Common Desk Phone Tasks

Outlined below are the most common tools for managing tasks using ShoreTel phones. Attached at the bottom of the page are Quick Reference Guides for download.

- Call your direct line and wait for your greeting, then press * **then #** (right after each other)
- **OR** Call the switchboard, wait for the auto attendant, then press **#** key
- You will be asked for your extension, enter it
- You will be asked for your Password, enter it followed by the **#** key
- Your voicemail will now function as if you were in the office.

- Press the voicemail button
- Once you hear the auto attendant press the **#** key
- You will be asked for your extension, enter it
- You will be asked for your Password, enter it followed by the **#** key
- When the "Main Menu" is reached, Enter **731**
- Your local will now be attached to this phone

- Press voicemail button
- When you hear attendant press the **#** key
- You will be asked for your extension, enter it
- You will be asked for your Password, enter it followed by the **#** key
- Follow the prompts

- With first person on the line, select the second line and call or receive second call
- Once the second connection is established, you will see "JOIN" at the bottom of the screen
- Select the button under "Join" and both parties will be on the line
- Continue the same process to add another caller

- Press voicemail button
- You will be asked for your Password, enter your voicemail password
- Press 7
- Press 6
- You will be asked to record your name

ShoreTel Phone Quick Reference Guides:

- ShoreTel 230/230g IP Phone (pdf)
- ShoreTel 485g IP Phone (pdf)

Related Articles:

- Common Desk Phone Tasks
- Accessing Mitel Connect
- Mitel Connect v2
- Set up your new iPhone or iPad
- Forwarding a Selkirk Local to Cell/Mobile Phone