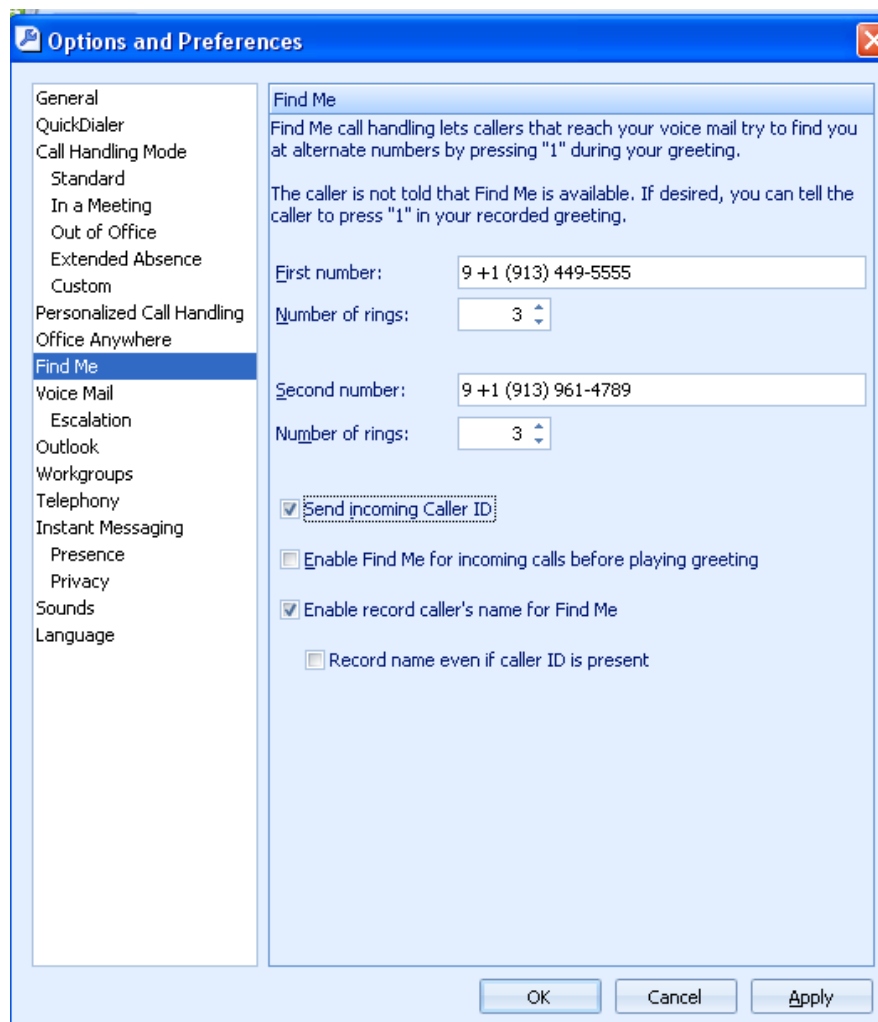


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*Did you know?*

The ShoreTel system's Find Me feature allows you to provide callers, who are placed into your voice mail, with the option of locating you through an alternate number of your choice. By default, callers are not told that Find Me is available giving you the option to inform them during your recorded greeting. ShoreTel's Find Me works by having callers press "1" on their telephone keypad while listening to your voice mail prompt. They are then informed that the system will attempt to locate you. They are either connected to you or, after a designated number of rings, placed back into your work voice mail to leave a message.



ShoreTel's Find Me is a great feature if you know you will be away from your desk phone, but need to receive a call(s) from someone who truly wants/needs to get a hold of you. If you keep the option private by informing only specific individuals, you should feel confident that all forwarded calls are in your best interest unlike the Office Anywhere feature that forwards all calls. Another potential benefit to only informing specific individuals, in this case customers or clients, is retaining customer loyalty. If they feel they are one of the limited few who know how to secretly contact you at any time of the day, they could feel that you truly care about them and their business differentiating yourself from the potential competition. Find Me also allows you to keep your designated phone number private for security and/or privacy concerns.

In order to use Find Me:

1. Go to "Tools", "Options" then "Find Me".
2. Then under "First number" enter the phone number to which your caller will routed.
3. If you want to enter an additional Find Me number, enter it under "Second number".
4. You may then select the number of rings that will determine how long the system waits for an answer at the Find Me destination.
5. Select the first option if you want Caller ID information to be forwarded with every call.
6. Select the second option if you want any unanswered calls to automatically enable Find Me before your greeting plays.
7. \*Select the third option if you want the caller to record his/her name for call screening purposes (this option does not apply to calls that provide Caller ID).
8. \*Select the fourth option if you want to call screen calls even if they provide Caller ID.

\*The Recorded Caller's Name Feature is available starting in ShoreTel Version 8.1

So rather than playing countless hours of phone tag, why not put a stop to it using ShoreTel's Find Me feature and actually get things done.

To learn more about this feature please contact your system administrator.



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