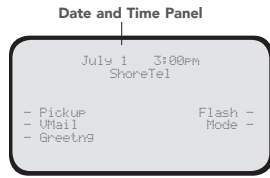


ShoreTel Telephone Quick Reference AP 100/110

LCD PANEL

Your ShoreTel AP 100/110 LCD panel displays information about calls, the operating status of the phone, and labels for the multipurpose soft keys.



To view date and time, press **Goodbye** when the handset is in the cradle.

New Voice Mail Indicators

Your phone's message waiting light flashes when your voice mailbox contains unplayed messages.

Checking Voice Mail

To check voice mail from your extension

- 1 Press the **VMail** soft key.
- 2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, **1234**.)
- 3 Press **#**.

NOTE If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.

To check voice mail from another extension

- 1 Press **#** twice.
- 2 Enter your extension.
- 3 Enter your password.
- 4 Press **#**.

To check voice mail from an external phone

- 1 Dial your voice mail access number.
- 2 Press **#**.
- 3 Enter your extension.
- 4 Enter your password.
- 5 Press **#**.

Listening To Messages

To listen to messages

- At the Main Menu prompt, press **1**.
The voice mail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time of each message. (You can disable this feature from the Mailbox Options Menu.)

Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

To replay all of your saved messages

- * Press **3** at the Main Menu prompt.

To listen to your deleted messages

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

- 1 Press **7** at the Main Menu prompt.
- 2 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.

To restore a deleted message

- Press **2**.

To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

- Address the message to individual recipients by entering their extension numbers.
- Enter a distribution list number.
- To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press **0** and follow the prompts.

To mark a message as urgent

- After addressing the message and confirming the addressee(s), press **1**.

To forward the message you're reviewing

- 1 Press **4** and follow the recorded prompts

To reply to the message you're reviewing

- 1 Press **5** and follow the recorded prompts.
- 2 Press **1** to reply with a voice mail, or press **2** to reply with a call back.

Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, purge any deleted messages.

To purge deleted messages

- 1 At the Main Menu prompt, press **7**.
- 2 Press **8** to remove deleted messages.
- 3 Press **1** to confirm deletion.

Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press **7** and follow the recorded prompts.

Changing Extension Assignment

If you have the proper permission, you can assign your extension to any phone on the system.

- 1 Log in to voice mail from the target phone— an extension other than your own.
- 2 At the Main Menu prompt, press **7**.
- 3 Press **3** to re-assign the extension.
- 4 Press **1** to assign the extension.
- 5 Press **2** to un-assign the extension.
(The phone reverts to the extension originally assigned to it.)

Setting Call Handling And Forwarding

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

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- 1 Press **7** at the Main Menu prompt.
 - 2 Press **9** for additional mailbox options.
 - 3 Press **5**, then follow the prompts.
- NOTE** You must have permission to use FindMe Forwarding.

PHONE OPERATIONS

Muting A Call

Press **Mute** to mute the active call. A "Microphone muted" message appears in the display status area. Press **Mute** again to turn off muting.

Using The Directory

Press **Dir** to display the Directory, which stores up to 200 names and numbers in alphabetical order.

Follow the prompts to dial new names and numbers, change or delete existing entries, or dial from the Directory. To copy entries from the Callers List, Redial List, or Display to the Directory, see the manufacturer's documentation for the ShoreTel AP 100/110.

Dialing From The Directory

Press **Dir** to open the Directory. Browse the list by pressing **▼** or **▲**, or by entering the first letter of the person's name. (Press the Quit soft key to close.)

When the number you want is selected, lift the handset to autodial the number, or press the Dial soft key to connect using the speakerphone feature.

Using The Callers List

The Callers List stores the last 100 callers in the order of receipt. The display indicates when there are new callers. Press **CL** to open the Callers List. Use **▼** or **▲** to scroll through the list.

Follow the prompts to dial numbers or manage the Callers List. For more information, see the manufacturer's documentation.

Placing Calls

To place an internal call, pick up the handset and dial the extension.

To place an external call, dial the trunk access code and area code (if necessary) before the phone number. To end a call, hang up the handset.

NOTE Hang up for at least two seconds between calls to avoid accidentally transferring or placing calls on hold.

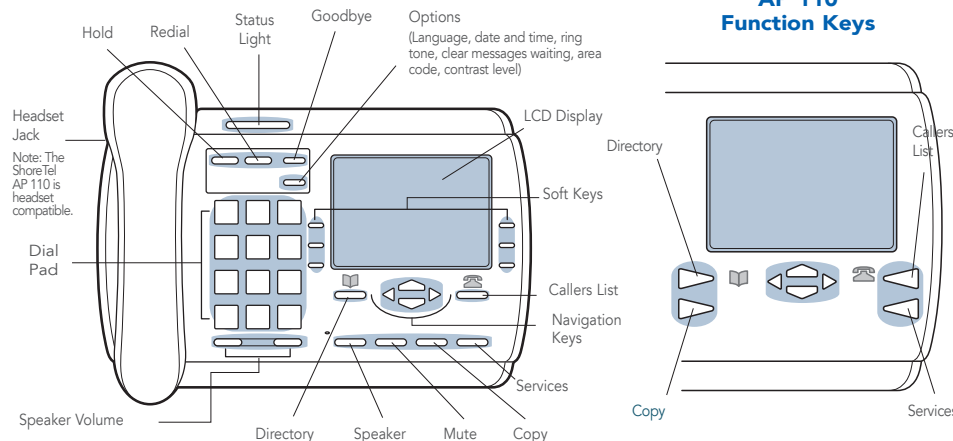
Answering Calls

A single ring tone identifies an incoming call from an external number. A double ring tone indicates a call from an internal extension. If the information is available, the caller's name and extension or phone number appear on the display.

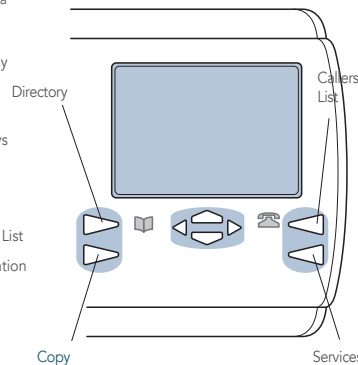
To answer the call

- Pick up the handset.

ShoreTel AP 100/110



AP 110 Function Keys



OR

- To pick up a remote extension, dial ***13** followed by the extension of the remote phone.
- Press the **Answer** soft key to use the speakerphone feature.

The **Hold, Park, Transfr, Flash, Hangup, and Conf** soft keys become available when an incoming call is answered.

Call Waiting

If you are enabled for call waiting and hear the call waiting tone, press the **Flash** soft key to answer the incoming call and place the first call on hold. The new caller's ID appears in the display panel.

To return to the first call, press the **Hangup** softkey.

Placing A Call On Hold

To place a call on hold

- Press **Hold**.

To return to the call

- Press the **Unhold** soft key.

When a call is on hold, the indicator light on your phone flashes and the phone rings every 90 seconds to remind you that a caller is waiting.

Transferring A Call

To transfer a call

- 1 Press the **Transfr** soft key.
- 2 Enter the extension (or (9) + outside number) and hang up the handset or press the **Back** soft key to cancel and return to the original caller.

Making A Conference Call

To conference someone into an existing call

- 1 Press the **Conf** soft key.
- 2 Enter the extension (or (9) + outside number) you wish to add to the conference.
- 3 Wait for the party to answer and press the **Conf** soft key, or press the **Back** soft key to cancel and return to the original caller.

To add more callers to the conference

- 1 Press the **AddConf** soft key and enter the extension (or (9) + outside number) you wish to add to the conference.
- 2 Wait for the party to answer and press the **Conf** key.
- 3 Repeat until you have added all the desired parties.

Silently Monitoring And Barging In

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

To silently monitor a call

- Dial ***17**, then the extension on which the call is active.

To bargin in on a call

- Dial ***16**, then the extension on which the call is active.

Answering Calls On Another Extension

To redirect a call coming in on another extension to your phone

- 1 Press the **Pickup** soft key.
- 2 Press the **Ext** soft key and enter the extension that is ringing.
- 3 Press the **OK** soft key to connect.

Picking Up The Night Bell

To pick up the night bell

- 1 Press the **Pickup** soft key.
- 2 Press the **Night** soft key to be connected.

Parking And Unparking Calls

To park an incoming call (internal only)

- Press the **Park** soft key and enter the extension where you want to park the call OR
- Press **Hold**, followed by ***11**, plus the extension.

To unpark a call

- Press the **Unpark** soft key and enter the extension where the call is parked OR
- Press ***12** followed by the extension.

Using The Flash Soft Key

Press the **Flash** soft key to invoke manual operation for dialing, transferring, conferencing, and parking calls.

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 ***18**. This feature is especially useful when hunt group members are in a meeting or leave work early.

Changing Your Greeting

To change your greeting

- 1 Press the **Greetng** soft key.
- 2 At the prompt, use the dial pad to enter your password.
- 3 Press the **OK** soft key. Follow the directions to record your new greeting.
- 4 Press the **Hangup** soft key to exit the process.

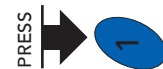
Using The Intercom

With the appropriate permissions, you can speak with a caller hands-free.

- 1 Dial ***15** and enter the extension.

If you are calling an analog phone, the dialed extension rings. If you are calling an IP phone, your call is immediately active on the speaker of the dialed extension.

NOTE An intercom call overrides all other call handling modes on the dialed extension.



MAIN MENU

Log In: Internal

a) From your own extension, press the VMail soft key. Call your voice mail access number, enter password, and press #

b) From another extension, press #, enter extension, enter password, and press #

Log In: External

1 From your own extension, press the VMail soft key. Call your voice mail access number, enter password, and press #

2 From another extension, press #, enter extension, enter password, and press #

5 Reply

1 Reply with a voice mail

2 Reply with a call back

6 Record Name

Record your name at the tone. When finished, press # and select from the following options:

Accept

Delete

1 Review

7

Change Mailbox Options

1 Record greeting

2 Set call handling mode

3 Re-assign extension

4 Set password

5 Enable/disable envelope information

6 Record name

7 Listen to deleted messages

8 Remove deleted messages

9 Additional options

8

Log Off

9

Return to Auto-Attendant

#

Hear Mailbox Status

1

Listen to Messages

Select one of the following options during or at the end of a message:

1 Reply

2 Save

3 Delete

4 Forward

5 Reply

6 Play envelope

7 Move backward

8 Pause

9 Move Forward

Skip

* Cancel

2

Send a Message

Record your message at the tone. When finished, press # and select from the following options:

Accept

1 Review

2 Re-record

3

Re-assign

1 Assign

2 Un-assign

4

Set Password

Enter password twice in response to the prompts.

* Cancel

5

FindMe Forwarding

Press either 1 to enable, or 2 to disable

6

Remove Deleted

1 Confirm

* Cancel

7

Message Recording

Message recording, select from the following options:

Message options

* Re-record

0 Send message, transfer to assistant

1 Send message, forward to recipient's FindMe destination

9 Transfer to Auto-Attendant

Note: Hanging up sends the message.

8

Message Options

When leaving a message, select from the following options:

Send message

* Cancel

1 Review

2 Re-record

3 Mark/unmark urgent

9 Send message, transfer to assistant

9

Additional Options

1 Enable or disable Outlook auto-mailed call handling

2 Change email delivery options

3 Change Agent state

5 Change FindMe Forwarding state

* Cancel

2

Email Delivery

1 Disable email delivery

2 Enable email delivery

3 Mark voice mail heard after email delivery

9 Mark voice mail unheard after email delivery

3

Agent State

1 Log in and assign extension

2 Log out

3 Log in without assigning extension

0

Addressing Options

1 Address by name

2 Address by personal distribution list

3 Broadcast

#

Conclude Addressing

Send

1 Mark/unmark urgent

2 Mark/unmark for return receipt

* Cancel

1

Address by Name

Spell the name of the person, last name first. Press 7 for O and 9 for Z. Note: System returns to Addressing after name is entered.

2

Address by Personal Distribution

Enter the two-digit personal distribution list number.

* Cancel

