Quick Start Guide for the Shoretel 230 Telephone and Voice Mail
8/8/2011

ShoreTel 230

1. Make a call inside the district
   a. Dial the 4-digit extension

2. Make a call outside the district
   a. Dial 9 + 1 and the 10 digit phone number

3. Using the telephone directory
   a. Press [Directory]
   b. Use scroll button on the left side of the LCD display to scroll through the names.
   c. Use the dial pad to narrow your search for a name.
      i. Example – if you're looking for *Sanchez* you would press each of these keys once [7] [2] [6] [2].
      ii. Example – if you're looking for *Maria* you would press each of these keys once [6] [2]
      iii. Please note: these keys work differently than cell phones. You would press [3] once if the name had D, E or F.

4. Placing a call on hold and taking a call off hold
   a. Press [Hold] to place a call on hold. The button will blink green.
   b. Press the blinking green button when you want to take the call off hold.
   c. You will get a reminder ring in 15 seconds when the call is on hold. After that you will receive a reminder ring once a minute.

5. Adjusting Ring Tone Volume
   a. Handset should be placed on the phone
   b. Use the lower scroll button (next to the [1] on the keypad) to raise or lower the ring tone volume.

6. Adjusting the Handset Volume
   a. Remove the handset from the phone and listen to the dial tone.
   b. Use the lower scroll button (next to the [1] on the keypad) to raise or lower the handset volume.

7. Adjusting the Speakerphone volume
   a. Press the speakerphone button next to the [*] on the keypad].
   b. Use the lower scroll button (next to the [1] on the keypad) to raise or lower the speakerphone volume.
   c. Please note: you should keep the speakerphone volume set to maximum for announcements from the office.

8. Muting an Active call
    a. Toggle the mute button (next to the [7] on the keypad) to mute and un-mute active phone calls.

9. Please see the ShoreTel User Guide for a complete list of telephone functions.

Voice Mail

1. Setup Voice Mail for the <u>first time</u>
    a. Lift your headset off the telephone.
    b. Press [Voice Mail]
    c. At the prompt use the dial pad to enter **1 2 3 4** (default password) and then [#].
    d. You will be prompted to change your password and to record your name.

2. Check Voice Mail from your telephone
    a. Lift your headset off the telephone.
    b. Press [Voice Mail]
    c. Enter your password

3. Check Voice Mail from another extension
    a. Lift the headset off the telephone.
    b. Press [#] twice
    c. Enter your extension
    d. Enter your password
    e. Press [#]

4. Check Voice Mail from a phone outside the district (e.g. cell phone)
    a. Dial **760-768-3888**
    b. Press [#]
    c. Enter your extension
    d. Enter your password
    e. Press [#]

5. Listening to Voice Mail Messages
    a. Follow steps 2, 3 or 4 (above)
    b. At the main Voice Mail menu prompt, press [1].

6. Please see the ShoreTel Voice Mail Quick Reference guide for a complete list of voice mail functions.