Welcome to ShoreTel Sky

IP485 ShoreTel Phone
Default password for voicemail is 39138

Hello,
To get started, please follow the directions below to change your Voicemail Password, add your System Name, and set your Voicemail Greeting.

Note: You can press * at any time to return to the previous menu

1. Change your Voicemail Password
   Your new password must be 6-8 digits
   A. Press the voicemail function key
   B. Enter the default password 39138
   C. When prompted Press 3 – to change your password
   D. Enter current password – default 39138
   E. Listen to prompt and enter your new password hit #
   F. Enter your new password a second time and hit #.

2. Record your System Name*
   A. Press the voicemail function key
   B. Press 4
   C. Press 2 to record your name
   D. When prompted record your name and press #
   E. When prompted press 3 to save your System Name

*Your System Name will be heard by a caller when they use the spell by name option in the automated directory (Example: Jane Smith). Without this function set up, your name will not be in the Search by Name directory.

3. Record your Voicemail Greeting
   A. Press the voicemail function key
   B. Press 4
   C. Press 1 to record your voicemail greeting (or select standard greeting)
   D. When prompted record your greeting and press #
   E. When prompted press 3 to save your Voicemail Greetings

Reminder: We Are Now 5 Digit Dialing
### Voicemail Message Controls

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Use the options in *italics* above before and after listening to a voicemail message.
Use the options in **UPPER CASE** above only while listening to a voicemail message.

### HOW TO ACCESS YOUR VOICEMAIL FROM OUTSIDE

1. Dial 929-236-0152
2. When prompted for your “user ID” enter your 5 digit extension followed by the # sign
3. When prompted for your password enter your voicemail PIN followed by #
4. Press 1 for new messages

### PORTAL LOGIN

1. In a browser type portal.shoretelsky.com
2. Username is your 10 digit phone number
3. Password is your voicemail password

### HOW TO GET HELP

1. Press the “Help” softkey on the phone and you will be connected to ShoreTel Support*
2. Visit support.shoretel.com, on the bottom right-hand corner is a CHAT WITH US button.
3. Check out “How to Videos” at [https://tutorperini.egnyte.com/fl/GldkTJt56Z](https://tutorperini.egnyte.com/fl/GldkTJt56Z)
4. Open a Tutor Perini heldesk ticket by sending an email to helpdesk@tutorperini.com

*Remember, we are part of ShoreTel Sky
You have the option of forwarding a message to one extension, or multiple extensions

**To transfer to one extension**

1. After you have listened to a voicemail message, press 6 on your keypad.
2. When prompted, enter the extension to which you wish to forward the message followed by pressing # # (press the # sign twice).
3. Wait for forwarding confirmation, then hang up the call.

**To transfer to more than one extension.**

1. After you have listened to a voicemail message, press 6 on your keypad.
2. When prompted, enter the extension to which you wish to forward the message followed by pressing # key.
3. If you wish to forward to more than one extension, enter the next extension followed by the # key.
4. To complete the forwarding process, press '#' again.
5. Wait for forwarding confirmation, then hang up the call.
**PHONE OPERATION**

**Place Calls**
- Use the speakerphone or a headset
- To call an outside number, enter 9-1-area code + phone number

**Use the Directory**
- Use the Directory
- Make a conference call (while on a call)
- Make a call from History
- Use the Intercom (through Directory)

**Answer Calls**
- Answer a call
- Send a call to voicemail
- Divert an incoming call
- Adjust volume of handset, headset, or speakerphone
- Answer call waiting (incoming call)
- Pick up a call for another extension

**Interact with Calls**
- Mute a call
- Place a call on hold
- Take a call off hold
- Transfer a call
- Join calls
- Park a call on another extension
- Unpark a call

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**VOICEMAIL**

- Check visual voicemail
- Log in to voicemail main menu
- Log in to voicemail from another extension

**CUSTOMIZE YOUR PHONE**

- Set do-not-disturb mode
- Set call-forwarding options
- Change automatic off-hook setting
- Set headset type
- Select a ringtone
- Change wallpaper
- Change time zone

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**YOUR SHORETEL PORTAL LOGIN**

1. In a browser, type: portal.shoretelsky.com
2. Username is your 10 digit phone number
3. Password is your voicemail password

**HOW TO GET HELP**

1. Press the “Help” softkey on the phone and you will be connected to Shoretel Sky Support (remember, you are using the ShoreTel Sky phone system)
2. Visit: support.shoretelsky.com
3. Check out “How to Videos” at https://tutorperini.egnyte.com/fl/GldkTJt56Z
4. Open a Tutor Perini helpdesk ticket by sending an email to: helpdesk@tutorperini.com
GUIDE TO LEDS

Your ShoreTel 485g IP phone provides color cues to help you determine call appearance status:

- Steady Green: The phone is in use (dialing or off hook).
- Blinking Green: Incoming call
- Blinking Orange: The call is on hold or parked.
- Steady Orange: The extension is set to Do Not Disturb mode, or the phone is in a No Service state.
- Steady Red: The shared line is in use by the other party.

GUIDE TO STATUS ICONS

Main Display

- Unheard Voice Messages
- Missed Calls
- Standard Mode
- Do Not Disturb (DND) Mode

Call Appearance

- Idle, On Hook
- Off Hook, Dialing
- Inactive / Do Not Disturb
- Incoming Call
- Connected Call
- Connected Conference Call
- On Hold
- Speed Dial Extension

Shared Line

- Shared Line
- Incoming Call
- On a Call

Call History

- Inbound Call
- Outgoing Call
- Missed Call