

# Voice Mail

## Scarsdale Schools - User Guide

(Revised-8/25/2015)

### Logon

Press **VOICE MAIL**, Press **Call VM (on screen)**  
enter password **1234#**

### Mail Box Setup

These steps usually only need to be done once.

Press **SEVEN (7)** for mailbox options.

Greeting

Press **ONE (1)** to record greeting.

Password

Press **FOUR (4)** to set password

Name

Press **SIX (6)** to record name.

### Mailbox Menu

Press **ONE (1)** to listen to your new messages:

Press **ONE (1)** to replay message

Press **TWO (2)** to save the message

Press **THREE (3)** to delete the message

Press **FOUR (4)** to forward the message

Press **FIVE (5)** to reply to the message

Press **SIX (6)** to hear the Time & Date

Press **SEVEN (7)** to rewind the message

Press **EIGHT (8)** to pause the message

Press **NINE (9)** to move forward

Press **POUND (#)** to continue to the next message

Press **STAR (\*)** to return to main menu

Press **TWO (2)** to send a message

Press **THREE (3)** to listen to your saved messages

Press **SEVEN (7)** to change mailbox options:

Press **ONE (1)** to record a greeting

Press **TWO (2)** to enter call handling mode

Press **THREE (3)** to reassign your extension

Press **FOUR (4)** to set password

Press **FIVE (5)** to set Time & Date

Press **SIX (6)** to record your name

Press **SEVEN (7)** to listen to deleted messages

Press **EIGHT (8)** to remove deleted messages

Press **STAR (\*)** to return to main menu

Press **NINE (9)** to enter the Auto Attendant

Press **ZERO (0)** for the Operator

### To Retrieve Messages from Outside the Company:

Dial main number, press **Pound “#”** upon hearing greeting.  
Enter your **mailbox number** and **security code**.  
Follow steps listed above.



Serviced By:  
**Select Telecom Inc**

**For Support:**  
Call: x2000 or  
Email: [phonesupport@scarsdaleschools.org](mailto:phonesupport@scarsdaleschools.org)

### Placing Calls

External	Lift handset, <b>dial 9, then dial 7 digit number</b> (Add 1+area code if applicable)
Internal	Lift handset; dial desired <b>extension number</b> (i.e. 1010) and wait for answer.
Sending calls to your Voice mail	When an incoming call arrives, press the <b>TO VM</b> soft key and and send the call straight to your voice mail.

### Answering Calls

External/Internal	If your telephone <b>rings</b> , lift handset and speak.
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### Park Calls

While talking to caller press, **PARK**, enter  
recipient's **extension number**, then hang up.  
Announce parked extension to recipient.

UnPARK	Go to any phone and press <b>UNPARK</b> and dial announced <b>extension number</b> and press <b>UNPARK</b>
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### Transfer Call

While talking to caller press **TRANSFER**, dial desired  
**extension number** then hang up to complete.

### Transfer Call (with Consult)

While talking to caller press, **TRANSFER**, dial desired  
**extension number** and wait to announce call.  
If recipient wants to the call, press **YES**. If not, press cancel to  
return to call.

### Transfer Call

Direct to Mailbox  
While talking to caller press, **TRANSFER**, dial desired  
**extension number**, press **MORE**, then press **TO VM**.  
Caller is sent directly to that person's mailbox.

### Conference Call

Place first call then, press **CONF** key. (The call is on HOLD)  
**Dial next person** you would like to Conference.  
Press **YES** (on screen) to join all parties together.

To exit and leave parties connected, just hang up  
or press hold if you need to return to conf call at some point

To Show all parties, press **SHOW (on screen)**  
To Force Drop caller out of conf, press **DROP (on screen)** and  
point to party you want out of the conference.  
(using arrow button next to screen)

### History

You can call back calls that you have made, missed,  
and received.  
Press **History** key, use scroll button to select number that you  
want, then press the **DIAL** soft key.

### Mute

Press **MUTE** key once - Light is **on**-MIC is **not active**  
Press **MUTE** key again - Light is **off**-MIC is **active**.

### Directory

To dial by name, press **Directory**, using dial pad letters, enter a  
few letters of the person's first or last name. Use scroll if needed.  
Lift handset to connect.

### Call Handling

Press **Mode** soft key, select from the 5 different call handling  
modes to put yourself in DND.  
To clear the mode press **ONE (1)** for Standard.

<http://training.shoretel.com/communicator/>

Web Client, browse to : 172.16.25.3/communicator

Username: (Ex: Jane Smith) Username is JSmith

Password: changeme

# Communicator

## **To answer the first call:**

- Pick up the phone receiver.
- Or • If you wish to answer via the speaker on your phone, double click the incoming call.

## **To answer subsequent calls:**

- Double click the incoming call. (First call automatically holds.)

## **To make a call:**

- Highlight the text “Enter a name or number.”
- Type the name or number. (You do not need to enter “9” to dial off-site.)
- Press **Enter** to dial.

## **To place a call on hold:**

- Click . HOLD (on toolbar)
- Or • Double click the call.

## **To transfer a call (blind transfer):**

- Click .TRANSFER (on toolbar)
- In the Dial box, enter the name or number where you want to transfer the caller.
- Select the desired name or number.
- Click . TRANSFER.

## **To transfer a call (consultive transfer):**

- Click . TRANSFER (on toolbar)
- In the Dial box, enter the name or number where you want to transfer the caller.
- Select the desired name or number.
- Click .CONSULT
- Announce the call.
- To complete transfer, click “Yes.”

## **To cancel the transfer and return to the caller:**

- Click “No.”

## **To take a call off hold:**

- Double click the call.

## **Whisper Page**

On Communicator, right click on busy user, select **Whisper Page** soft key and *BRIEFLY* converse with user and hang up.

(Programmed by your administrator)

## **To change your Primary-**

Allows calls to forward to mobile

Go into your Communicator, click **Primary Phone, Configure Phones**. Enter your **Mobile** and **Home** numbers. Click Apply, OK

On Communicator on top left, click **Primary Phone** and drop down box of the number you want to forward to (ie Mobile).

To return, drop back down to **Primary Phone**

## **Change Call Handling Mode**

Click on **Standard** and drop down to desired Mode. Standard send callers to voice mail after 3 rings  
All other modes send callers directly to voice mail.

## **Changing your Call Handling Modes Destinations**

On your Communicator click on **Standard, then Configure Call Handling**. Select the mode you want to change (Ex. In a Meeting, Out of Office, etc.)  
Click on **record Greeting** and record your greeting.  
Click Always under forward calls.  
Click on Edit destination; if you want the calls to hit your Mobile phone, enter your cell number.  
Click Apply, OK

## **To Enable Find Me:**

In your Communicator click **TOOLS, OPTIONS, Incoming Call Routing**. Select which mode Find-Me will be available. Enter your first number and second numbers to be reached at.  
Choose from several options;  
Send **Caller ID**, Force caller to **announce their name**, Force callers to enter a **ONE to find you**, etc..  
Click Apply, OK

## **To bring your extension number to a phone**

Log into your voice mail box, when you get into the voice mail press 7, 3, 1 and hang up. That phone will be assigned to your extension number.