CANUTILLO ISD
SHORETEL TELEPHONE TRAINING
Model IP230& IP265 Telephones

NOTE – PLEASE READ:
There is no change in the procedure to dial outside numbers. You will continue to dial "9" then 7 digits for a local call and "9" plus 11 digits for a long distance call.

TO PLACE AN INTERNAL CALL: Lift the handset OR press a line key OR press SPKR button OR "New Call" soft key, then dial the 4 digit extension number of the party you are trying to reach. (This includes on campus calls as well as "in-district" calls.)

TO PLACE AN EXTERNAL CALL: Lift the handset OR press a line key OR press SPKR button OR "New Call" soft key, then dial "9" plus 7 digits (for a local call) or 11 digits (for a long distance call). If placing a long distance call you will be prompted to enter your long distance authorization code.

TO ANSWER AN INCOMING CALL: When your telephone is ringing, lift the handset OR press the SPKR button OR press the "Answer" soft Key OR press the flashing line key.

TO END A CALL: Hang up the handset OR press SPKR button if using the speakerphone, OR press the "Hang Up" soft key

TO PLACE A CALL ON HOLD: While on a conversation, press HOLD. To remove from hold, press UNHOLD soft key, or press the flashing line button that corresponds to the call you put on hold.

TO TRANSFER A CALL: press the TRANSFER hard key (your party will go on hold and you will hear dial tone), dial the extension number of the party you are transferring the call to then either hang up to transfer the call, OR wait until your party answers, announce the transfer then press the YES soft key to complete the transfer.

TO TRANSFER DIRECTLY TO A PERSON'S VOICEMAIL: press the TRANSFER hard key, dial your party's extension number then **immediately** press the "MORE" soft key, then press the "to MB" soft key.

CONFERENCE: While talking to the first party, press the CONFERENCE hard key (your party will go on hold and you will hear dial tone). Call your second party. After they have answered, press CONFERENCE key again to join all parties. Repeat procedure to add additional parties.

REDIAL: Lift handset or press SPKR key, then press REDIAL hard key, then use the up down arrow to the left of the display to highlight the number you wish to redial, then press the DIAL soft key.

TO ADJUST YOUR RING TYPE: Press the OPTIONS button. You will be prompted to enter your password (same as voicemail password), then press the OK soft key. Use the scroll key to highlight "3. Change Ring" then press the EDIT soft key. Use the scroll key again to choose a ring type. Press the RING soft key to hear that ring type. Continue until you've chosen the ring type you want to use. Press the OK soft key, then the DONE soft key. Your new ring tone is now active.

CALL PICKUP: This feature allows you to "pick-up" a call that is ringing on another telephone. To use this feature, lift the handset or press the SPKR button, dial "*13" then dial the extension number of the ringing telephone. You are now connected to the caller.(Reminder: most telephones will forward to voicemail after 4 rings so you must pick up the call before it rings 4 times or the call will likely forward to voicemail.)

TO SET UP YOUR VOICEMAIL BOX: Press the VOICEMAIL button. When prompted, enter your default password "1234". Follow the verbal instructions to record your name (speak your first and last name ONLY), record your greeting and change your password (your password must be at least 4 digits in length).

  Suggested greeting: "You've reached the voicemail box of (speak your fist and last name), with (speak your school or department name). I'm unable to take your call at this time. Please leave your name, telephone number and a message at the tone, and I will return your call. **If you need immediate assistance please dial zero.**"

TO ACCESS YOUR VOICEMAIL BOX AFTER SET UP: Press the VOICEMAIL key. When prompted, enter your password then follow the instructions to listen, save, delete and forward messages. Hang up when finished.

 TO ACCESS YOUR VOICEMAIL BOX FROM ANOTHER TELEPHONE: Lift the handset or press the SPKR button and dial "##". When prompted, enter your extension number and follow the voice prompts to enter your password. You are now connected to your voicemail box just as if you were using your telephone.

TO REASSIGN YOUR EXTENSION TO ANOTHER TELEPHONE: From the telephone you wish to use as yours, lift the handset or press the SPKR button and dial "##". When prompted, enter your extension number and follow the voice prompts to enter your voicemail password. At the main menu press "7" for mailbox options, then press "3" to reassign your extension, then press "1" to complete. You will hear a voice confirmation that your extension has been reassigned to that telephone.
 To unassign your extension: follow the steps above to login to your voicemail box. At the main menu, press "7" for mailbox options, then press "3" to reassign your extension, then press "2" to unassign your extension. You will hear a voice confirmation that your extension has been reassigned to your original telephone.