

ShoreTel 400 Series

Call-Forward Options

Using IP 400 Series Phones

1. Press the Options soft key.
2. Use the navigation key pad to scroll to and highlight the "Call forwarding" option.
3. Press the Open soft key.
4. Use the navigation key pad to scroll to and select (highlight) one of the following call forwarding options.
 - **Always** - When set to *On* or *Vmail*, immediately forwards all calls without ringing your phone (and is not logged as a Missed Call).
 - **No Answer** - When set to *On* or *Vmail*, forwards all calls that are not answered within a specified number of rings.
 - **No Service** - When set to *On* or *Vmail*, forwards all calls when your phone is unplugged or otherwise disabled.
5. Press the Edit soft key.
6. Use the navigation key pad to scroll to the desired settings for the selected call forwarding option.
 - **Forward calls** - Select one of the following settings:
 - *Off* - Disables the call forwarding option as explained below:
 - For **Always** - *Rings your phone for all calls.* (*Off* is the default setting for **Always**.)
 - For **No Answer** - *Keeps ringing your phone indefinitely with no option to leave a voicemail.*
 - For **No Service** - *Plays a busy signal for all calls.*
 - *Vmail* - Forwards all calls to your voicemail. (*Vmail* is the default setting for **No Answer** and **No Service**.)
 - *On* - Forwards all calls to another phone number, which requires setting values for the following:
 - **Destination** - Use your phone's keypad to input the desired internal 4-digit extension or external 10-digit phone number to which you want to forward your calls. For external numbers that are outside of your organization's phone system, you must add a 1 before the desired 10-digit phone number.
 - **Number of rings** - For the **No Answer** option only, set the number of times the phone rings before the call is forwarded.
7. To save the settings for each option, press the Back soft key.
8. Repeat these instructions to specify the settings for each of the desired call forwarding options.