

Sirius Incorporated



ShoreTel[™]

Authorized Reseller

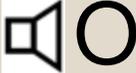
Using Your
NEW
ShoreTel
Telephone

Using the Handset

To answer a call, pick up the handset when the phone rings.

To end a call, hang up the handset.

Using the Speakerphone

To answer a call, press the Speakerphone button  .

The LED in the button lights green.

To end a call, press the Speakerphone button again.

Using the Headset

To answer a call, press the Headset button  .

The LED in the button lights green.

To end a call, press the Headset button again.

Making In-House Calls

Dial Direct

To dial another party:

Step 1 Dial the party's extension, or press the custom key associated with the extension.

Using the Intercom

To intercom another party:

Step 1 Press Intercom.

Step 2 Dial the party's extension, or press the custom key associated with the extension.

The Intercom function allows you to connect with another party without ringing the party through a call line. Both you and the recipient must be using a ShoreTel IP phone and have permission to use this feature (set by your system administrator).

Redialing / Checking Missed Calls

To redial a call:

Step 1 Press **Redial**. Press it again to dial the last number you called.

Or

Use the Scroll button to select the number you want to call, then press the **Dial** soft key. (You can also press the **Intcom** soft key to intercom the recipient.)

You can use the Redial function to dial not only the last number you called, but the last several calls you made and received, including those you missed (denoted by the icon). The date and time information appears directly above the soft keys for the selected call.

*

Making a Conference Call

To conference a party into a connected call:

Step 1 Press the **Conference** button . The call is put on hold.

Step 2 Dial the extension or number of the party you would like to conference.

Step 3 Press the **Conf rn** soft key to ring the party directly.

or

Dial the number and press the **Conslt** soft key to speak with the recipient before ringing him or her into the conference call.

After consultation, press the **Yes** soft key to complete the conference call, or press the **Cancel** soft key to return to the original two-party call.

After a conference is established, you can use the **Show** soft key to display all conferenced parties. If you wish to disconnect a party, scroll to the party's entry and press the **Drop** soft key. *

Hold / Park / Transfer

To place a call on hold

Press the **Hold** button , or press the call's custom key, if available.
230 phone, the custom key blinks green

To take the call off hold

Press the custom key with the blinking green LED, or press the **Hold** button again.

You will hear a reminder ring in 15 seconds and at one-minute intervals after that

If you have received several calls, you will receive a reminder ring for the call that has been on hold the longest.

Parking and Unparking Calls

Parking the call

With the appropriate permissions (set by your system administrator), you can park a connected call on another extension by doing the following:

Step 1 Press the **Park** soft key.

Step 2 Dial the extension, press its custom key, or use the Directory to find the party.

Step 3 Press the **Park** soft key again.

To unpark the call

Step 1 Press **Unpark**

Step 2 Dial the extension

Step 3 Press **Unpark** again.

Transfer a call

from your extension to another number:

Step 1 Press the **Transfer** button . The call is put on hold.

Step 2 At the prompt, dial the number (or press the extension's custom key, or use the Directory to find the party), then do one of the following:

- a. Complete a blind transfer by hanging up or by pressing the **Transf** soft key.

- b. Speak to the recipient before transferring by pressing the **Conslt** soft key. After consultation, press the **Yes** soft key to complete the transfer, or press the **Cancel** soft key to abandon the transfer and return to the original call.

- c. Consult by intercom by pressing the **More** soft key, and then pressing the **Intcom** soft key.

- d. Send the call to the recipient's voice mailbox by pressing the **More** soft key, and then pressing **To MB.** *

Sending a Call to your OWN Voice Mail

When an incoming call arrives, a **To VM** soft key becomes available. Press the **To VM** soft key to send the caller directly to your voice mailbox.

VOICE MAIL

A steadily flashing light on your phone's right-most upper corner and stutter dial tone signifies that you have unheard messages. The number of unheard messages appears on the idle screen of your phone's display by the icon .

Logging Into the Main Menu

To log in to the main voice mail menu, press the **Voice Mail** button , then dial your password followed by # . (Your default password is 1234.)

Logging In from Another Extension

To log in to the main voice mail menu from another extension, press the **Voice Mail** button , followed by #, then your extension, followed by your password, and then #.

Logging In from an External Phone

To log in to the main voice mail menu from an external phone, dial the voice mail access number provided by your system administrator, press # , then your extension, then your password followed by #.

Listening to and Interacting with New Messages

From the Main Menu, you can listen to and replay new messages by pressing 1. To interact with new messages, press one of the following:

- 1) Replay the message
- 2) Save the message
- 3) Delete the message
- 4) Forward the message
- 5) Reply to the message
- 6) Hear envelope information (time and date sent)
- 7) Move backward
- 8) Pause
- 9) Move forward
- #) Continue to next message
- *) Cancel message review

Mailbox Options

Once logged in, **Press 7** to access various options for your personal mailbox, then press one of the following:

- 1) **Record personal greeting**
- 2) Choose call handling mode
 - 1) Standard - default
 - 2) In a Meeting
 - 3) Out of the Office
 - 4) Extended Absence
 - 5) Custom
 - *) Cancel
- 3) Reassign extension
 - 1) Assign the extension
 - 2) Un-assign the extension
 - 3) To assign to your extension to your last external number

4) Set your password

Enter your new password, followed by and repeat to confirm.
Press to cancel.

6) **Record your name**

Press # when you are finished recording your name, then
choose from the following options:

#) Accept

1) Review

2) Re-record

3) Delete and use default system recording

*) Cancel

7) Listen to your deleted messages

8) Remove deleted messages

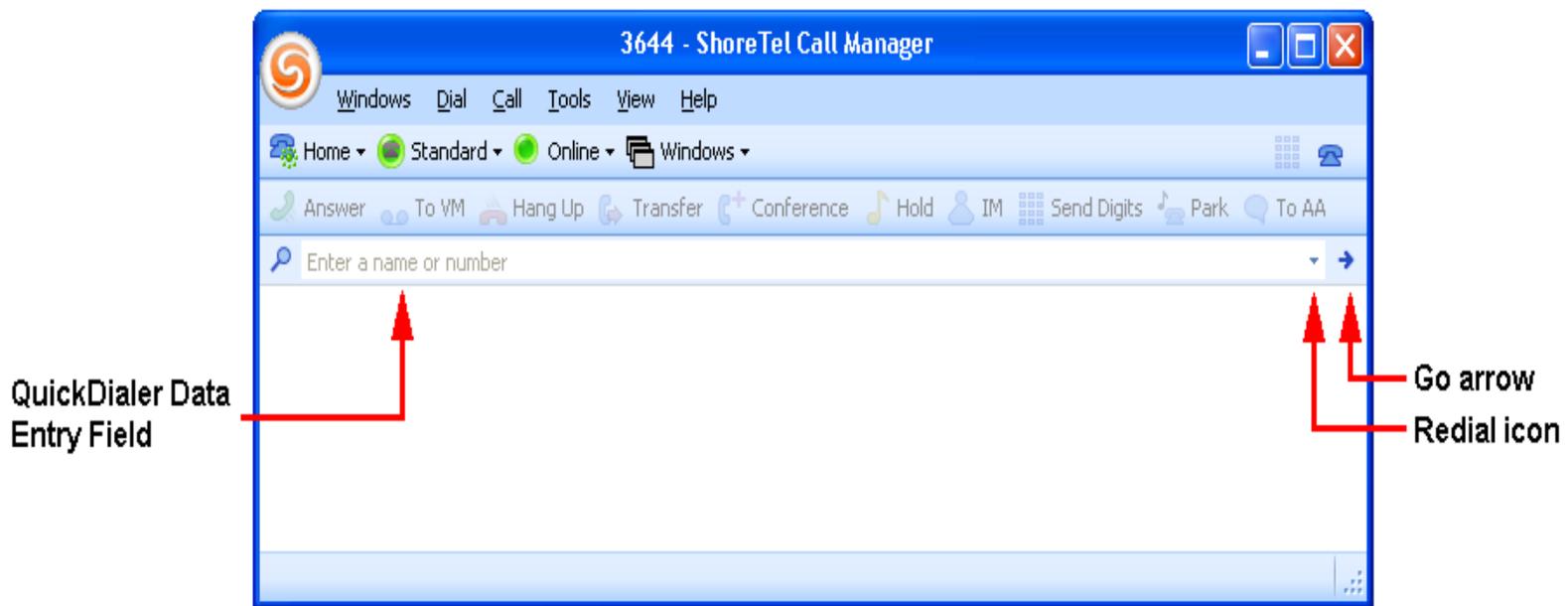
Using the
ShoreTel
Personal Call Manager



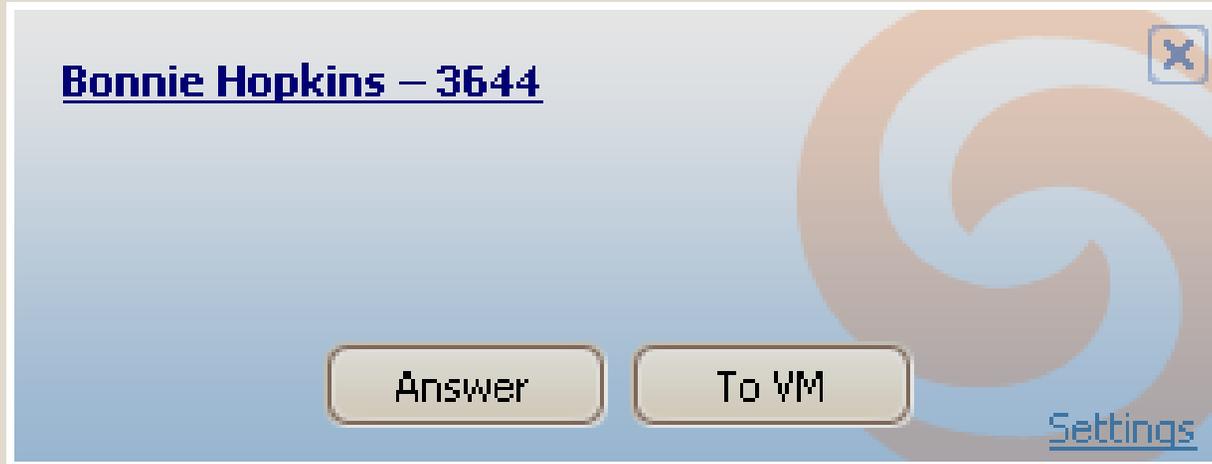
You can open the Call Manager with either the icon on your desktop or the smaller icon in your system tray. The 3rd option is to go through the Start / Programs menu.

To place an outbound call –

- * Type the number directly
- * Type the name of the person you wish to call
- * Press the Redial icon located on the right



Inbound Calls



- *Shows Incoming Call
- *Answer
- * To Voice Mail

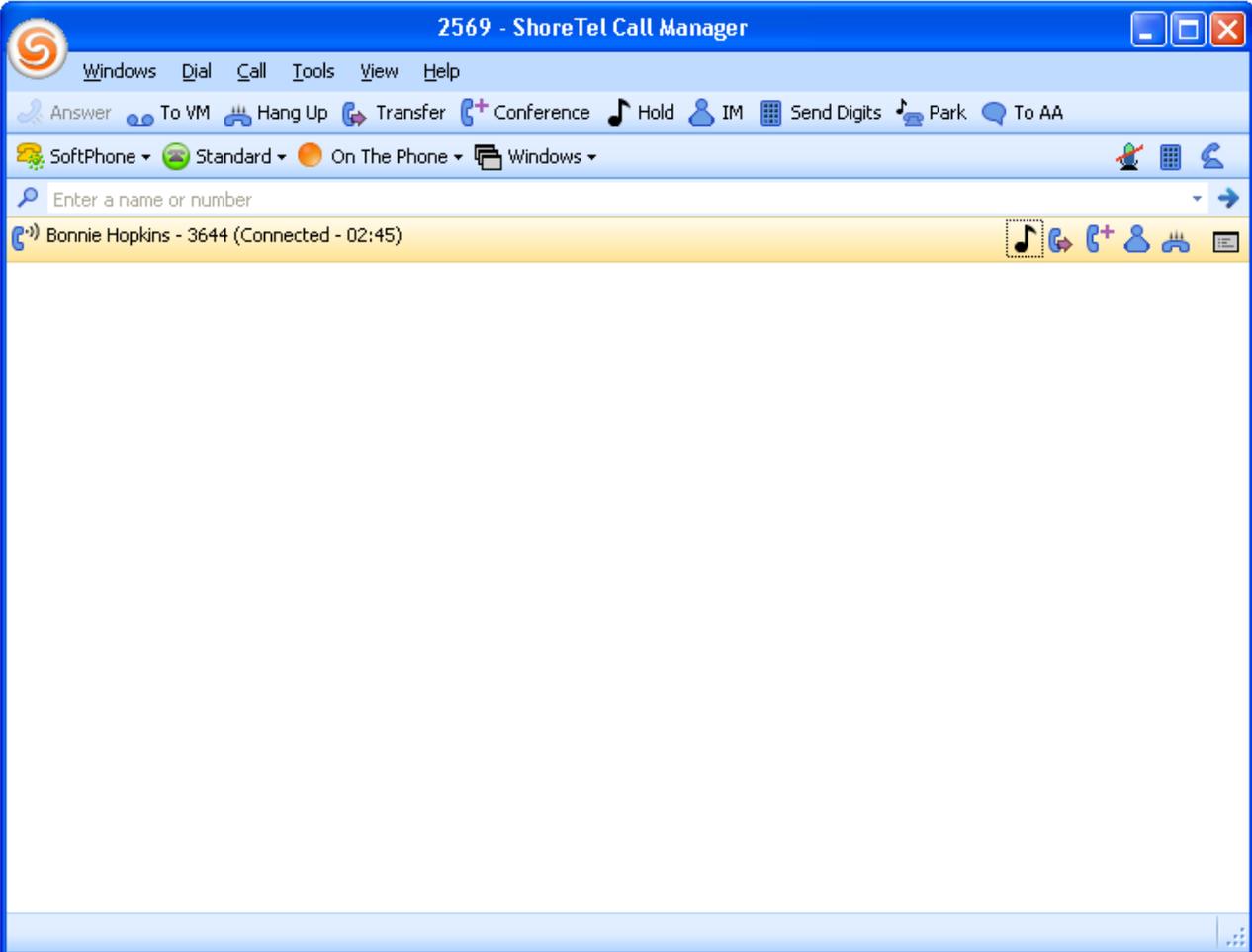
Place a Call on Hold

*Click on Hold Button

*Right Click Call

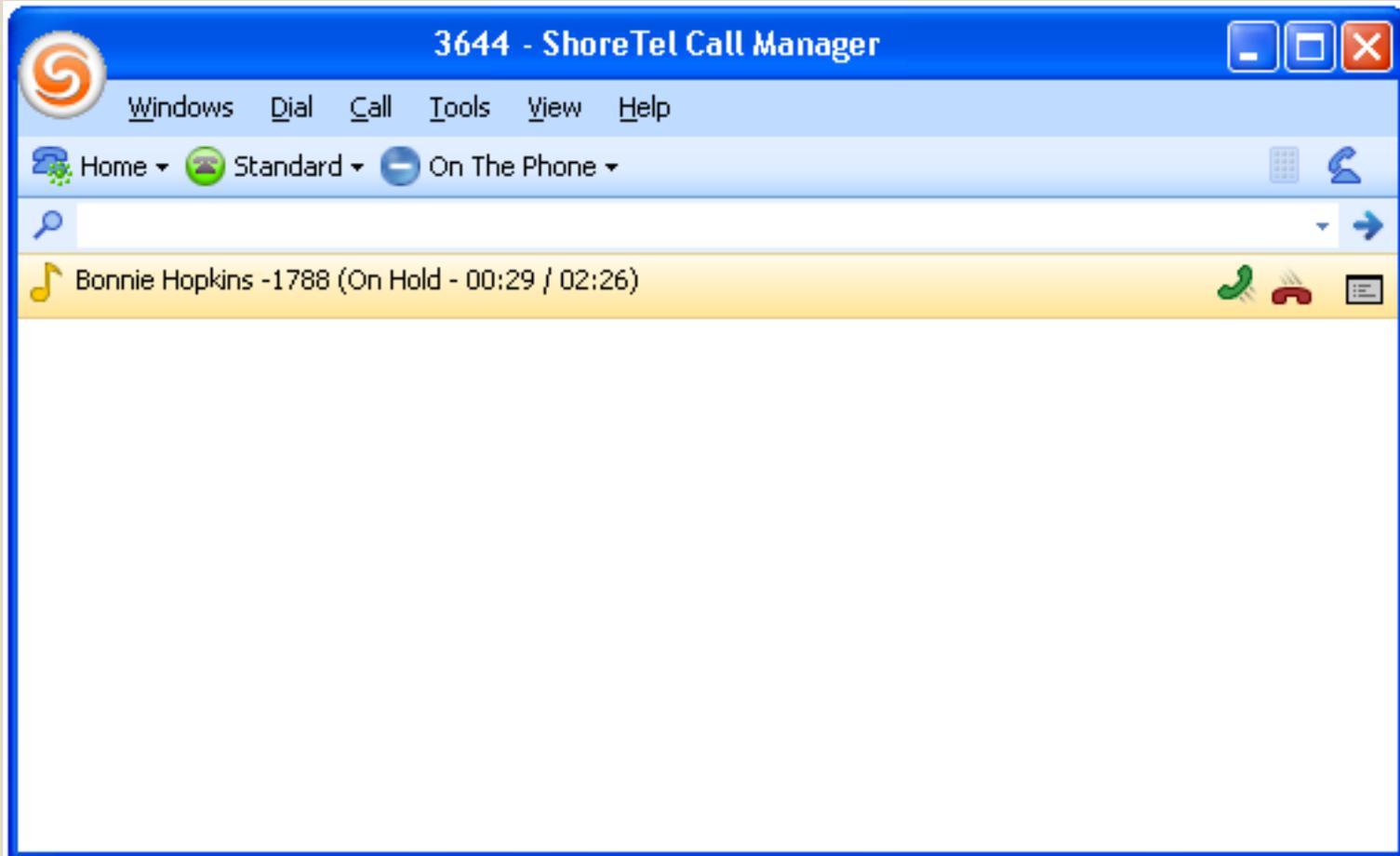
*Call Menu / Hold

*Music Note



The screenshot shows the ShoreTel Call Manager interface. The title bar reads "2569 - ShoreTel Call Manager". The menu bar includes "Windows", "Dial", "Call", "Tools", "View", and "Help". The toolbar contains icons for "Answer", "To VM", "Hang Up", "Transfer", "Conference", "Hold" (with a music note icon), "IM", "Send Digits", "Park", and "To AA". Below the toolbar is a status bar with "SoftPhone", "Standard", "On The Phone", and "Windows" indicators. The QuickDialer section has a search field "Enter a name or number" and a list of active calls. One call is highlighted: "Bonnie Hopkins - 3644 (Connected - 02:45)". The call cell for this call contains a music note icon, a right-click icon, and other call control icons. The interface is annotated with labels: "Application Button" (the ShoreTel logo), "Toolbars" (the top toolbar), "QuickDialer" (the search and call list area), "Call Cell (part of the Active Call Area)" (the highlighted call entry), "Content Area" (the large empty space below the call list), "Main Menu" (the menu bar), "Assignment Bar" (the status bar with indicators), "Redial and Go Button (part of QuickDialer)" (the right-click icon in the call cell), "Active Call Area (includes call cells)" (the call list area), and "Status Bar" (the bottom bar).

Once on hold:



Park a Call

*Right Click Call

*Call Menu / Park

*Music Note & Phone

The screenshot shows the ShoreTel Call Manager interface for user 2569. The window title is "2569 - ShoreTel Call Manager". The menu bar includes "Windows", "Dial", "Call", "Tools", "View", and "Help". The toolbar contains icons for "Answer", "To VM", "Hang Up", "Transfer", "Conference", "Hold", "IM", "Send Digits", "Park", and "To AA". Below the toolbar is a status bar with "SoftPhone", "Standard", "On The Phone", and "Windows" indicators. The QuickDialer section has a search field "Enter a name or number" and a list of active calls. The active call is for "Bonnie Hopkins - 3644 (Connected - 02:45)". The call area includes icons for "Music Note & Phone", "Transfer", "Conference", "IM", "Hang Up", and "Send Digits".

Application Button

Toolbars

QuickDialer

Call Cell (part of the Active Call Area)

Content Area

Main Menu

Assignment Bar

Redial and Go Button (part of QuickDialer)

Active Call Area (includes call cells)

Status Bar

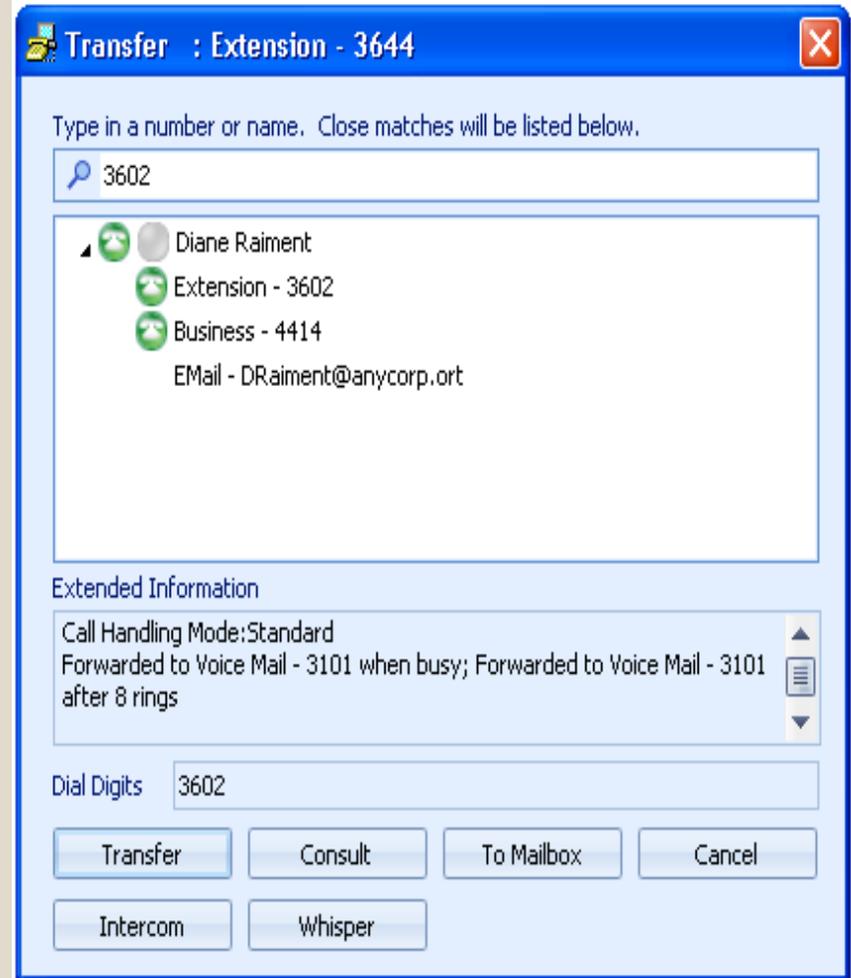
Next screen you get:

The screenshot shows a software window with a blue title bar containing the text "Park Bonnie Hopkins - 3652" and a close button. The main area has a light blue background and contains the following elements:

- A search instruction: "Type in a number or name. Close matches will be listed below."
- A search input field containing the text "3311".
- A search result list containing one entry: "Kelvin Mason : Extension - 3311", which is preceded by a green telephone handset icon.
- A section titled "Extended Information" containing the text: "Call Handling Mode: Standard" and "Forwarded to Voice Mail - 3101 when busy; Forwarded to Voice Mail - 3101 after 3 rings".
- A "Dial Digits" input field containing the text "3311".
- A row of four buttons: "Park", "Park/Intercom", "Park/Page", and "Cancel".

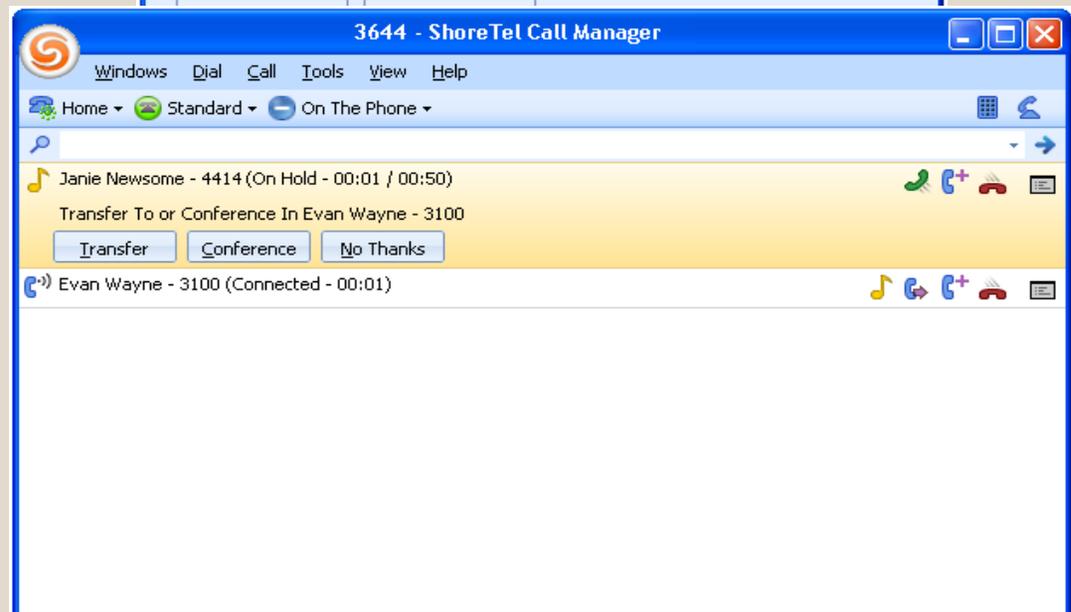
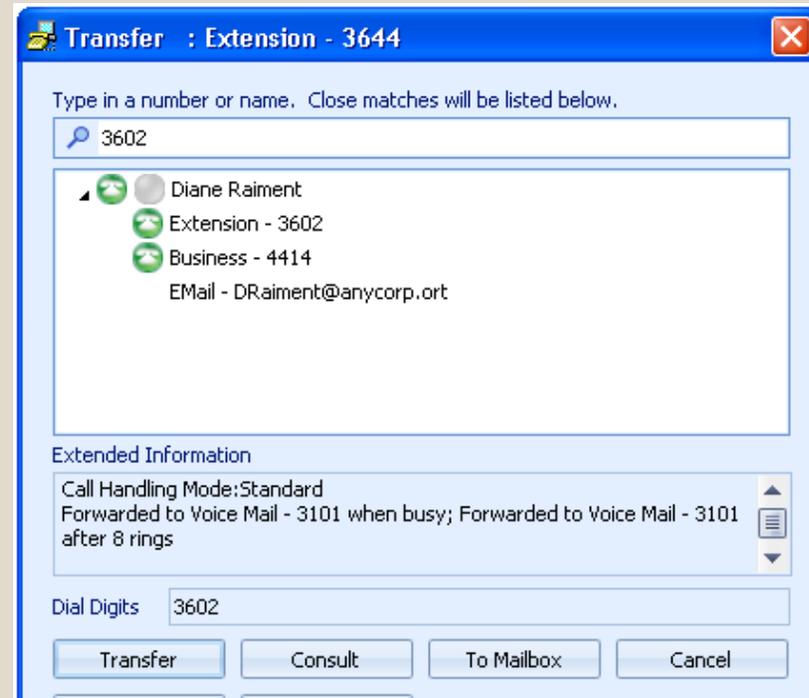
Blind Transfer & Voice Mailbox Transfer

Answer the Call
Click Transfer Button
(right click / transfer
or call menu / transfer)
Select Party
Click Transfer or
To Mailbox



Consult Transfer

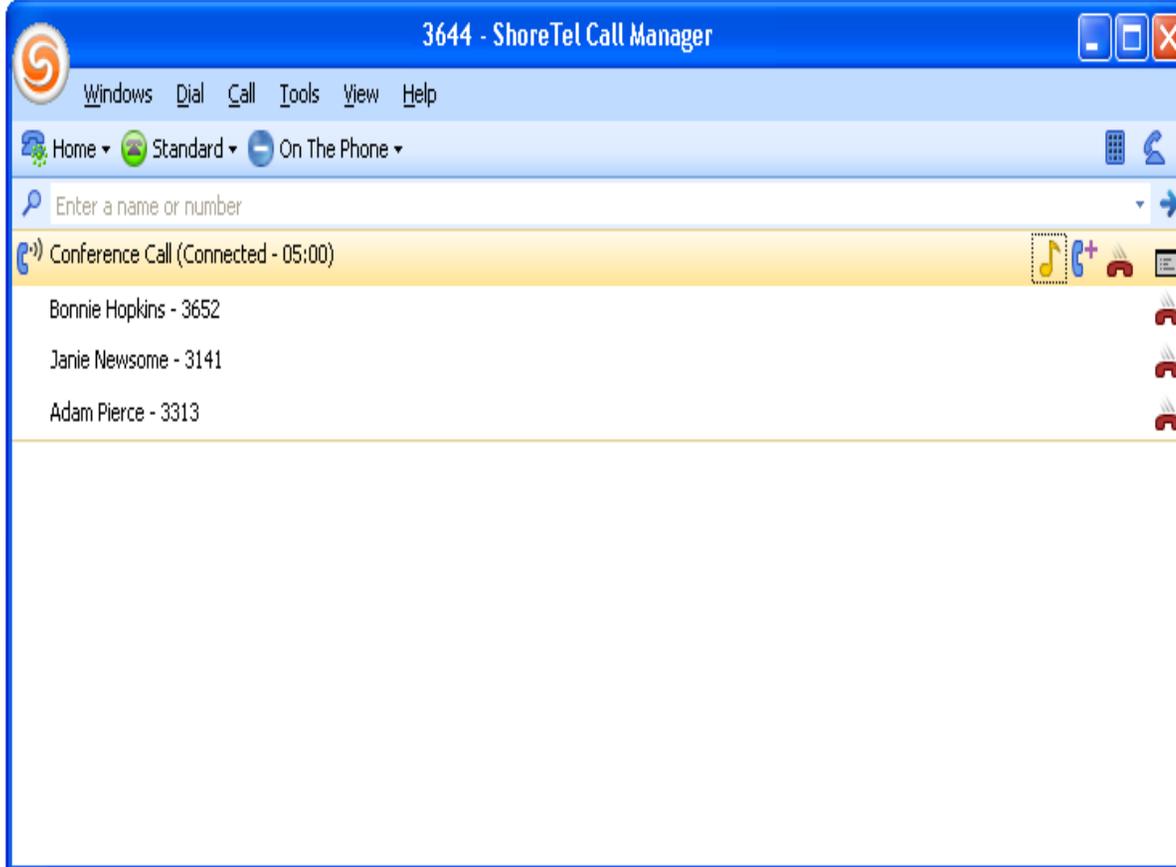
- Answer the Call
- Click Transfer Button
- Select Party
- Click Consult
- Yes – to transfer
- No – call stays on your line



Conference Calls

Answer first Call – Place on Hold

Answer / Place another Call



*Click on
Conference
Button

*Right Click / Call

*Call Menu /
Conference

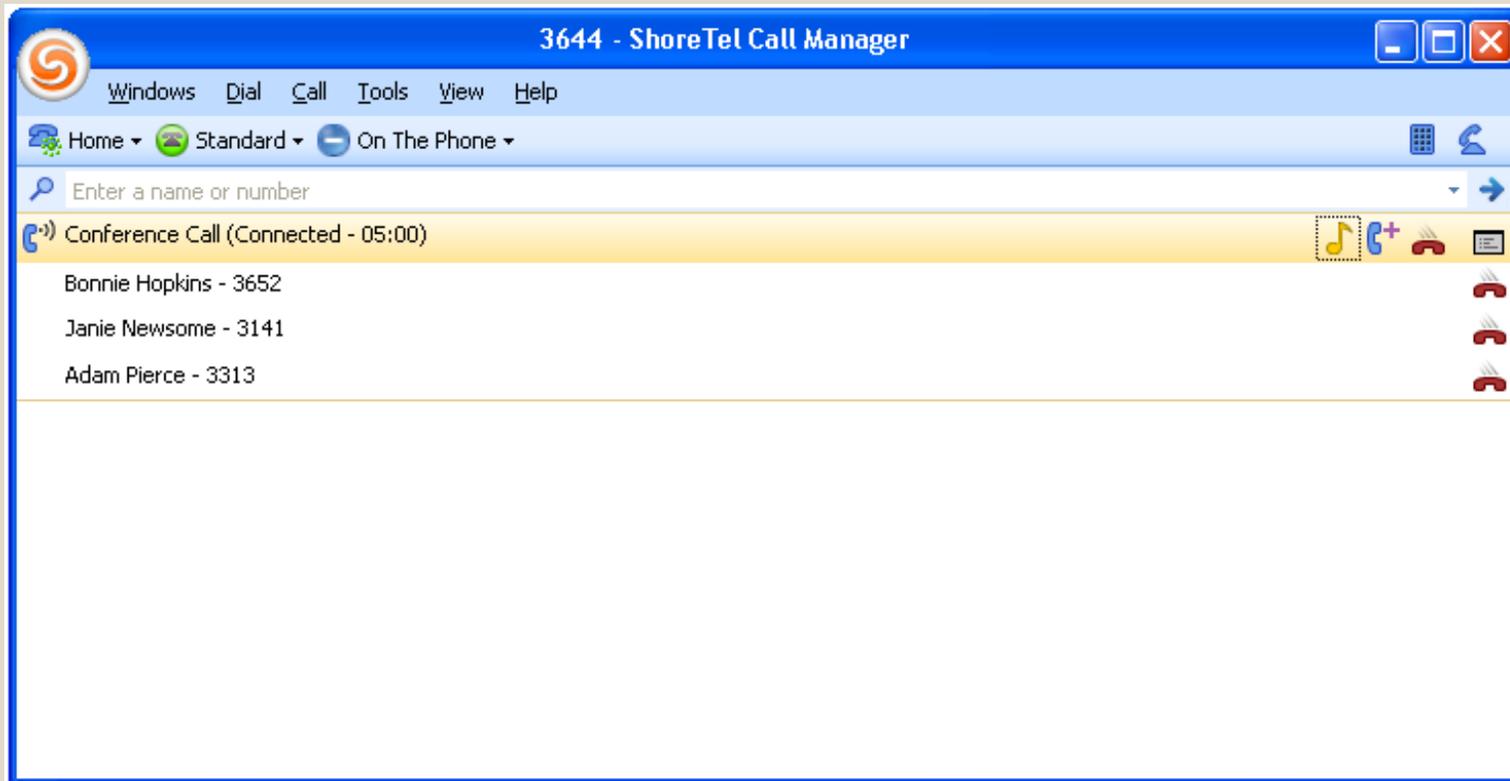
*Phone +

Hang Up a Call

*Right Click Call

*Call Menu / Hang Up

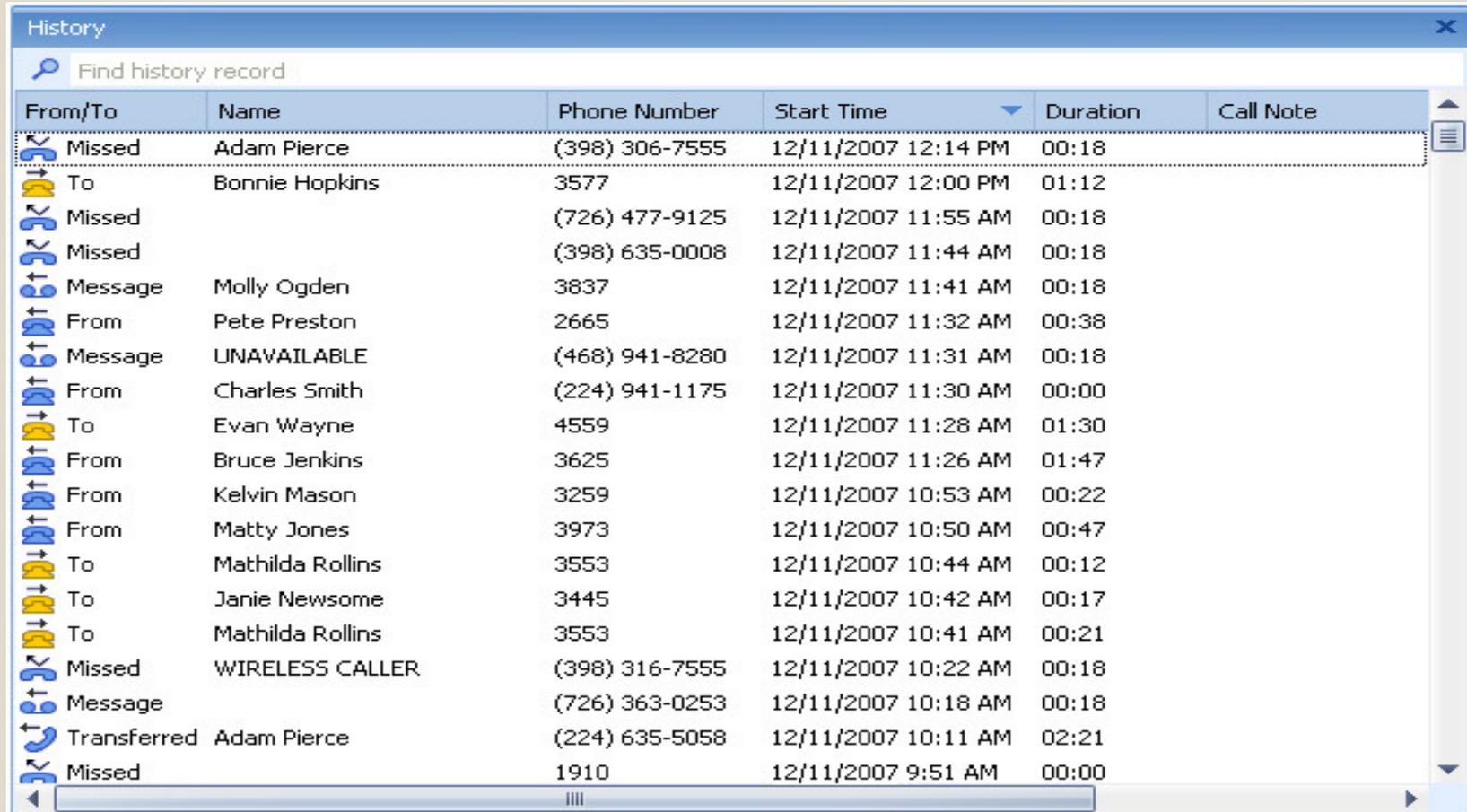
*Red Handset



History Viewer

*Windows Menu / History Viewer

*History Tab



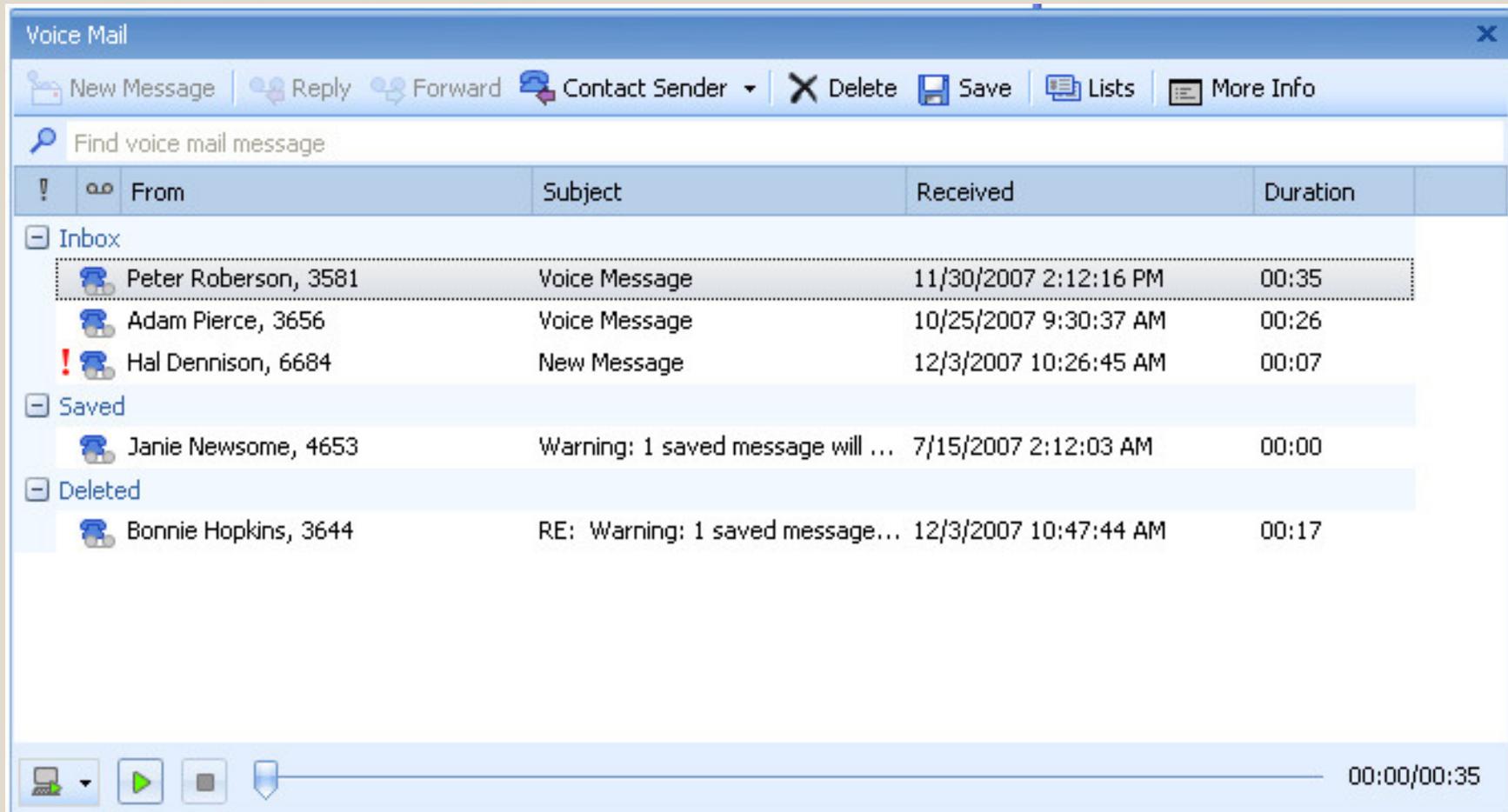
The screenshot shows a window titled "History" with a search bar "Find history record". Below the search bar is a table with columns: From/To, Name, Phone Number, Start Time, Duration, and Call Note. The table contains 18 rows of records, each with a small icon on the left indicating the type of event (e.g., missed call, message, transferred).

From/To	Name	Phone Number	Start Time	Duration	Call Note
Missed	Adam Pierce	(398) 306-7555	12/11/2007 12:14 PM	00:18	
To	Bonnie Hopkins	3577	12/11/2007 12:00 PM	01:12	
Missed		(726) 477-9125	12/11/2007 11:55 AM	00:18	
Missed		(398) 635-0008	12/11/2007 11:44 AM	00:18	
Message	Molly Ogden	3837	12/11/2007 11:41 AM	00:18	
From	Pete Preston	2665	12/11/2007 11:32 AM	00:38	
Message	UNAVAILABLE	(468) 941-8280	12/11/2007 11:31 AM	00:18	
From	Charles Smith	(224) 941-1175	12/11/2007 11:30 AM	00:00	
To	Evan Wayne	4559	12/11/2007 11:28 AM	01:30	
From	Bruce Jenkins	3625	12/11/2007 11:26 AM	01:47	
From	Kelvin Mason	3259	12/11/2007 10:53 AM	00:22	
From	Matty Jones	3973	12/11/2007 10:50 AM	00:47	
To	Mathilda Rollins	3553	12/11/2007 10:44 AM	00:12	
To	Janie Newsome	3445	12/11/2007 10:42 AM	00:17	
To	Mathilda Rollins	3553	12/11/2007 10:41 AM	00:21	
Missed	WIRELESS CALLER	(398) 316-7555	12/11/2007 10:22 AM	00:18	
Message		(726) 363-0253	12/11/2007 10:18 AM	00:18	
Transferred	Adam Pierce	(224) 635-5058	12/11/2007 10:11 AM	02:21	
Missed		1910	12/11/2007 9:51 AM	00:00	

Voice Mail Viewer

*Windows Menu / Voice Mail Viewer

*Voice Mail Tab



The screenshot shows the 'Voice Mail' application window. The title bar reads 'Voice Mail'. The menu bar includes 'New Message', 'Reply', 'Forward', 'Contact Sender', 'Delete', 'Save', 'Lists', and 'More Info'. Below the menu bar is a search box labeled 'Find voice mail message'. The main area displays a table of messages with columns for 'From', 'Subject', 'Received', and 'Duration'. The messages are grouped into folders: 'Inbox', 'Saved', and 'Deleted'. The 'Inbox' folder is expanded, showing three messages. The first message is selected and highlighted with a dotted border.

From	Subject	Received	Duration
Peter Roberson, 3581	Voice Message	11/30/2007 2:12:16 PM	00:35
Adam Pierce, 3656	Voice Message	10/25/2007 9:30:37 AM	00:26
Hal Dennison, 6684	New Message	12/3/2007 10:26:45 AM	00:07
Saved			
Janie Newsome, 4653	Warning: 1 saved message will ...	7/15/2007 2:12:03 AM	00:00
Deleted			
Bonnie Hopkins, 3644	RE: Warning: 1 saved message...	12/3/2007 10:47:44 AM	00:17

At the bottom of the window, there is a playback control bar with a play button, a stop button, and a progress indicator showing '00:00/00:35'.

ShoreTel
Personal Call Manager
Configuration Options

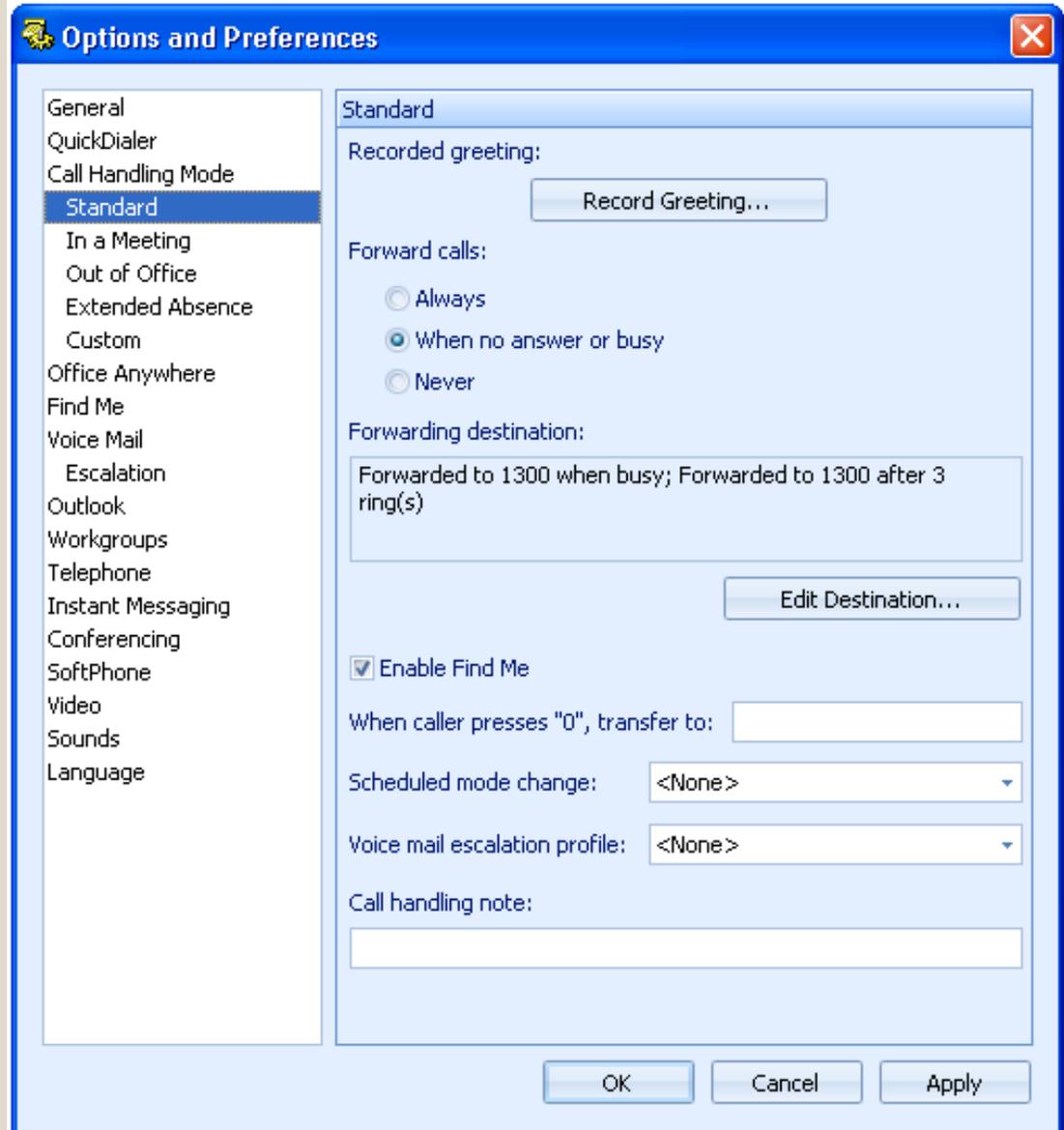
Call Handling Modes

- Standard – (default) Rings and if unanswered goes into voicemail
- In a Meeting – In a meeting & handling inbound call in a specific manner
- Out of Office – Out of office & handling inbound call in a specific manner
- Extended Absence – Out of office for an extended amount of time; vacation or travel
- Custom – set inbound call handling with special instructions

To modify your handling mode:

*Right Click on the ShoreTel icon / Options

* Tools Menu / Options



The screenshot shows the 'Options and Preferences' dialog box with the 'Standard' tab selected. The left sidebar lists various options, with 'Standard' highlighted. The main area contains settings for call handling, including a 'Recorded greeting' section with a 'Record Greeting...' button, a 'Forward calls' section with radio buttons for 'Always', 'When no answer or busy' (selected), and 'Never', and a 'Forwarding destination' section with a text box containing 'Forwarded to 1300 when busy; Forwarded to 1300 after 3 ring(s)' and an 'Edit Destination...' button. Other options include 'Enable Find Me' (checked), 'When caller presses "0", transfer to:' (empty text box), 'Scheduled mode change:' (dropdown menu set to '<None>'), 'Voice mail escalation profile:' (dropdown menu set to '<None>'), and a 'Call handling note:' text box. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Options and Preferences

General
QuickDialer
Call Handling Mode
Standard
In a Meeting
Out of Office
Extended Absence
Custom
Office Anywhere
Find Me
Voice Mail
Escalation
Outlook
Workgroups
Telephone
Instant Messaging
Conferencing
SoftPhone
Video
Sounds
Language

Standard

Recorded greeting:
Record Greeting...

Forward calls:
 Always
 When no answer or busy
 Never

Forwarding destination:
Forwarded to 1300 when busy; Forwarded to 1300 after 3 ring(s)
Edit Destination...

Enable Find Me

When caller presses "0", transfer to:

Scheduled mode change: <None>

Voice mail escalation profile: <None>

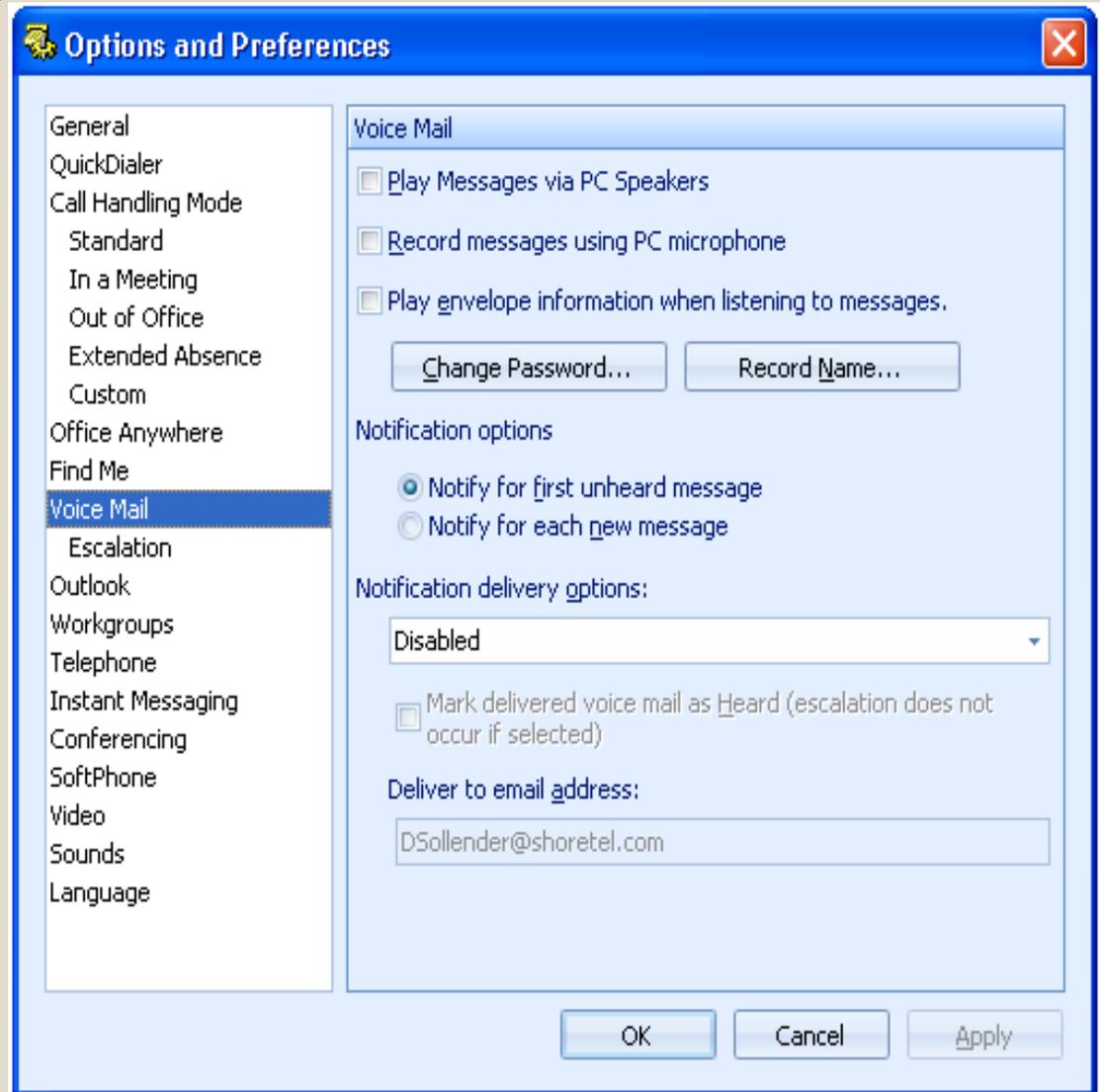
Call handling note:

OK Cancel Apply

Configure Voice Mail

* Right Click on the ShoreTel icon / Options

* Tools Menu / Options



ADVANCED FEATURES

- Find / Follow Me
 - Outlook Integration
 - Custom Buttons
- &
- Advanced Features

THANK YOU!