

ShoreTel MAC Communicator User Guide

To Download Software: Go to Web URL: Enter
<http://ctrsthq/shorewareresources/clientinstall>

After downloading and installing the ShoreTel Communicator software, follow these steps to complete the login when you first launch the program:

Server Name: CTRSTHQ

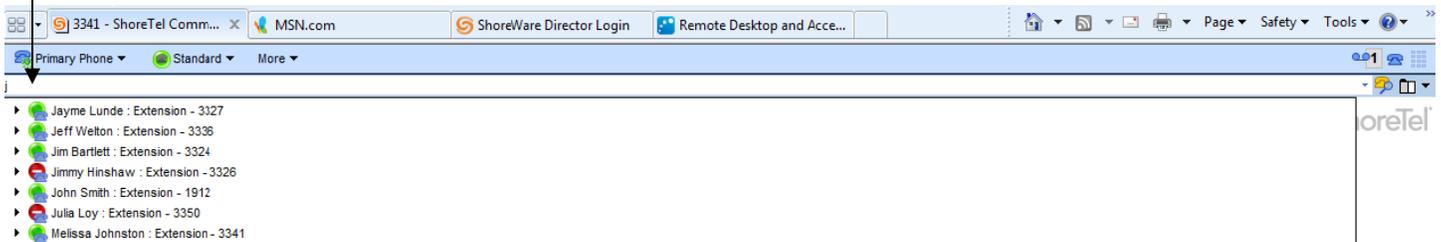
Name: Center\username (this is your network username, for instance John Doe would use Center\JDoe in this Name field)

Password: This is your normal network password, the same one you use for your Outlook e-mail.

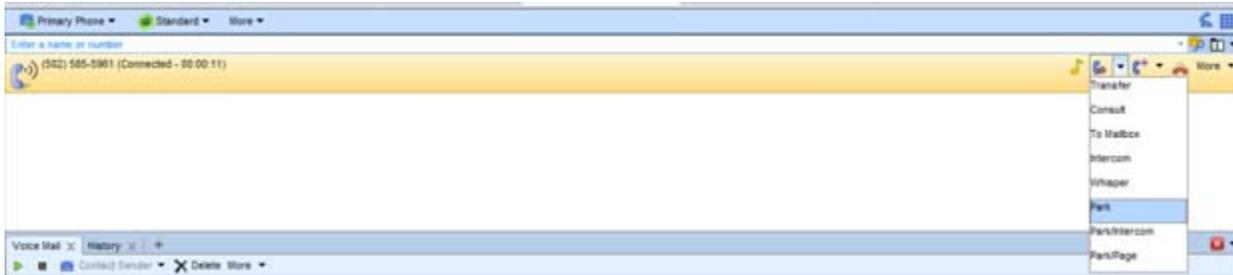
Using Communicator for Basic Call Handling Features and Functions

Making Calls

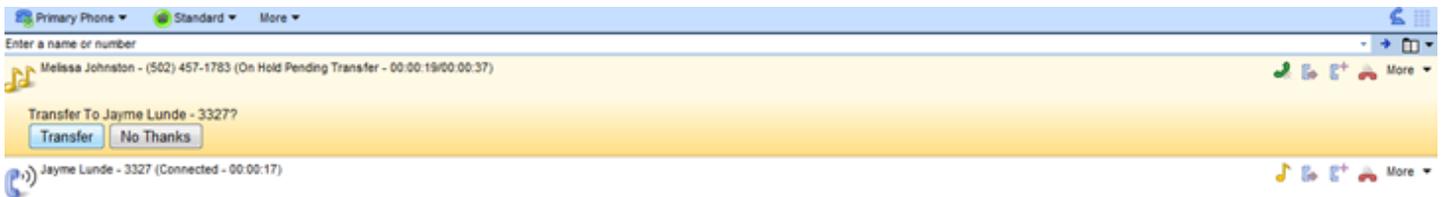
- Type Name of desired party or enter Extension Number in Quick Dialer
- When populated click on the name to dial
- If your Extension has been reassigned to your cell phone the call will ring your cell phone and when you answer you will be connected to the person you were calling automatically



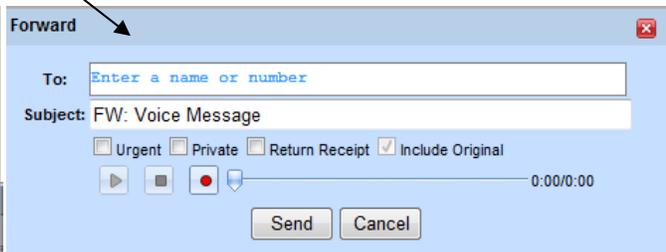
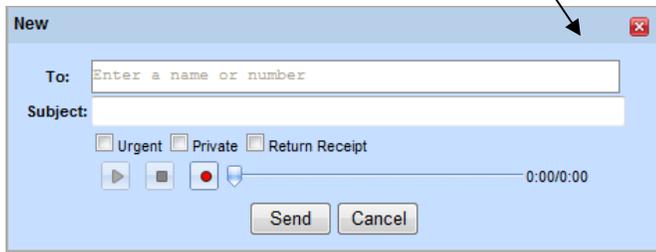
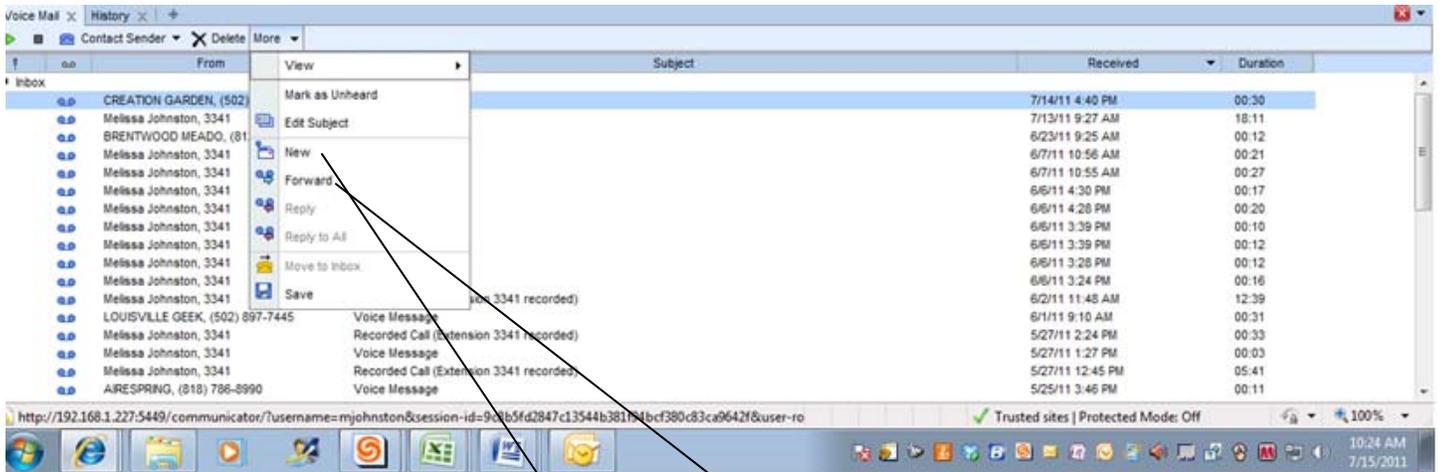
Placing Calls on Hold, Transferring, Conferencing, Parking



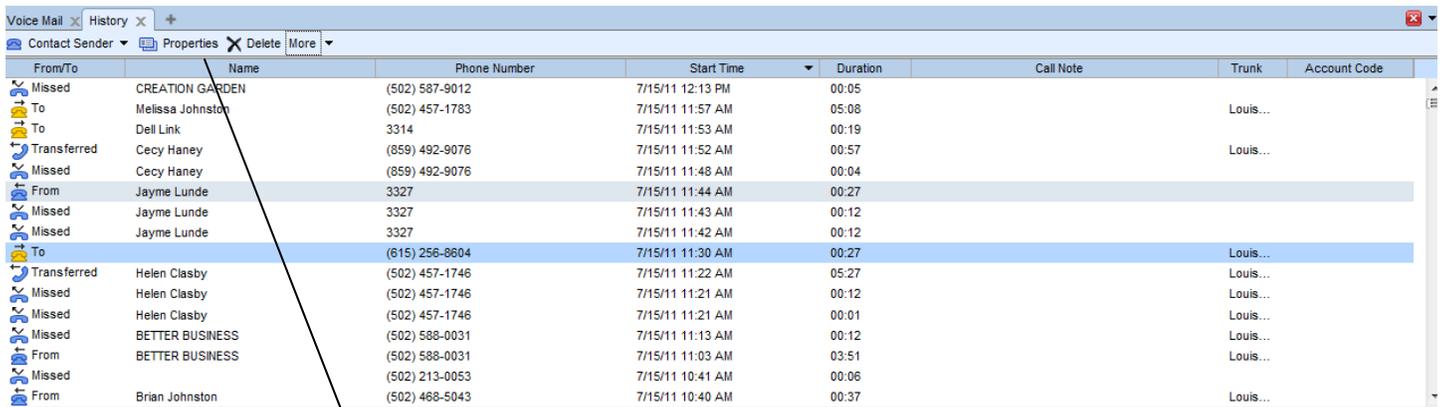
- While on an active call utilize the icons at the end of the yellow active call panel. By hovering over the icon you can determine its functionality.
- Choose the appropriate option
- If you are transferring the call you can use the drop down arrow to choose the appropriate transfer option
 - o Transfer (Blind), Consult (Announce), To Mailbox (Direct to Mailbox), Park (Places the call on hold at their phone)

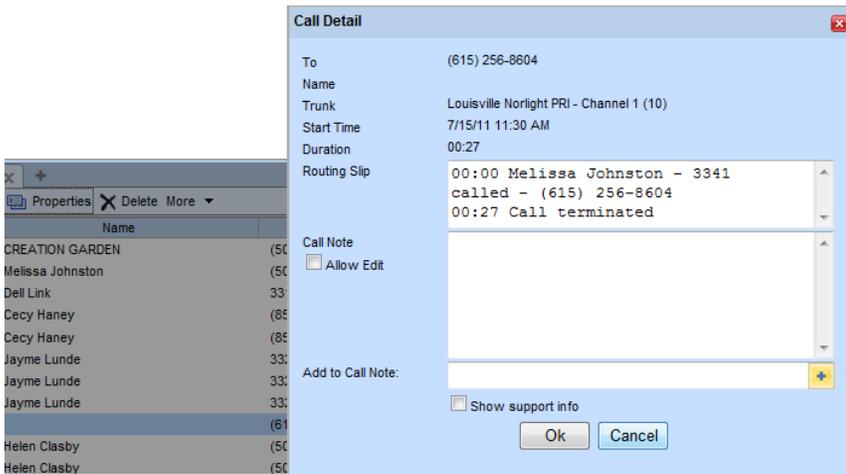


Voicemail Viewer- allows managing voicemail messages (new, saved, & deleted) and sending of voice mail messages visually through Communicator



History Viewer- shows the last incoming and outgoing calls from your extension, includes calls that you may have missed.

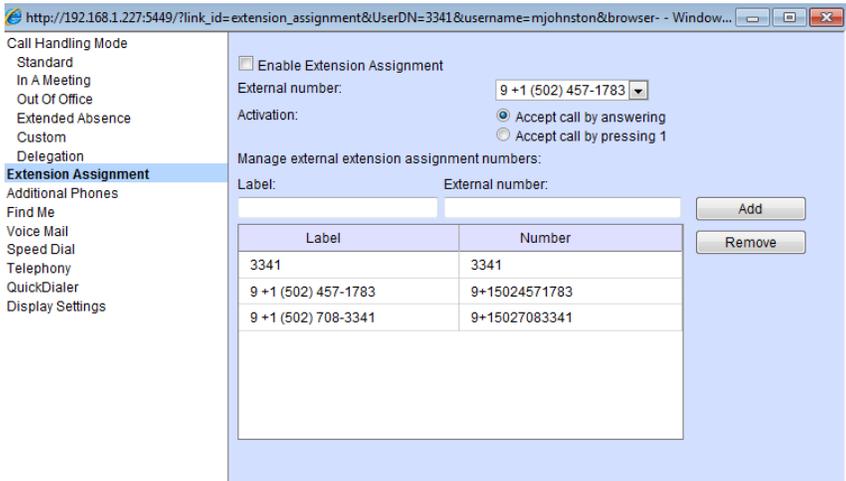




You can keep notes on calls that you have made by choosing the Properties option.

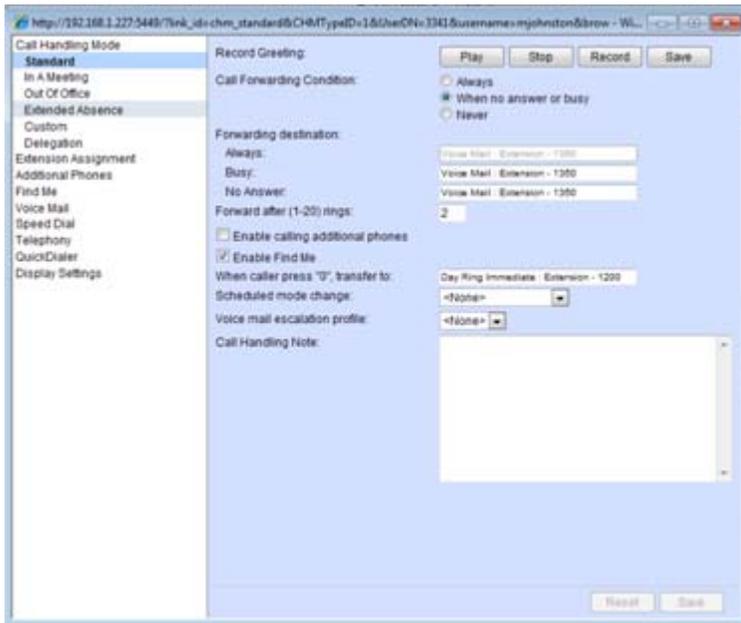
Setup Extension Assignment Extension Assignment allows you to any other phone or remote device such as your cell phone.

Click More and Preferences / Click Extension Assignment



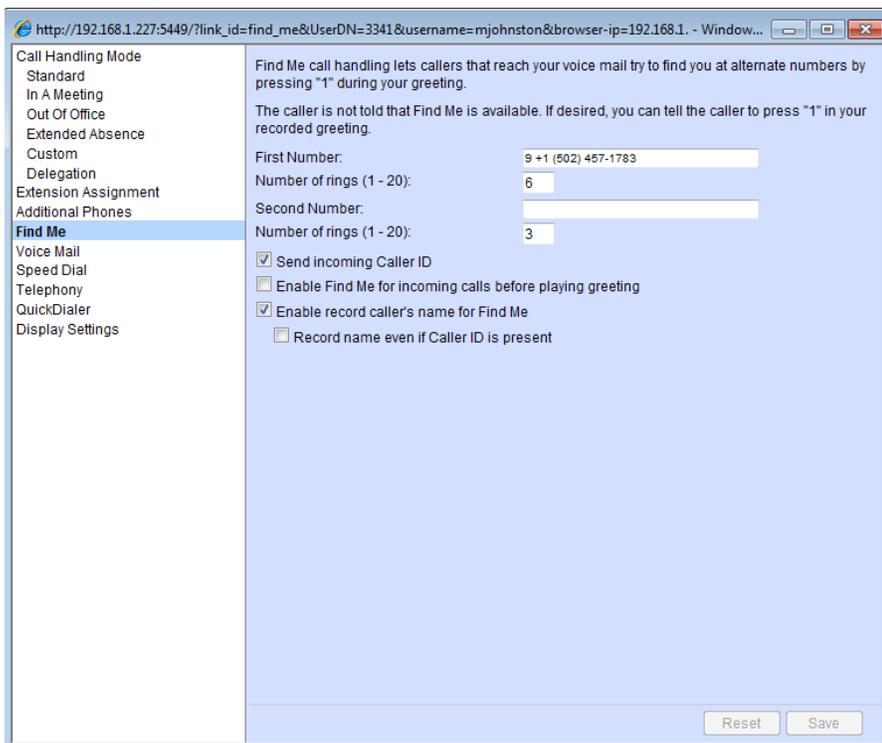
- Check box labeled **Enable Extension Assignment**
- **External Number:** enter phone number where calls need to be routed
- Check box to accept call by pressing 1, or accept call by answering
- Click **Add** – You can insert multiple different numbers

Configuring Call Handling Modes with Communicator- allows you to have pre-recorded greetings for when you are In a Meeting, Out of Office, Extended Absence, or record a Custom greeting and toggle between then when needed.



- Click More and Preferences
- Click **Standard Mode**
- Click **Record Greeting** Recording bar will appear, press record icon, your cell phone will ring. Record your Greeting, press Stop icon when completed
- Choose when you wanted to Forward calls if Not already Marked
- *If you have configured the Find Me feature you may select to have that enabled for each mode*
- Follow above instructions to record other desired modes
- Click **Save** to Save Changes

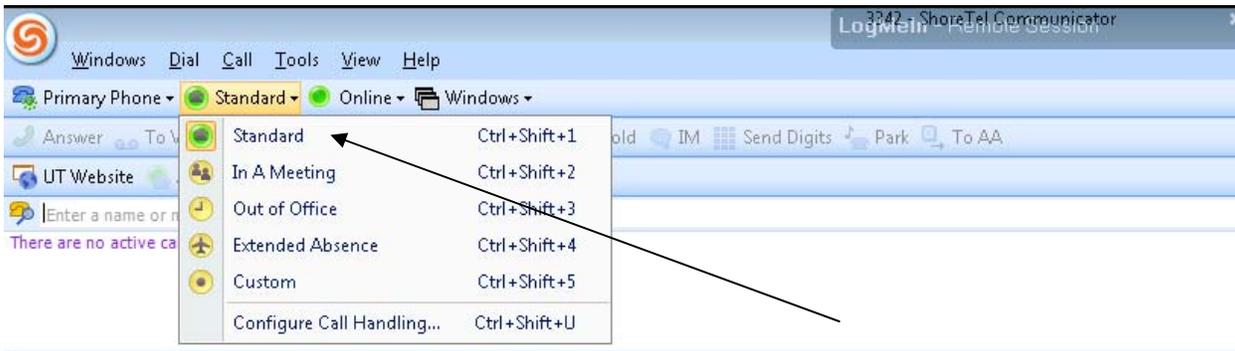
Setting up Find Me Feature- Callers are able to find you through an alternate phone number through the voice mail system.



- **Go More and Preferences**
- Click **Find Me**
- **First Number-** enter first phone number (cell phone) that you would want tried first. Select number of rings (*3 default*) – Recommend 6-7
- **Second Number-** if you would like secondary number tried enter in that number and designate number of rings
- Check box **Send Incoming Caller ID**
- *If you want the caller to have to announce who they are check **Enable record caller's name for Find Me.***
- Click **SAVE** to Save Changes

Changing Call Handling Mode: *From Communicator*

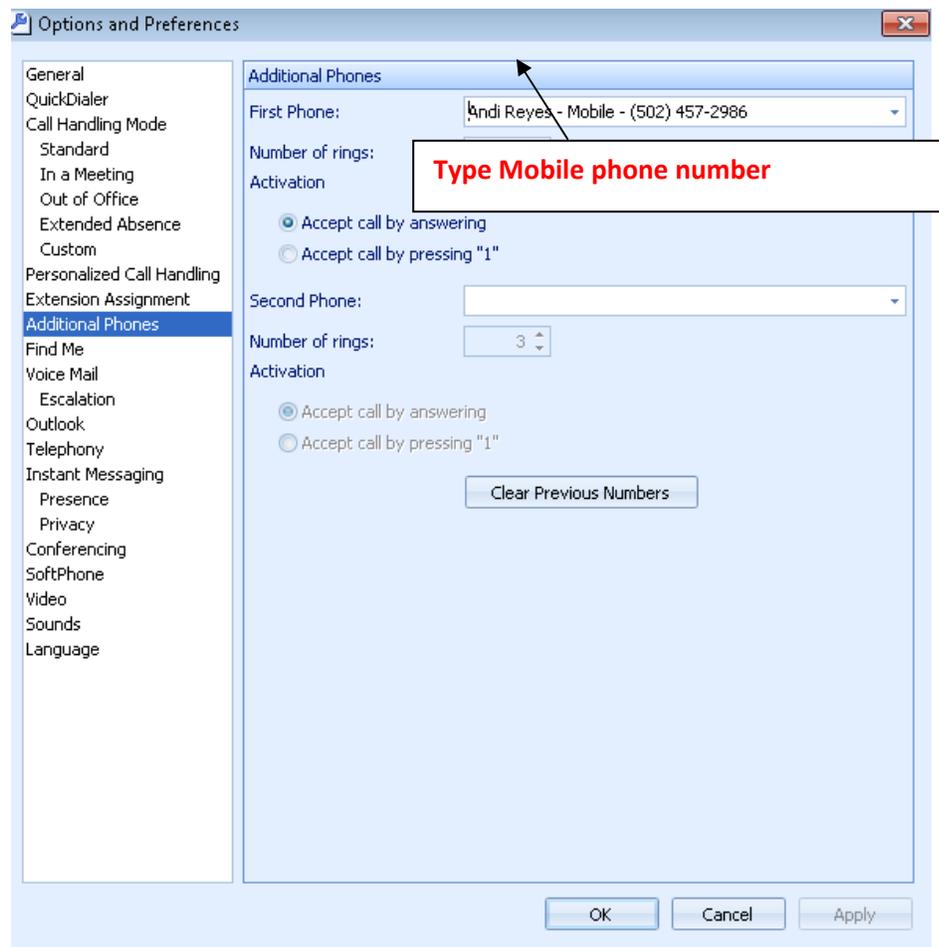
Select Drop Down Menu (Standard) Choose mode



Additional Phones- *Do you want your cell phone to ring with your desk phone? Or do you want to be able to seamless move your calls from the desk phone to a mobile phone?*

From the Communicator
Select Tools/Options
Select Additional Phones

Press OK



When your phone is idle you will notice you will have an additional soft key (next to mode). This soft key will say **Add Off**- this means that your mobile phone will ring at the same time your desk phone will ring.

To disable press the Add-Off soft key.