ShoreTel 115 IP Phone User Guide

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Version Information

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ShoreTel 115 IP Phone User Guide
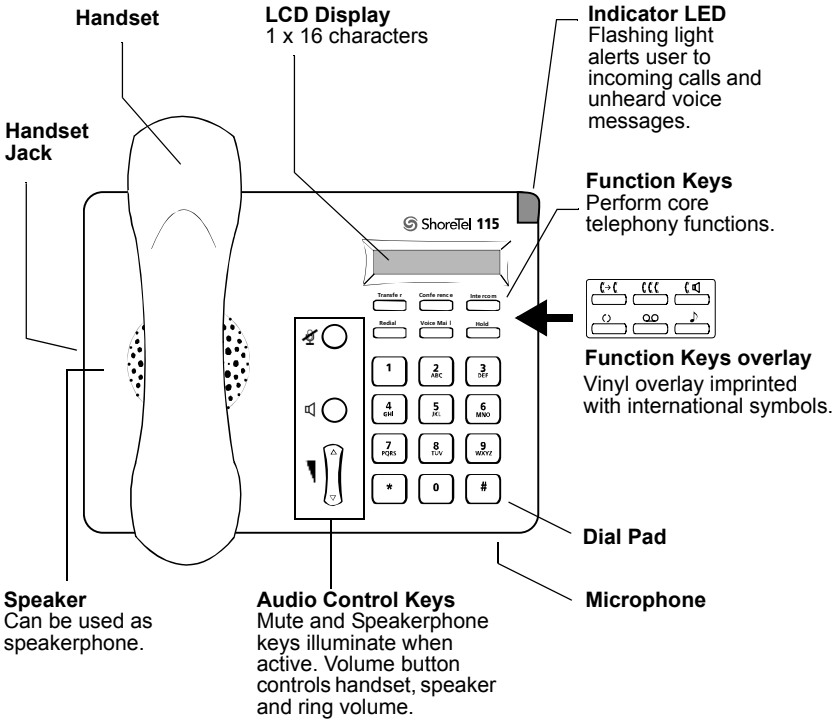Date: January 6, 2009

Company Information

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Contents

GETTING STARTED

Welcome to your ShoreTel™ IP phone!

Handset

Handset Jack

LCD Display
1 x 16 characters

Indicator LED
Flashing light alerts user to incoming calls and unheard voice messages.

Function Keys
Perform core telephony functions.

Function Keys overlay
Vinyl overlay imprinted with international symbols.

Dial Pad

Speaker
Can be used as speakerphone.

Audio Control Keys
Mute and Speakerphone keys illuminate when active. Volume button controls handset, speaker and ring volume.

Microphone

Logging In

If you are using your phone for the first time, the phone's display will show date and time. If no time server is specified, the phone displays "ShoreTel." In either case, you can place calls but not receive them. You need to log in and assign this phone as your permanent extension. To log in:

Step 1 Press `Voice Mai l` .

Step 2 Dial the extension number assigned to you by your administrator.

Step 3 If your administrator assigned you a password, enter it now (otherwise enter a default password of 1234), and press `#` .

Step 4 Enter a new password followed by `#` . Repeat to confirm password.

Step 5 Record your name and press `#` , then press one of the following options:

`#` Accept

`1` Review

`2` Rerecord

`3` Delete

`*` Cancel

Step 6 Press `7` for mailbox options.

Step 7 Press `3` to re-assign the extension, then press `1` .

You are now logged in. Your phone can receive calls, and you can check for new messages

Your extension number appears on the display, alternating with the time and date. You can log in to any ShoreTel IP phone on your network to change your extension assignment to that phone. See "Changing Extension Assignment" on page 11 for more information.

PHONE OPERATION

Placing Calls

Using the Handset

To place an internal call using the handset, pick up the handset and dial the extension. To place an external call, dial the trunk access code, then the phone number.

To end a call, hang up the handset.

### Using the Speakerphone

To place an internal call using the speakerphone, press the Speakerphone button ⊲◯ and dial the extension. To place an external call, dial the trunk access code, and then the phone number.

To end a call, press the Speakerphone button ⊲◯ again.

Making a Conference Call

To conference a party into a connected call:

Step 1 Press [Confe renc e]. The call is put on hold. (Press [Hold] if you want to cancel the conference.)

Step 2 Dial the extension of the party you would like to conference and consult with the recipient.

Step 3 Press [Confe renc e] again. The three-way call is established.

To disconnect the party you added, press [Confe renc e] again.

With the appropriate permissions from your administrator, you can then use Personal Call Manager software to conference up to six parties in a call.

Using the Intercom

The Intercom function allows you to connect with another party without ringing the party through a call line. You and the recipient must be using ShoreTel IP phones and must have permission to use this feature.

To intercom another party:

Step 1 Lift the handset.

Step 1 Press [Inte rco m].

Step 2   Dial the party's extension.

Step 3   Hang up to end the call.

Redialing and Checking Missed Calls

You can use the Redial function to dial the last number you called. The number being dialed will be displayed on the phone.

To redial a call:

Step 1   Lift the handset.

Step 2   Press ⬛ **Redial**.

Step 3   Hang up to end the call.

Leaving a Message and Message Options

When the recipient of your call does not answer and has not opted to automatically forward calls, you may leave a message when prompted, or you can use one of the following options while listening to the mailbox greeting:

Bypass greeting and leave a message, then hang up to send it.

0 Transfer to assistant.

1 Forward to recipient's Find Me destination (an optional number where calls can be forwarded) — if enabled; otherwise you will be prompted to record a message.

9 Transfer to auto-attendant.

After message recording, select from one of the following options:

Message Options, then:

   # Send message

   * Cancel

   1 Review

   2 Rerecord

   3 Mark / unmark urgent

   9 Transfer to auto-attendant

   0 Transfer to assistant

* Rerecord

0 Send message, transfer to assistant

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1 Send message, forward to recipient's Find Me destination, if enabled

9 Send message, transfer to auto-attendant

NOTE Hanging up sends the message.

Paging

If your phone and other phones at your site are configured for paging, you can speak a message that will be heard on a connected speaker, usually overhead.

If you have access to the paging function (set by your administrator), dial the number given to you by your administrator and wait for the confirmation tone, then begin speaking into the handset. Hang up when you are finished.

If you hear an error tone when you try to page, paging may not be configured at your site or you may not have the necessary permissions. Contact your administrator.

Answering Calls

Ring tones and the flashing red LED light in the top right corner of your phone identify an incoming call on your phone.

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

To answer the call, do one of the following:

Using the Handset

To answer a call, pick up the handset when the phone rings.

To end a call, hang up the handset.

Using the Speakerphone

To answer a call, press the Speakerphone button ⊲◯. The LED in the button lights green.

To end a call, press the Speakerphone button ⊲◯ again.

Adjusting the Ring and Listening Volume

Pressing ▲ and ▼ on the Volume button adjusts:

- The volume of your phone's ringer while the handset is on hook and the speakerphone is off. By pressing ▼ repeatedly, you can turn the ringer volume off.
- The listening volume while the handset is off hook.
- The speakerphone volume, if the Speakerphone LED is illuminated.

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Answering Call Waiting

With the appropriate permissions (set by your administrator), you can receive up to 16 incoming calls at once by repeatedly pressing [Hold]. You can then narrow the number of incoming calls you want to receive using Personal Call Manager.

If you receive an incoming call while you are on another line, you'll hear a beep on the call. To answer the incoming call and put the current call on hold, press [Hold]. Repeat this action to return to the previous call.

Picking Up the Night Bell

A night bell, when activated by your administrator, allows calls to route to an extension that will ring on an overhead speaker. This feature can be convenient for off-hours when a caller needs to speak with anyone at a site.

If you have access to the night bell function (set by your administrator), dial [*] [1] [4] to answer the call at your site.

If you hear an error tone when you try to pick up the night bell, the night bell may not be configured at your site or you may not have the necessary permissions. Contact your administrator.

Interacting with Calls

Muting a Call

Press [Mute] to mute a call so the caller doesn't hear you. The LED on the Mute button turns red when the mute is active.

Placing a Call On or Off Hold

To place a call on or off hold, press [Hold].

After pressing hold, you'll hear a stutter and then dial tone. At this time, you can press [Hold] again to make the next call in the stack active. If you have multiple calls on hold, continue pressing [Hold] to locate the call you want.

Transferring a Call

To transfer a call from your extension to another extension or outside number, press [Transfer], then dial the number and hang up; or to cancel the transfer and take the call off hold, Press [Transfer] again.

Parking and Unparking Calls

With the appropriate permissions (set by your administrator), you can park a connected call on another extension by doing the following:

Step 1 Press ⬛ᴴᵒˡᵈ . The call is put on hold.

Step 2 Dial ⁕ 1 1 followed by the extension number to park the call.

To unpark the call from a different location:

Dial ⁕ 1 2 followed by the extension number.

Silently Monitoring / Barging In

With the appropriate permissions (set by your administrator), you can listen to a call without being heard, or join a call as a fully conferenced participant ("barge in").

- To silently monitor a call, dial ⁕ 1 7 , then the extension on which the call is active.
- To barge in on a call, dial ⁕ 1 6 , then the extension on which the call is active.

Changing Call Handling Mode and Forwarding

NOTE Use Personal Call Manager or Web Access 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, including four "Do Not Disturb" options to forward incoming calls or send them to voice mail. You can record personal greetings which are linked to the active call handling mode.

By default, your phone is set to Standard mode, which allows you to answer all incoming calls. Other mode options include In a Meeting, Out of Office, Extended Absence, and Custom.

To select a different mode, log into voice mail and press 7 for Additional Options, then press option 2 and follow the prompts.

Changing Extension Assignment

With the appropriate permissions (set by your administrator), you can assign your extension to any system phone.

Step 1 Log in to voice mail from the target phone.

Step 2 At the Main Menu prompt, press 7 .

Step 3 Press 3️⃣ to re-assign the extension.

- Press 1️⃣ to assign the extension.
- Press 2️⃣ to unassign the extension. The phone reverts to the extension originally assigned to it. You can also use Personal Call Manager or Web Access to unassign an extension.

NOTE If you assign your extension to a phone that is normally occupied by another user, calls to the original user's extention will go to the forwarding destination, defined in the active Call Handling Mode.

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 ✱ 1️⃣ 8️⃣ . This feature is especially useful when hunt group members are in a meeting or leave work early. If you are a member of more than one hunt group, you must enter the extension associated with the desired hunt group after dialing the access code above.

VOICE MAIL

A steadily flashing light on your phone's corner LED and stutter dial tone signifies that you have unheard messages.

Logging Into the Main Menu

To log in to the main voice mail menu, lift the handset, press **[Voice Mail]**, then dial your password followed by **[#]**. (Your default password is 1234.)

Logging In from Another Extension

To log in to the main voice mail menu from another extension, press **[Voice Mail]**, followed by your password, and then **[#]**.

To log in to the main voice mail menu from an analog phone, press **[#] [#]**, then your extension, followed by your password, and then **[#]**.

Logging In from an External Phone

To log in to the main voice mail menu from an external phone, dial the voice mail access number provided by your system administrator, press **[#]**, then your extension, then your password followed by **[#]**.

[1] Listening to and Interacting with New Messages

From the Main Menu, you can listen to and replay new messages by pressing **[1]**. To interact with new messages, press one of the following:

[1] Replay the message

[2] Save the message

[3] Delete the message

[4] Forward the message

After recording the prefacing remark, press:

[#] If correct

[1] Review

[2] Rerecord

[*] Cancel recording

After addressing the message, press **[1]** to mark it urgent.

[5] Reply to the message

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Choose one of the following options:

1 Reply with a voice message

2 Reply with a call back

* Return to the previous menu

6 Hear the envelope information (time and date sent, user's name recording)

7 Move back

While listening to a message, you may "rewind" to several seconds earlier in the message.

8 Pause

9 Move forward

While listening to a message, you may "fast forward" to several seconds later in the message.

Continue to next message

2 Sending Messages from Voice Mail

From the Main Menu, you can send messages by pressing **2**. The following options are available while recording your message:

* Cancel

Done recording

1 Review

2 Rerecord

After you are satisfied with your recording, you will be prompted to enter the recipient's extension. At this time, you have the option to press:

0 Additional addressing options

1 Look up recipient by name in a directory

2 Send a personal distribution list

3 Broadcast to all extensions

* Cancel addressing options

After the message is addressed, if desired, you can press:

1 Mark / unmark urgent

2 Request return receipt

3 Listening to Saved Messages

From the Main Menu, you can listen to saved messages by pressing **3** . To interact with saved messages, press any one of the options under "Listening to and Interacting with New Messages" on page 13 (except for option 2).

7 Mailbox Options

Press **7** to access various options for your personal mailbox, then press one of the following:

1 Record personal greeting

NOTE When you record a personal greeting, it is linked to the active call handling mode.

Record your personal greeting for the currently active mode at the tone and press **#** , then select from the following options:

Accept

1 Review

2 Rerecord

3 Delete

* Cancel

2 Choose call handling mode

For more information on call handling, see "Changing Call Handling Mode and Forwarding" on page 11. The following modes and options are available:

1 Standard

2 In a Meeting

3 Out of the Office

4 Extended Absence

5 Custom

* Cancel

3 Reassign extension

If you have the proper permission, you can assign your extension to any system phone. The following options are available:

1 Assign the extension

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

4 Set your password

Enter your new password, followed by **#** and repeat to confirm. Press ***** to cancel.

5 Disable or enable envelope information

Use this option to enable recipients of your messages to hear the date and time of your message's delivery as well as your name.

6 Record your name

Press **#** when you are finished recording your name, then choose from the following options:

Accept

1 Review

2 Rerecord

3 Delete and use default system recording

* Cancel

7 Listen to your deleted messages

As a safeguard against accidental erasures, the system retains deleted messages for a few hours. To listen to your deleted messages, 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. Press **2** to restore the deleted message to a saved message.

8 Remove deleted messages

The following options are available:

1 Confirm

* Cancel

9 Additional options

The following additional options are available:

1 Enable or disable Outlook automated call handling

2 Change e-mail delivery options

1 Disable e-mail delivery

2 Enable e-mail delivery

3 Enable email delivery with voice message attached

8 Mark voice messages heard after e-mail delivery

3 Change agent state

1 Log in and assign extension

2 Log out

3 Log in without assigning extension

5 Change Find Me forwarding state

Your Find Me forwarding destination is a temporary number where all calls are forwarded when enabled. Set this destination in Personal Call Manager or Web Access.

1 Enable

2 Disable

* Previous menu

8 Log Off

9 Return to Auto-Attendant

Hear Mailbox Status

Select this option to hear the number of unheard messages.

TROUBLESHOOTING

Problem: The voice mail system is notifying your callers that your mailbox has exceeded its limit and is unable to accept new messages.[1]

Solution: Your mailbox is full. You must delete messages you no longer need:

Step 1   At the Main Menu prompt, press ⌨1⌨ to replay the message.

Step 2   Press ⌨3⌨ to delete the message.

Problem: Your display reads "No Service."

Solution: Your phone is temporarily inoperable. Contact your administrator.

Problem: Your display is blank.

Solution: You have no power. Contact your administrator.

Viewing Phone Information

To view information about your phone, such as IP address, subnet mask, version, and MAC address, follow these steps:

Step 1   With the phone on hook, press ✆◯.

The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

Step 2   Dial the digits on the keypad that correspond with I-N-F-O, then press ⌨#⌨.

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1. The mailbox warning threshold occurs when there is room for only 10 more messages in a user's mailbox. As a user's mailbox approaches its limit, a warning message will be played indicating that there is only enough room for "n" number of messages, where "n" is a countdown from 10 to 0. This message will be played each time a user logs into the mailbox via the telephone user interface until enough messages are deleted to reduce the total number of messages below the threshold.

Rebooting Your Phone

To reboot your phone, follow these steps:

Step 1   With the phone on hook, press ✄◯.

The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

Step 2   Dial the digits on the keypad that correspond with R-E-S-E-T, then press ⊞ . Your phone reboots.

QUICK REFERENCE OF COMMON TASKS

Making a Conference Call   `[Conference]` + ext. + `[Conference]`

Using the Intercom   `[*]` `[1]` `[5]` + ext.

Paging   number provided by administrator

Answering Calls   lift handset

Adjusting the Volume

Answering Call Waiting   `[Hold]`

Picking Up a Remote Extension   `[*]` `[1]` `[3]` + ext.

Picking Up the Night Bell   `[*]` `[1]` `[4]`

Interacting with Calls

Using the Speakerphone

Muting a Call

Placing a Call On or Off Hold   `[Hold]`

Transferring a Call   `[Transfer]` + ext. + hang up

Parking   `[Hold]` + `[*]` `[1]` `[1]` + ext.

Unparking Calls   `[*]` `[1]` `[2]` + ext.

Silently Monitoring   `[*]` `[1]` `[7]` + ext.

Barging In   `[*]` `[1]` `[6]` + ext.

Changing Call Handling Mode and Forwarding   `[Voice Mail]` + password + `[#]` + `[7]` `[2]`

Changing Extension Assignment   `[Voice Mail]` + password + `[#]` + `[7]` `[3]` `[1]`

Unassign Extension Assignment   `[Voice Mail]` + password + `[#]` + `[7]` `[3]` `[2]`

Assign Extension to External Number   `[Voice Mail]` + password + `[#]` + `[7]` `[3]` `[3]`

Toggling the Hunt Group Status   `[*]` `[1]` `[8]` + ext.

Troubleshooting

Viewing Phone Information   + I-N-F-O + `[#]`

Rebooting Your Phone   + R-E-S-E-T + `[#]`

Logging Into Voice Mail `Voice Mail` + password + `#`

Logging Into Voice Mail from Another Extension `#` `#` + ext. + password + `#`

Logging Into Voice Mail from an External Phone access number + `#` + ext. + password + `#`

Listening to and Interacting with New Messages `1`

Replay the Message `1`

Save the Message `2`

Delete the Message `3`

Forward the Message `4`

Reply to the Message `5`

Hear the Envelope Information `6`

Move Back `7`

Pause `8`

Move Forward `9`

Continue to Next Message `#`

Sending Messages from Voice Mail `2`

Listening to Saved Messages `3`

Mailbox Options `7`

Record Personal Greeting `1`

Choose Call Handling Mode `2`

Reassign Extension `3`

Set Your Password `4`

Disable or Enable Envelope Information `5`

Record Your Name `6`

Listen to Your Deleted Messages `7`

Remove Deleted Messages `8`

Additional Options `9`

Log Off `8`

Return to Auto-Attendant `9`

Hear Mailbox Status `#`