

How to Use Your University Telephone

DIALING

On Campus Calls:

Dial last four digits of telephone number.

Local Calls:

For calling area code 314, dial 9 + seven digit telephone number. For local calls in the 636 area code, dial 9 + 636 + seven digit telephone number.

Long Distance:

Dial 9 + 1 + area code + seven digit telephone number. There is a charge per call.

Toll-Free Calls (i.e., 800, 888, 877, 866, & 855 numbers):

Dial 9 + 1 + 8xx + seven digit telephone number. There is no charge for a toll-free 8xx number call.

International Calls:

Dial 9 + 011 + country code + city code + number. There is a charge per call.

DIRECTORY ASSISTANCE

Local:

Dial 9 + 1 + 411. There is a charge per call.

Long Distance:

Dial 9 + 1 + area code + 555-1212. There is a charge per call.

International:

Dial 9 + 0 and ask for an international operator. There is a charge per call.

SHORETEL IP PHONES



ShoreTel IP 115 – 1 line (Single-line) phone



ShoreTel IP 230 – 3 line (Multi-line) phone



ShoreTel IP 265 – 6 line (Multi-line) phone

SHORETEL IP PHONE FEATURES

Visit the Telephone Services Web site (<http://www.umsl.edu/technology/phones>) to print a Quick Reference Guide for your specific telephone or call x6500 for assistance.

Several basic features can be accessed using function keys on your ShoreTel IP phone.

Voice Mail (Multi-Line and Single-Line):

- Press the “Voice Mail” button on your phone
- To login to the Main Menu, enter password, followed by #.
- To login to or for another extension, enter # #, enter extension, enter password, followed by #.
- See page 9-10 for basic voicemail instructions.

Conference (Multi-Line):

To conference up to 6 participants:

- While on an active call, press the “Conference” button on your phone.
- Dial the extension or phone number you want to add to the call.
- After the person answers, press the “Consult” button on your phone display to consult with person first -OR- press the “Conference” button on your phone display to connect all parties.

Conference (Single-Line):

To conference up to 3 participants:

- While on an active call, press the “Conference” button on your phone.
- Dial the extension or phone number you want to add to the call.
- After the person answers, press the “Conference” button again to connect all parties.

Directory (Multi-Line):

- Press the “Directory” button.
- Use the keypad to “dial” by first or last Name.
- Use the Up/Down scroll bar to the left of the display, to select name.
- Press the “Dial” button from your phone display to place a call.
- Press the “Cancel” button from your phone display to cancel the operation.

Transfer (Multi-Line):

To transfer an active call:

- Press the “Transfer” button on your phone.
- Follow the prompts appearing on your display.
- Dial the “transfer to” extension.
- For a **blind transfer**, press the “Transfer” button on your phone display.
- To **consult** before completing the transfer, press the “Consult” button on your phone display, announce the call, then press “Transfer” button on your phone display.
- Hang up.

Transfer (Single-Line):

To transfer an active call:

- Press the “Transfer” button on your phone
- For a **blind transfer**, dial the “transfer to” extension and hang up.
- To **consult** before completing the transfer, stay on the line, announce the call, then hang up.

ADDITIONAL INFORMATION**Problems Using Your Phone:**

Contact Telephone Services at x6500 for assistance.

Repair or Trouble: Dial x6500.

On-Line Information:

Please visit the Telephone Services Web site at <http://www.umsl.edu/technology/phones> for:

- Information –
 - General
 - ShoreTel
 - TeleConference Calls
- Electronic work orders (installs, disconnects, moves or upgrades)
- Billing change forms

Faculty & Staff Directory: To request additional copies of the 2015-2016 Faculty & Staff Directory, contact Telephone Services at x6500.

Harassing Calls: If you receive harassing calls, please contact the Police (Institutional Safety) at x5155.

Emergencies: Dial 911 or x5155.

SHORETEL COMMUNICATOR**Integrate your ShoreTel IP Phone with your Computer by Using ShoreTel Communicator**

ShoreTel Communicator is an application that runs on your computer and integrates with your ShoreTel IP Phone.

ShoreTel Communicator allows you to view voicemail, call history, and search for other colleagues through the Directory. In addition, you can easily change or configure your call handling mode from the menu, including recording greetings for specific call handling modes. You can also change a setting to allow receipt of voicemail through Outlook.

Voicemail Tab

You can view a list of current/saved/deleted voicemail messages. From this view, you can play, forward, reply, delete or save messages.

History Tab

You can view a history of calls made from or to your extension. You can also click on a phone number from this tab to automatically dial it.

Directory Tab

You can view a complete directory of users. You can use the search function to find someone and automatically dial the extension from this tab.

For a ShoreTel Communicator installation instructions document, please visit this link: <http://www.umsl.edu/shoretelinfo>.

VOICE MAIL – ShoreTel Instructions

The presence of a voicemail message is indicated by an illuminated message waiting light on your telephone.

Login to Voice Mail:

- Choose one of the following options:
 - Press the Voice Mail button on a ShoreTel IP phone.
 - Call x6600 from a non-ShoreTel phone.
 - Call 314-516-6600 from off campus.
- Enter your password, followed by #.

Initial Voice Mail Password

Your initial password is 1234.

- You must change your password the first time you log on. Your new password must be a minimum of four (4) digits.
- Enter your new password followed by #.
- Enter your new password again, followed by #.

Note: If you have forgotten your password, please contact Telephone Services at x6500 to reset it to the default.

Note: Your password will expire every 180 days.

Listen to Messages

- Login to voicemail.
- Voicemail attendant notifies you of the count of unheard, heard and/or saved messages.
- From the main menu, **press 1** to listen to messages.
- For the date and time, **press 6** after listening to the message, if necessary.

Send a Message

- Login to voicemail.
- From the main menu, **press 2** to send a message.
- Record your message at the tone.
- When finished, **press #** and select from the following options:
 - To **accept**, press #.
 - To **review**, press 1.
 - To **re-record**, press 2.
 - To **cancel**, press *.

- Enter the 4-digit extension to receive your message.
 - **Repeat** this for as many recipients as you need.
 - To **conclude message addressing**, press #.
- To **send message**, press #.
- To **cancel recording**, press *.

Logout of Voice Mail

Hang up or press 8 (followed by 1 to confirm) from the main menu.

Manage Voicemail Messages

- After listening to a message, select one of the following options at the end of the message:
 - To **replay**, press 1.
 - To **save**, press 2.
 - To **delete**, press 3.
 - To **forward**, press 4.
 - To **reply**, press 5.
 - To **play envelope**, press 6.
 - To **move backward**, press 7.
 - To **pause**, press 8.
 - To **move forward**, press 9.
 - To **skip**, press #.
 - To **cancel**, press *.
 - To **play previous message**, press **.

Changing Mailbox Options

Your mailbox can be personalized by recording a greeting, changing your call handling mode, setting your password, enabling date and time of message (envelope information), or recording your name. From the main menu, **Press 7** for **Mailbox Options** and follow the prompts. For example:

- Press 1 to record a greeting.
- Press 2 to change your call handling mode.
- Press 4 to set your password.
- Press 5 to enable envelope information.
- Press 6 to record your name.

Record a Personal Greeting

To record a personal greeting for the active call handling mode:

- Login to voice mail.
- From the menu, **press 7 for Mailbox options.**
- **Press 1** to record a personal greeting.
- Record your greeting at the tone. When finished, **press #** and select from the following options:
 - To **accept** greeting, press #.
 - To **review** greeting, press 1.
 - To **re-record** greeting, press 2.
 - To **delete** greeting, press 3.
 - To **cancel** greeting, press *.

Change Call Handling Mode

There are five different Call Handling Modes for your extension. **When you record a personal greeting, it is linked to the active Call Handling Mode.**

Use the Call Handling Mode feature to set temporary personal greetings for times you are out of the office, such as vacations and campus closings.

To enable a call handling mode:

- Login to voice mail.
- From the menu, **press 7 for Mailbox options.**
- **Press 2** to set call handling mode.
 - For **Standard**, Press 1.
 - For **In a Meeting**, Press 2.
 - For **Out of Office**, Press 3.
 - For **Extended Absence**, Press 4.
 - For **Custom**, Press 5.
 - For **No Change**, Press 6.
 - To **Cancel**, Press *.

Change Password

- Login to voicemail.
- From the menu, **press 7 for Mailbox options.**
- **Press 4** to set the password.
- Enter password twice in response to the prompts.
- Press * to cancel.

To Enable Envelope Information

The "Envelope" holds the date and time a message was left. The default is "disabled". Press 6 after listening to the message for the date and time.

To **enable envelope information** so that you hear the date and time before you hear the message:

- Login to voicemail.
- From the menu, **press 7 for Mailbox options.**
- To enable/disable envelope information, **press 5.**
 - To **enable**, press 1.
 - To **disable**, press 2.

Record Your Name

To record your name:

- Login to voice mail.
- From the menu, **press 7 for Mailbox options.**
- **Press 6** to record your name at the tone.
- When finished, **press #** and select from the following options:
 - To **accept**, press #.
 - To **review**, press 1.
 - To **re-record**, press 2.
 - To **delete**, press 3.
 - To **cancel**, press *.

Notes:

All "heard" but "unsaved" messages will be removed from the system after 14 days.

Any "unheard" messages will remain in your mailbox. However, your mailbox will be unable to accept new messages if the message limit is exceeded. Please retrieve your messages as soon as possible.

Deleted messages are retained for a few hours before being permanently deleted.

For Telephone Services assistance, call x6500.