

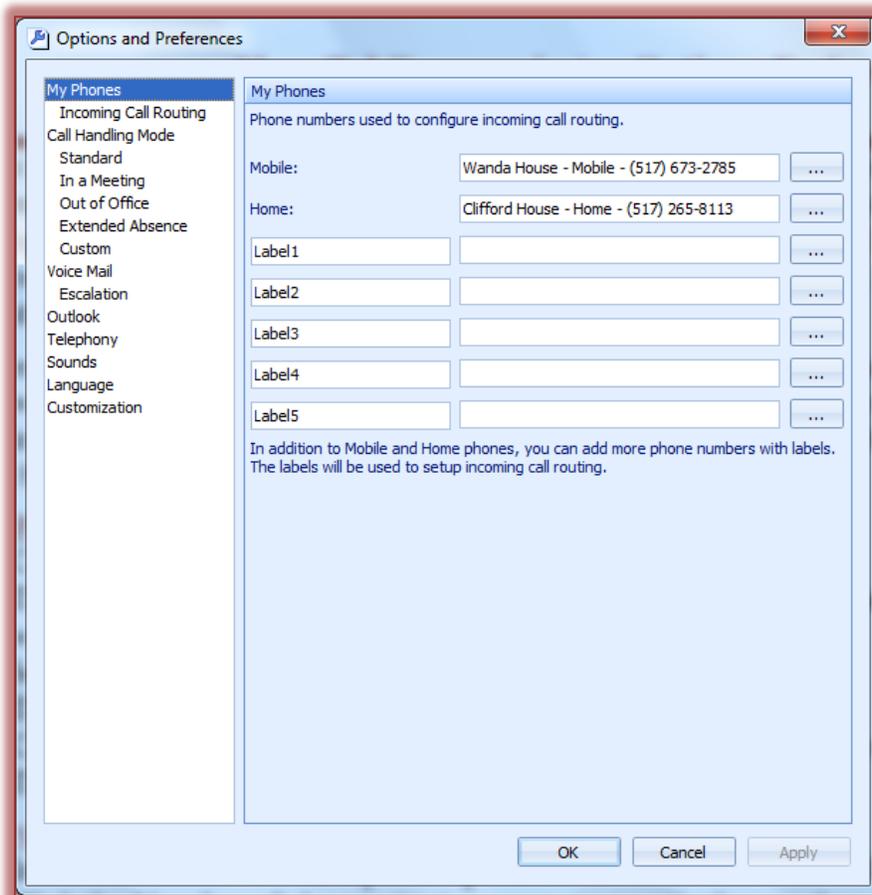
## ShoreTel Communicator-Options-Preferences Incoming Call Routing

This feature allows callers to contact you at alternate numbers by pressing one (1) while they are listening to your voice mail greeting. It is possible to specify two numbers for rerouting callers using the Call Routing feature. After the person calling presses one (1), an audio prompt will be played advising the caller that the defined destination is being called. If the call is not answered at either destination the caller will be sent to your Siena voice mail.

When the call is received from the caller, you can choose whether to answer the call or not to answer. The caller will not know which option you have chosen. They will be given a message saying that you could not be reached. Once the option not to answer has been chosen, the caller will be returned to your voice mail.

### MY PHONES

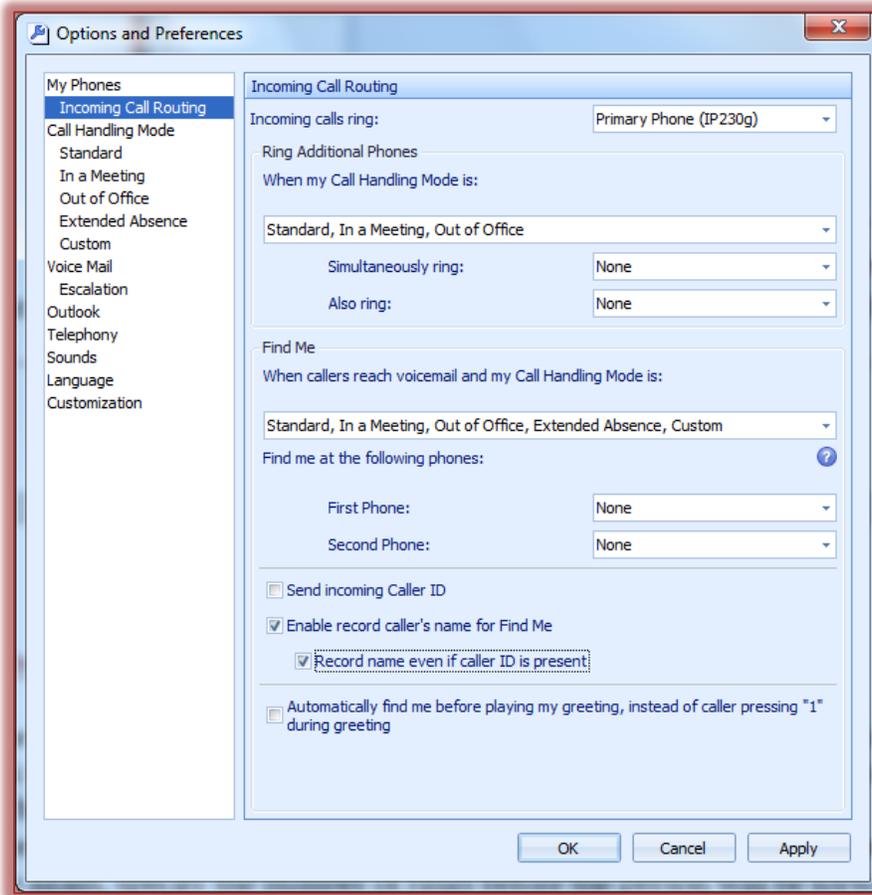
- ☎ Click the **Application Button**.
- ☎ This button appears in the upper-left corner of the **ShoreTel Communicator** window (see illustration at right).
- ☎ Select **Options** from the list that appears.
- ☎ The **Options and Preferences** window will display.
- ☎ Click **My Phones** in the list of options on the left side of the window.
- ☎ The **My Phones** window will display (see illustration below).



- ☎ Input the phone numbers that will be used to configure **Incoming Call Routing**.

## INCOMING CALL ROUTING

- ☎ Click the **Incoming Call Routing** button.
- ☎ The **Incoming Calls Routing** window will display (see illustration below)



- ☎ Click the **Incoming Calls Ring** list arrow.
- ☎ Select one of the options from the list; Primary, Mobile, or Home.
- ☎ Under **When my Call Handling Mode is**, select the options in the list.
- ☎ Select the options None, Home, or Mobile for **Simultaneously Ring** and **Also Ring**.

## FIND ME

- ☎ Under **When Callers Reach Voicemail and my Call Handling Mode to**, select the options from the list.
- ☎ In the **First Phone** box and/or the **Second Phone** box, select either Mobile or Home.
- ☎ The person's **Caller ID** will play, if available, when **Send incoming Caller ID** is checked.
- ☎ Click the **Enable Record Caller's name for Find Me**, to force the person who is calling to record his/her name.
- ☎ Click the **Automatically Find Me Before Playing Greeting** check box if the system should automatically find you instead of having the caller press one (1) during the greeting.
- ☎ Click **OK** to save the changes and exit the **Options and Preferences** window.
  - ★ The next time you receive a call, this feature will be activated.
  - ★ Make sure that you disable this feature when you don't want the caller to find you.
  - ★ When this feature is not enabled, the call will go directly to your **Voice Mail**.