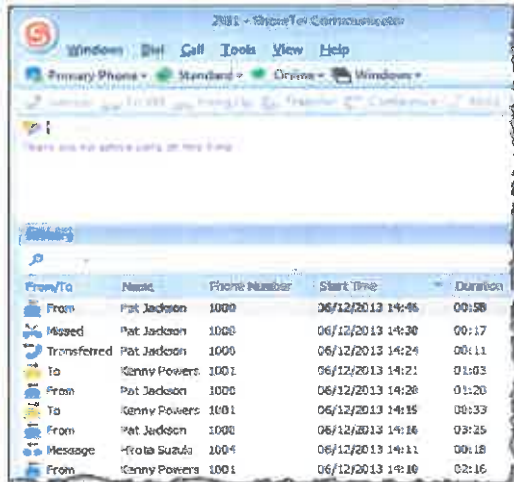


## Quick Reference Guide – ShoreTel Communicator

### Call History

A list of all your phone activity can be seen in the History screen including made, received, missed, transferred and voicemail.



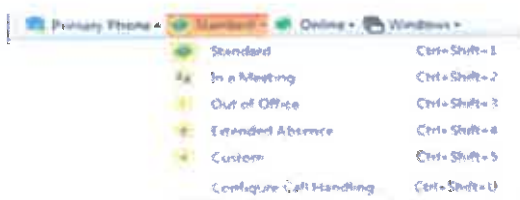
- 1 Click on the **History** tab at the bottom of the Communicator screen to view history list
- 2 To return a missed call or dial any number in the history list simply double click on the number, the number will be dialled.

### Call Handling Modes

You have five call handling modes. A separate voicemail greeting and call forward can be set for each Mode. You can also allow other people to change your Call Handling Mode.

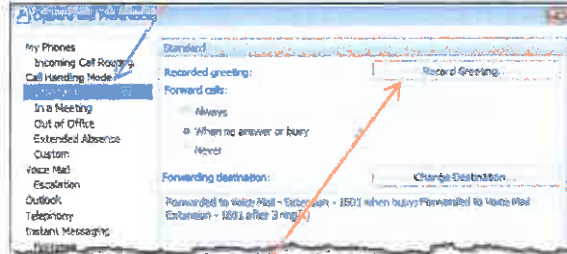
#### Switch between Call Handling Modes

- 1 The Call Handling Modes are linked to your Outlook Calendar Appointments and will change automatically when the appointment time arrives. To change the mode manually, click on the button displaying the current mode on the toolbar, and select from the list.

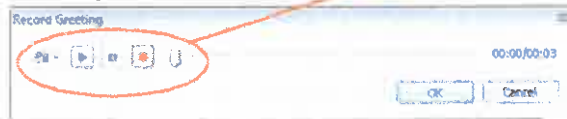


### Record Voicemail Greeting

- 1 Select the **Tools** menu → **Options**
- 2 The Options & Preferences screen will open, Under **Call Handling Mode** you will see the five modes:
- 3 Select the mode you want to record the greeting for.



- 4 Click on **Record Greeting**
- 5 Click on the red circle record button, then speak into either your handset or headset to record your greeting. To end the recording click on the square stop button. You can listen to the recorded greeting by clicking on the green triangle play button.

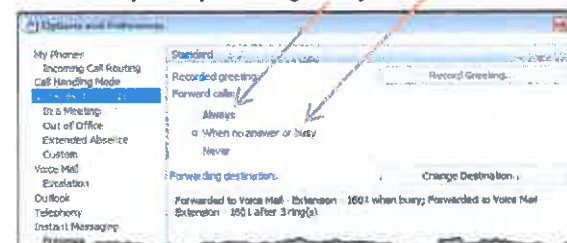


- 6 When you are happy with the greeting click **OK**.

### Call forward

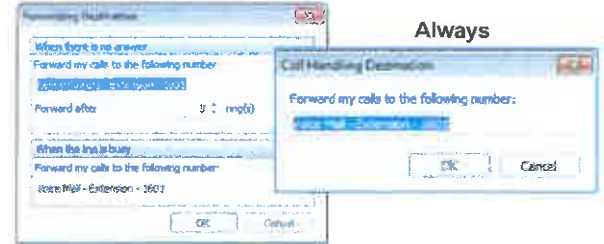
You can now set the number of times your phone rings before it is forwarded to voicemail or another person's extension for each of the Call Handling Modes.

- 1 Select the **Tools** menu → **Options**, then select the Call Handling mode you want to set the handling options for.
- 2 The call handling can be set for times you are on another call by selecting **When no answer or busy** or for every call by selecting **Always**.



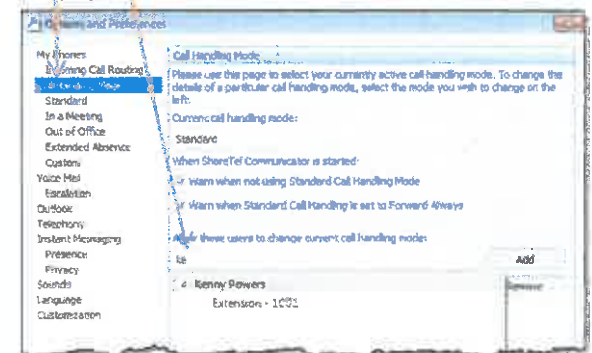
- 3 Select either **When no answer or busy** or **Always** then click on **Change Destination**
- 4 Set how you want the calls to be handled in the boxes

#### When no answer or busy



### Allow other people to change your Call Handling Mode

- 1 Select the **Tools** menu → **Options**
- 2 The Options & Preferences screen will open, Select **Call Handling Mode**
- 3 Begin to type the person's name in the field in the centre of the screen, the name matches will be displayed, click on the name.



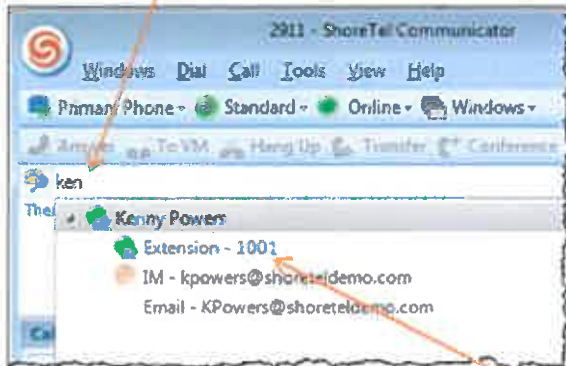
- 4 Click on **Add**, then on **Apply** at the bottom of the screen

## Quick Reference Guide – ShoreTel Communicator

### Make a call

#### Search Bar

- 1 In the search bar on any of the Communicator screens begin to type the name of the person you want to phone



- 2 The matching names will be filtered. Click on the extension number and pick up the handset.

### Answer an Incoming Call

- 1 When a call is receiving a box will appear at the bottom right of your screen. Simply pick up the handset to answer, or if you are using a headset click on the **Answer** button.



- 2 Incoming calls can also be sent to Voicemail by clicking on the **To VM** button

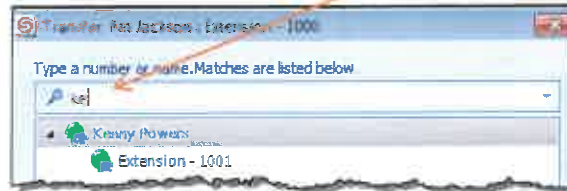
### Transfer a call

You can transfer a call from any of the Communicator screens.

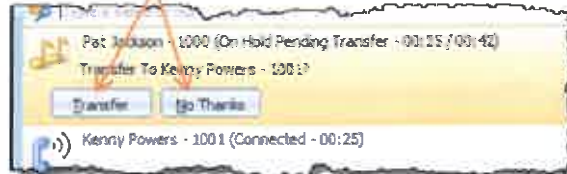
- 1 While connected to the caller click on the **Transfer** Button on the toolbar



- 2 The Transfer box will appear, begin to type the name of the person you want to transfer the call to, then click on the name to begin the transfer



- 3 To speak to the person you are transferring the call to, click on the **Consult** button. When the person answers you can speak without the caller hearing. You will have the choice of completing the call by clicking on **Transfer** or retrieving the call by clicking on **No Thanks** which will bring the caller back to you



- 4 Two other transfer options are available.

**Transfer** will transfer the call without giving you the opportunity to speak to the person you are transferring the call to.



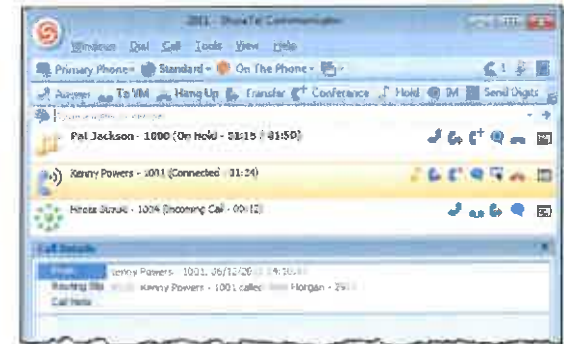
**To Mailbox** allows you to put the caller through to the person's voicemail

### Eight Calls

Up to eight calls can be dealt with at one time. If you are already on a call and another call is received your phone

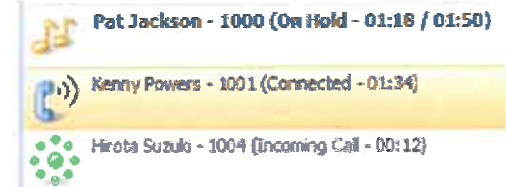
will ring just once and the Call Details screen (and phone) will display the new incoming call

- 1 To view the calls click on **Call Details** in the Communicator screen



- 2 To switch between calls double click on the call listing, the previous call will be placed on hold

Different icons and words in brackets show which call you are currently connected to ( ) which call is on hold and which call is incoming and unanswered



### Voicemail

The Voicemail screen lists all your Voicemail messages and displays the name or number of the person who left the message. Unheard messages are shown in bold. Your voicemail messages can also be set to appear in your Outlook Inbox so that they can be accessed through Outlook.

- 1 To listen to a message double click on the message

