

## Quick Start Guide for the Shoretel 230 Telephone and Voice Mail

### ShoreTel 230

1. Make a call inside the district
  - a. Dial the 4-digit extension
2. Make a call outside the district
  - a. Dial 8 + 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.
  - a. Use the dial pad to narrow your search for a name.
    - i. Example – if you're looking for *Jones* you would press each of these keys once [5] [6] [3].
    - ii. Example – if you're looking for *Tom* you would press each of these keys once [8] [6]
    - iii. Please note: these keys work differently than cell phones. You would press [3] once if the name had D, E or F.
2. 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.
3. 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.
4. 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.
5. 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.

6. Muting an Active call
  - a. Toggle the mute button (next to the [7] on the keypad) to mute and un-mute active phone calls.
7. Please see the ShoreTel User Guide for a complete list of telephone functions. This guide can be found on our district website. <http://marsd.org/Page/10083>

## **Voice Mail**

1. Setup Voice Mail for the first time
  - 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
  - d. At the main Voice Mail menu prompt, press [1].
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 [#]
  - f. At the main Voice Mail menu prompt, press [1].
4. Check Voice Mail from a phone outside the district (e.g. cell phone)
  - a. Dial the schools main number, such as 732-705-5400
  - b. Press [\*]
  - c. Enter your extension
  - d. Enter your password
  - e. Press [#]
  - f. At the main Voice Mail menu prompt, press [1].
5. Please see the ShoreTel Voice Mail Quick Reference guide for a complete list of voice mail functions. This guide can be found on our district website. <http://marsd.org/Page/10083>