue in").

### To silently monitor a call

- Dial **\*17**, then the extension of the active call.

### To bargue in on a call

- Dial **\*16**, then the extension of the active call.

## Parking And Unparking Calls

### To park an incoming or connected call:

- 1 Press the **Park** soft key and enter the extension where you want to park the call.
- 2 Press the **Park** soft key again.

To unpark a call:

- 1 Press the **Unpark** soft key and enter an extension.
- 2 Press the **Unpark** soft key again.

## Using The Intercom

### To initiate an intercom call

- 1 Press **[Intercom]** and enter the extension.
- 2 Press the intercom soft key.

**NOTE** An intercom call overrides all other call handling

## Adjusting Display Contrast

### To adjust the contrast:

- 1 Hold down the **+** and **-** Volume keys, then press **0** on the dial pad until a second slide bar appears on the display.
- 2 Use the **+** and **-** Volume keys to adjust the display contrast on the second slide bar.

Press the **Flash** soft key to return to normal operations.



PRESS **[1]**

**Log In: Internal**

a) From your own extension, press #, enter your password, and press #.

b) From another extension, press #, extension, enter password, and press #.

**Log In: External**

Call your voice mail access number, enter extension, enter password, and press #.

**1 Address by Name**

Spell the name of the person, last name first. Press **7** for O and **9** for Z. Note: System returns to Addressing after name is entered.

**2 Address by Personal Distribution**

Enter the two-digit personal distribution list number.

**3 Re-assign**

1 Assign 2 Un-assign

**4 Set Password**

Enter password twice in response to the prompts.

**5 FindMe Forwarding**

Press either **1** to enable, or **2** to disable.

**6 Record Name**

Record your name at the tone. When finished, press # and select from the following options:

**8 Remove Deleted**

1 Confirm \* Cancel

**9 Additional Options**

1 Enable or disable Outlook auto-mated call handling

2 Change email delivery options

3 Change Agent state

5 Change FindMe Forwarding state \* Cancel

**2 Email Delivery**

1 Disable email delivery

2 Enable email delivery

3 Enable email delivery with voice mail attached

4 Mark voice mail heard after email delivery

**3 Agent State**

1 Log in and assign extension

2 Log out

3 Log in without assigning extension

**0 Addressing Options**

1 Address by name

2 Address by personal distribution list

3 Broadcast

**# Conclude Addressing**

# Send

1 Mark/unmark urgent

2 Mark/unmark for return receipt \* Cancel

**1 Record Greeting**

Record your greeting for the currently active mode at the tone. When finished, press # and select from the following options:

**2 Set Call Handling Mode**

1 Standard

2 In a meeting

3 Out of office

4 Extended absence

5 Custom

6 No change \* Cancel

**Message Recording**

After message recording, select from the following options:

# Message options

\* Re-record

0 Send message, transfer to assistant

1 Send message, forward to recipients

FindMe destination

9 Transfer to Auto-Attendant

Note: Hanging up sends the message.

**Message Options**

When leaving a message, select from the following options:

# Send message

\* Cancel

1 Review

2 Re-record

3 Mark/unmark urgent

0 Send message, transfer to assistant

**5 Reply**

1 Reply with a voice mail

2 Reply with a call back

**# Accept**

Enter the extension or the system distribution list to receive the message:

# Conclude addressing

0 Additional addressing options

\* Cancel last address

\*\* Cancel

**1 Listen to Saved Messages**

Refer to "Listen to Messages" for message options while listening to saved messages.

**Change Mailbox Options**

1 Record greeting

2 Set call handling mode

3 Re-assign extension

4 Set password

5 Enable/disable envelope information

6 Record name

7 Listen to deleted messages

8 Remove deleted messages

9 Additional options

**Leave Message Mailbox Greeting**

During mailbox greeting, select from the following options:

# Bypass greeting

0 Transfer to assistant

1 Forward to recipients

FindMe destination

9 Transfer to Auto-Attendant

**5 Reply**

1 Reply with a voice mail

2 Reply with a call back

**1 Listen to Messages**

Select one of the following options during or at the end of a message:

1 Reply

4 Forward

2 Reply

3 Save

5 Play envelope

7 Move Backward

8 Pause Forward

9 Move Forward

\* Skip

\* Cancel

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