

Setting your Work Desk Phone to Ring at an External Number

[Call Routing](#)

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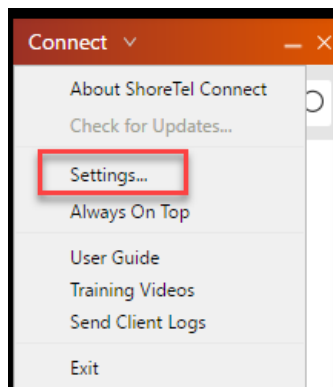
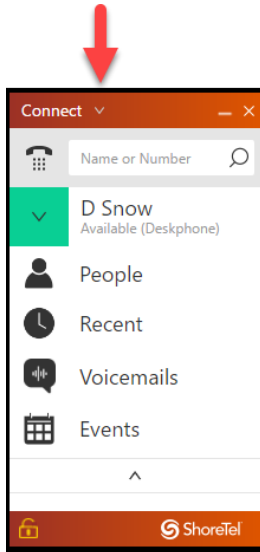
[Power Routing](#)

Did you know you can easily route calls to an external phone number using ShoreTel Connect? This may be useful if you will be offsite and wish to receive your calls at an outside line. Follow the instructions below.

- If your **ShoreTel Connect** is not already open double click on the ShoreTel Connect icon on your desktop

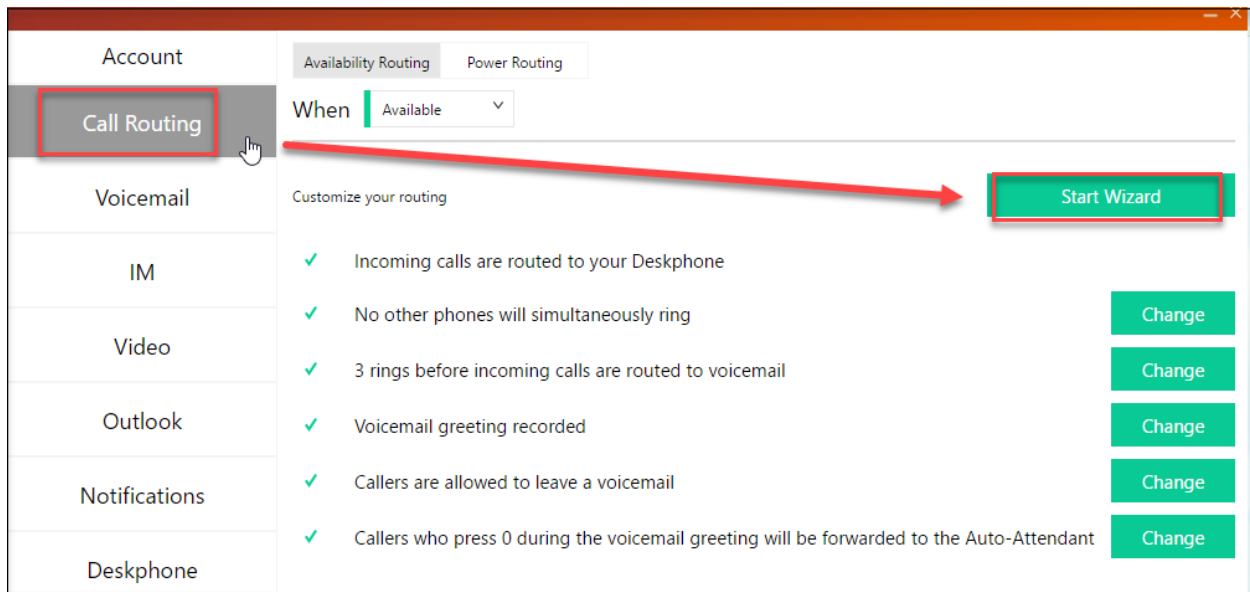


- The Connect application opens
- Click on the drop down arrow in the top left corner next to the **Connect** label



- Click **Settings**

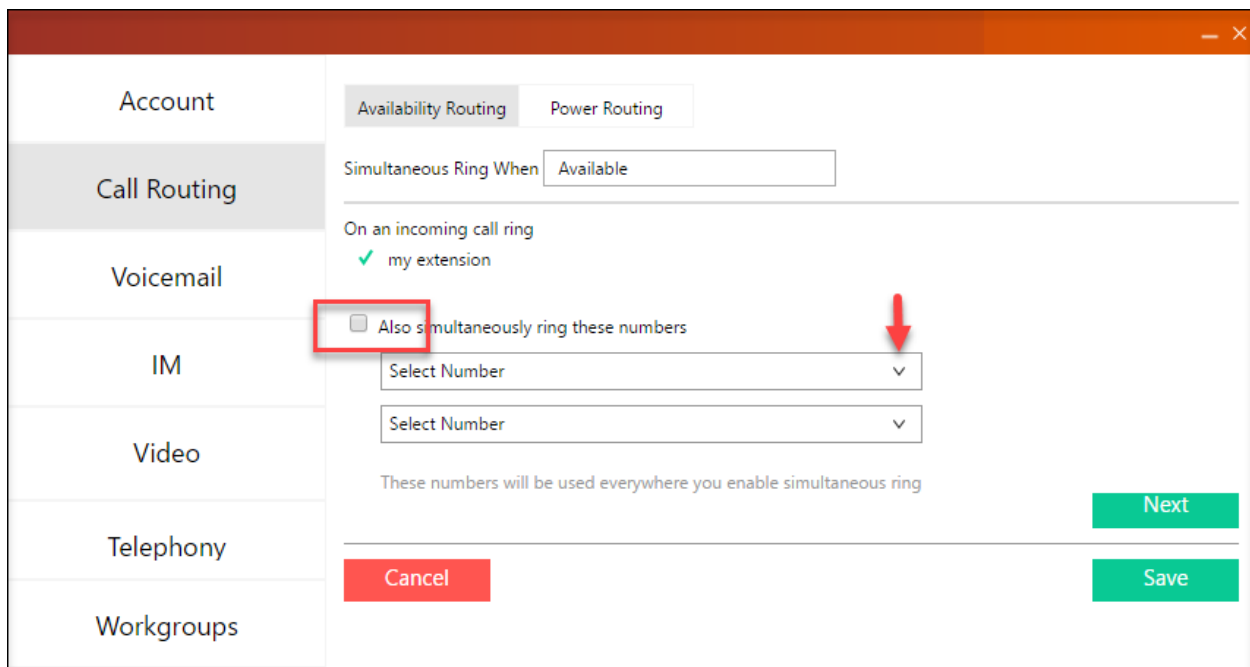
- Click on **Call Routing** in the left hand menu



- Click **Start Wizard**

If you have already been using this option you can also just click **Change** next to *No other phones will simultaneously ring*

- Check the box to *Also simultaneously ring these numbers* and use the drop down arrow to **Select a Number**



- Click the Radial to enter a selected number, add a label and the phone number with no dashes
- You have two options
 1. Click **Use Selected Number** and **Save** to Finish
 2. Click **Use Selected Number** and **Next** if you would like to continue with the **Wizard** settings

Availability Routing Power Routing

Simultaneous Ring When

On an incoming call ring

my extension

Also simultaneously ring these numbers

Select Number

Changing these numbers will affect everywhere the numbers are used

Label	Number
<input checked="" type="radio"/> Cell	<input type="text" value="10"/>

Press 1 to connect

rings to try

Add Label

Option 1: You can click Use Selected Number and Save if you are done

Option 2: click Next if you wish to complete the wizard.

Click the Radial to enter a selected number, add a label and the phone number with no dashes.

Important: You may wish to increase the number of rings from the default of three to six or greater to increase your time to answer before the call is routed to voicemail.

Continuing On With the Wizard

- On the next screen set the options for when you are not picking up an incoming call at your extension and other phone
 - The default is to forward the call to the bank voicemail but you can edit this option.
- Click **Next** when done

Availability Routing Power Routing

Incoming Call Forwarding When Available

If I'm not picking up an incoming call at

- my extension
- (: [redacted] 0 (Cell Phone)
- Keep ringing the numbers above
- Forward the call to my voicemail
- 3 rings before forwarding
- if I have more than 4 active calls forward immediately to my voicemail
- Always forward my calls to my voicemail

Previous Next

If you wish to take advantage of the **FindMe** settings, choose from the options available on the next screen.

- Click **Next** when done

Availability Routing Power Routing

FindMe When Available

Disabled: Don't try to FindMe and forward the call to voicemail

Enabled: Use my FindMe settings to continue routing the call

FindMe Settings

These settings will be used wherever FindMe is enabled : Auto connect settings do not apply to FindMe

- Ring my FindMe numbers sequentially before playing my voicemail
 - Prompt the caller to record their name
- Play my voicemail first
 - If the caller presses 1 during the greeting then sequentially ring my FindMe numbers
 - Prompt the caller to record their name

My FindMe numbers that will be used sequentially

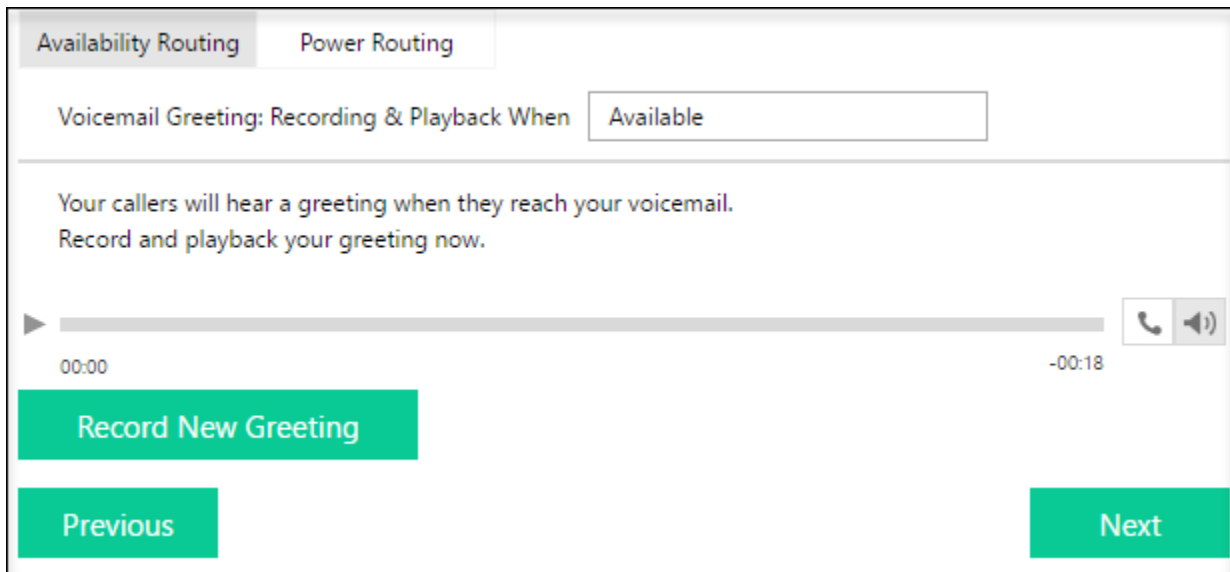
Select Number

Select Number

Previous Next

The next screen allows you an opportunity to record a new greeting.

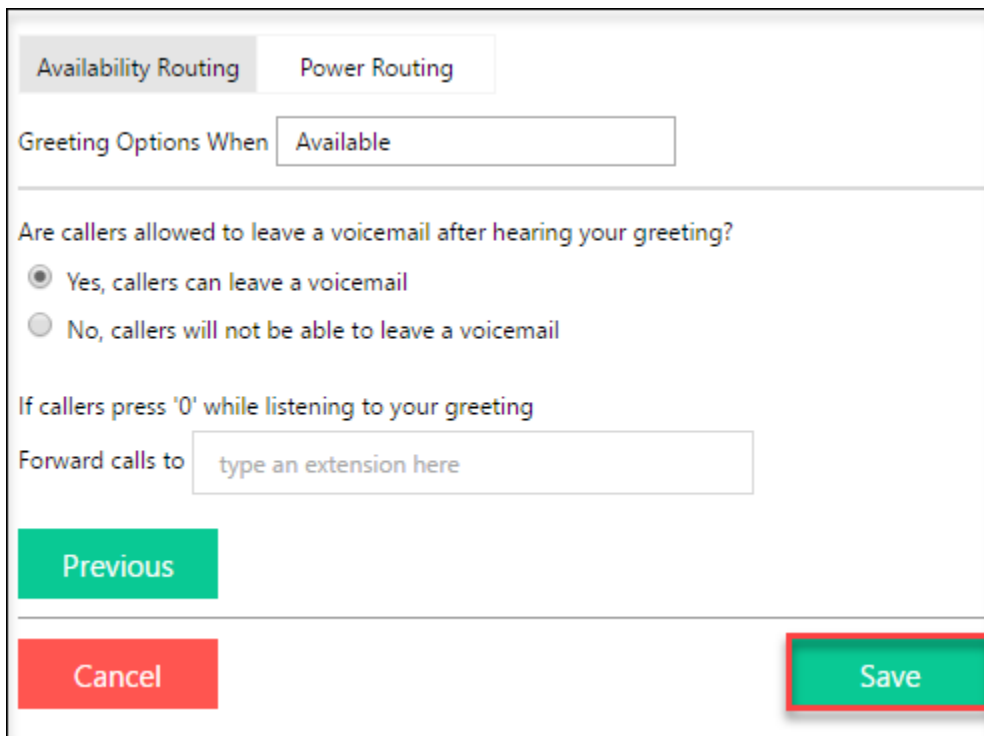
- Click **Next** when done



The screenshot shows a configuration screen with two tabs: 'Availability Routing' (selected) and 'Power Routing'. Below the tabs is a dropdown menu labeled 'Voicemail Greeting: Recording & Playback When' with 'Available' selected. The main text reads: 'Your callers will hear a greeting when they reach your voicemail. Record and playback your greeting now.' Below this is a progress bar starting at '00:00' and ending at '-00:18', with a play button on the left and a speaker icon on the right. At the bottom, there are three buttons: 'Record New Greeting' (green), 'Previous' (green), and 'Next' (green).

On the last screen of the Wizard set the options for callers to leave a voicemail. The default is **Yes**.

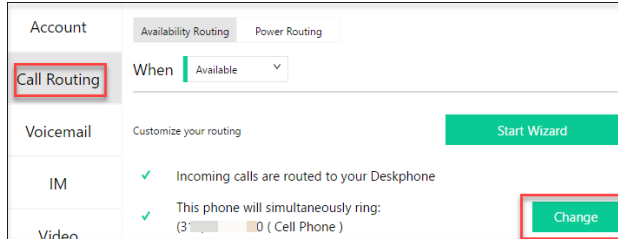
- Click **Save** to finish the Wizard



The screenshot shows a configuration screen with two tabs: 'Availability Routing' (selected) and 'Power Routing'. Below the tabs is a dropdown menu labeled 'Greeting Options When' with 'Available' selected. The main text reads: 'Are callers allowed to leave a voicemail after hearing your greeting?' with two radio button options: 'Yes, callers can leave a voicemail' (selected) and 'No, callers will not be able to leave a voicemail'. Below this is another question: 'If callers press '0' while listening to your greeting' followed by a text input field labeled 'Forward calls to' with the placeholder text 'type an extension here'. At the bottom, there are three buttons: 'Previous' (green), 'Cancel' (red), and 'Save' (green, highlighted with a red border).

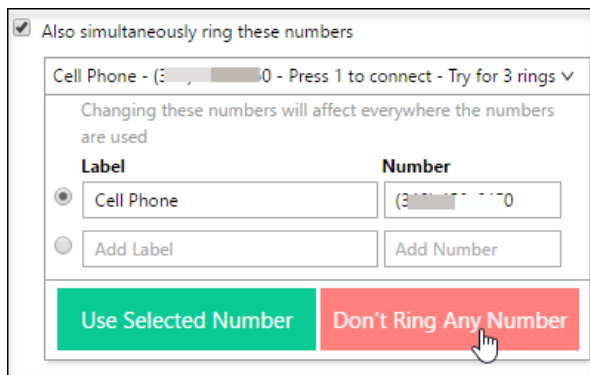
Removing or Editing a Call Routing number

- To edit or remove the forwarding number navigate to **Settings** and **Call Routing**
- Click **Change** next to *This phone will simultaneously ring:*



The screenshot shows the 'Account' settings page with tabs for 'Availability Routing' and 'Power Routing'. The 'Call Routing' tab is selected and highlighted with a red box. Below it, there's a 'When' dropdown set to 'Available'. Under 'Voicemail', there's a 'Start Wizard' button. Under 'IM', there's a checkmark and the text 'Incoming calls are routed to your Deskphone'. Under 'Video', there's a checkmark and the text 'This phone will simultaneously ring: (3... 0 (Cell Phone)'. A red box highlights the 'Change' button next to this text.

- You can click **Don't Ring Any Number**

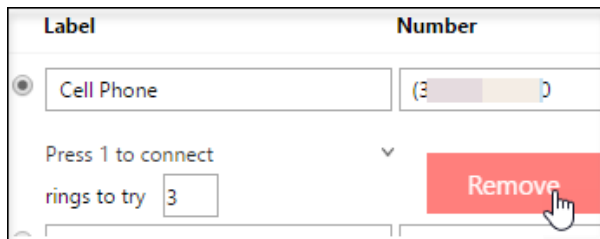


The screenshot shows a dialog box titled 'Also simultaneously ring these numbers'. It contains a list of numbers with a table structure:

Label	Number
<input checked="" type="radio"/> Cell Phone	(3... 0
<input type="radio"/> Add Label	Add Number

Below the table are two buttons: 'Use Selected Number' (green) and 'Don't Ring Any Number' (red). A mouse cursor is pointing at the 'Don't Ring Any Number' button.

- You can also **Edit** or **Remove** a phone number

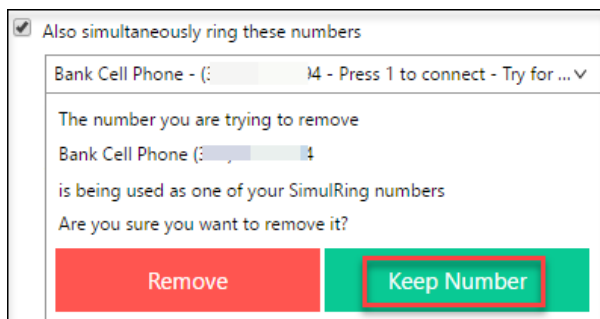


The screenshot shows a close-up of the dialog box. It displays a table with one row:

Label	Number
<input checked="" type="radio"/> Cell Phone	(3... 0

Below the table, there's a dropdown menu set to 'Press 1 to connect' and a text input field with '3'. A red 'Remove' button is visible, with a mouse cursor pointing at it.

- You can click **Keep Number** to save it use later or **Remove** to permanently remove it



The screenshot shows a close-up of the dialog box. It displays a table with one row:

Label	Number
<input checked="" type="radio"/> Bank Cell Phone	(... 4

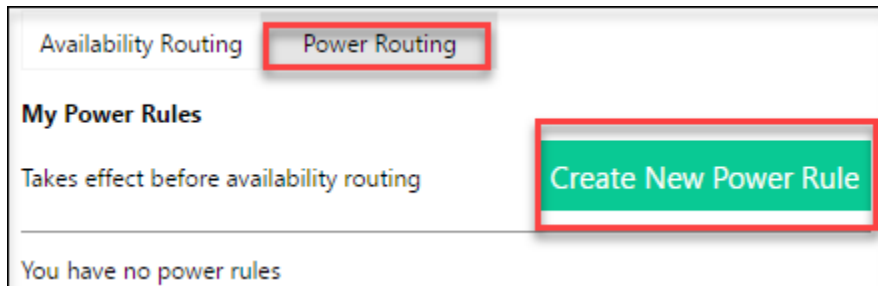
Below the table, there's a warning message: 'The number you are trying to remove Bank Cell Phone (... 4 is being used as one of your SimulRing numbers. Are you sure you want to remove it?'. At the bottom are two buttons: 'Remove' (red) and 'Keep Number' (green). The 'Keep Number' button is highlighted with a red box.

- Click **Save** to keep your changes

Power Routing Options

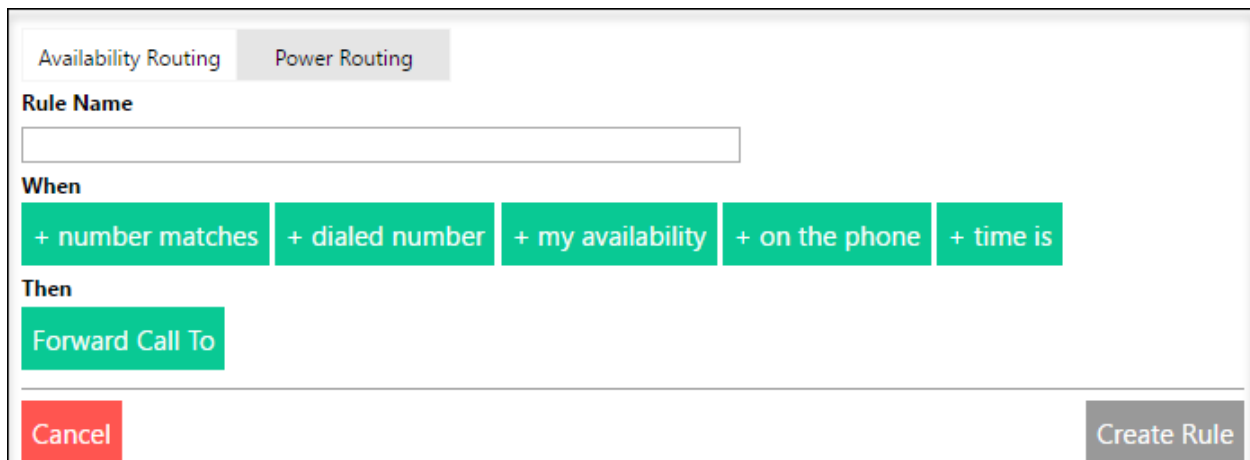
You may have regular occurrences in which you would like your calls routed a specific way in one setting or rule. You can create rules by using the Power Routing option.

- Click the **Power Routing Tab** at the top of the window
- Click **Create New Power Rule**



The screenshot shows a user interface with two tabs: 'Availability Routing' and 'Power Routing'. The 'Power Routing' tab is selected and highlighted with a red box. Below the tabs, the text 'My Power Rules' is displayed, followed by 'Takes effect before availability routing'. A green button labeled 'Create New Power Rule' is highlighted with a red box. At the bottom, it says 'You have no power rules'.

- Choose the routing parameters and click **Create Rule** to save



The screenshot shows a dialog box for creating a new power rule. It has two tabs: 'Availability Routing' and 'Power Routing'. The 'Power Routing' tab is selected. Below the tabs, there is a 'Rule Name' field. Under the 'When' section, there are five green buttons: '+ number matches', '+ dialed number', '+ my availability', '+ on the phone', and '+ time is'. Under the 'Then' section, there is a green button labeled 'Forward Call To'. At the bottom, there are two buttons: 'Cancel' (red) and 'Create Rule' (grey).