

ShoreTel Call Manager Quick Reference

Did you know...

ShoreTel Call Manager is the easiest way to communicate efficiently with your colleagues and work partners? Call Manager offers a set of productivity tools for better communication whether you are a standard user, an operator, whether you are working from home, on the road or based in an office. This document will help you find your way around this software. Refer to the ShoreTel Call Manager manual for further details.

Windows Menu

Opens Call Manager viewers in the main window.

Application Button

Access configuration options and most common functions.

Assignment Menu

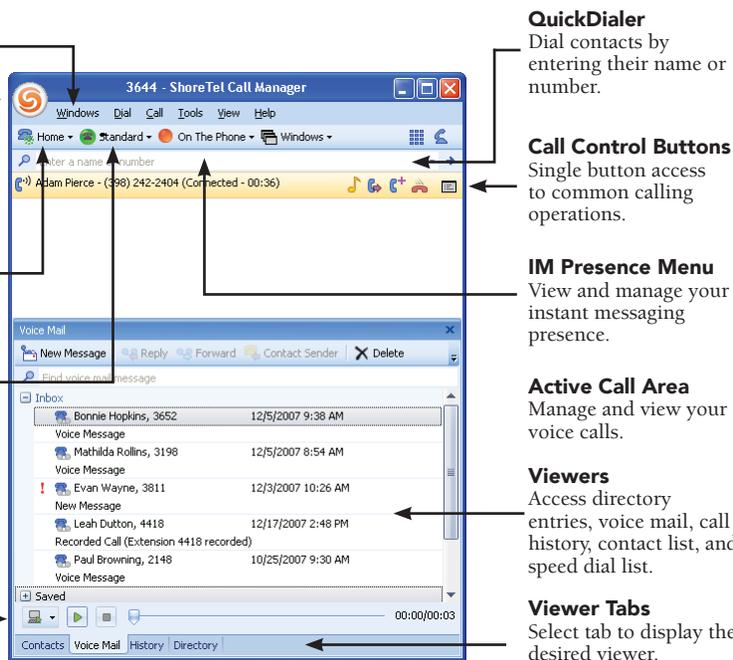
Assign Call Manager to your home device or to SoftPhone.

Call Handling Mode Menu

Swiftly change your active Call Handling Mode.

Playback Button

Listen to voice mail through your PC or your home phone.



Call Control Buttons

- Answer
- Hang up
- Hold
- Transfer
- Conference
- Video
- IM
- Call Notes

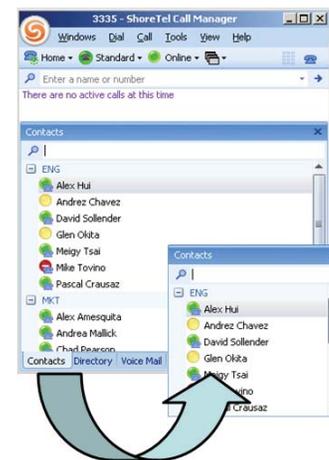
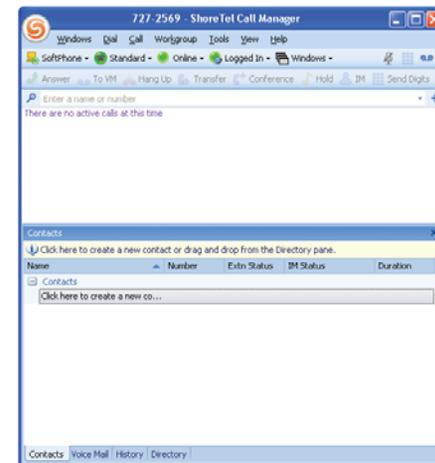
What is the Contact viewer?

The Contact viewer is available in the Professional Call Manager and Operator Call Manager by clicking the Contact tab at the bottom of the panel. A contact is a person with whom you frequently communicate. After adding a Contact in this windows, you can see that contact's phone status and, optionally, PC presence. You can organize Contacts into Groups for faster handling.

If you use the Operator Call Manager, the new Contact viewer replaces the Extension Monitor available in previous versions.

How do I create a Contact?

Place your mouse anywhere inside the Contact Windows, right click and select "Add Contact". Enter the name of the Directory entry to be added to the Contact List in the search field. All other data fields are filled with the Directory entry information and can not be edit. Select "OK" to create the Contact.



How do I separate a viewer from the main Call Manager?

To separate a panel from a viewer, point the cursor at the tab of the panel to be removed, left click and hold the mouse button, then drag the panel outside of the window boundary.

This operation is particularly useful for operators who want to have a separate view of the Contact Viewer, which replaces the extension monitor of the previous client version.

In Personal and Professional Call Manager, you enable panel placement by selecting *Options -> General*, then selecting *Enable drag-and-drop window arrangement*.

How do I dock the main window?

Call Manager provides four docked window settings, one for each edge of the computer monitor. You can access this settings by selecting the Application Button -> View, as shown here.

