
New Phone System Information

Internal calls

Pick up the handset and dial the 3 digit number, or you can press the directory to search for a person by first or last name. Please note that most extension numbers have not changed from your previous phone system.

Outbound Dialing

To make an outbound call dial " 7 " before the number. In the event of a emergency both " 7 – 911 " and " 911 " will work.

Initializing voice mailbox

Press the voicemail button on your phone. Your temporary voicemail password is " 1 2 3 4 " You will be prompted to change your password. Your new password must be 4 digits in length.

You will then be asked to record your name.

**** Note **** Only speak your first and last name at this point. Do not record a personal greeting, this is done through the mailbox options.

Checking voicemail remotely

- Dial 403-407-2200
- When prompted enter your extension number.
- When prompted enter your password followed by " # "

Transferring a Call

- Step 1 – Press the transfer button. The call will be placed on hold.
- Step 2 – Dial the number where you wish to transfer the call, or use the Directory to find them.
- Step 3 – Complete the transfer by hanging up the phone or pressing the Transf soft key at the bottom of the screen.

Making a Conference Call

- Step 1 – Press the Conference button. The first call is put on hold.
- Step 2 – Dial the extension or external phone number of the personal you wish to conference.
- Step 3 – Press the Confn soft key to ring the party directly.
- Step 4 – Repeat to add additional parties.

User guides

IP 230 - http://support.shoretel.com/products/ip_phones/downloads/ip_230_tui.pdf

Voicemail - http://support.shoretel.com/products/ip_phones/downloads/vm_qrc.pdf

Online Training

<http://unitytelecom.net/shoreteltraining.php> and choose your phone. For most people that will be the IP 230/230G.

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1-800-295-9565

