

ShoreTel MAC Communicator User Guide

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

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

<u>Server Name</u>: CTRSTHQ

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

<u>Password</u>: This is your normal network password, the same one you use for your Outlook email.

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

😑 🔹 🇐 3341 - ShoreTel Comm 🗙 📢 MSN.com 🎯 ShoreWare Direct	tor Login 🛛 🚰 Remote Desktop and Acce 👔 🗸 🔝 🐨 🖾 🖶 🔻 Page 🔻 Safety 🔻 Tools 🕶 🔞 🖛
🖓 Primary Phone 👻 🌀 Standard 👻 More 👻	ର୍ଭୀ ଛ 📰
i	
Jayme Lunde : Extension - 3327	
Jeff Welton : Extension - 3336	orelei
Iim Bartlett : Extension - 3324	
Iimmy Hinshaw : Extension - 3326	
Iohn Smith : Extension - 1912	
🕨 🌏 Julia Loy : Extension - 3350	
Melissa Johnston : Extension - 3341	

Placing Calls on Hold, Transferring, Conferencing, Parking

Remary Prese * 🔒 Standard * More *	
Lobr a name or number	- 💬 🖽 •
(502) (505-5961 (Connected - 80.00 11)	J Go C + C + A Hore +
	Consult To Malbox Intercom Whaper
	Park
Voce Ital X Manay X +	Parkings

- 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
 - Transfer (Blind), Consult (Announce), To Mailbox (Direct to Mailbox), Park (Places the call on hold at their phone)

यि Primary Phone ▼ 🛭 💣 Standard ▼ 🛛 More ▼	e 1 🗲 🏢
Enter a name or number	- 🤧 🛅 🗸
Melissa Johnston - (502) 457-1783 (Connected - 00:00:14)	J 6 ▼ 6 ▼ Amore ▼
Consult Enter a name or number	
🚌 Primary Phone 👻 🍘 Standard 👻 More 💌	£
Enter a name or number	- 🕈 🛅 -
Melissa Johnston - (502) 457-1783 (On Hold Pending Transfer - 00:00:19/00:00:37)	🦂 🐍 📑 🚕 More 👻
Transfer To Jayme Lunde - 3327? Transfer No Thanks	
V Jayme Lunde - 3327 (Connected - 00:00:17)	🦨 🎧 😰 🔺 More 🔻

🚌 Primary Phone ▼ 🛛 🥥 Standard ▼ 🛛 More ▼	
Enter a name or number	
Melissa Johnston - (502) 457-1783 (Connected - 00:01:29)	
To Mailbox Enter a name or number	Cancel
靏 Primary Phone 🔻 🝘 Standard 🔻 More 👻	
Image: Primary Phone ▼ Image: Standard ▼ More ▼ Enter a name or number Image: Standard ▼ More ▼	
Primary Phone ▼ Image: Standard ▼ More ▼ Enter a name or number Image: Standard ▼ More ▼ Image: Mail and Back and	
Primary Phone ▼	
Primary Phone ▼ Image: Standard ▼ More ▼ Enter a name or number Image: Standard ▼ More ▼ Image: Meliasea Johnston - (502) 457-1783 (Connected - 00:02:19) Image: Standard ▼ More ▼ Park 3327 3327	> Cancel
Primary Phone Standard More Enter a name or number Park 3327 Jayme Lunde : Extension - 3327	Cancel

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

Voice Mall X History X +				8 •
E Contact Sender - X Delete More -				
1 ao From View	Subject	Received	 Duration 	
i inbox				
CREATION GARDEN, (502) Mark as Unheard		7/14/11 4:40 PM	00:30	
e Melissa Johnston, 3341 Edt Subject		7/13/11 9:27 AM	18:11	
e.o BRENTWOOD MEADO, (81		6/23/11 9:25 AM	00.12	
e.p Melasa Johnston, 3341 🛅 New		6/7/11 10:56 AM	00:21	E
ep Melssa Johnston, 3341 eg Forward		6/7/11 10:55 AM	00:27	
e.p Melasa Johnston, 3341		6/6/11 4:30 PM	00:17	
e.p Melissa Johnston, 3341 ** Reply		6/6/11 4:28 PM	00:20	1.0
ep Melasa Johnston, 3341 eg Back to All		6/6/11 3:39 PM	00:10	
e.p Melissa Johnston, 3341		6/6/11 3:39 PM	00:12	
e.o Melissa Johnston, 3341 de Move to Inbox		6/6/11 3/28 PM	00.12	
e.p Melissa Johnston, 3341		6/6/11 3:24 PM	00:16	
Melissa Johnston, 3341 Save Jos 3341 recorded)		6/2/11 11:48 AM	12:39	
LOUISVILLE GEEK, (502) 897-7445 Voice Message		6/1/11 9:10 AM	00:31	
e.o Melssa Johnston, 3341 Recorded Call (Extension 3341 Ncorded)		5/27/11 2:24 PM	00:33	
Melssa Johnston, 3341 Voice Message		5/27/11 1:27 PM	00:03	
Melissa Johnston, 3341 Recorded Call (Extension 3341 recorded)		5/27/11 12:45 PM	05:41	
AIRESPRING, (818) 788-8990 Voice Message		5/25/11 3:46 PM	00.11	
http://192.168.1.227:5449/communicator/?username=mjohnston&session-id=9&b5fd2847c13544b	b381194bcf380c83ca9642f&user	ro 🗸 Trusted sites Protected Mo	ode: Off	• • 100% •
og 🧶 🚞 o 🥦 🙆 🔯 🔯		N 2 > 2 N 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	i 🗔 🗗 😵 🐻 🤋	1 (10:24 AM 7/15/2011
				_
New	🛛 Forward 🔪			×
	- I			
To: Enter a name or number	To: Ente	r a name or number		
Subject:	Subject: FW:	Voice Message		
Urgent Private Return Receipt	— 11	ment Private Return Receipt V Include Origina	al	
			0:00/0:00	
Send Cancel		Send Cancel		

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

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From/To	Name		Phone Number	Start Time	 Duration 	Call Note	Trunk Accour	nt Code
Kissed	CREATION GARDEN		(502) 587-9012	7/15/11 12:13 PM	00:05			-
🔁 To	Melissa Johnston		(502) 457-1783	7/15/11 11:57 AM	05:08		Louis	L=
🔁 To	Dell Link		3314	7/15/11 11:53 AM	00:19			
😏 Transferred	Cecy Haney		(859) 492-9076	7/15/11 11:52 AM	00:57		Louis	
Kissed	Cecy Haney		(859) 492-9076	7/15/11 11:48 AM	00:04			
📥 From	Jayme Lunde		3327	7/15/11 11:44 AM	00:27			
<u> Missed</u>	Jayme Lunde		3327	7/15/11 11:43 AM	00:12			
褍 Missed	Jayme Lunde	\	3327	7/15/11 11:42 AM	00:12			
🔁 To		1	(615) 256-8604	7/15/11 11:30 AM	00:27		Louis	
😏 Transferred	Helen Clasby	\	(502) 457-1746	7/15/11 11:22 AM	05:27		Louis	
<u> Missed</u>	Helen Clasby	\	(502) 457-1746	7/15/11 11:21 AM	00:12		Louis	
<u> Missed</u>	Helen Clasby	\	(502) 457-1746	7/15/11 11:21 AM	00:01		Louis	
褍 Missed	BETTER BUSINESS	\	(502) 588-0031	7/15/11 11:13 AM	00:12		Louis	
📥 From	BETTER BUSINESS	\	(502) 588-0031	7/15/11 11:03 AM	03:51		Louis	
🕌 Missed		\	(502) 213-0053	7/15/11 10:41 AM	00:06			
📥 From	Brian Johnston	\	(502) 468-5043	7/15/11 10:40 AM	00:37		Louis	-

	С	all Detail		×
		To Name Trunk Start Time Duration	(615) 256-8604 Louisville Norlight PRI - Channel 1 (10) 7/15/11 11:30 AM 00:27	
X + Properties X Delete More -		Routing Slip	00:00 Melissa Johnston - 3341 called - (615) 256-8604 00:27 Call terminated	*
	150	Call Note		
UREATION GARDEN	(50	Allow Edit		
Melissa Johnston	(50			
Dell Link	33			
Cecy Haney	(85			
Cecy Haney	(85			-
Jayme Lunde	33:	Add to Coll Nate:		
Jayme Lunde	33:	Add to Call Note:		+
Jayme Lunde	33:		Show support info	
	(61			
Helen Clasby	(50		UK Cancer	
Helen Clasby	(50			

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
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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.

Call Handling Mode	Record Greeting:	Ptar Stop Record Save		
Call Handling Mode Standard In A Meeting Out Of Office Eletended Absence Custom Delegation Edensite Absence Edensite Absence Find Me Voice Mail Speed Dial Eletended Dial Telephony OutcicDialer Display Settings	Call Forwarding Condition: Forwarding destination: Always: Buty: No Answer: Forward after (1-20) rings: Enable calling additional phones Enable calling additional phones Enable Find Me When caller press "D' transfer for Schedulet mode change: Voice mail escaladon profile:	Play Stop Record Save		
	Call Handling Note			

- 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.
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6 http://192.168.1.227:5449/?link_id=	=find_me&UserDN=3341&username=mjohr	nston&browser-ip=192.168.1 Window	• ×	
Call Handling Mode Standard In A Meeting Out Of Office Extended Absence Custom Delegation Extension Assignment Additional Phones Find Me Voice Mail Speed Dial Telephony QuickDialer Display Settings	Find Me call handling lets callers that reapressing "1" during your greeting. The caller is not told that Find Me is avail: recorded greeting. First Number: Number of rings (1 - 20): Second Number: Number of rings (1 - 20): First Number of rings (1	Reset S	nbers by I" in your	 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 (<i>3 default</i>) – 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 Finc Me. Click SAVE to Save Changes
1				

Changing Call Handling Mode:

From Communicator

Select Drop Down Menu (Standard) Choose mode



<u>Additional Phones-</u> 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.

General	Additional Phones	N	
QuickDialer	First Phone:	andi Reves - Mobile - (502) 457-2986	•
Call Handling Mode	Thise Phones	And Keyes - Mobile - (302) +37-2900	
Standard	Number of rings:	True Markila akana amakan	
In a Meeting	Activation	Type Mobile phone number	
Out of Office			
Extended Absence	Accept call by a	answering	
Custom	📄 💿 Accept call by p	pressing "1"	
Personalized Call Handling			
Extension Assignment	Second Phone:		
Find Me	Number of rings:	3 ‡	
Fillu Me Voice Mail	Activation		
Escalation			
Outlook	Accept call by a	answering	
Telenhony	🔘 Accept call by p	pressing "1"	
Instant Messaging			
Presence		Clear Previous Numbers	
Privacy			
Conferencing			
SoftPhone			
Video			
Sounds			
Language			

To disable press the Add-Off soft key.