

OPENING COMMUNICATOR

- Shortcut on desktop
- Start menu shortcut
- All programs /ShoreTel /Communicator

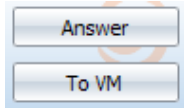
CALL HANDLING IN COMMUNICATOR

Answering a call

- Click on green answer icon or to voicemail icon

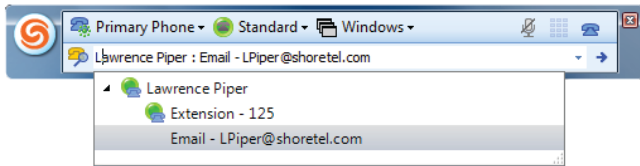


- Select Answer / To VM button on screen pop-up



Making a call

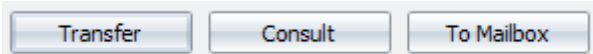
- In Type Name or Number Field, enter first name, surname or number
- Select desired contact and press enter or click mouse to connect call



- If not an existing contact, type in number (no need for 9) or copy and paste

Transferring a call

- Press transfer button
- Enter extension number and highlight contact
- Choose Transfer (Blind) / Consult (Consultative) / To Mailbox (To Voicemail)

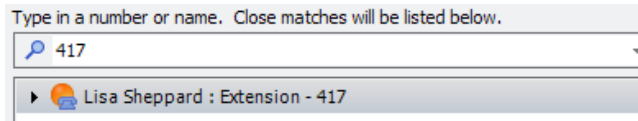


THREE PARTY CALL / CONFERENCE

- Select the conference button on live call



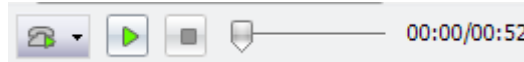
- Enter extension number / name



- Select CONFERENCE if the 3rd caller is expecting the call or CONSULT if not aware

VOICEMAIL IN COMMUNICATOR

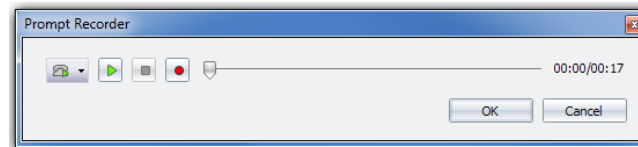
- To listen to your messages, select the Voicemail tab, click onto the message you want to listen to
- Press green play button to listen to the message



- Right click on message to view additional options

RECORDING VOICEMAIL GREETINGS

- Press the Standard button and scroll to Configure call handling
- Press Record greeting—the below pops up



- Lift hand piece, press red record button, wait for beep
- Record message and press the stop button when completed
- You can play back the message to check it by pressing the green play button

CONTACTS WINDOW

- Best place for internal contacts
- Press Add, search for contact using first name/surname/extension number
- Once added, double click to call contact
- Contacts will show with real time presence indicator next to their name
- Right click > Alert when available to ask the system to let you know when a colleague has come off the phone



CALL HANDLING MODES IN COMMUNICATOR

Think traffic lights.....

- Standard—ready to take a call
- In a Meeting / Out of Office / Extended Absence / Custom
- On the phone
- When forwarding to another number

FORWARDING TO A MOBILE

- Press Standard button > Configure Call Handling
- Choose to forward calls Always or When No Answer/Busy
- Press Edit Destination, and enter mobile number—no need for leading 9
- Press OK