

How to Create a User

on various ShoreTel Platforms

When adding a new user, several pieces of information are typically utilized. Those listed below are the most common.

ShoreTel Versions 14.x and Previous

1 Navigate to Users > Individual Users > New

- First Name
- Last Name
- Extension
- DID (if applicable)
- Caller ID (if something other than BTN or DID)
- User Group
- Mailbox Server (if more than one server)
- User ID
- Desktop Client Password (default is "changeme")
- Voicemail Password (default is "1234")
- SIP Password (if using mobility or a third party phone - default is null value)
- Email Address

Users
Edit User

General | Personal Options | Distribution Lists | Workgroups

First Name:
Last Name:
Number:
License Type:
Access License: Enable Contact Center Integration
Caller ID: (e.g. +1 (408) 331-3300)
 DID Range:
DID Number:
PSTN Failover:
User Group: [Go to this User Group](#)

Site:
Language:
Primary Phone Port: IP Phones
 Ports
 SoftSwitch
Current Port:
Jack #:

Mailbox Server: [Scaleout Profiles and Other Mailbox Options](#)

Accept Broadcast Messages
 Include in System Dial By Name Directory
 Make Number Private
Fax Support:
Allow Video Calls:
 Allow Telephony Presence
 Shared Call Appearances
Associated BCA:
 Allow Use of Soft Phone
 Allow Phone API

Mobility Options:
 Allow Mobile Access
 Allow Enhanced Mobility with Extension

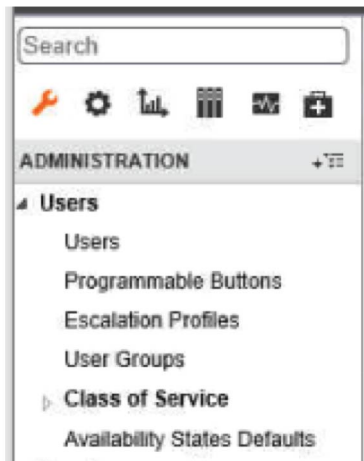
Delayed Ringdown
• Extension:
• External Number: (e.g. 9+1 (408) 331-3300)
Ringdown Delay: sec

Client Username:
Client Password:
Voice Mail Password: Must Change On Next Login
SIP Password:
Email Address:

Conferencing Settings:
Appliance:
Instant Messaging Settings:
Server / Appliance:
[Edit System Directory Record](#)

ShoreTel Connect

1 Navigate to Administration Tab (Wrench icon) > Users > Users > New (top of the ribbon)



2 General Tab

- First Name
- Last Name
- Extension
- Email Address
- Client Username
- DID (if applicable)
- Caller ID (if overriding a DID or Site BTN)
- Desktop Client Password (default is "changeme")
- Voicemail Password (default is "1234")
- SIP Password (if using mobility or third party phone - default is null value)

Extension 3500: Test User

GENERAL TELEPHONY VOICE MAIL ROUTING MEMBERSHIP DNIS APPLICATIONS

First name: Last name:

Extension:

Email address: [Edit System Directory record](#)

Client username:

Include in System Dial by Name directory

Make extension private

DID Settings: [change settings...](#)

PSTN failover:

Caller ID (override DID): (e.g. +1 (408) 331-3300)

License type: Extension and Mailbox ▾
 Access license: Connect Client ▾

User group: Executives ▾ [Go to this user group](#)
 Site: Headquarters ▾ [Go to this site](#)
 Language: English(US) ▾
 Primary phone port: IP phone: Any IP Phone [change settings...](#)

Current port: Any IP Phone GO PRIMARY PHONE
 Jack #:

Mailbox server: Headquarters ▾

Client password: (6 - 26 characters)
 must change on next login

SIP phone password: (6 - 26 characters)

3

Click the Voicemail Tab
 If required, change the Voicemail password from the default "1234"

Extension 3500: Test User

GENERAL TELEPHONY **VOICE MAIL** ROUTING MEMBERSHIP DNIS APPLICATIONS

Voice mail password: (4 - 26 characters)
 must change on next login

Need Help?

Contact our expert support team by calling **855.9.INFLOW** today!