Hargray DCMS

ShoreTel Training

SHORETEL IP480/480G/485G PHONES

Number Keypad

➢The **Number Keypad** is located in the lower-center of the phone.

➢One must dial "**9**" before calling to an outside number.

➢One may dial an internal extension by simply dialing the 4-digit extension number.

Off-Hook Buttons and Volume Control

➢ The **Off-Hook Buttons** consist of **Speaker**, **Mute**, and **Headset**.

➢ The **Speaker** and **Headset** buttons will turn Green when they are active.

➢ The **Mute** button turns Red when active, this means that you can hear the caller but they can't here you.

➢ The **Volume Control** key allows you to control the volume of the phone in the phone's current state.

➢ Example: If the phone is idle, the key controls the volume of the ringer. If you are on Speaker, it controls the volume of the Speaker, etc.

Multi-Directional Selector

➢ The **Multi-Directional Selector** key allows you to select from different options on the screen when there are options to select.

➢ You will see these options later during the different operations of the phone.

Soft Keys

➢ There are **5 Soft Keys** below the screen which will change during different operations of the phone.

➢ The function of these keys coincides with the boxes that reside directly above them.

➢ **Note: These keys are not programmable**.

➢ There are 4 keys displayed during the idle state of the phone:
  ➢ Pickup
  ➢ Unpark
  ➢ Options

Pickup

➢ The Pickup key allows you to pick up any ringing phone as long as you know the extension number and that the phone is ringing

➢ Simply press **Pickup**, dial the extension number of the ringing phone, and press **Pickup** again.

Park/Unpark

➢This function is related to the **Park** feature which is available when you are on a call.

➢To **Park** a call is, in essence, to put the call on **Hold** on another extension.

➢In order to **Park** a call:
  ➢Make or receive a call.
  ➢Press the **Park** key enter an extension you want to place the call on hold on.
  ➢Then press **Park** again.

➢To **Unpark** the call:
  ➢Press **Unpark.**
  ➢Enter the extension that a call is parked on.
  ➢Then press **Unpark** again.

➢Note: If a call is parked and is not unparked within 60 seconds, it will automatically ring back the extension who originally parked the call.

User Options

➢ In the **Options** menu, the **Up/Down Selector** key and soft keys can be used to change:

  ➢ **Call Handling Mode** destinations
  ➢ **Auto Off-Hook** preferences, **Headset type**
  ➢ Choose between many default **Ring Tones**
  ➢ Turn the **ringer on/off**
  ➢ Program **IP Phone Buttons**
  ➢ Change **Workgroup Agent state**
  ➢ Set **Handsfree Mode (dial tone suppression)**.

➢ When entering the Options menu, the password is the same as your Voicemail password or, if you don't have a mailbox, the default password of 1,2,3,4.

➢ **NOTE: These options may or may not be available depending on how user permissions are set up.**

Call Appearance Keys

➢ The **Call Appearance Keys** are located to the left and right of the screen.

➢ These keys show calls as they come in to the extension.

➢ You can switch between calls by simply pressing the different **Call Appearance Keys**.

➢ The calls will automatically be placed on **Hold** when you switch between them.

➢ These keys display solid Green when they are active, slowly blinking Green when the phone is ringing, and quickly blinking Green or Orange if the call is on **Hold**.

➢ **Note: These keys are programmable.**

Voicemail

➢The **Voicemail** key is directly below the **Multi-Directional Selector**.

➢This key will access the extension's **Visual Voicemail or dial into the Voicemail system** if the extension has a **Voicemail Box**.

➢**Note: If the extension does not have a Voicemail Box, the system will prompt you to enter the extension number of an existing Voicemail Box**.

➢**Note: When an extension's mailbox has a message, the IP phone's Red message waiting light at the phone's top-right corner will blink.**

➢The initial setup of an extension's **Voicemail Box** is as follows:
   ➢Press the Voicemail key.
   ➢Press the **Call VM** soft key.
   ➢Enter the default password of 1, 2, 3, 4, #.
   ➢Enter a new password (not 1, 2, 3, 4)
   ➢Confirm the new password.
   ➢Record your full name and confirm.

Directory

➢The next key below the Voicemail key is the **Directory** key.

➢This function can be utilized in many of the other functions we will come to next, such as **Transfer and Conference**.

➢The **Directory** key allows you to dial any extension on the system, even if you don't know the extension number.

➢Simply press the **Directory** key, select the name of the extension using the **Up/Down Selector** key or by dialing the letters of the name using the **Number Keypad**, then press the **Dial** soft key.

History

➢The **History** key acts much like the Recent Calls key on a cellular phone.

➢When the **History** key is pressed, the phone will display a rolling list of the last extension or telephone numbers dialed, received, or missed by your extension.

➢If you wish to dial one of the numbers on the Redial list:
  ➢Select the number using the **Up/Down Selector** key
  ➢Press the **Dial** soft key to complete the call.

➢**NOTE: You may also press the Cancel soft key to leave the History menu.**

Transfer

➢The **Transfer** key allows you to transfer calls to another extension.
There are 3 different types of transfers:
  ➢**Blind Transfer**
  ➢**Consultative Transfer**
  ➢**Transfer to Mailbox**

Blind Transfer

➢ This transfer should be used when you want to send the call to another extension directly.

➢ To perform a **Blind Transfer**, simply:
  ➢ Make or receive a call.
  ➢ Press the **Transfer** key.
  ➢ *Select the destination you want send the call to**
  ➢ Press the **Transfer** (**Transf**) soft key.

➢ *Note: "*select the destination you want to send the call to*" – you should enter an extension number manually, select an extension number from the Directory, or dial "9" followed by an outside number you want to Transfer to.

Consultative Transfer

➢ This transfer should be used when you want to send the call to a party but you want to speak with the transferee before the transfer is completed.

➢ To perform a **Consultative Transfer**:

  ➢ Make or receive a call.

  ➢ Press the **Transfer** key.

  ➢ *Select the destination you want to send the call to*.*

  ➢ Press the **Consult** (**Conslt**) soft key.

  ➢ When the transferee answers the call, you will be prompted, "**Transfer call?**".

  ➢ You may then press the **Yes** soft key to complete the transfer or the **Cancel** soft key to cancel the transfer.

➢ ***Note: "*select the destination you want to send the call to*" – you should enter an extension number manually, select an extension number from the Directory, or dial "9" followed by an outside number you want to Transfer to.**

Transfer to Mailbox

➢This transfer should be used when you want to send a call directly to someone's Voicemail.

➢To perform a **Transfer to Mailbox**:
  ➢Make or receive a call.
  ➢Press the **Transfer** key.
  ➢*Select the destination you want to send the call to**.
  ➢Press the **More** soft key.
  ➢Press the **To VM** soft key.

➢***Note: "*select the destination you want to send the call to*" – you should enter an extension number manually, select an extension number from the Directory, or dial "9" followed by an outside number you want to Transfer to.**

Conference

➢The **Conference** key is used to conference multiple parties on one call.

➢By default, each IP phone can perform a 3-way conference call (Up to a 6-way conference call can be made if resources are available).

➢There are 2 different ways to conference calls:
  ➢**Blind Conference**
  ➢**Consultative Conference**

Blind Conference

➢This type of conference is used to directly conference in a party without speaking to the party before bringing the party into the conference.

➢To perform a **Blind Conference**:
  ➢Make or receive a call.
  ➢Press the **Conference** key.
  ➢*Select the destination you want to conference*.*
  ➢Press the **Conference** (**Confrn**) soft key.

➢ **Note: "*select the destination you want to conference*" – this means you should enter an extension number manually, select an extension number from the Directory, or dial "9" followed by an outside number you want to conference.**

Consultative Conference

➢ This type of conference is used when you want to conference a party but you want to speak with the conference before the conference is completed.

➢ To perform a **Consultative Conference**:

  ➢ Make or receive a call.

  ➢ Press the **Conference** key.

  ➢ Select *the destination you want to conference**.

  ➢ Press the **Consult** (**Conslt**) soft key.

  ➢ When the party answers, you will be prompted, "**Join calls?**".

  ➢ You may then press the **Join** soft key to conference the parties together or the **Cancel** soft key to cancel the conference call.

➢ **Note: "*select the destination you want to conference*" – this means you should enter an extension number manually, select an extension number from the Directory, or dial "9" followed by an outside number you want to conference.**

Hold

➤ The **Hold** key is used to place a call on hold.

➤ When the **Hold** key is pressed, the **Call Appearance** key on which the call resides will blink rapidly.

➤ To take the call off **Hold**, press the blinking **Call Appearance** key.

Questions?