

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.

SHORETEL IP PHONES

Single-Line Phones:

ShoreTel IP115
ShoreTel IP420

Multi-Line Phones:

ShoreTel IP212
ShoreTel IP230
ShoreTel IP265

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): 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): 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):

- 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):

- 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**Repairs or Problems Using Your Phone:**

Contact Telephone Services at x6500 for assistance.

Online Information:

Please visit the Telephone Services Web site at <http://www.umsl.edu/technology/phones> for information about any of the services offered, including conferencing information, cellular phones, and guides to use the ShoreTel phones.

Faculty & Staff Directory: To request additional copies of the 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.

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

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

Voicemail

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

Recent

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.

Name or Number search bar

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 MiTel Communicator installation instructions document, please visit this link: <http://www.umsl.edu/technology/phones/Instructions%20and%20Guides/index.html>

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 a new password followed by # twice.

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 *.