CANUTILLO ISD
SHORETEL TELEPHONE TRAINING
Model IP115 Telephone

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, "9" plus 11 digits for a long distance call, and "9" plus "911" for an emergency call to responders outside of the school district.

TO PLACE AN INTERNAL CALL: Lift the handset OR press SPKR button, 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 SPKR button, 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.

TO ANSWER A CALL WAITING: If you receive a call while already on another call you will hear a call waiting tone. To answer the call press the HOLD button. Your current caller will be placed on hold and you will be speaking with the new caller. To toggle between the callers, press the HOLD key.

TO END A CALL: Hang up the handset OR press SPKR button if using the speakerphone.

TO PLACE A CALL ON HOLD: While on a conversation, press the HOLD key. You will hear a stutter dial tone and can either place another call or hang up the handset. To return to your caller, lift the handset OR press the SPKR button. (Your telephone will ring once every 60 seconds while a call is on hold as a reminder.)

TO TRANSFER A CALL: press the TRANSFER 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 and wait until your party answers, announce the transfer then hang up to complete the transfer. If you prefer to NOT announce the transfer you can simply hang up after dialing the extension number of the party you are transferring the call to.

CONFERENCE: While talking to the first party, press the CONFERENCE 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 button, then press REDIAL key. The telephone will redial the last number dialed from your telephone.

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 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.