Call Forwarding Options in ShoreTel Communicator

### Turn on a Call Handling Mode

- Click the drop-down arrow next to Standard.
- Click on a Call Handling Mode.
- **NOTE:** ShoreTel Communicator can only be used on campus.

### Record a New Message for a Call Handling Mode

- Click **Tools** on the Main Menu.
- Click **Options**.
- Click on a Call Handling Mode.
- Click **Record Greeting**.
- Use the small drop-down arrow to select the method for recording. (If you select **Telephone**, wait for the phone to beep before you begin speaking.)
- Click the record button and record your message, click the stop button when you have finished recording.
- Click **OK**.
Forward Your Calls to Another Campus Phone

- Click **Tools** on the **Main Menu**.
- Click **Options**.

- Click **Standard**.

- Click **Edit Destination**

- Under **Forward my calls to...** delete the text **Voice Mail – Extension – 18101** and type a Campus extension.

- The call will be forwarded to the new extension after 4 rings. If you would like the call to be forwarded more quickly, change the number of rings.
- Click **OK**.

- Click **Apply**. Then click **OK**.
Assign Your Phone to an External Extension

- Note that the default office phone is active – Primary Phone
- Click Tools on the Main Menu
- Click Options

- Click Extension Assignment.

- In the External number box, type a number with the area code. (Type the 10 digits with no spaces or hyphens. Communicator will automatically format the number.)
- Select an Activation mode.
- Select the box for Enable Extension Assignment.

- Click Apply. Then click OK.

- Note that Primary Phone has now been changed to the external extension.

- To turn off extension assignment, click the drop-down arrow next to the external extension and select Primary Phone.
- In the future, you can turn on extension assignment by selecting from the drop-down list.
- Incoming callers will not see your external number in caller I.D.; they will see your W&M office number.
- If you are using a ShoreTel 230, your display will read Anonymous after extension assignment is turned on.
Turn On Find Me Call Handling

- Click **Tools** on the Main Menu
- Click **Options**.
- Click **Find Me**.
  - Be sure to read the instructions at the top of the box to learn how **Find Me** works.
  - Enter 1 or 2 numbers where you can be reached.
  - It is usually a good idea to change the number of rings. 3 may not be enough to reach your cell phone.
  - Select other options as appropriate.
- Click **Apply**. Then click **OK**.
- **Find Me** is used in conjunction with a **Call Handling** mode.
  - Select the appropriate **Call Handling** mode.
  - Be sure that the **Enable Find Me** box is checked.
  - If necessary, click **Apply**, then click **OK**.
  - Turn on the **Call Handling** mode. (See Above.)
  - If necessary, record a new message. (See Above.)
Forward the Caller to a Co-Worker When You Are Out of the Office

- Click **Tools** on the **Main Menu**
- Click **Options**.

- Select the appropriate **Call Handling** mode.

- In the box next to **When caller presses “0”, transfer to:** type the number of a co-worker.

- Click **Apply**. Then click **OK**.

- Turn on the **Call Handling** mode.  
  
  See Above.

- Change the message for the Call Handling mode to something like: “If you need to speak to someone right away, please press “0” anytime during this message.”
  
  Callers have the option of either remaining on the line and being put through to your voice mail, OR of pressing “0” during the message and speaking to your co-worker.

  See Above.