

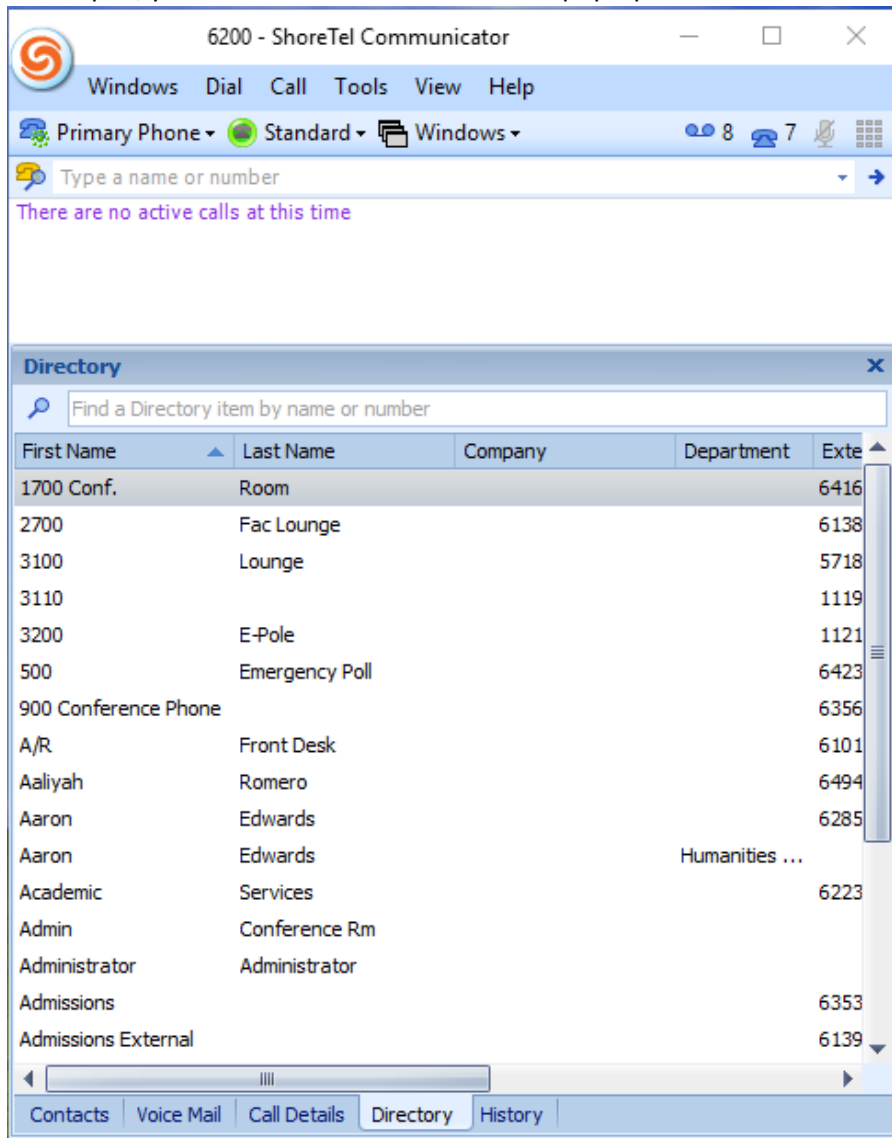
SHORETEL EXTENSION FORWARDING

The purpose of this document is to provide a step-by-step process on how to setup your office phone to forward to an external phone number while working off campus.

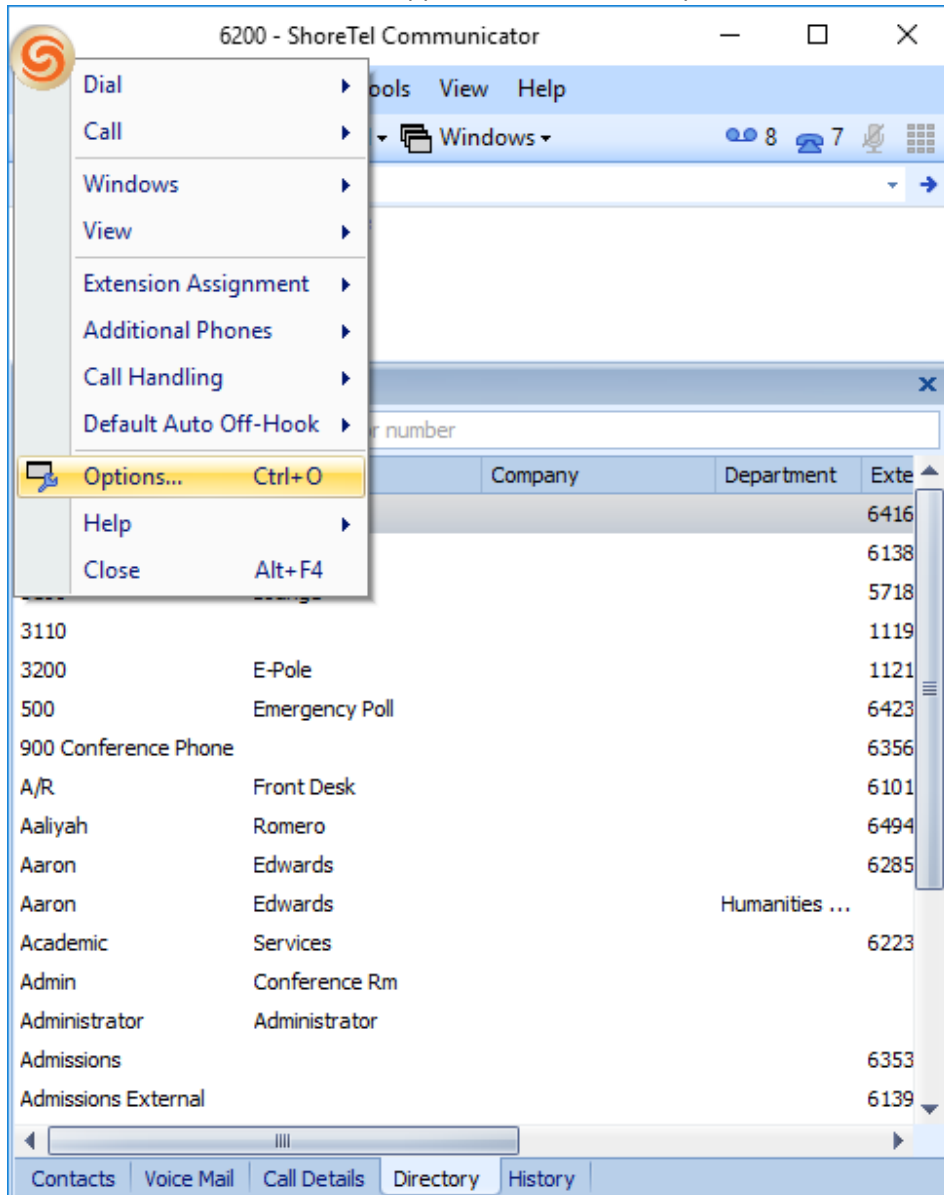
1. From your desktop, please open the Shoretel Communicator.



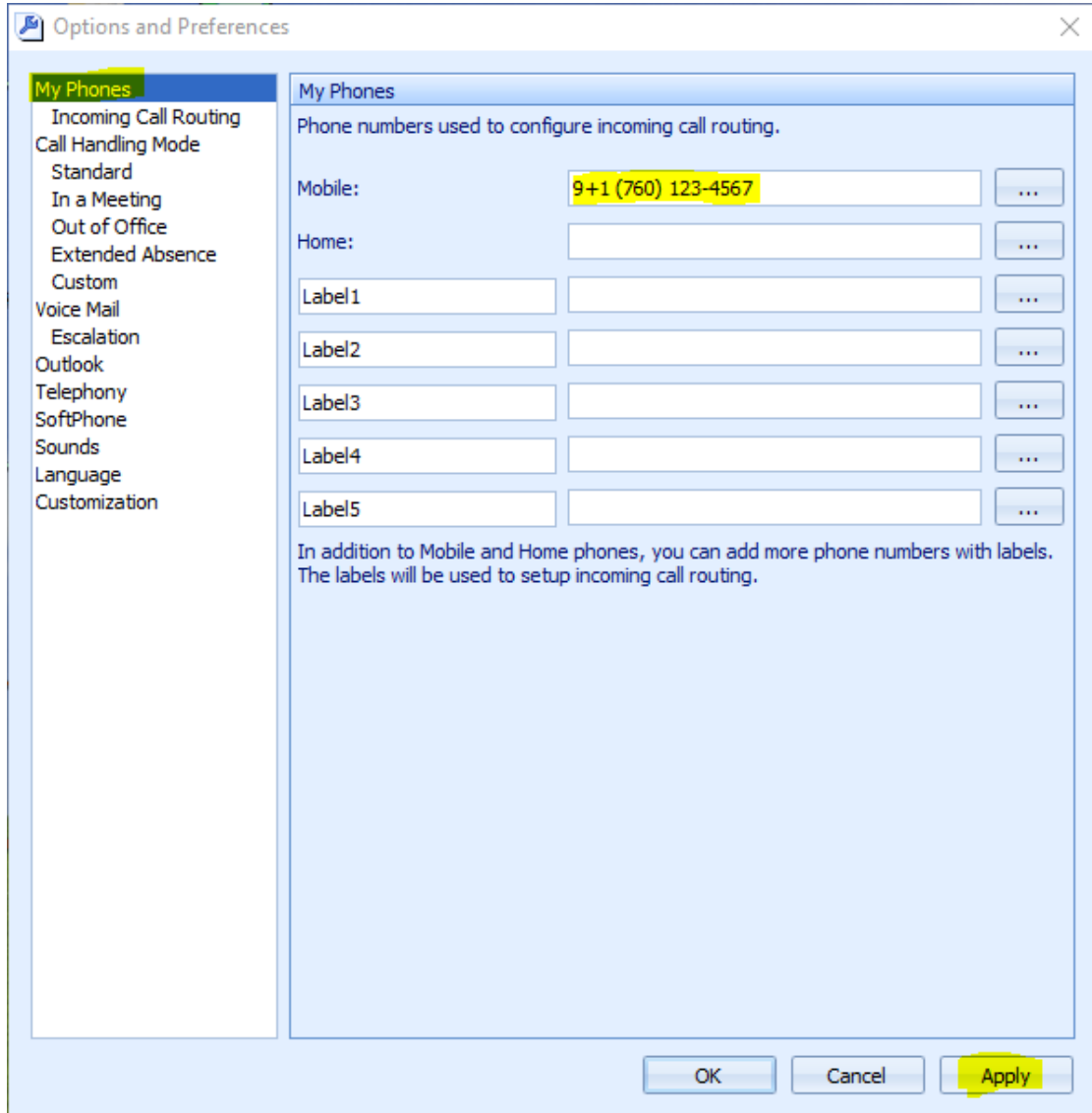
Once open, you should see the communicator pop-up.



2. Click on the Shoretel icon in the upper left and click on Options.



3. A new window will pop up titled "Options and Preferences". In the upper left corner, click on "My Phones". Click in the white field to the right of "Mobile". Here, you will input the phone number you would like to ring when someone calls your extension. When entering the phone number, be sure to enter 9+1 before entering the complete number. Click on "Apply" to save these changes. Please see the example below:



4. In the upper left corner, click on "Incoming Call Routing". There will be a setting called "Simultaneously ring:" with a drop down menu. Click on the down arrow and select "Mobile". Click on Apply and click OK.

The screenshot shows the 'Options and Preferences' dialog box with the 'Incoming Call Routing' section selected. The left sidebar lists various settings, with 'Incoming Call Routing' highlighted. The main area contains the following settings:

- Incoming calls ring:** Primary Phone (IP265)
- Ring Additional Phones**
- When my Call Handling Mode is:** Standard, In a Meeting, Out of Office
- Simultaneously ring:** Mobile
- Also ring:** None
- Find Me**
- When callers reach voicemail and my Call Handling Mode is:** Standard, In a Meeting, Out of Office, Extended Absence, Custom
- Find me at the following phones:** (with a help icon)
- First Phone:** None
- Second Phone:** None
- Send incoming Caller ID
- Enable record caller's name for Find Me
 - Record name even if caller ID is present
- Automatically find me before playing my greeting, instead of caller pressing "1" during greeting

At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Apply'. The 'Apply' button is highlighted in yellow.