ShoreTel Phones Are Hitting Desks!

Phase 2 is well underway with more than 380 County employees visiting our training room over the course of 24 classes in 5 weeks. We anticipate all coworkers in this phase to have their phones by the end of August.

Just a FEW ways these phones are an upgrade

1. **THE BIG SCREEN**—it walks you through each function, no more blind navigation!
2. **SEE MISSED CALLS**—If a caller didn't leave you a voicemail on the old phone, you had no way of knowing they called. Now you can hit <History> and look for calls with the red icon next to it.
3. **BUILT IN DIRECTORY**—don't know a department or employee's extension? No problem! Press <Directory>, spell them out, and the list shows results to match what you entered. No more thumbing through (or finding) the paper directory!
4. **CONFERENCE**—combine up to 5 people from landlines or cellular phones.
5. **HANDLE YOUR OWN CALL ROUTING**—going on vacation? Tell your phone to send all incoming calls to your backup when in 'Vacation' <State>! (or just let them go to the default voicemail!)

A SignupGenius link has been provided to the head of each department that we're ready to train. The link is also on our Telephone Training Page with several training resources.

Don't have your phone yet? Haven't been told to attend a class yet? You must be part of Phase 3 coming later this year!

Have Shared Hold or Park lines?

If your department opted to put shared Hold or Park lines on your phones, there are two ways to interact with them. When a caller is PARKED to a shared line, their ID and time ticker will appear next to it. You can either:

1. Press <Unpark> softkey then the line's bubble to move that caller over to your extension. This frees up that shared line for another co-worker to temporarily park a caller.

2. Press the shared line's bubble to interact with the caller on that line. Note: this ties up that shared line so that coworker's can't use it.

Q: When I call a citizen, client, or non-ShoreTel phone user, will they see my phone number or an alias?
A: *Each extension or department can pick whether they want their extension to be shared or kept anonymous.*

Q: What's the difference between <Transfer> & <Park>?
A: *Transferring a caller only gives them a few rings before they're dumped into the recipient's voicemail. Parking gives your coworker 2 minutes to service the caller before they're ultimately bounced back to you.*

Q: Can I get a shoulder-rest for my handset?
A: *Yes! Have your department head submit a count to telephone@wcoh.net. They're ~$8.*

Q: How do I call an outside line?
A: *Same as on the old phone, dial 8+(area code) phone number.*

Q: How many total phones can be on a conference?
A: *5 total—you plus 4 other people. Any ShoreTel user can add people to a conference call and it will stay up as long as one ShoreTel user is on the conference.*

Q: Why Should I use the State Button?
A: *It lets coworkers see your availability in the directory (the icon left of your name), and it routes your incoming calls to your preferred location—by default, options 2-6 all send callers to your voicemail. Or you can customize and forward calls to a coworker's extension or your mobile phone.*