TELECOM
Warren County • Ohio

ShoreTel 485 VOIP Phone

WARREN COUNTY ohio
Public Safety Network

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TELECOM
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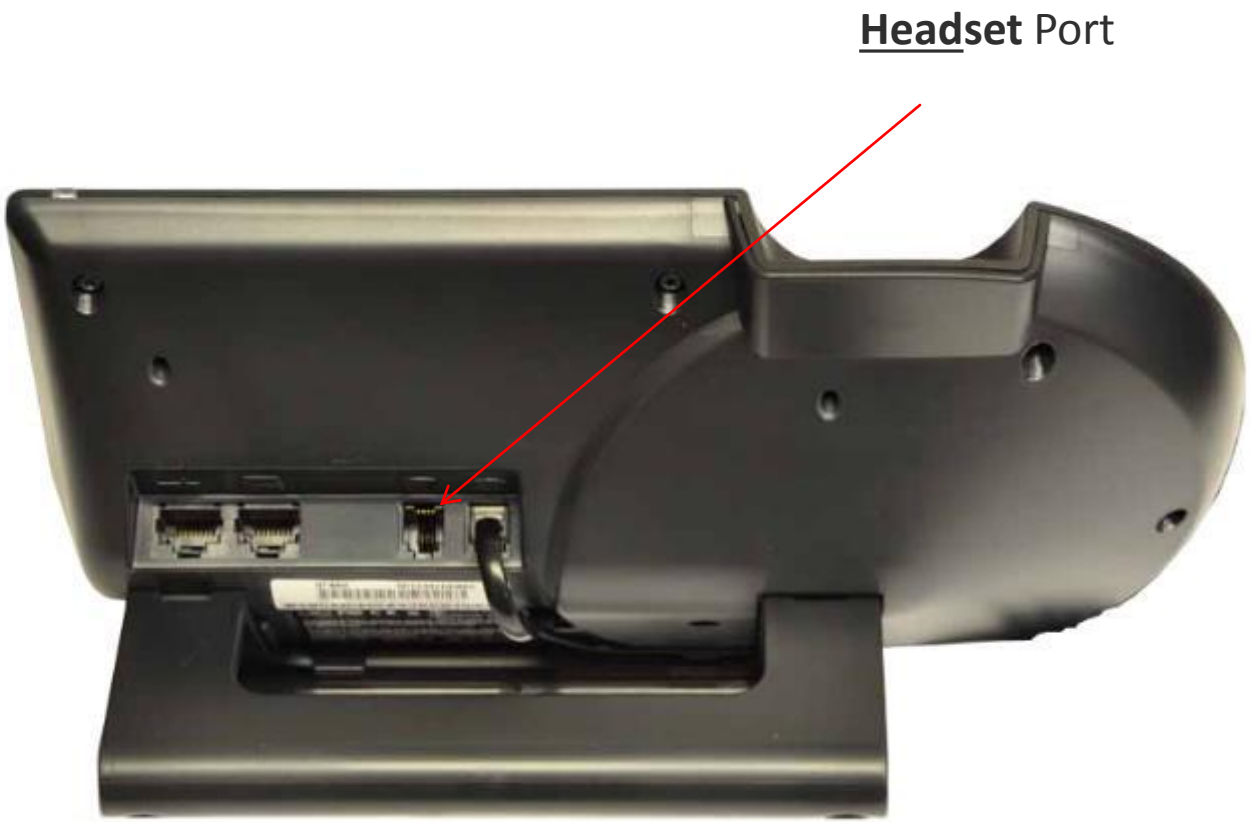
Warren County
Telecom

HEADSET PORT



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“DATA IN” PORT

Data **IN** Port.
(From the Wall)

Do not unplug this as it can break the connection with your computer. Contact Telecom for any fixes.

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Volume Control

VOLUME control with real time preview

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Headset Button

To answer/hang up on your headset. Or tap your headset button if applicable.

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Mute Button

Mute yourself to have side conversation, holler down the room, or not interrupt a large conference call.

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Speaker Button

Press to answer / hang up a speaker phone call.

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Phone Speaker

Phone Speaker
(Under Handset)

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Microphone

Hands Free Mic on bottom of Phone. Meant to bounce voice off desk/flat surface. Very sensitive and can pick up noise from across the room.

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Display

Color Display(not touch screen)
Time, Date and Softkey Labels

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PERSONAL LINE BUTTONS

Eight Personal Line Buttons
can be programmed as door openers, PARK lines, call recorders, etc

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SOFTKEYS

Five Softkey Labels. Function (word above) changes based on action you're performing, screen you're on.

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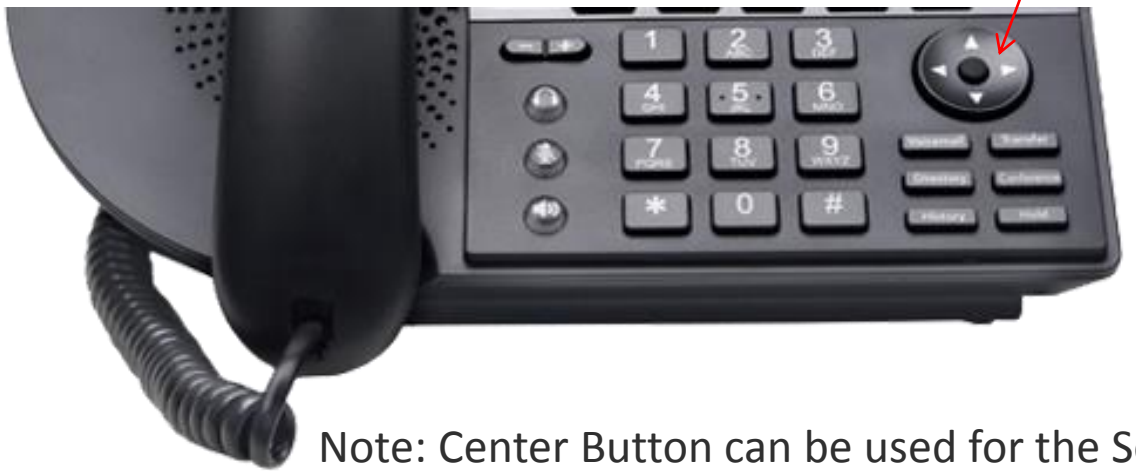
4-WAY NAVIGATION BUTTON

4-Way Screen Navigation Button



Note: Center Button can be used for the Select or OK function

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FORCING TO VOICEMAIL / LEAVING A VM

- INTERACTIVE *Pair up and call each other.*
  - Receiver: DON'T ANSWER. Hit softkey "To VM" once your phone starts ringing to force into VM.
  - Caller: skip voicemail greeting by pressing # then leave a voicemail.
- STOP ONCE BOTH HAVE A FLASHING RED LIGHT ON PHONE.

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Missed Call & Voicemail Icons

Missed Call and New Voicemail Information

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PICKUP

[pickup] → [extension]

- Answer your extension from someone else's device.
- Answer someone else's extension from your device.

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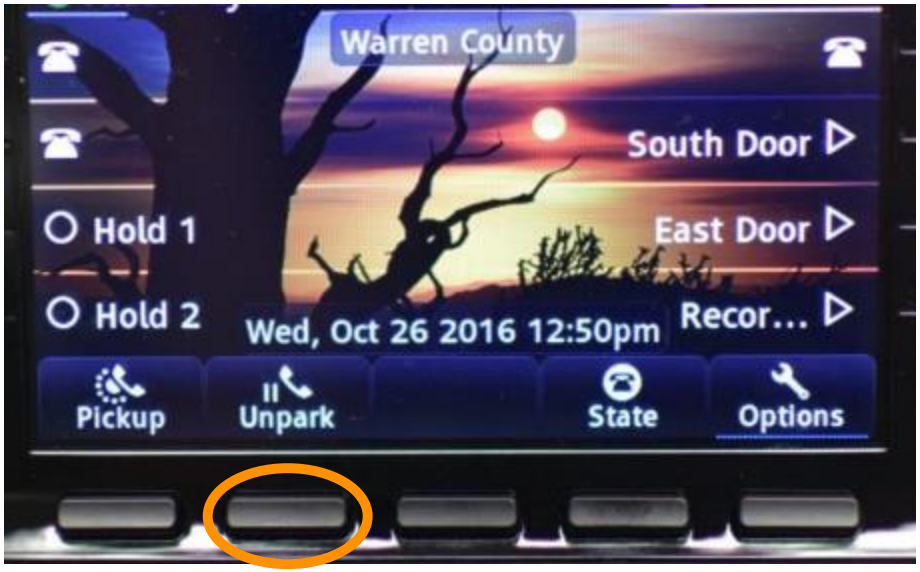
PARKING/UNPARKING HOLD LINES

UNPARKING CALLER FROM A HOLD LINE

1. Hit <UNPARK>
2. Hit circle button of line you want to retrieve.
   (This frees up the hold line for other calls and moves the caller over to your extension)



PARKING TO

1. Answer Call
2. Hit <PARK> softkey *(only appears when on a call)*
3. Hit circle button of destination line – their name/# will attach to it.

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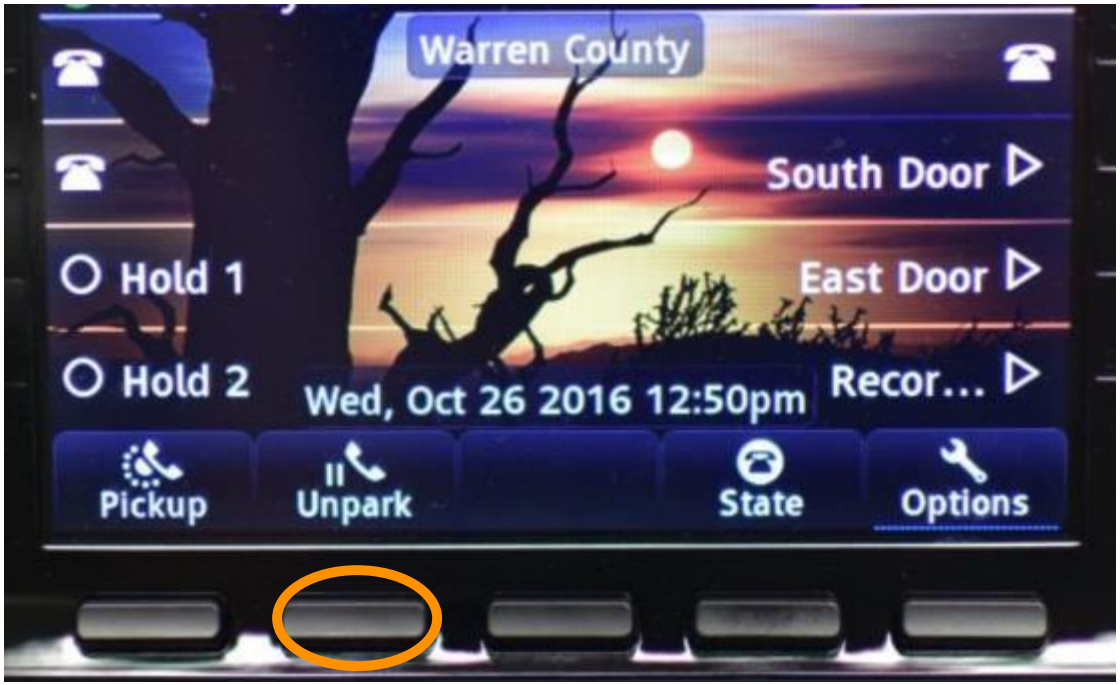
UNPARKING FROM COWORKER'S EXTENSION

If requested to 'grab a call' from your coworker's phone

1. Hit <UNPARK>
2. Enter coworker's extension & retrieve their caller



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INTERACTIVE: parking to coworker's phone

PARKING BUYS YOU 2 MINUTES TO SERVICE A CALLER AND IS LESS INTRUSIVE THAN A RINGING PHONE AND RUSH TO ANSWER BEFORE IT HITS VOICEMAIL. CALLER HEARS ELEVATOR MUSIC.

- Get in a group of 3 phones

1. Phone 1 calls Phone 2.
2. Phone 2 answers and determines the caller needs Phone 3.
3. Phone 2 PARKS the call on Phone 3's extension.
4. Person 3 DOESN'T ANSWER. Their line button blinks.
5. Hear a 'beep backs' at 0:10 and 1:10.
6. After 2:00, the call ships back to Phone 2 to answer. If they're not there, the call goes to their voicemail.

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STATE

Your STATUS visible from directory, each handling incoming calls how you determine (answer, straight to voicemail, forward to different extension or phone number).

Press the numeric key of the option you want to choose. OR use 4-way navigation arrows to highlight your preferred status then press center circle to select. Line bubbles turn orange when in an away state.

OPTIONS

Default out-of-the-box password: 123456
You're forced to change it after first use to another 6-digit password.

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OPTIONS (opening page)

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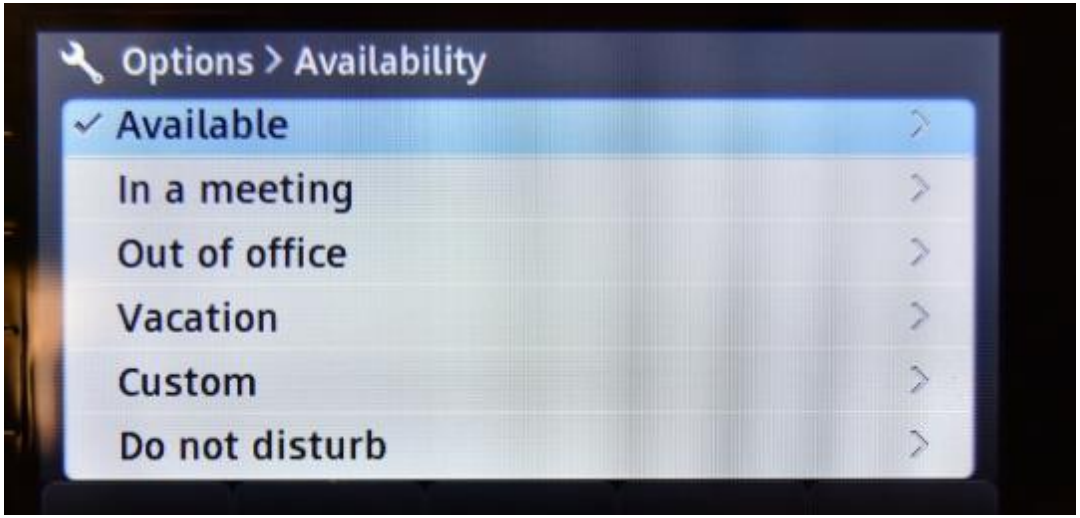
OPTIONS (telling your phone how to handle calls for each Availability State)



Arrow down to the State you want to configure, then right arrow.

back out of the screen using your <BACK> softkey. Using the left arrow will likely toggle your Forward Calls frequency to the wrong thing, often resulting in orange circles even when Available

E.G. You're going on vacation & supervisor wants a coworker handling your calls.

1. Tell phone WHEN to forward calls while on Vacation. Default is Always.

2. Default destination is your voicemail (6101). Clear that out and change to 695-#### if a coworker is handling your calls while on vacation. Change to 1(###)###-#### if to a mobile phone.

3. Simulring OFF means your phone doesn't ring, only the destination.

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OPTIONS: indicate your headset type

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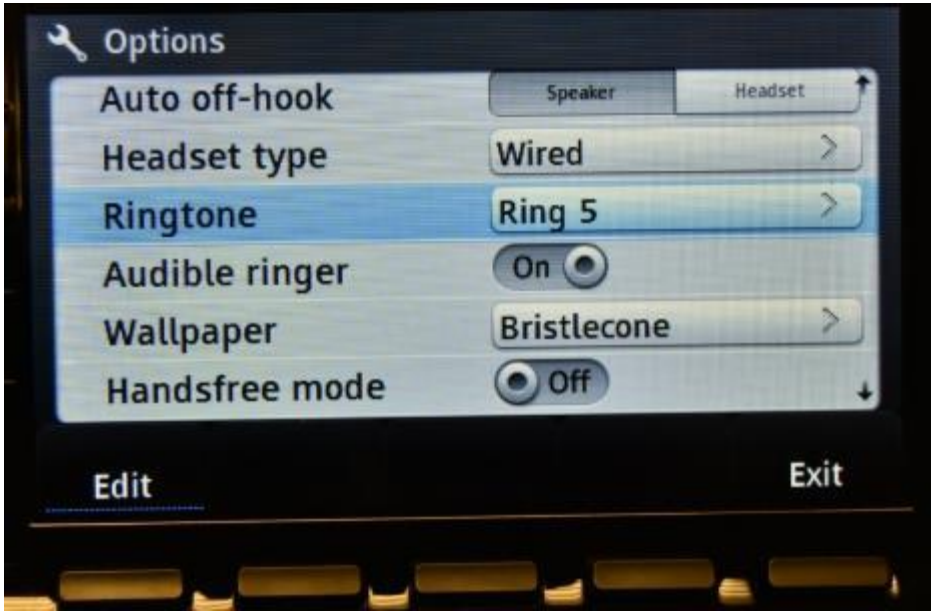
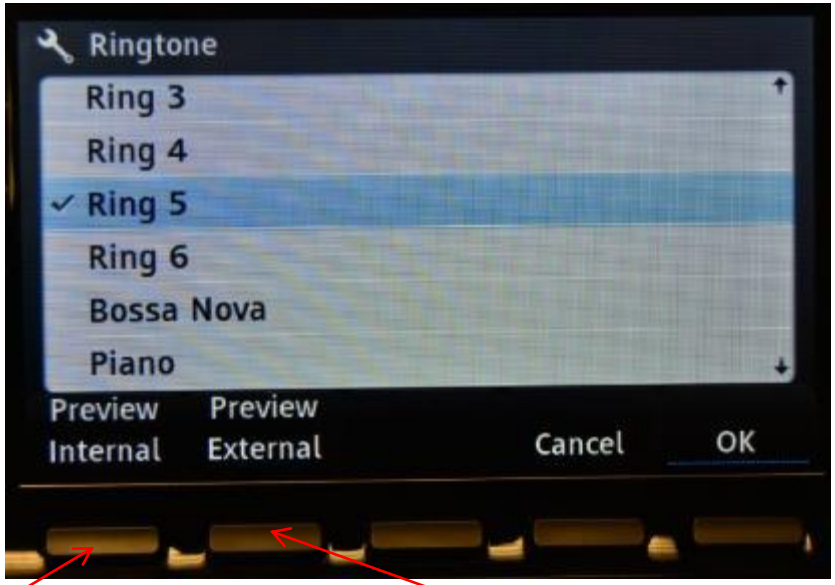
OPTIONS: Ringtones





Preview how ringtone sounds when an INTERNAL ShoreTel phone calls you.

Preview how ringtone sounds when EXTERNAL phone calls you (mobile phone, citizen, neighboring County or agency you work with)

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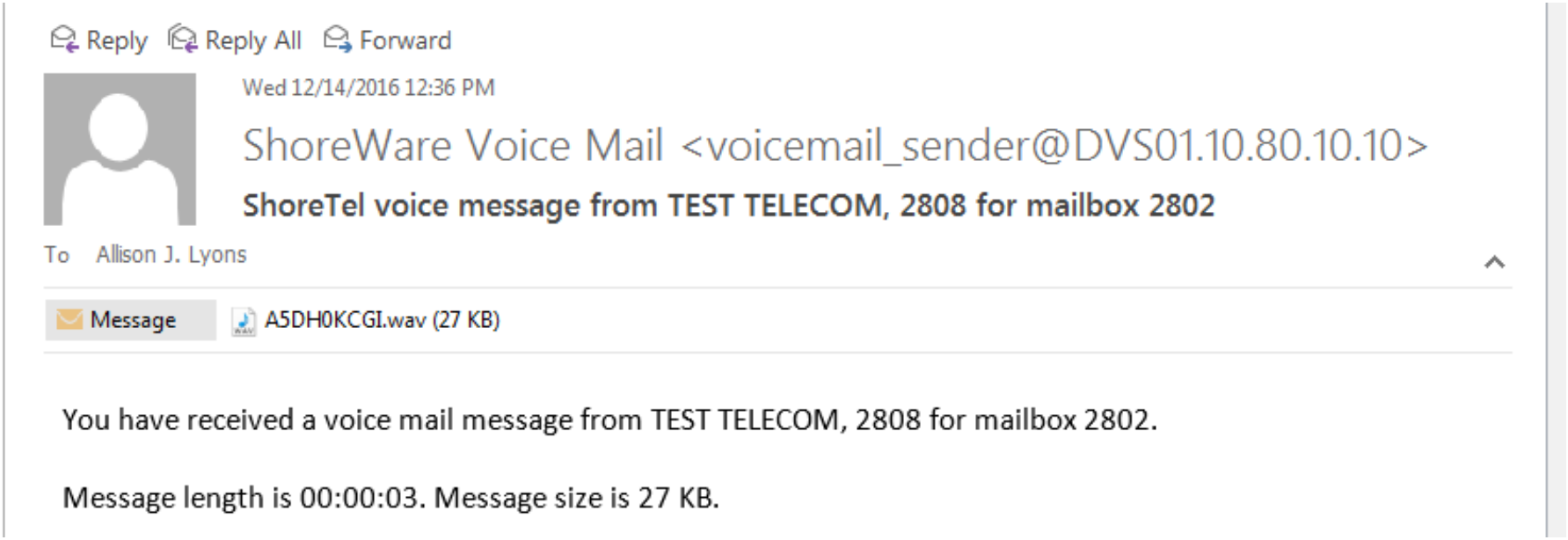
OPTIONS: Wallpaper

Can’t do personal images like pets, spouses, children, sports teams.
Telecom will load your department logo or the County seal for custom background.

VOICEMAILS STILL GO TO YOUR EMAIL



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VOICEMAIL

Out-of-the-Box password is 123456 then you'll be forced to change it to another 6-digit password.

Enter Password then press OK

Voicemail Button (Pswd Protected)

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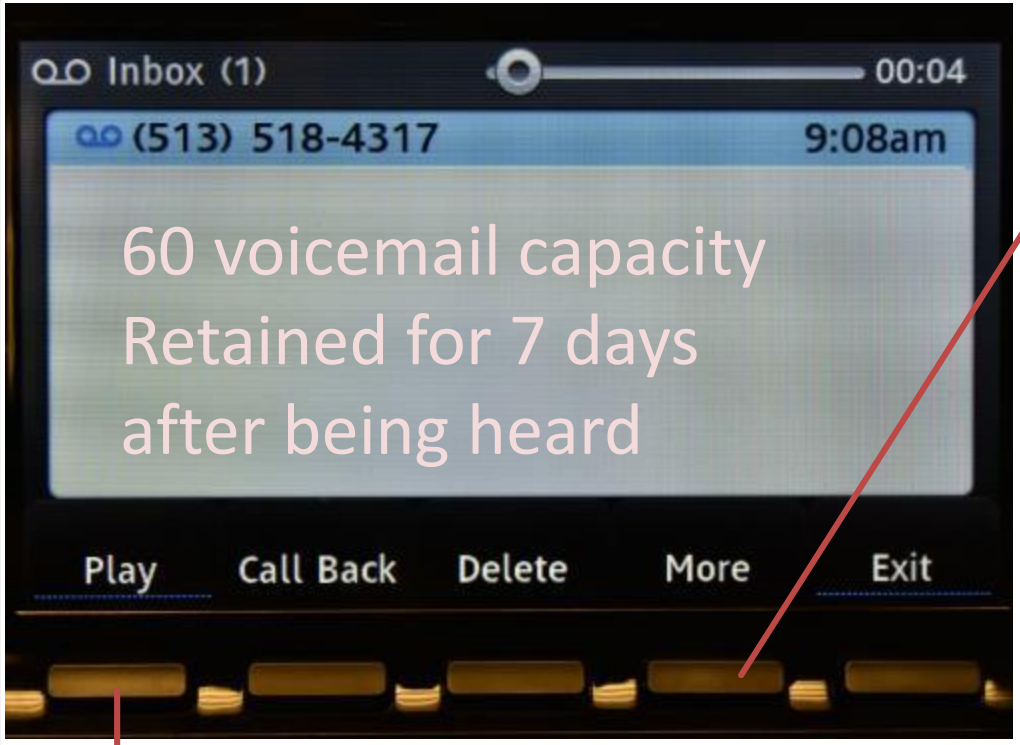
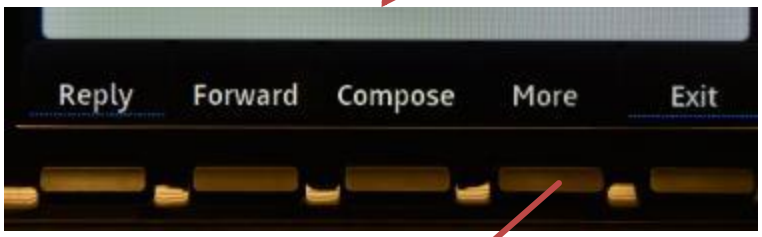
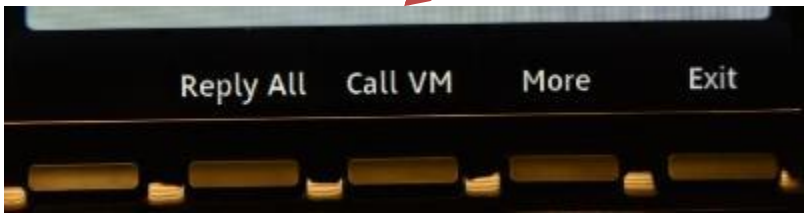
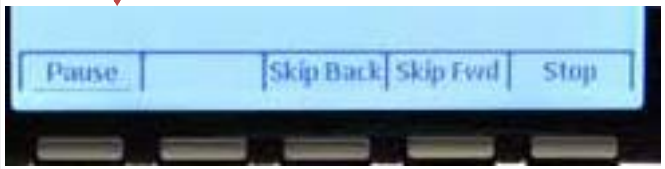
VOICEMAIL (4 rows of Softkeys)









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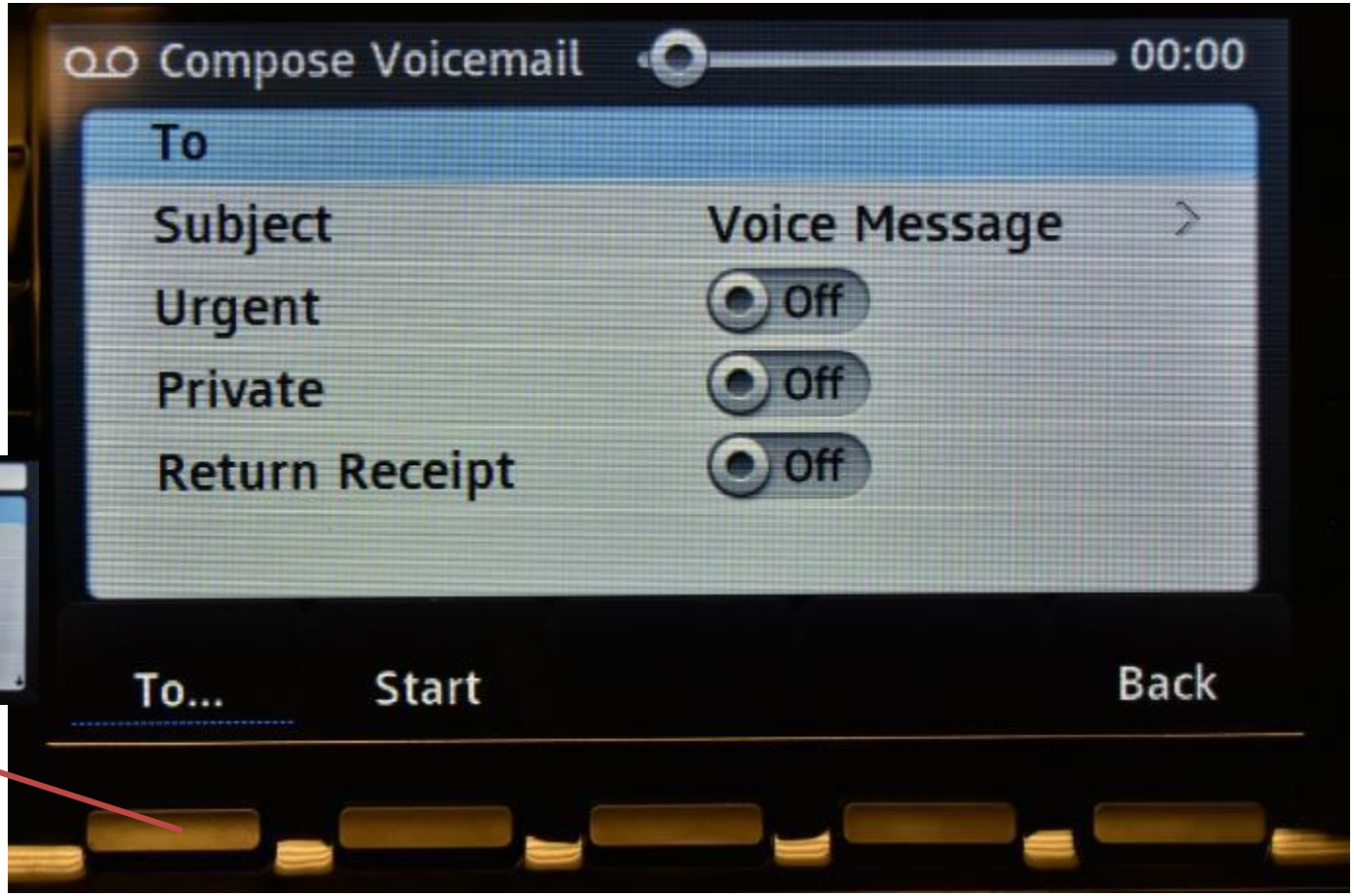
VOICEMAIL (Replying / FWD / Composing)



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RECORDING YOUR VOICEMAIL GREETING

- “#”
- “Password” “#”
- Option 7 for Mailbox Options
- Option 1 to record greeting
- “#” to end recording
- “#” to accept recording

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CUSTOM VOICEMAIL GREETING PER STATE

1. Press <voicemail> button
2. Press <Call VM> softkey
3. Enter Password then press #
4. Option 7
5. Option 2 – will prompt you to press the below # for the availability you want to 'configure'
    1. Available
    2. in meeting
    3. out of office
    4. Vacation
    5. Custom
    6. Do not disturb
6. Option 1 to record the greeting.
7. Record your greeting and press "#"
8. Repeat steps 5-7 for each availability status that you want a different voicemail greeting for.

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CHECKING VOICEMAIL FROM HOME / MOBILE

1. CALL 695-7001
2. Follow prompts

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DIRECTORY

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Directory (Dynamic Type-Ahead Search)

Spell a first or last name by hitting the letter's corresponding key once
E.G. 2 = A 5 = L 5 = L 4 = I filters the list to names or extensions that match what you're entering (ALLI) and (ext 2554)

Examples: Susan = 78726 / Byrd = 2973

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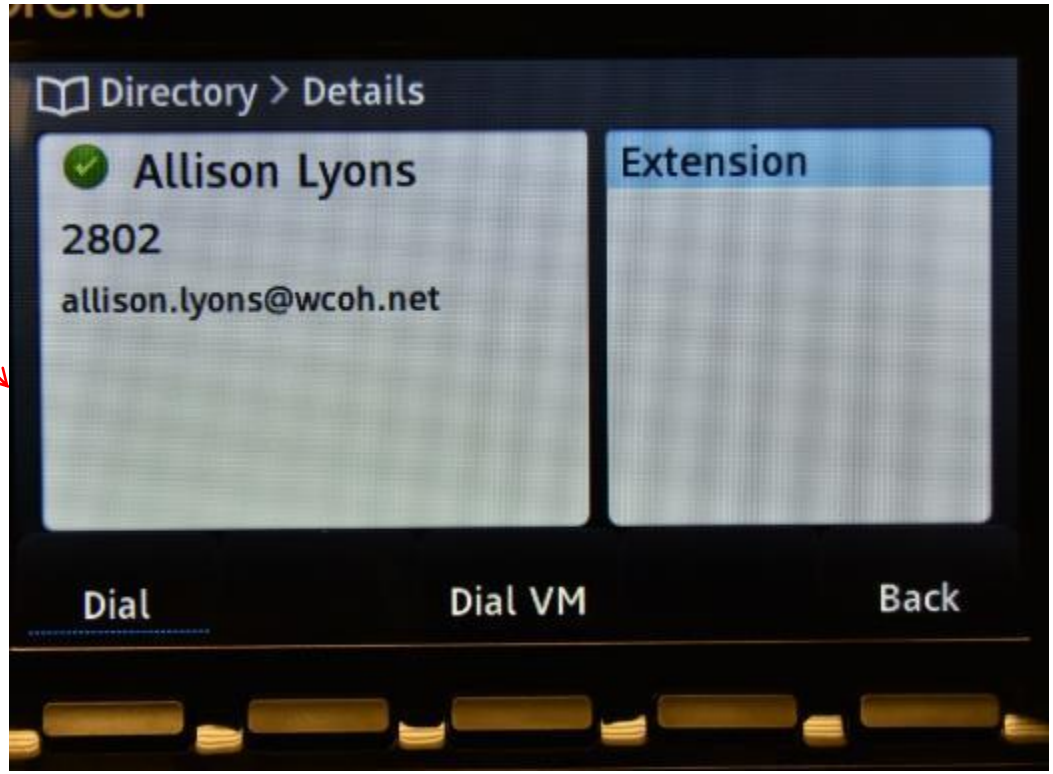
Directory (Opening a Name Card)



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HISTORY

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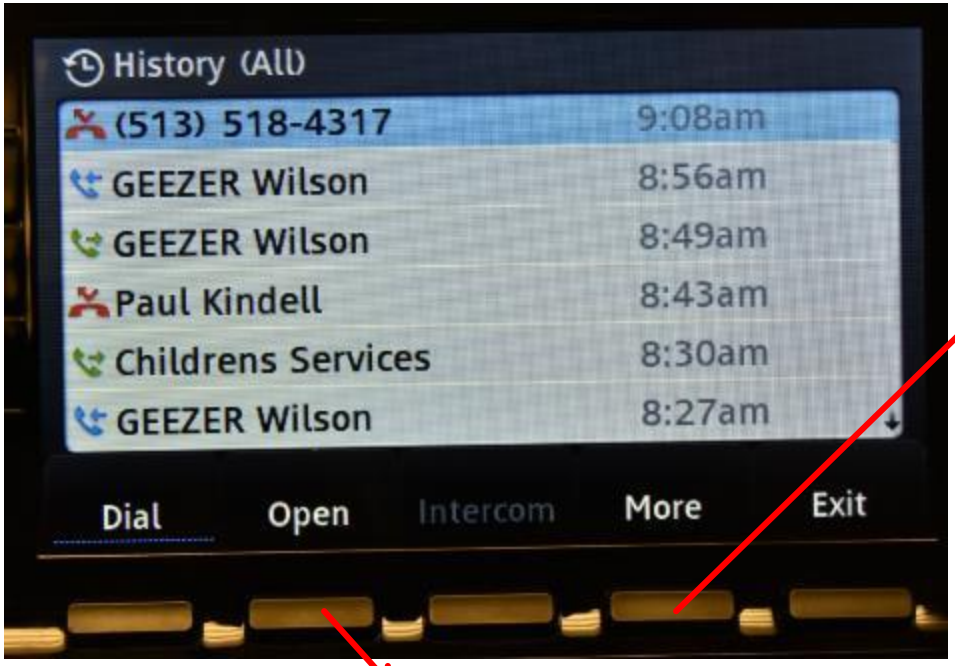
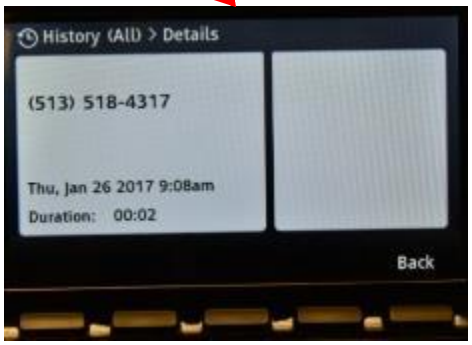
HISTORY (Opening Call Details / Filtering)





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TRANSFER

To BLIND transfer

1. Answer Call
2. Press <Transfer>
3. Enter Extension
4. Press <Transfer>
5. Hang Up
6. Coworker sees the transferred caller on Caller ID

To CONSULT/ ANNOUNCED Transfer

1. Answer Call
2. Press <Transfer>
3. Enter Extension & stay on the line *Coworker sees YOU on caller ID
4. When recipient answers, explain purpose of transfer
5. Hang up

***GREAT FOR TRANSFERRING DISGRUNTLED CALLERS

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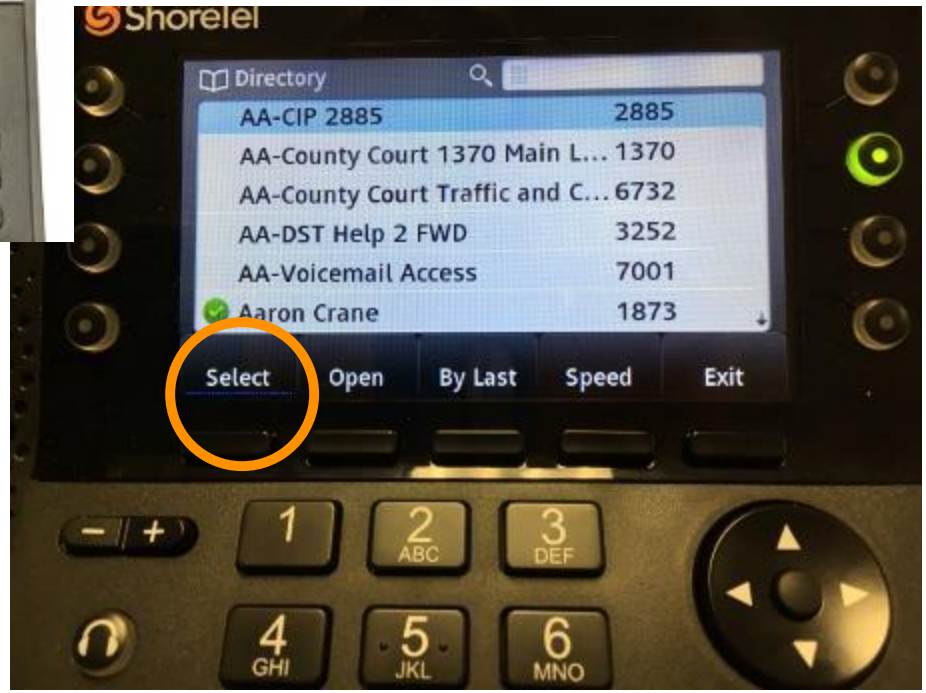
TRANSFERING THROUGH DIRECTORY LOOK-UP



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Canceling Transfer

Hint: Pressing the Cancel softkey connects you directly back to the original caller.
E.G. if intended recipient doesn't pick up / can't service the caller / the caller does NOT want voicemail / you misdial.

Cancel Button to cancel the Consult Transfer

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Sending Caller to someone else's VM

1. Press <Transfer>
2. Press <MORE>
3. Enter Extension
4. Press <To VM>

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CONFERENCE

Any ShoreTel user can add/drop callers to a Conference Call. The burden doesn't fall on one moderator. The conference will stay standing until the last ShoreTel phone drops off.

You can combine ShoreTel phones, mobile phones, outside landlines into a conference.
Dial 8+(###)###-#### to bring in outside lines.

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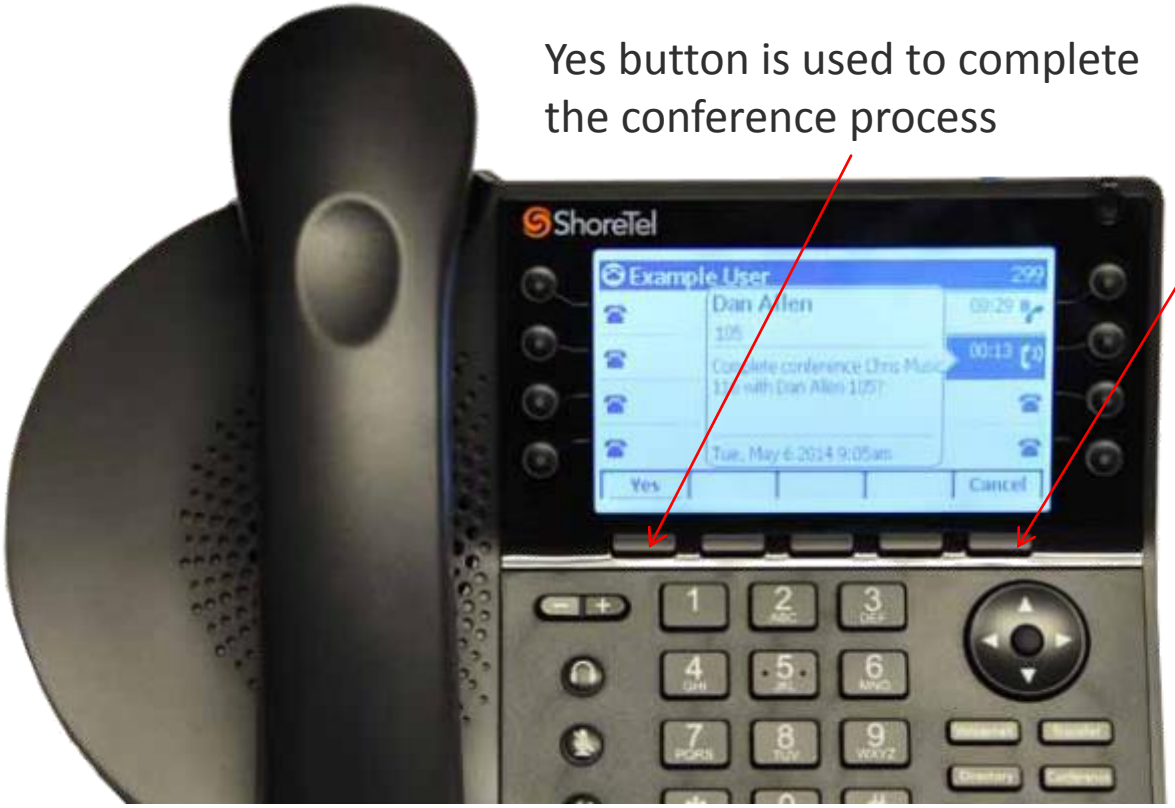
CONFERENCE



Yes button is used to complete the conference process

Cancel the ADDITION to the conference. You will be connected directly back to the remaining people on the conference.

Moderating a 5-person Call

1. Call Person #2
2. Press <Conference> and dial Person #3 . If they accept, press <Yes>.
3. Press <Conference> and dial Person #4. If they accept, press <Yes>.
4. Press <Conference> and dial Person #. If they accept, press <Yes>.

**As you're adding someone into the conference, your conversation is in complete confidence until you press the <yes> button. People already entered into the conference are separately corralled together able to interact.

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CONFERENCE

<Show> the individual callers
Involved in the conference.

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CONFERENCE

Drop button is used to disconnect the person highlighted in blue.

Ways to add a dropped person back into the Conference

1. **You initiate it** - press <Conference> and dial their number. If they accept, press <yes>.
2. **The dropped person initiates it** by calling a ShoreTel user who is on the conference call. If they call you, your 2nd phone line (bubble) will flash with their ID attached to it. Answer their line and press <Merge> softkey to combine them into your other ongoing line.

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HOLD

<Hold> someone on YOUR Extension.
You get a ‘beep back’ at :10 and 1:10 reminding you put someone on hold.
To place someone on a SHARED HOLD/PARK group, <PARK> them to the hold group.

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ASSIGN / UNASSIGN

You can assign your IDENTITY (extension, wallpaper, ring tone, call history, password) to any WC ShoreTel phone. Great for conference room phones, shared work spaces, need to evacuate/relocate.

THE STEPS

- Voicemail → Password → Call VM → Extension → Password → Option 7 → Option 3
- 1: assign
- 2: unassign

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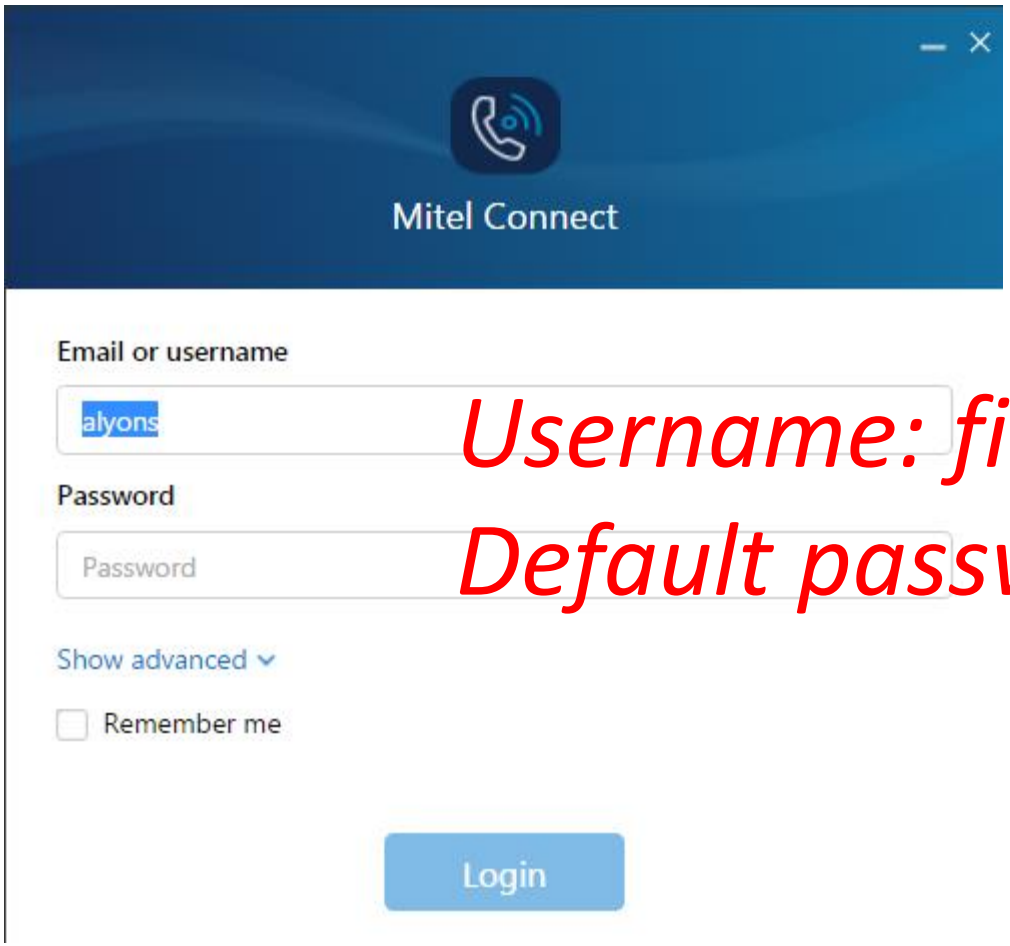
TELECOM
Warren County • Ohio

ShoreTel Connect Client

A desktop application to interact with your phone… without ever touching your phone! Contact Warren County IT to get it installed on your computer.

WARREN COUNTY ohio
Public Safety Network



Username: firstinitiallastname

Default password: changeme

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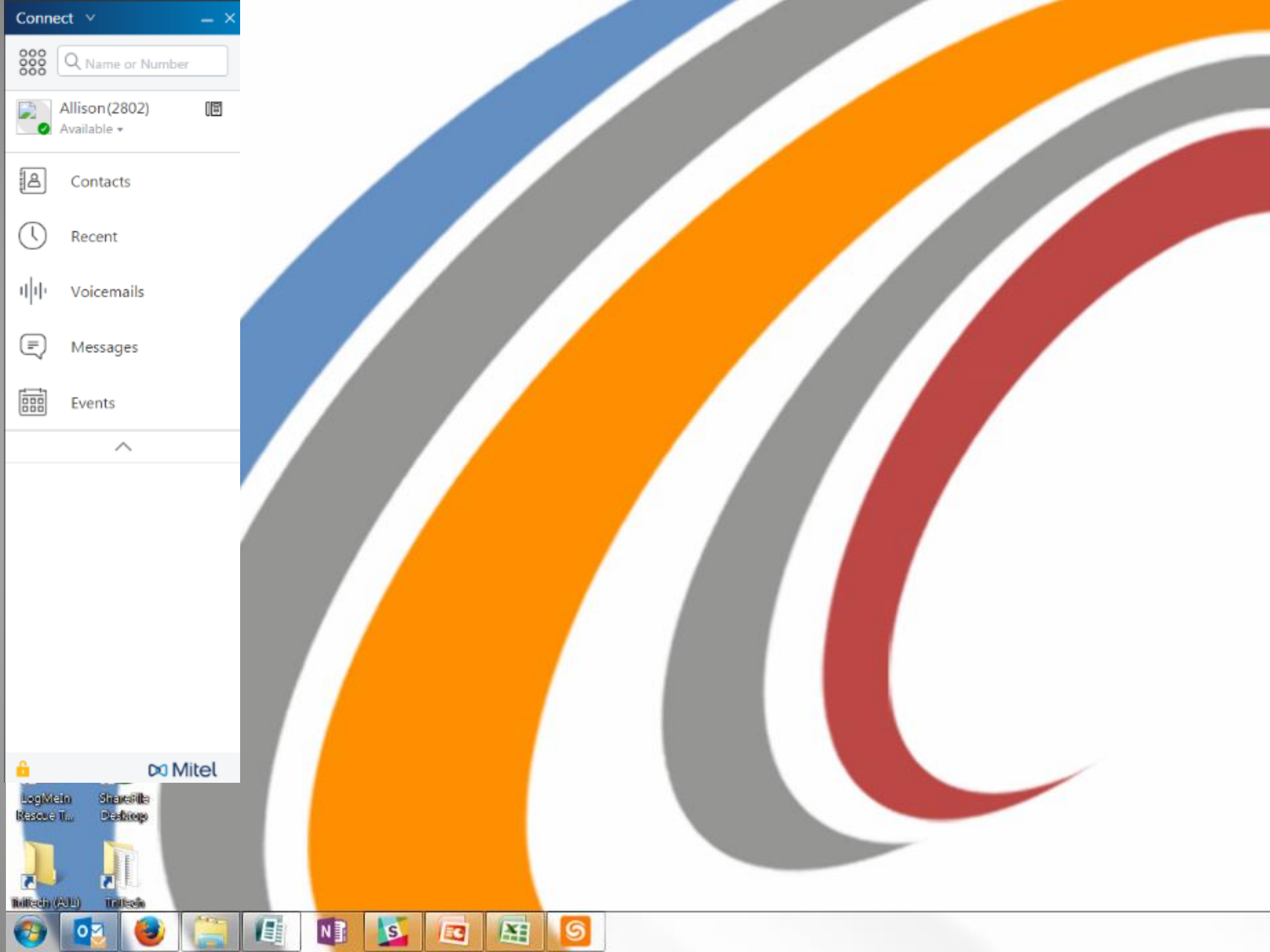
Connect
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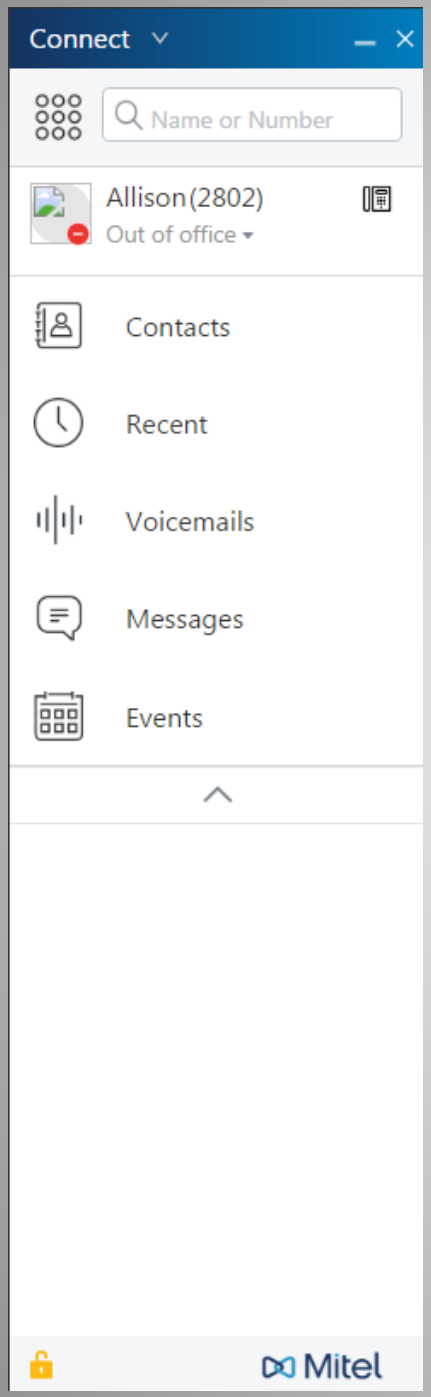
Allison(2802)
Available
Contacts
Recent
Voicemails
Messages
Events
Mitel
LogMeIn Rescue T...
ShareFile Desktop


Connect
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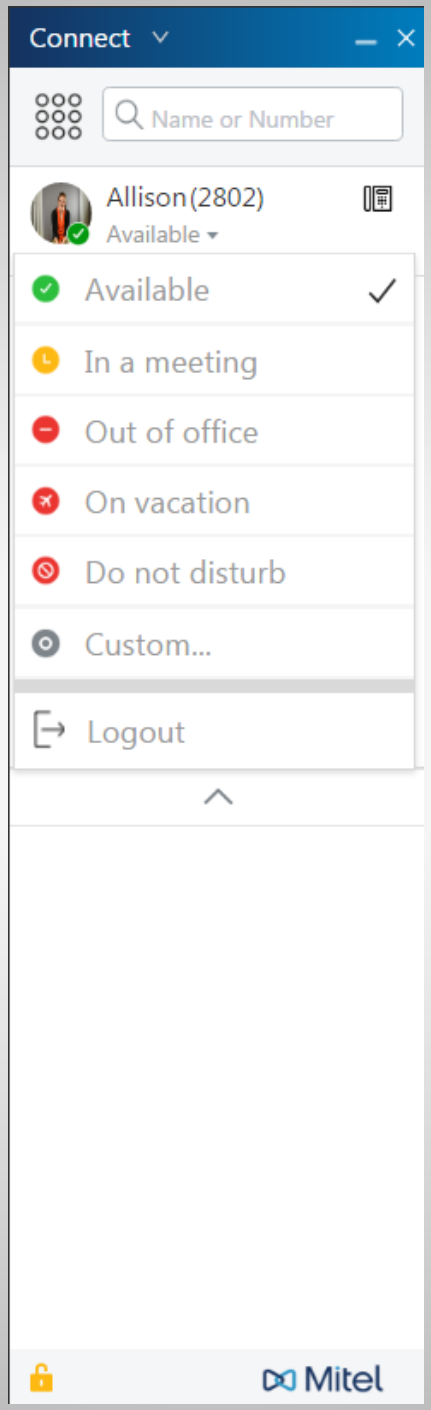
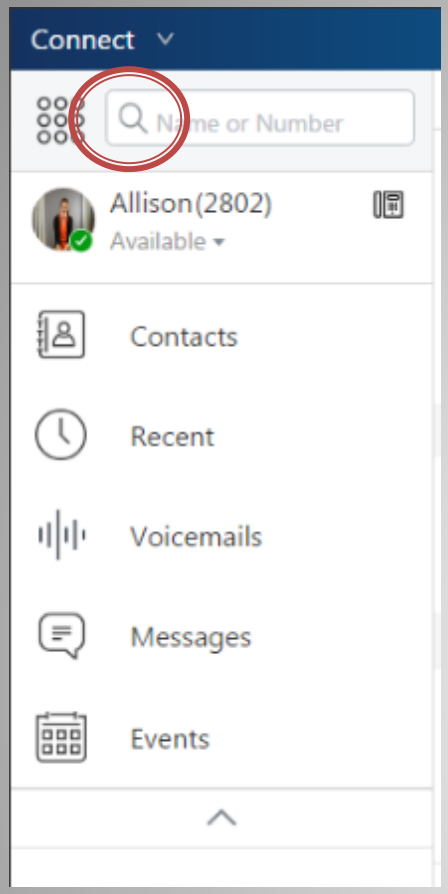
Allison (2802)
Out of office
Contacts
Recent
Voicemails
Messages
Events
Mitel


Connect
Name or Number
Allison (2802)
Available
Available
In a meeting
Out of office
On vacation
Do not disturb
Custom...
Logout
Mitel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Contacts
Recent
Voicemails
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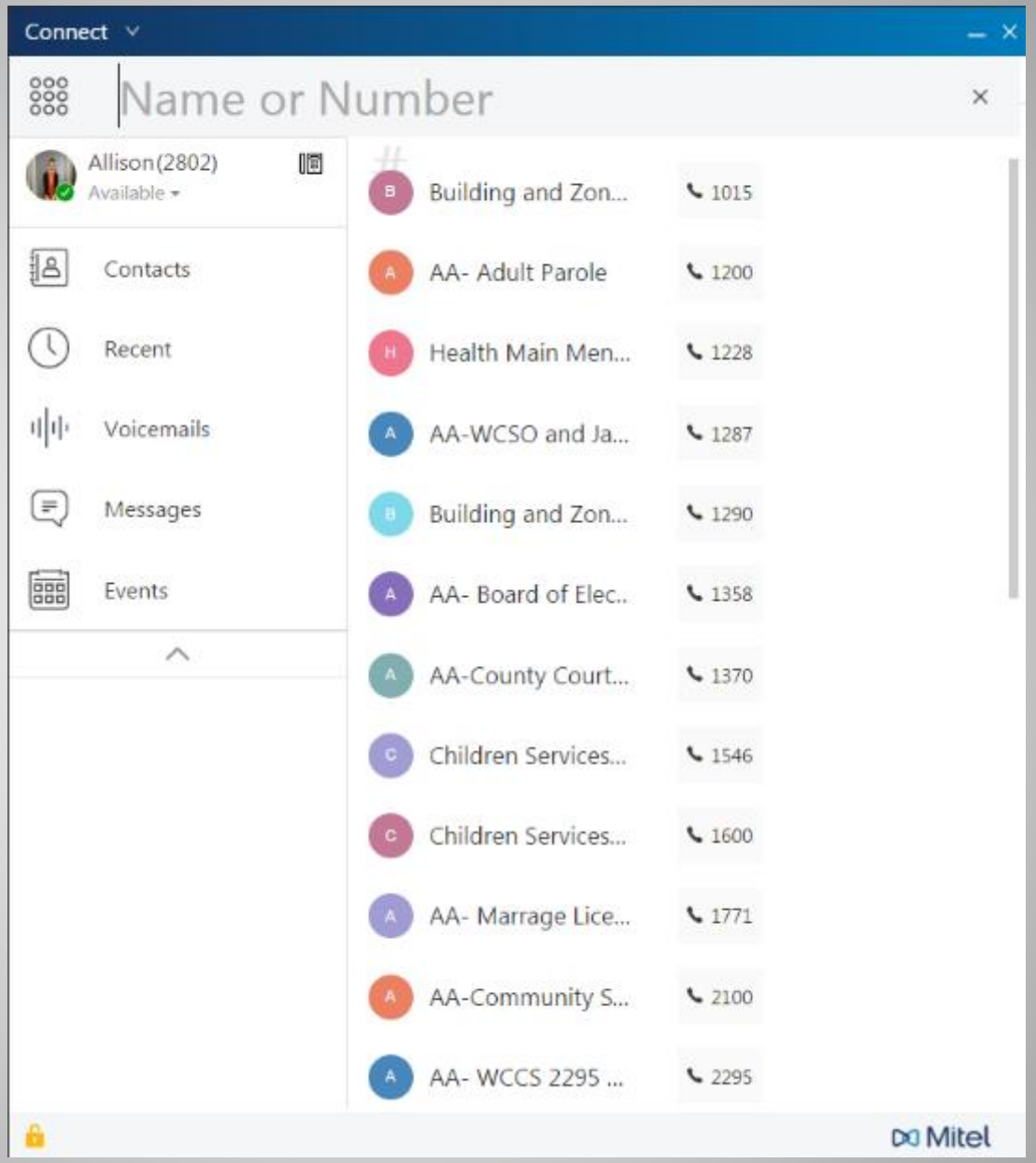
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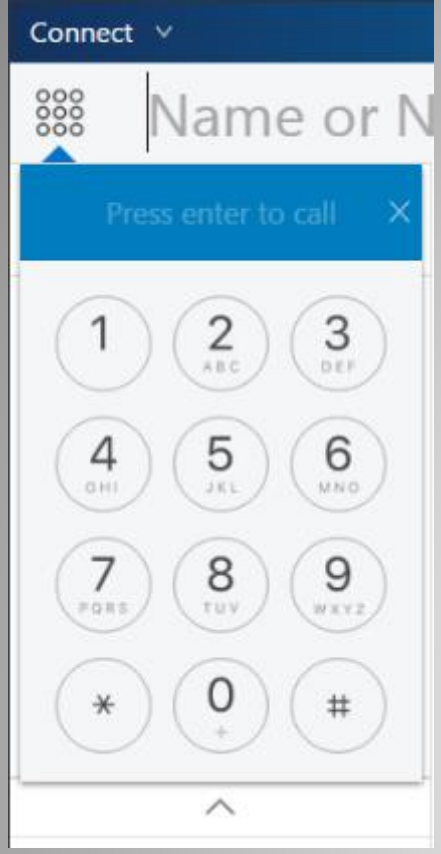
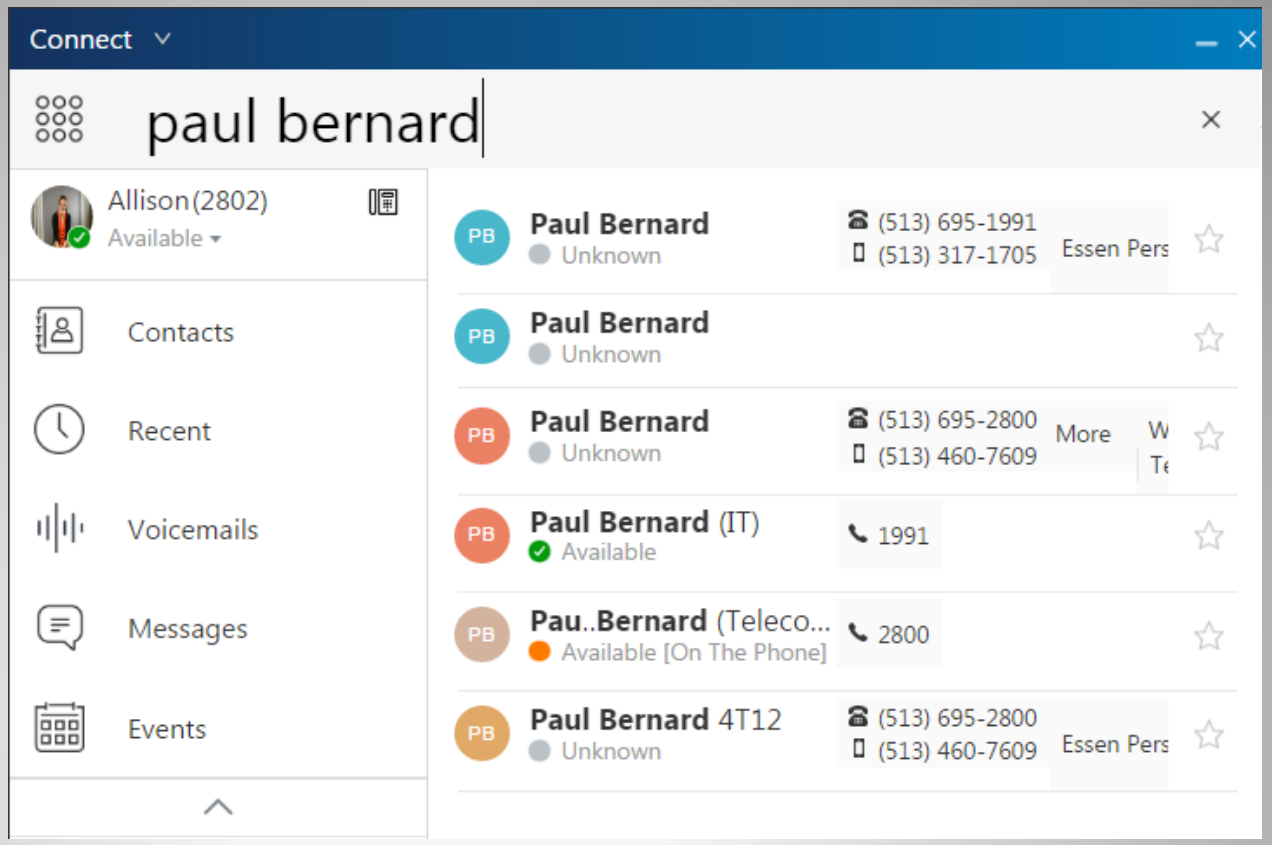
Building and Zon... 1015
AA- Adult Parole 1200
Health Main Men... 1228
AA-WCSO and Ja... 1287
Building and Zon... 1290
AA- Board of Elec.. 1358
AA-County Court... 1370
Children Services... 1546
Children Services... 1600
AA- Marrage Lice... 1771
AA-Community S... 2100
AA- WCCS 2295 ... 2295
Mitel


Connect
Name or N
Press enter to call
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 +
#


Connect
paul bernard
Allison(2802)
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Messages
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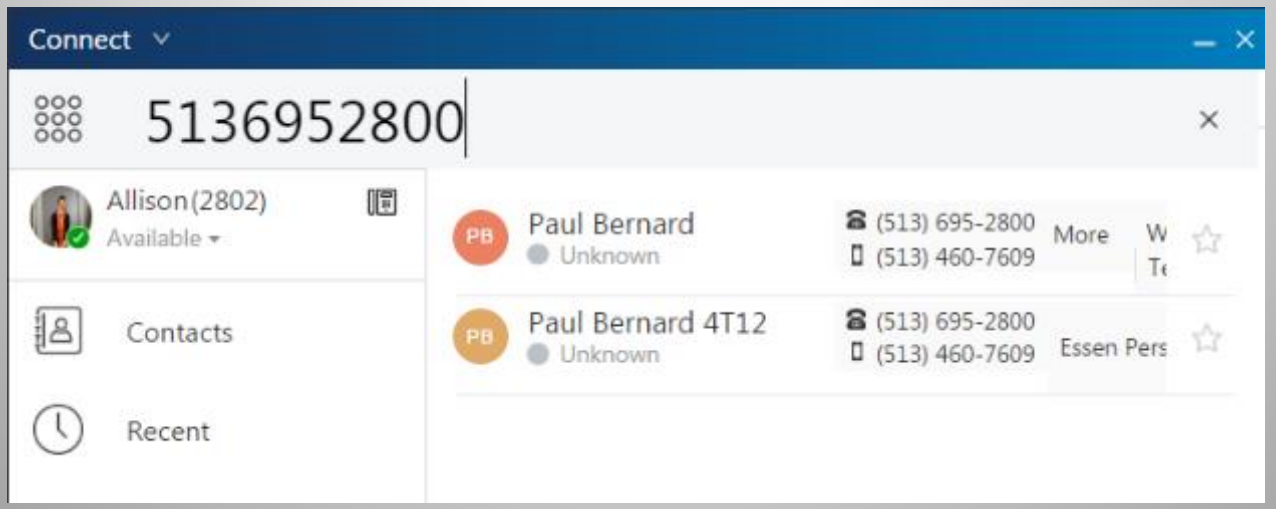
PB
Paul Bernard
Unknown
(513) 695-1991
(513) 317-1705
Essen Pers
PB
Paul Bernard
Unknown
PB
Paul Bernard
Unknown
(513) 695-2800
(513) 460-7609
More
PB
Paul Bernard (IT)
Available
1991
PB
Pau..Bernard (Teleco...
Available [On The Phone]
2800
PB
Paul Bernard 4T12
Unknown
(513) 695-2800
(513) 460-7609
Essen Pers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Recent
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Paul Bernard
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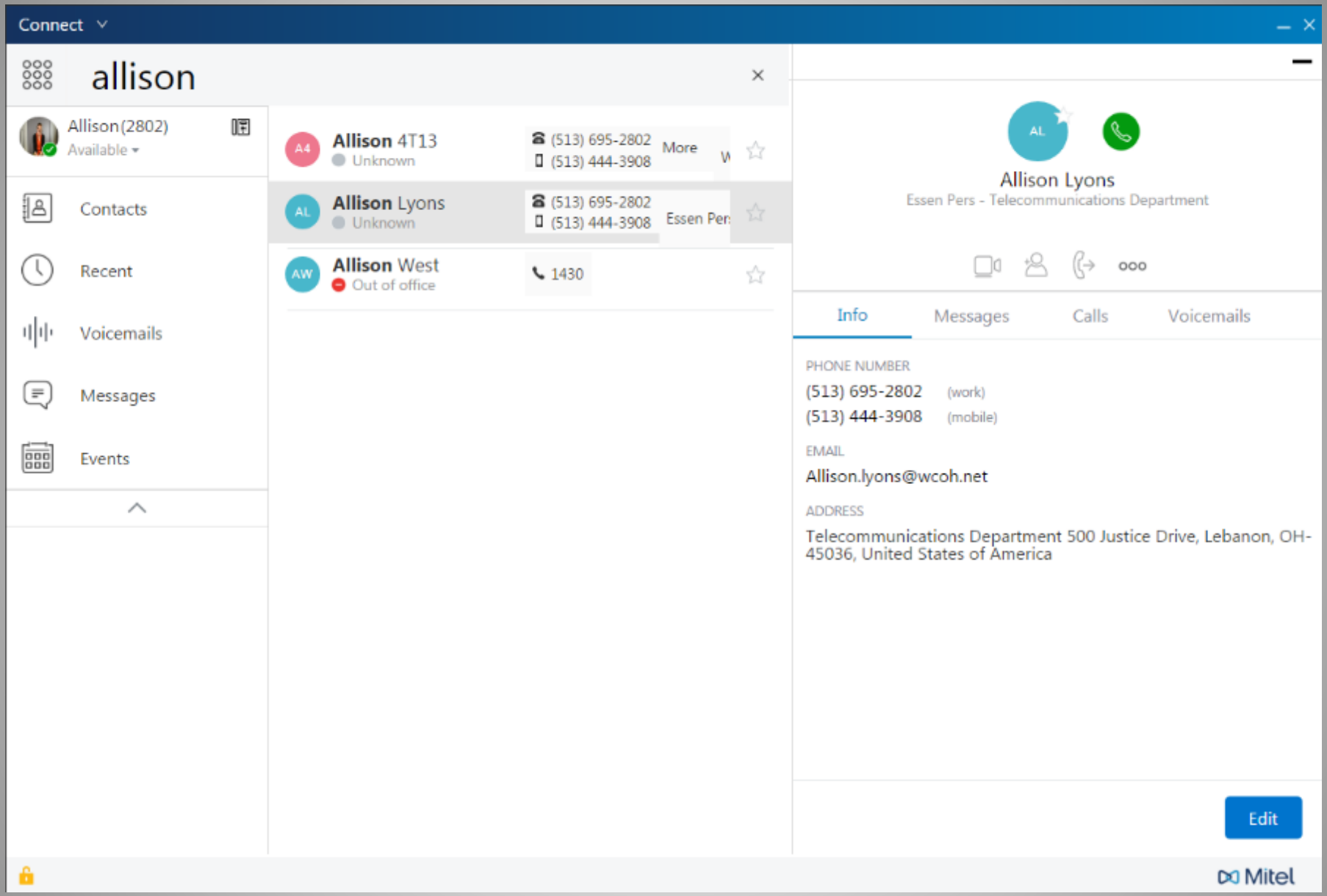
Connect
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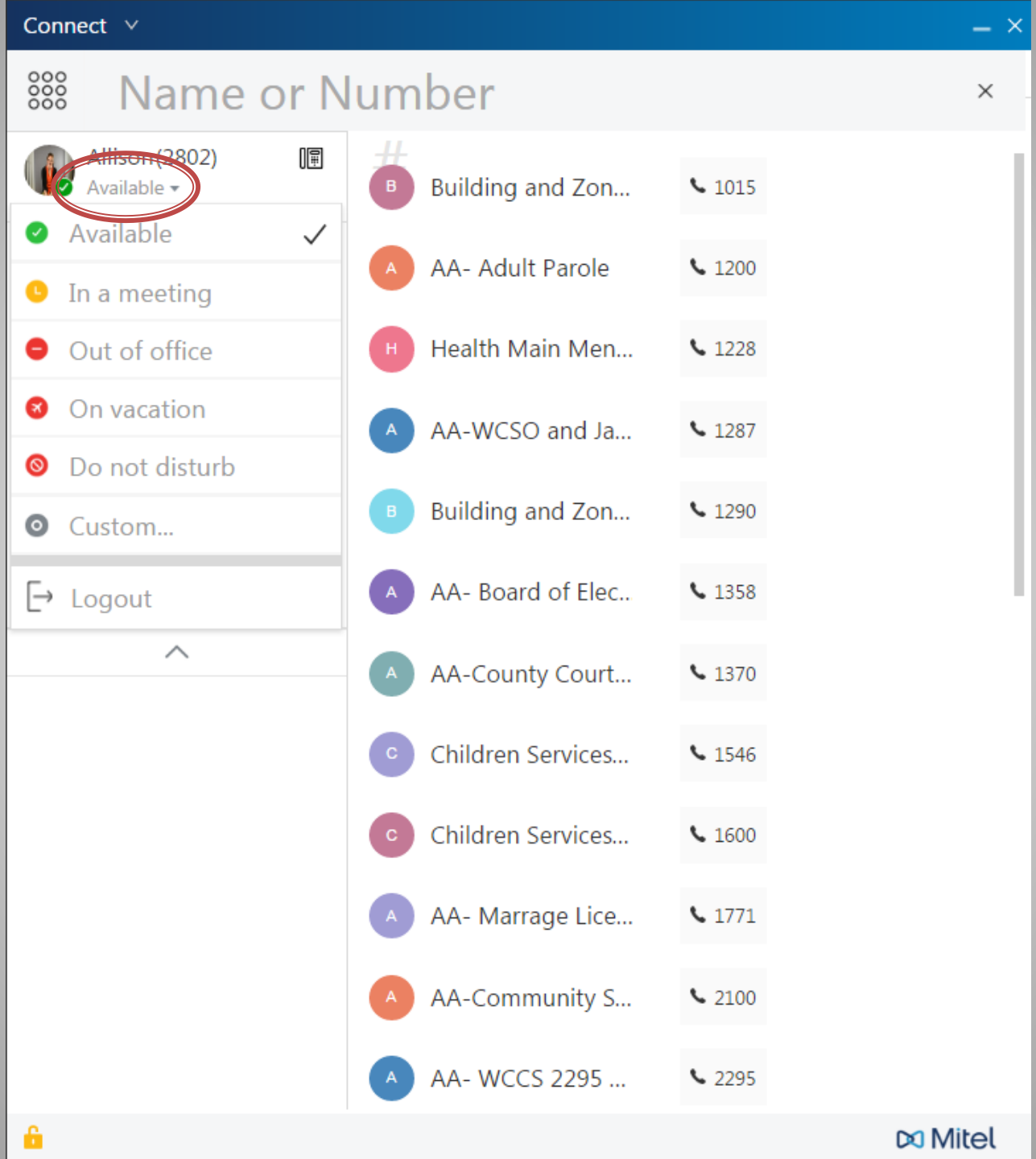
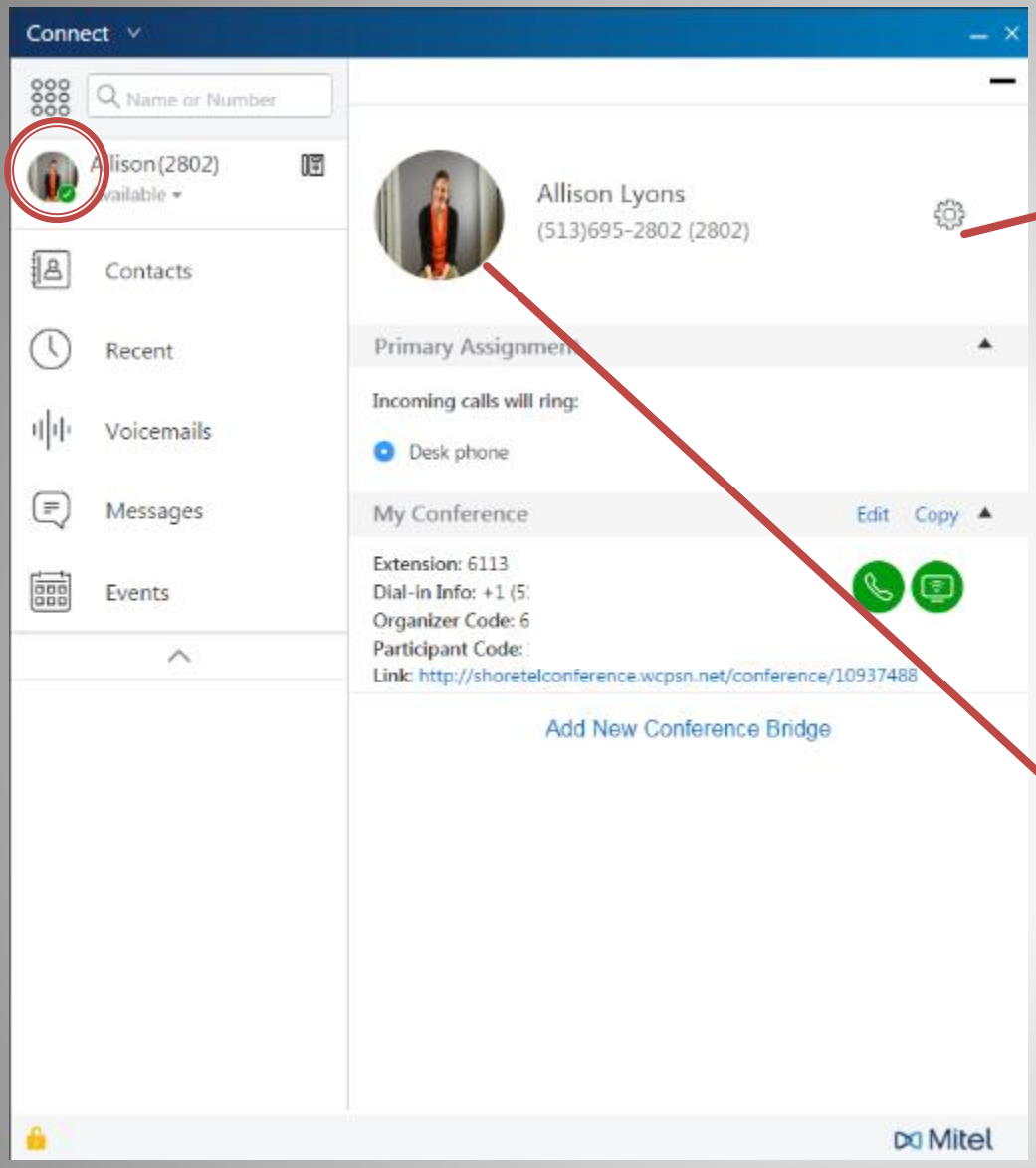
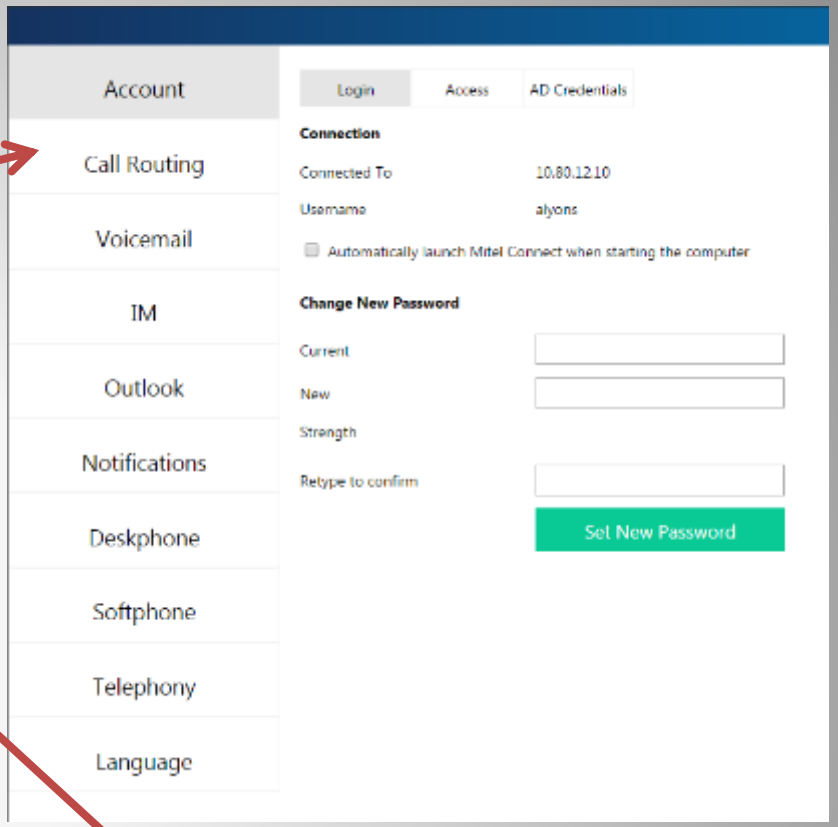
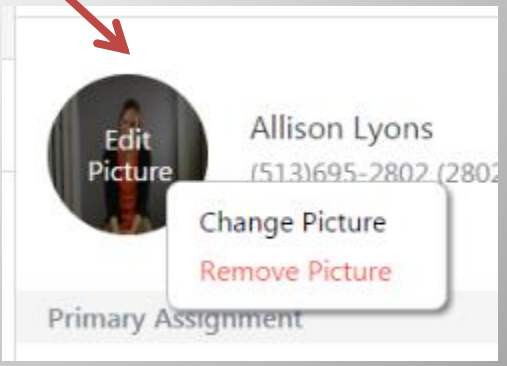
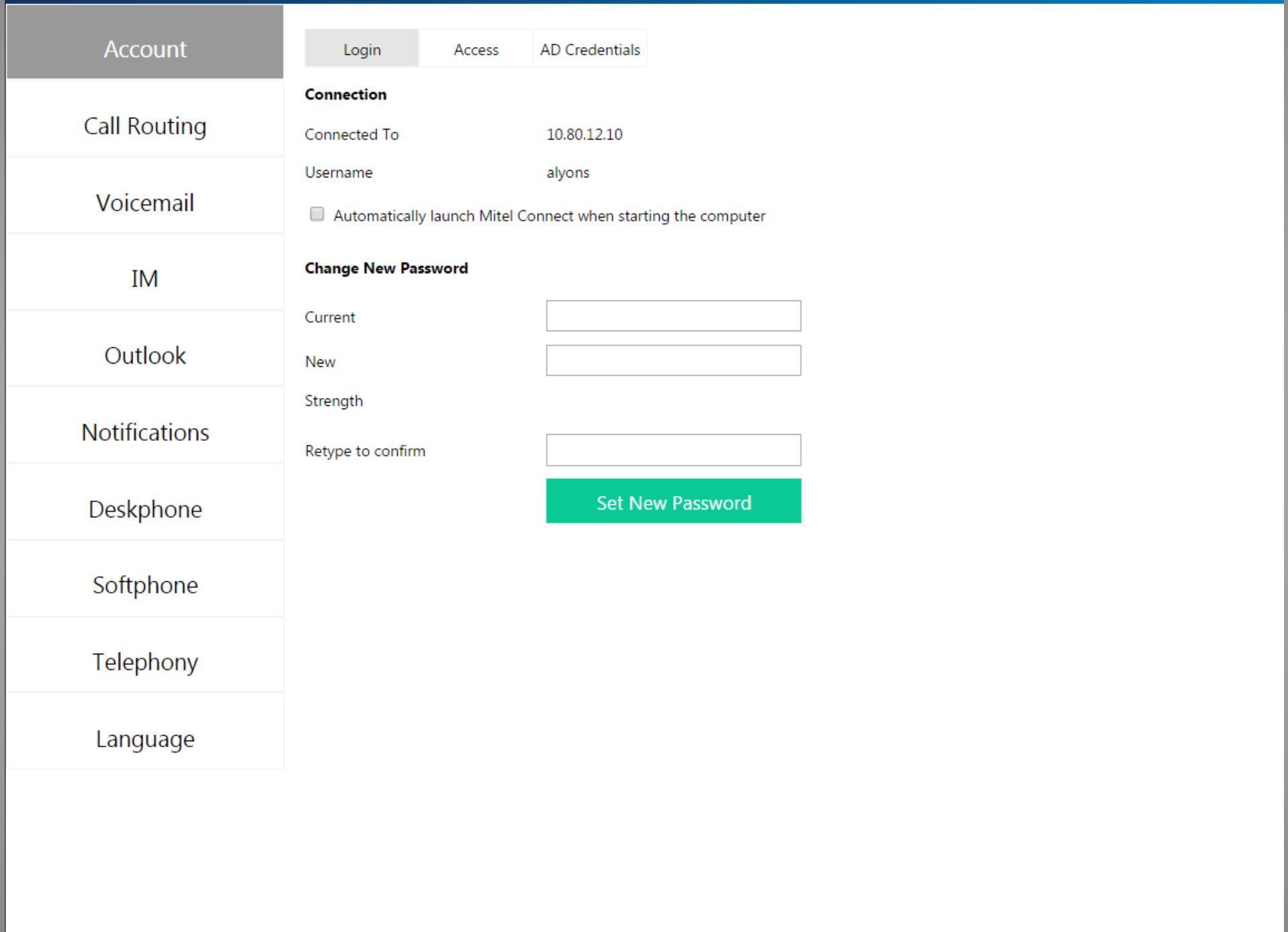
Allison 4T13
Unknown
(513) 695-2802
(513) 444-3908
More
AL
Allison Lyons
Unknown
(513) 695-2802
(513) 444-3908
Essen Pers
AW
Allison West
Out of office
1430
AL
Allison Lyons
Essen Pers - Telecommunications Department
Info
Messages
Calls
Voicemails
PHONE NUMBER
(513) 695-2802 (work)
(513) 444-3908 (mobile)
EMAIL
Allison.lyons@wcoh.net
ADDRESS
Telecommunications Department 500 Justice Drive, Lebanon, OH-45036, United States of America
Edit
Mitel

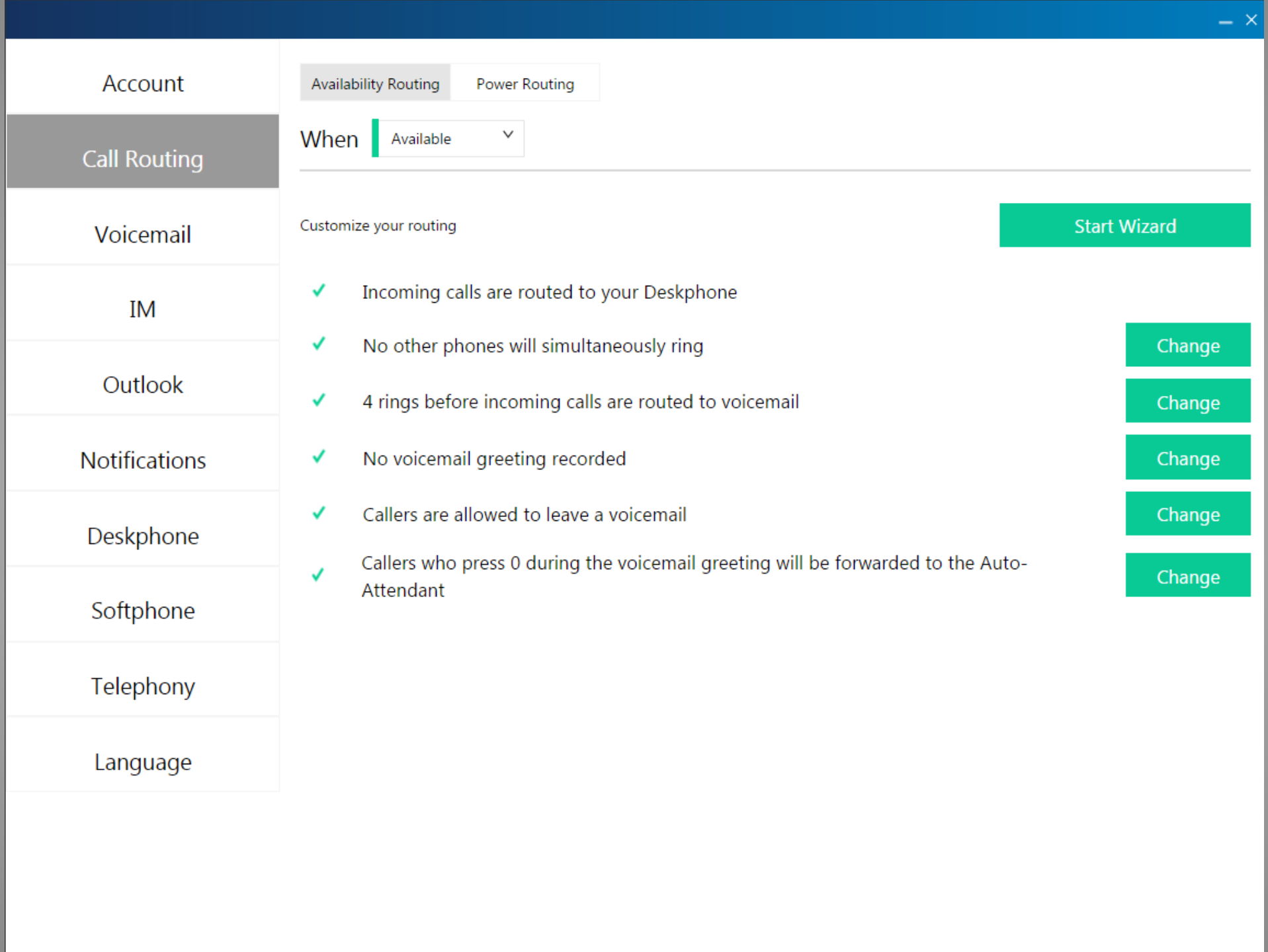

Connect
Name or Number
Allison (2802)
Available
Available
In a meeting
Out of office
On vacation
Do not disturb
Custom...
Logout
#
Building and Zon... 1015
AA- Adult Parole 1200
Health Main Men... 1228
AA-WCSO and Ja... 1287
Building and Zon... 1290
AA- Board of Elec.. 1358
AA-County Court... 1370
Children Services... 1546
Children Services... 1600
AA- Marrage Lice... 1771
AA-Community S... 2100
AA- WCCS 2295 ... 2295
Mitel

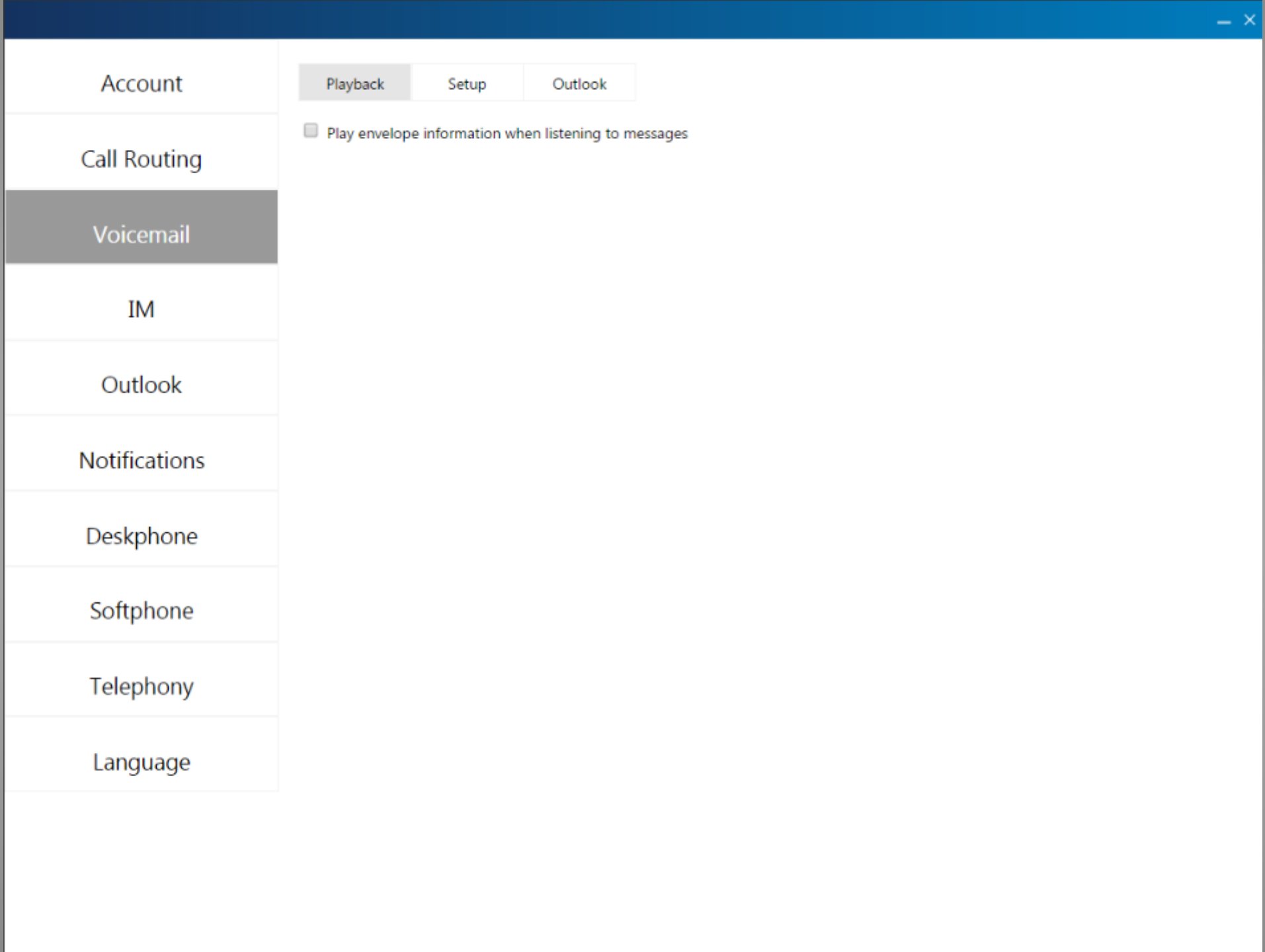

Connect
Name or Number
Allison(2802)
Available
Contacts
Recent
Voicemails
Messages
Events
Allison Lyons
(513)695-2802 (2802)
Primary Assignment
Incoming calls will ring:
Desk phone
My Conference
Edit
Copy
Extension: 6113
Dial-in Info: +1 (5
Organizer Code: 6
Participant Code:
Link: http://shoretelconference.wcpsn.net/conference/10937488
Add New Conference Bridge
Mitel

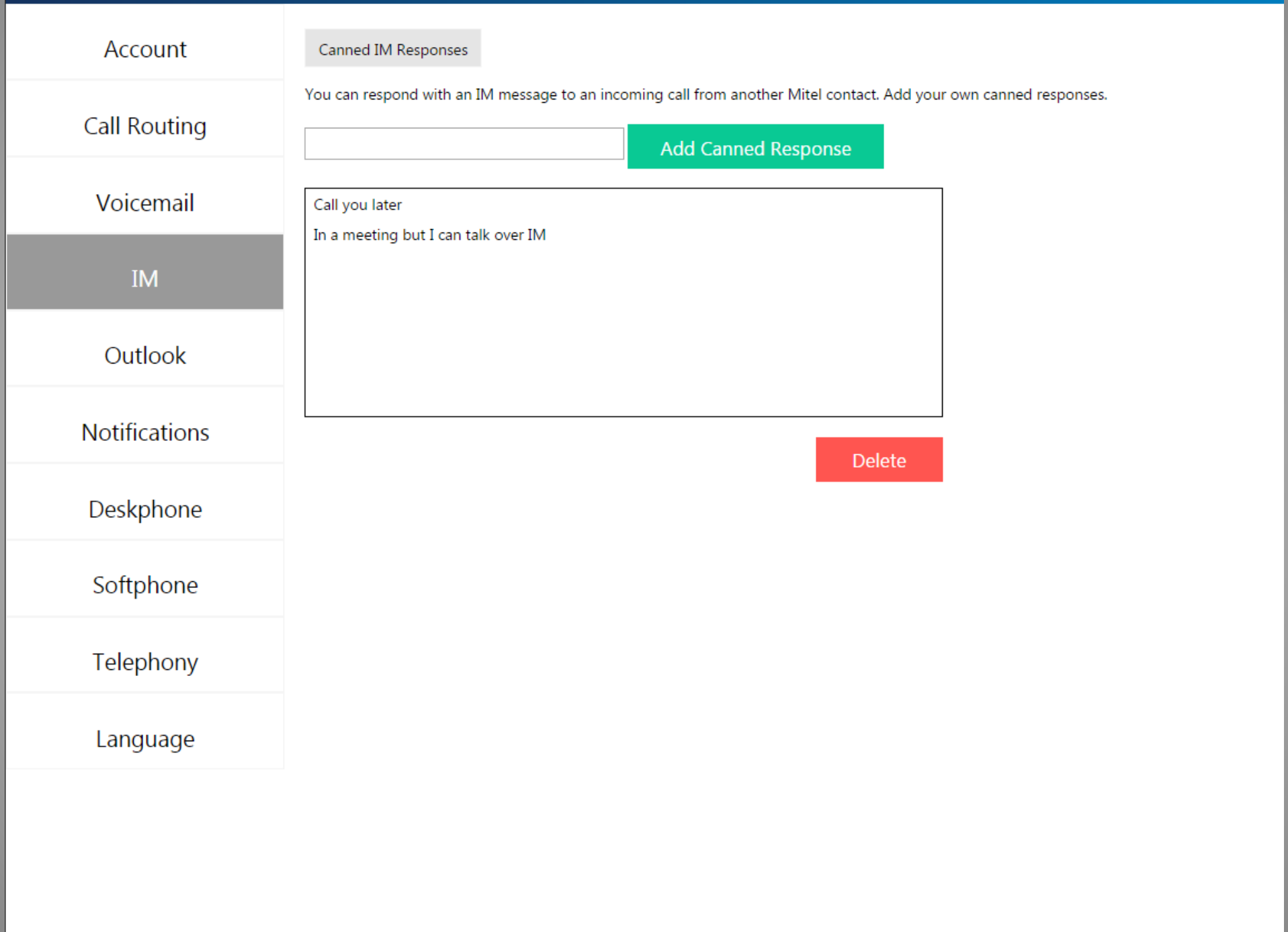

Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Login
Access
AD Credentials
Connection
Connected To
10.80.12.10
Username
alyons
Automatically launch Mitel Connect when starting the computer
Change New Password
Current
New
Strength
Retype to confirm
Set New Password

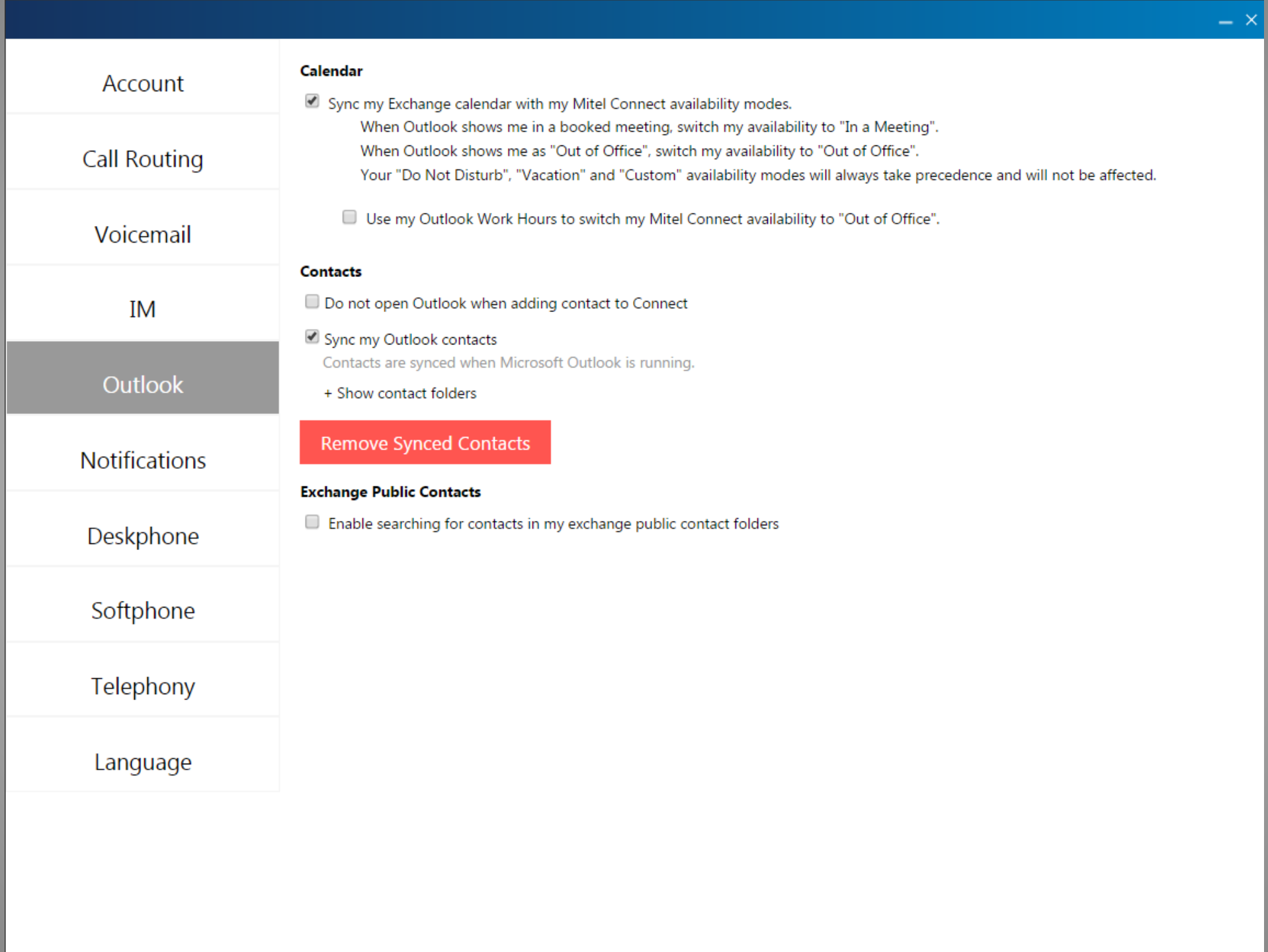

Edit Picture
Allison Lyons
Change Picture
Remove Picture
Primary Assignment

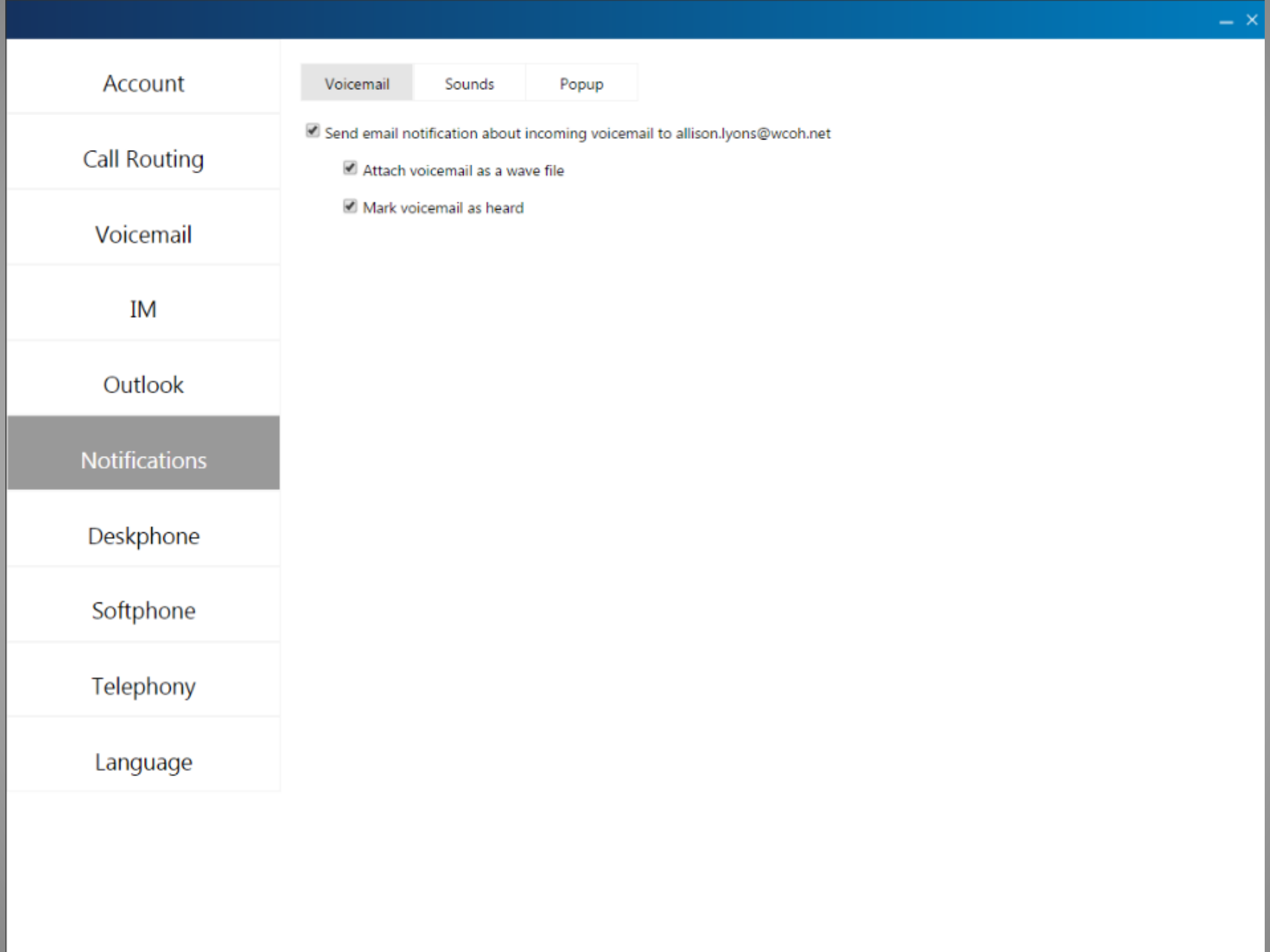

Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Login
Access
AD Credentials
Connection
Connected To
10.80.12.10
Username
alyons
Automatically launch Mitel Connect when starting the computer
Change New Password
Current
New
Strength
Retype to confirm
Set New Password

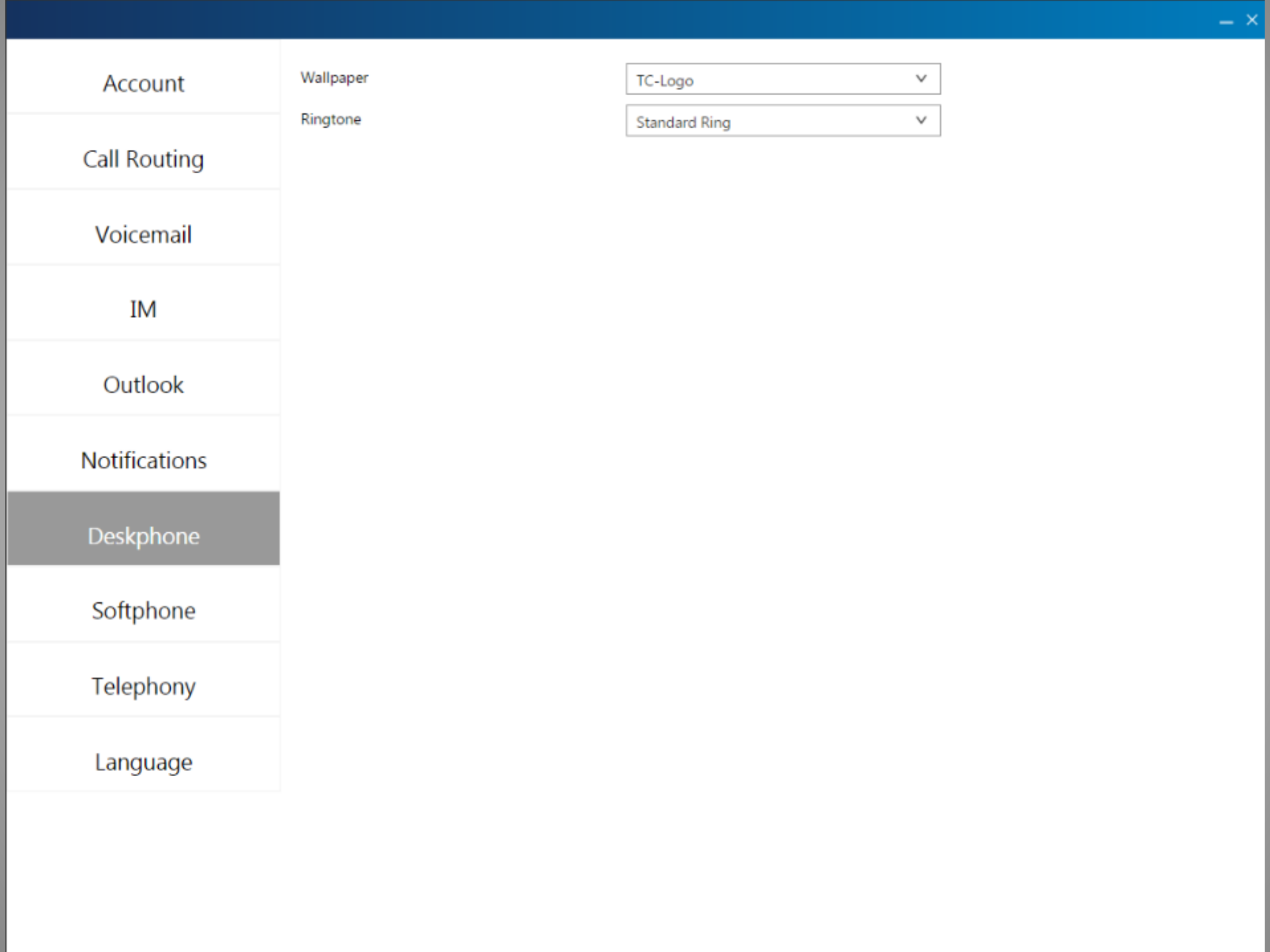

Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Availability Routing
Power Routing
When
Available
Customize your routing
Start Wizard
Incoming calls are routed to your Deskphone
No other phones will simultaneously ring
Change
4 rings before incoming calls are routed to voicemail
Change
No voicemail greeting recorded
Change
Callers are allowed to leave a voicemail
Change
Callers who press 0 during the voicemail greeting will be forwarded to the Auto-Attendant
Change


Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Playback
Setup
Outlook
Play envelope information when listening to messages


Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Canned IM Responses
You can respond with an IM message to an incoming call from another Mitel contact. Add your own canned responses.
Add Canned Response
Call you later
In a meeting but I can talk over IM
Delete


Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Calendar
Sync my Exchange calendar with my Mitel Connect availability modes.
When Outlook shows me in a booked meeting, switch my availability to "In a Meeting".
When Outlook shows me as "Out of Office", switch my availability to "Out of Office".
Your "Do Not Disturb", "Vacation" and "Custom" availability modes will always take precedence and will not be affected.
Use my Outlook Work Hours to switch my Mitel Connect availability to "Out of Office".
Contacts
Do not open Outlook when adding contact to Connect
Sync my Outlook contacts
Contacts are synced when Microsoft Outlook is running.
+ Show contact folders
Remove Synced Contacts
Exchange Public Contacts
Enable searching for contacts in my exchange public contact folders


Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Voicemail
Sounds
Popup
Send email notification about incoming voicemail to allison.lyons@wcoh.net
Attach voicemail as a wave file
Mark voicemail as heard


Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Wallpaper
TC-Logo
Ringtone
Standard Ring

Account

Call Routing

Voicemail

IM

Outlook

Notifications

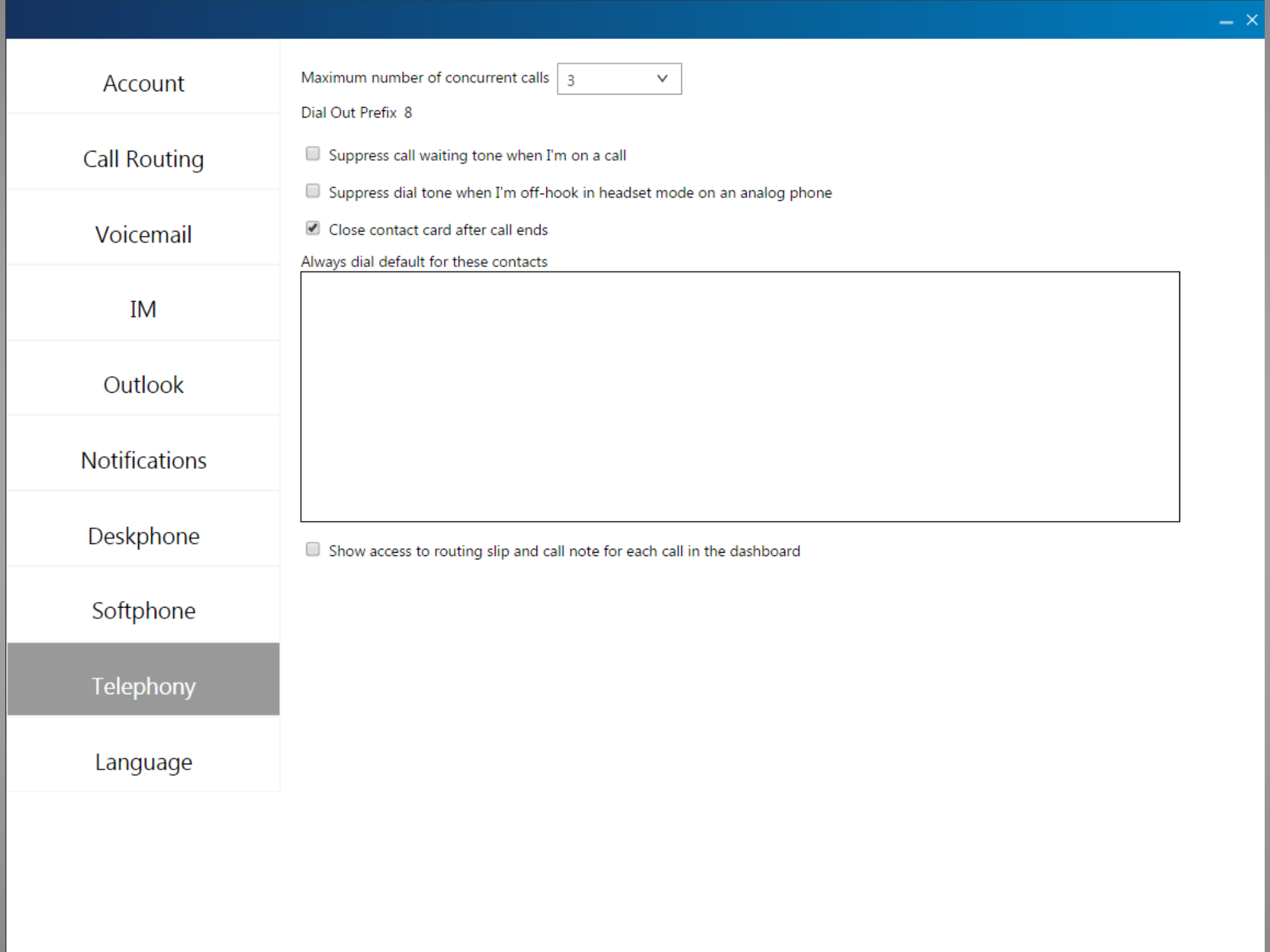
Deskphone

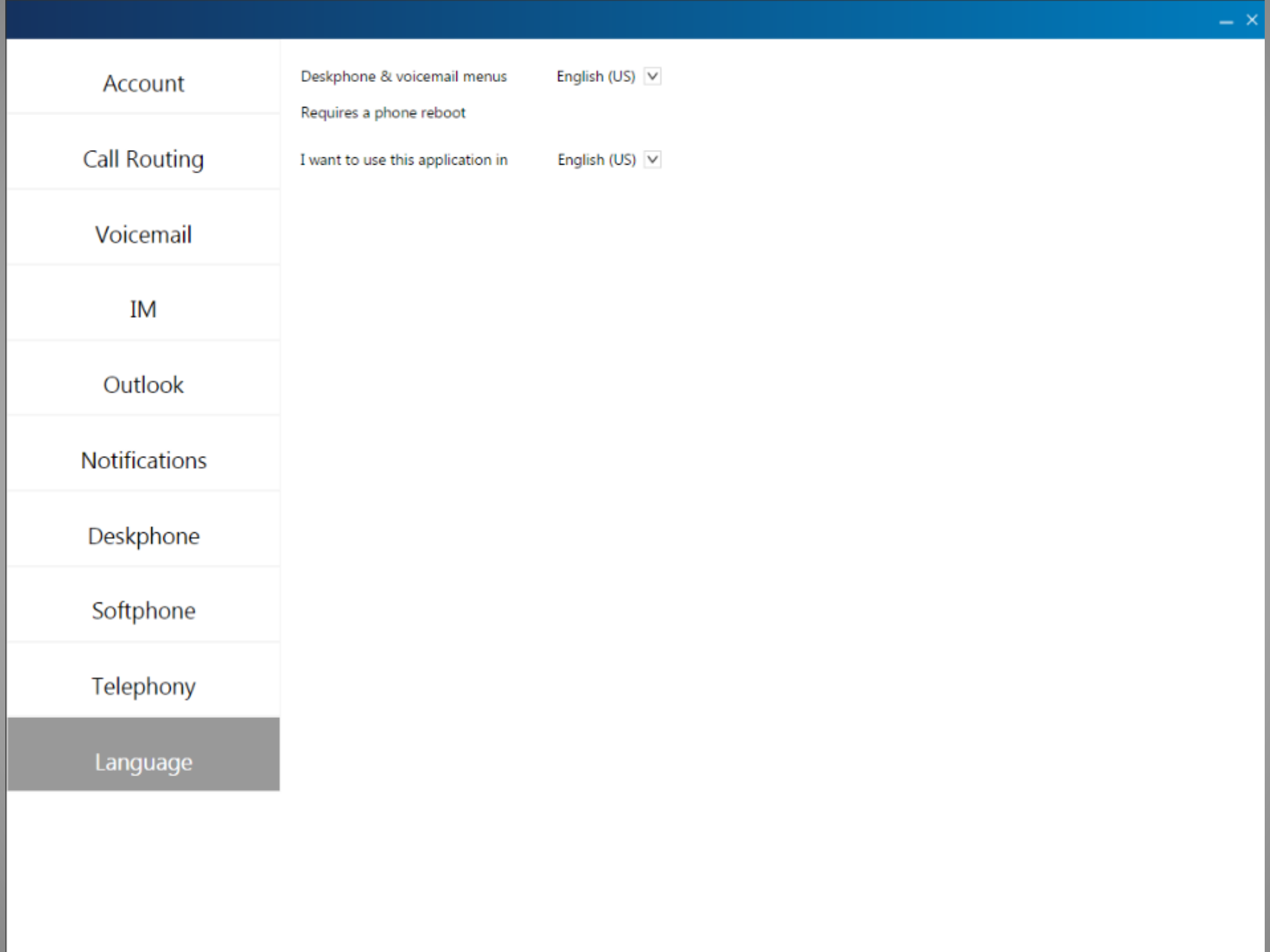
Softphone

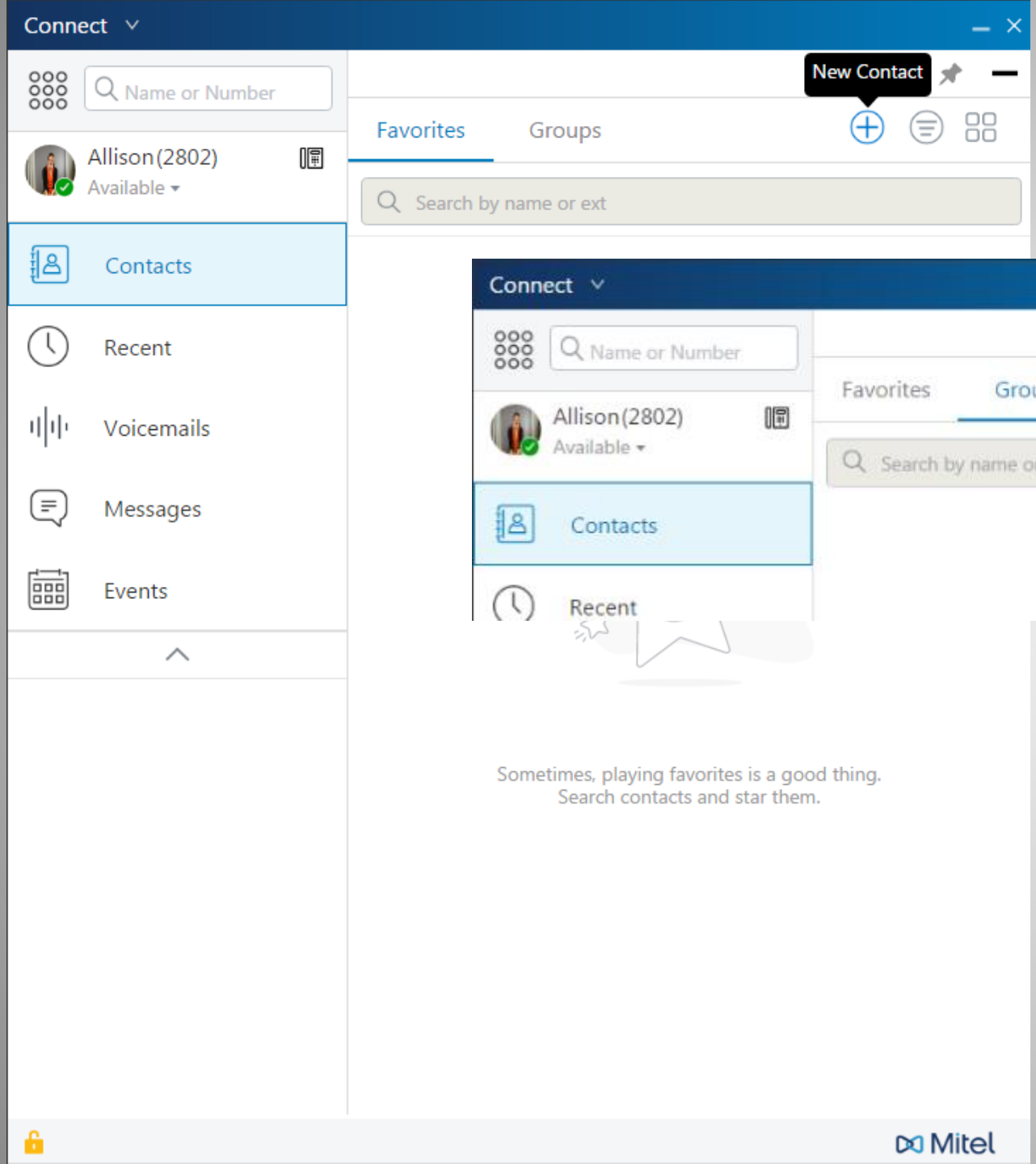
Telephony

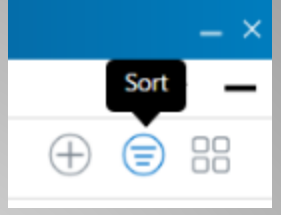
Language

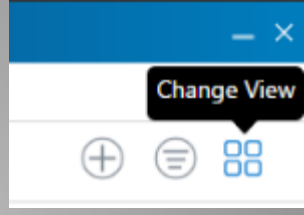
You don't have permission to access this feature.

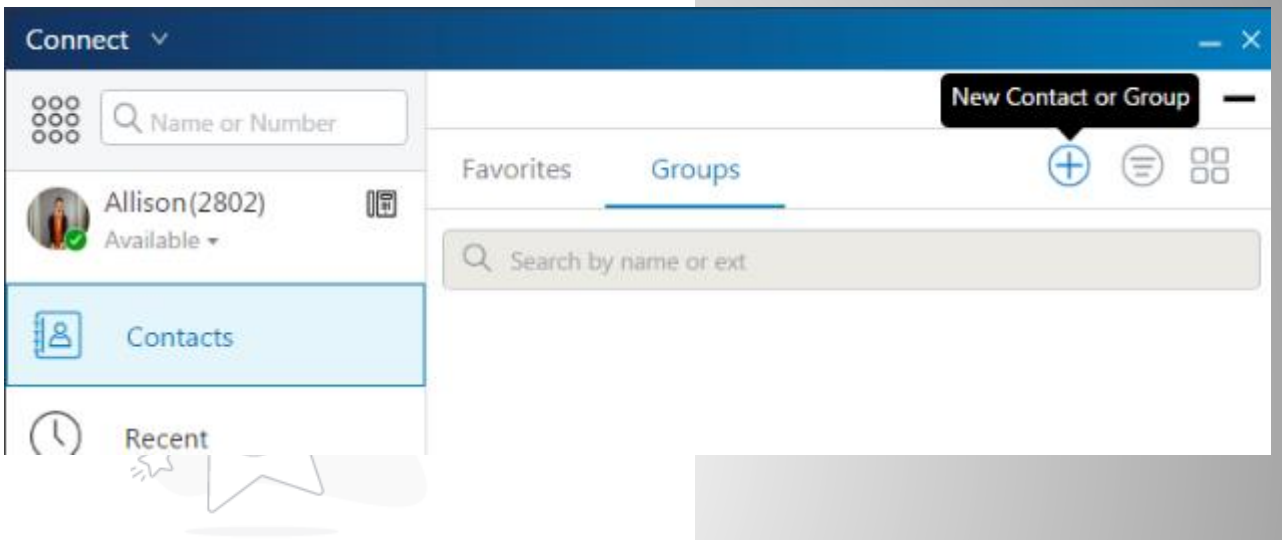

Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Maximum number of concurrent calls
3
Dial Out Prefix 8
Suppress call waiting tone when I'm on a call
Suppress dial tone when I'm off-hook in headset mode on an analog phone
Close contact card after call ends
Always dial default for these contacts
Show access to routing slip and call note for each call in the dashboard

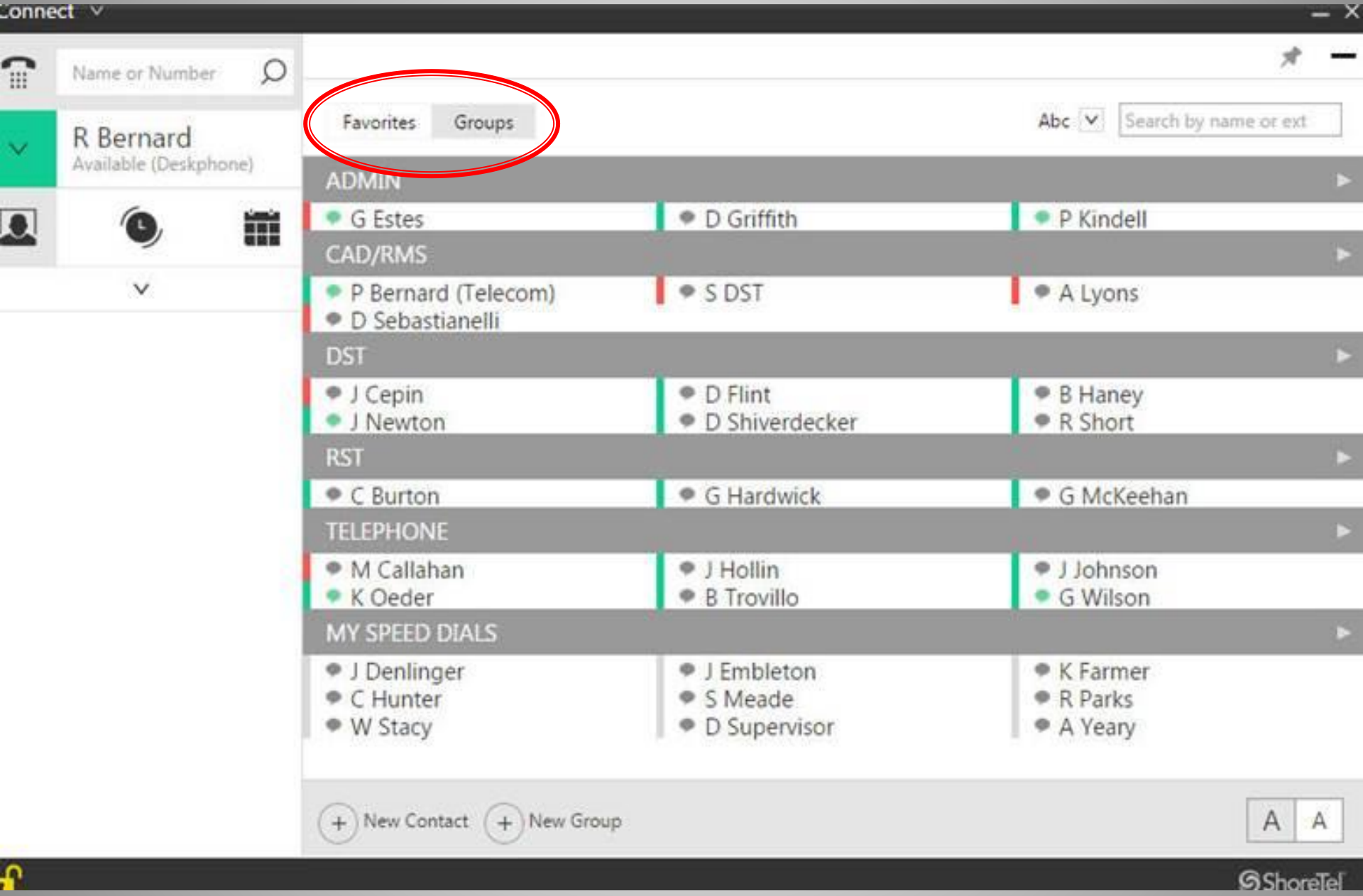

Account
Call Routing
Voicemail
IM
Outlook
Notifications
Deskphone
Softphone
Telephony
Language
Deskphone & voicemail menus
English (US)
Requires a phone reboot
I want to use this application in
English (US)

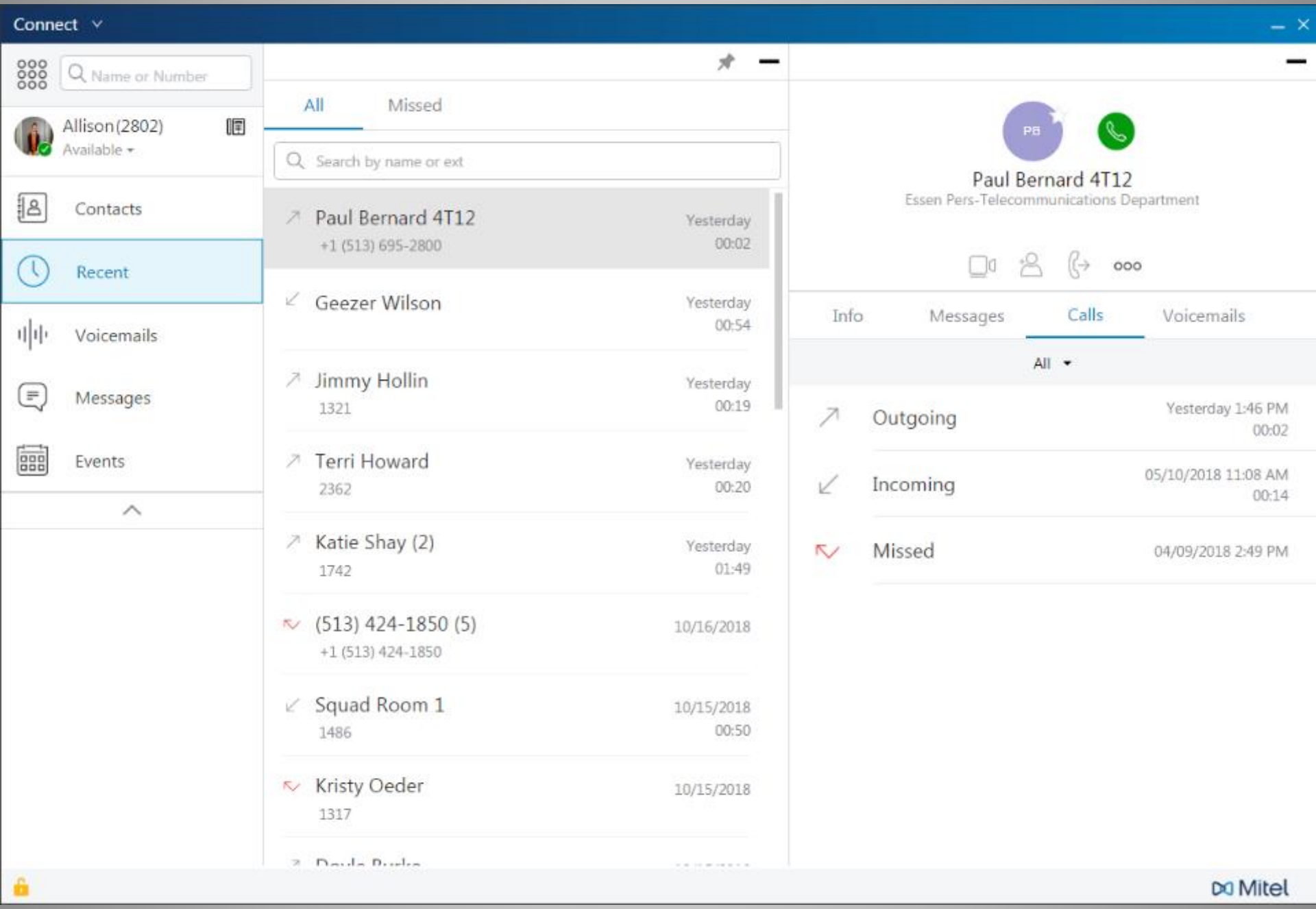

Connect
Name or Number
Allison(2802)
Available
Contacts
Recent
Voicemails
Messages
Events
New Contact
Favorites
Groups
Search by name or ext
Sometimes, playing favorites is a good thing.
Search contacts and star them.
Mitel

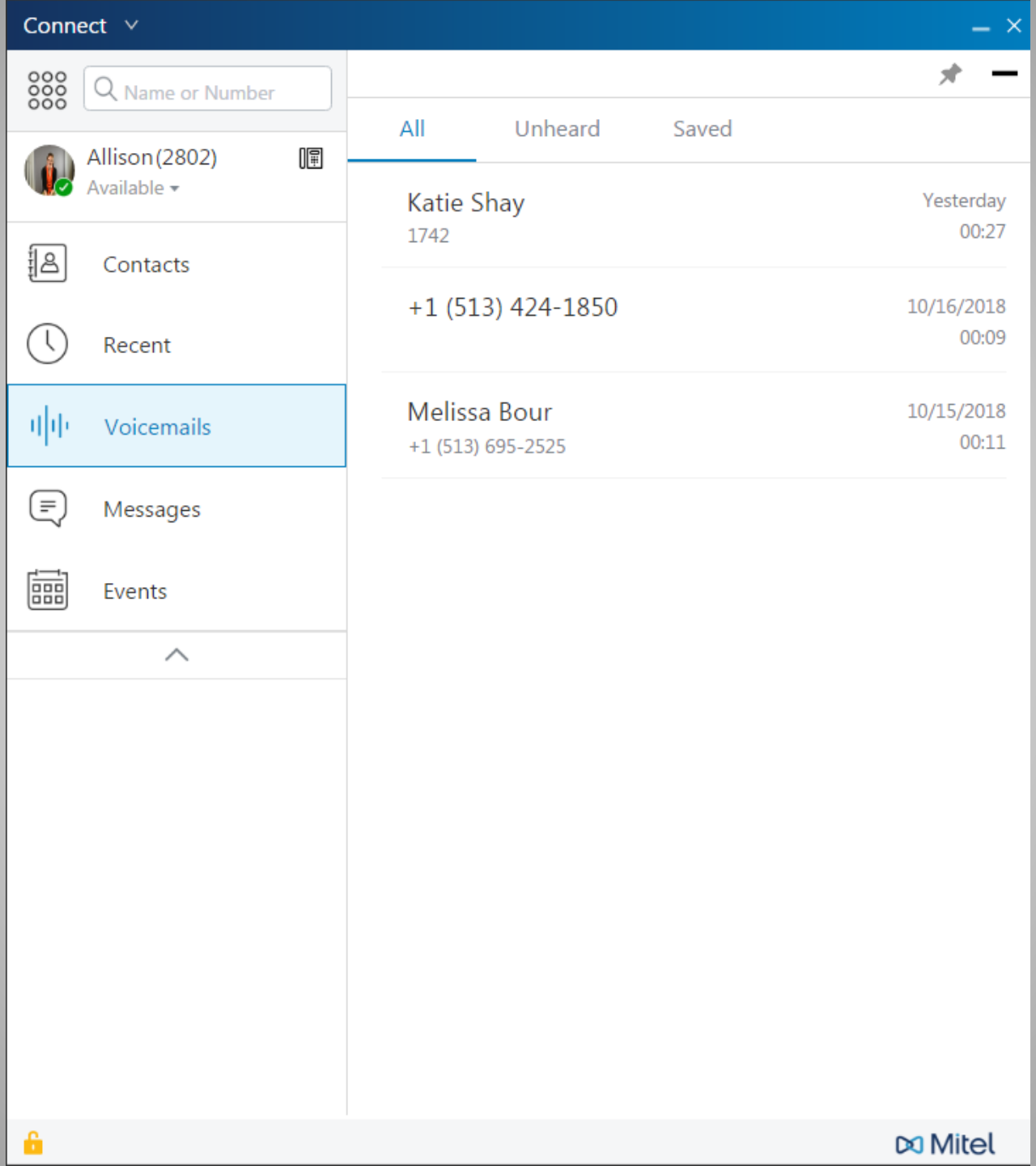

Sort

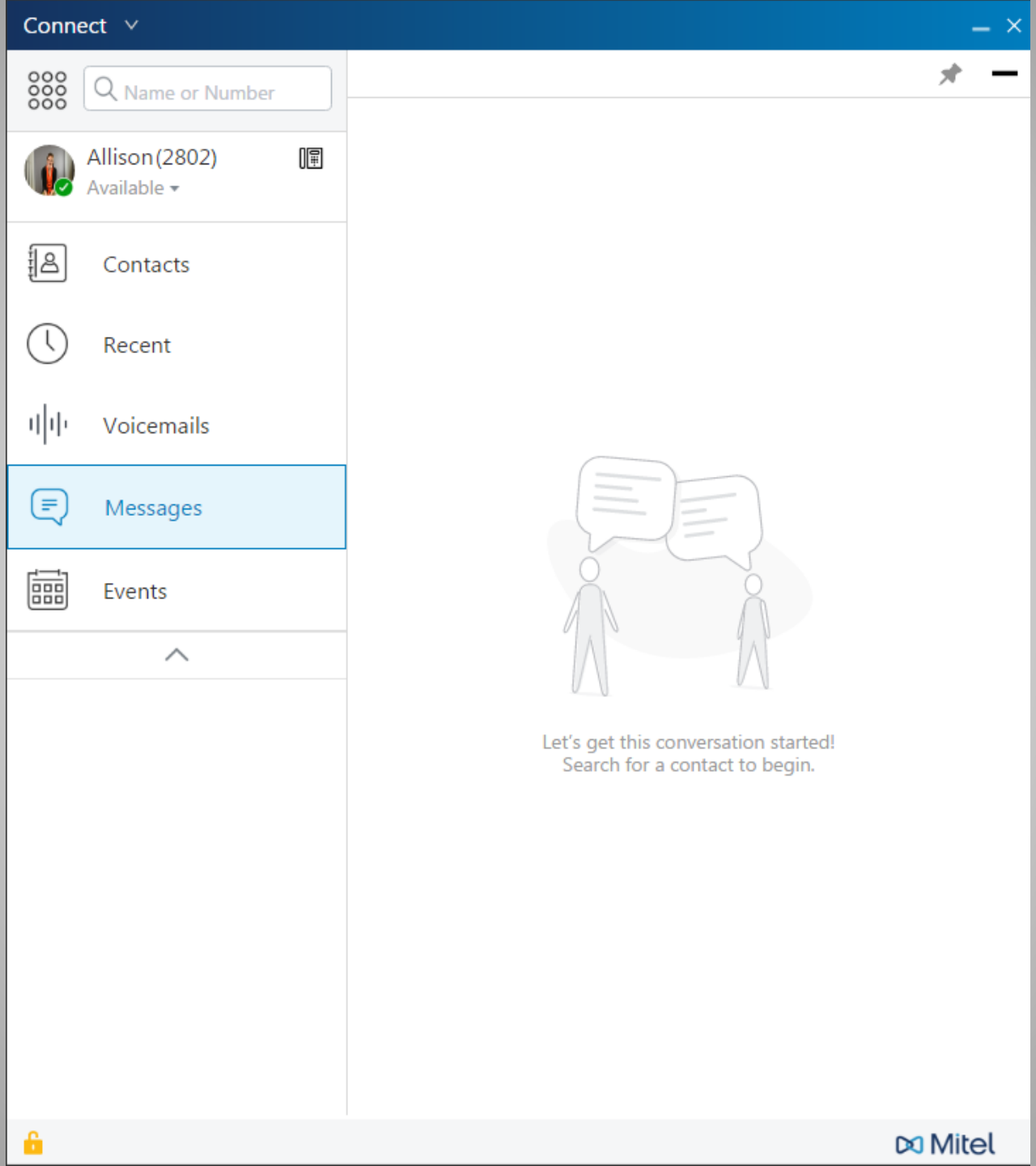

Change View

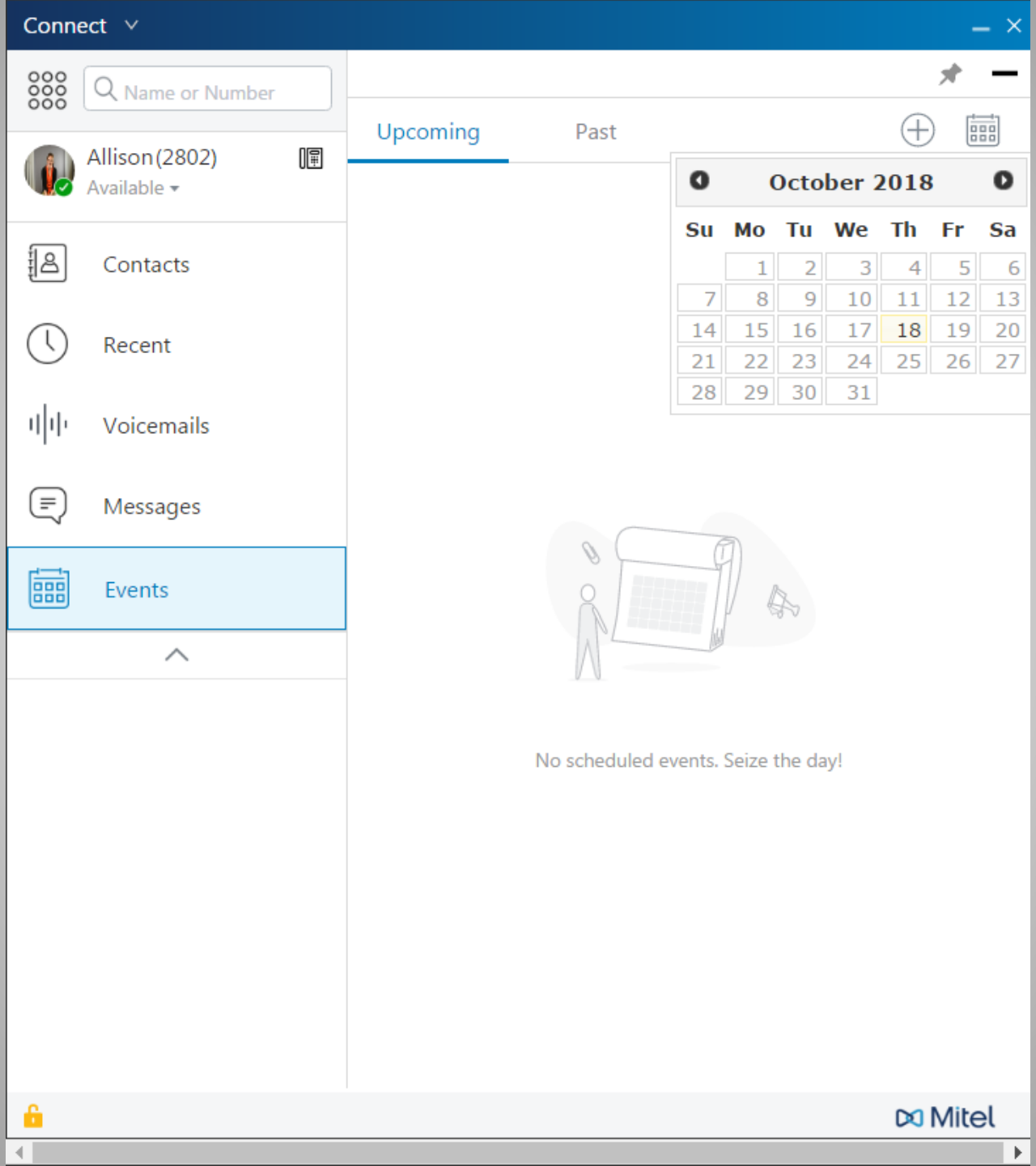

Connect
Name or Number
Allison(2802)
Available
Contacts
Recent
New Contact or Group
Favorites
Groups
Search by name or ext


Connect
Name or Number
R Bernard
Available (Deskphone)
Favorites
Groups
Abc
Search by name or ext
ADMIN
G Estes
D Griffith
P Kindell
CAD/RMS
P Bernard (Telecom)
D Sebastianelli
S DST
A Lyons
DST
J Cepin
J Newton
D Flint
D Shiverdecker
B Haney
R Short
RST
C Burton
G Hardwick
G McKeehan
TELEPHONE
M Callahan
K Oeder
J Hollin
B Trovillo
J Johnson
G Wilson
MY SPEED DIALS
J Denlinger
C Hunter
W Stacy
J Embleton
S Meade
D Supervisor
K Farmer
R Parks
A Yeary
New Contact
New Group
A
A
ShoreTel


Connect
Name or Number
Allison (2802)
Available
Contacts
Recent
Voicemails
Messages
Events
All
Missed
Search by name or ext
Paul Bernard 4T12
+1 (513) 695-2800
Yesterday
00:02
Geezer Wilson
Yesterday
00:54
Jimmy Hollin
1321
Yesterday
00:19
Terri Howard
2362
Yesterday
00:20
Katie Shay (2)
1742
Yesterday
01:49
(513) 424-1850 (5)
+1 (513) 424-1850
10/16/2018
Squad Room 1
1486
10/15/2018
00:50
Kristy Oeder
1317
10/15/2018
PB
Paul Bernard 4T12
Essen Pers-Telecommunications Department
Info
Messages
Calls
Voicemails
All
Outgoing
Yesterday 1:46 PM
00:02
Incoming
05/10/2018 11:08 AM
00:14
Missed
04/09/2018 2:49 PM
Mitel


Connect
Name or Number
Allison(2802)
Available
Contacts
Recent
Voicemails
Messages
Events
All
Unheard
Saved
Katie Shay
1742
Yesterday
00:27
+1 (513) 424-1850
10/16/2018
00:09
Melissa Bour
+1 (513) 695-2525
10/15/2018
00:11
Mitel


Connect
Name or Number
Allison(2802)
Available
Contacts
Recent
Voicemails
Messages
Events
Let's get this conversation started!
Search for a contact to begin.
Mitel


Connect
Name or Number
Allison(2802)
Available
Contacts
Recent
Voicemails
Messages
Events
Upcoming
Past
October 2018
Su Mo Tu We Th Fr Sa
1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30 31
No scheduled events. Seize the day!
Mitel

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