

SHORETEL USER GUIDE – MOBILITY

iPhone

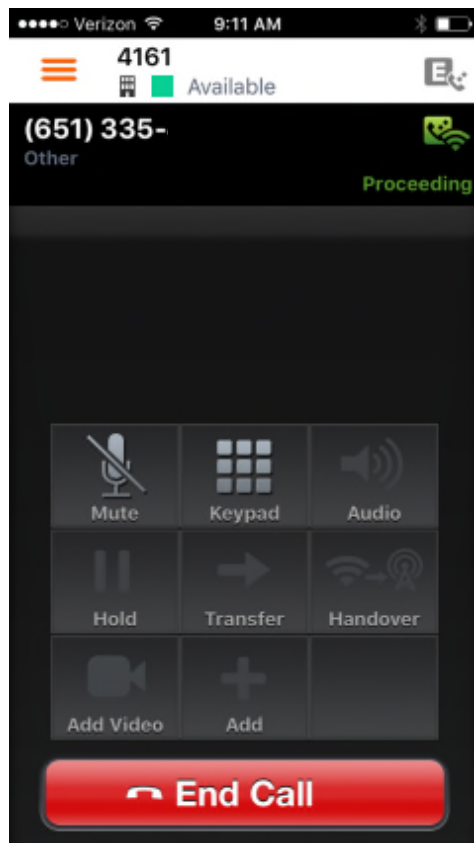
Main Menu Bar

Information regarding and access to status, location, and settings

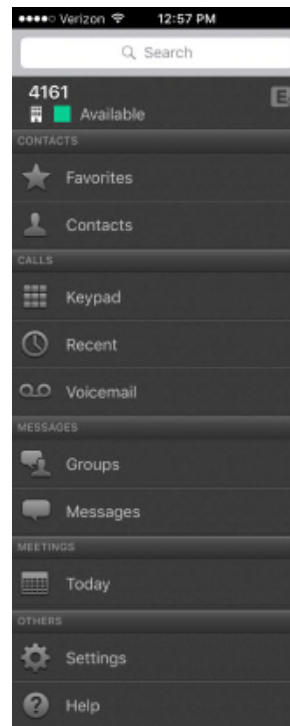


Active Call Pane

Information about calls in progress




Main Menu Bar



- **Favorites** - Mark Contacts for easy access
- **Contacts** - Click for more information, to call, email or IM
- **Keypad** - Brings up Dialer
- **Recent** - Shows call History
- **Voicemail** - Access New or Saved voice messages
- **Messages** - Shows Instant Messages
- **Today** - Access Calendar items of

the day. Directly dial into conferences by selecting join.

Video

- If permissions allow, start a video call by pressing 

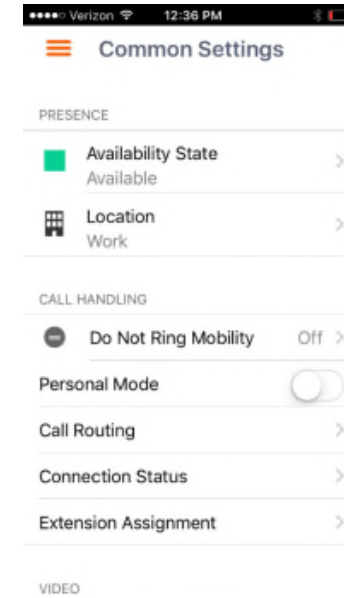
Instant Messaging

If permissions allow, Instant Messaging is enabled

- Click on a contact
- Press 

Status & Location

Set presence status and location. Reassign extension to different devices. Change Availability State



Settings

Preferences

- Set preferences for call handling, data and call routing, presence/IM, voicemail, calendar and video

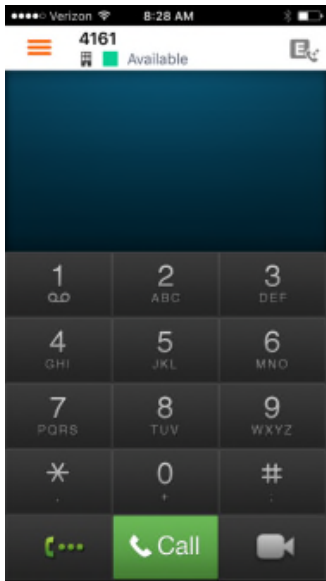
Advanced

- View device's configurations, access calendar settings, communicator, setup, provisioning, and troubleshooting

Call Information

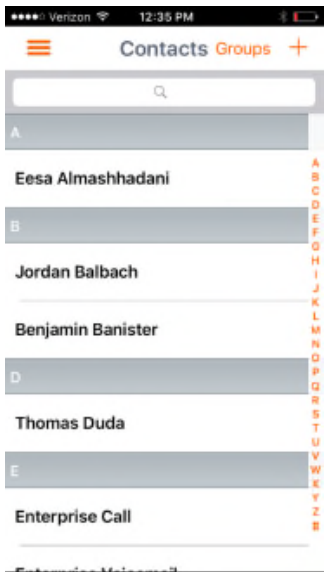
Placing a Call

- Dial using the Keypad



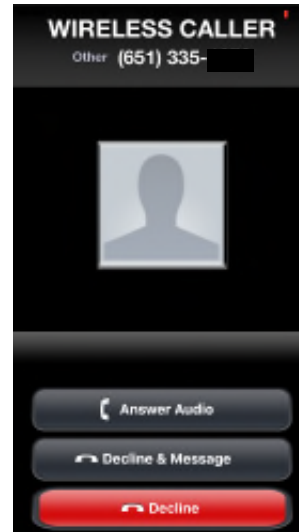
OR

- Select a contact from the Contacts Tab



Answering a Call

- When there is a call coming in, press answer or decline



Ending a Call

- Press 

Placing a Call on Hold

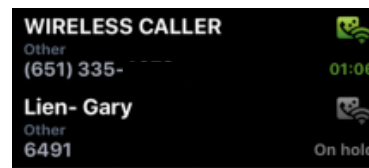
- Press 

Removing a Call from Hold

- Press 

- Switching between Calls

Select desired caller (after selecting one caller, other is automatically placed on hold)
[Active call, hold call]




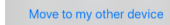
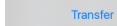
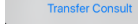
Muting Yourself

- Press 



Removing Yourself from Mute

- Press 

Transferring a Call

- Press 
- Select one of the following:
 -  - this will transfer the call to your desk phone or other device
 -  - A blind transfer to an internal or external number
 -  - Speak with the third party before the transfer

Conferencing

- While on a call, press  and first contact is placed on hold
- Use keypad to dial number or select contact from contacts, favorites, Messages
- Select  to combine calls

Training Links:

<https://www.loffler.com/resources/product-training>

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