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## Shoretel administration guide

This screencast demonstration from Nick demonstrates the reporting features found in ShoreTel® Director. Easily generate reports on tribal activity – a very useful feature for call center reporting and maintenance of your phone system needs. A quick how to video on recovering client and Voicemail passwords within the ShoreTel® Director software. Brought to you by the ShoreTel® United Communications experts at Inflow Communications. Nick provide guidance in this video tutorial on setting up system administrators and assorting roles in the ShoreTel® Director software. Included as part of your new ShoreTel® unified communication, the ShoreTel director is a web-based user interface dashboard designed to help you manage your system effectively. This screencast demonstration from Nick demonstrates the reporting features found in ShoreTel® Director. Easily generate reports on tribal activity – a very useful feature for call center reporting and maintenance of your phone system needs. A quick how to video on recovering client and Voicemail passwords within the ShoreTel® Director software. Brought to you by the ShoreTel® United Communications experts at Inflow Communications. Nick provide guidance in this video tutorial on setting up system administrators and assorting roles in the ShoreTel® Director software. Included as part of your new ShoreTel® unified communication, the ShoreTel director is a web-based user interface dashboard designed to help you manage your system effectively. xSee to InterruptCSS Error xSorry to Interrupt a Phone Call To Place an Internal Phone Call After Location and External Phone Call To Answer an Off-Phone CallTo place a phone call on holdTo mute a phone call To transfer a phone call To make a conference phone call To change the ringtone of the phone tone of the phone to access the phone directoryTo Change the phone call : Located in the upper right corner of the phone. When you have a message in voicemail, it will flick red. SOFT KEYS: The soft keys are the buttons located at the bottom of the LCD screen. AUDIO CONTROL KEYS: On the left side of your link path, let the audio control keys allow you to do the following: Control volume by clicking or down on the roll button Use headset by pressing headset Mute callers by pressing the microphone button up or pressing Use the speaker button to place an internal phone call : Light handset Convert 4-digit extension number or press the speed link appearance button if speed link is set up for you to set an external phone call : Light handset Dial your trunk access code 9 and the phone number for local calls For long distance Dial 9+1+AC+ phone number to answer an outside call: Light handset, or Press headset or speaker button to PLACE A CALL ON HOLD: FARM: on a call, press the Hold button Line key will flash Note: A held call will ring back after 2 minutes To retrieve Held Call: Press the flashy orange line key, ORHold button again to place a call on MUTE: Press the Mute button (button will turn red) To take yourself down, press the Mute button again to REDIAL A NUMBER : Press the History button Use the Navigation button to call the number you want to Call Press the Link Soft Key CALL TRANSFER: There are two types of call transfers. The first is a Blind Transfer where the answering party doesn't know the call is passed on by you. The second is a Consultative Transfer where you notify the answering party of the caller to determine if they want to take the call or not. Blind transmission While on a call, press the Transfer button Switch the extension or press the speed dial button Press the Transf soft key or Hang Up to complete the transfer Consultative Transfer - to announce the call before putting on a call, press Transfer Switch the extension or out of line Waiting for an answer, then announce the call. After consultation, press the Yes soft key, the Transfer button, or Hang Up to complete the transfer, OR Press the Cancel soft key to abandon the transfer and return to the original call CONFERENCE CALL: While on a call, press conference. Original caller is put on hold and you get dial tone Switch the extension of the party you would like to add to the conference After consultation, press the Yes soft key to join the calls OR Press the Cancel soft key to abandon the conference and return to the original bipartisan call. Repeat to add additional parties (up to 6 callers) CHANGE RING TONE: Press the Options soft key Enter your password Press the OK soft key navigate down and select the Change Ring option Press the Edit Soft Key Role by the available ring colors, press the Ring soft key to hear the selected ring tone, and press the OK soft key to save a ring tone GUIDE : You can use the Company Directory to find phone numbers on your network by using the Directory button then... Type the first few letters of someone's front or last name through the numeric keyboard uses the Navigation button to browse and select the desired name. Press the Turn off soft key to turn off the number CALL HANDLING: Use the ShoreTel Personal Communicator to configure the modes with different call forwarding destinations and custom greetings. You can set one of five separate call handling modes for your extension, including four Don't disturb options for forwarding incoming calls or sending them to voicemail. You can record custom greetings, which is connected to active call handling mode. At your phone is set to Standard mode, which allows you to answer all incoming calls. Other mode options include a Out of office, extensive absences and personal. Press the mode soft key navigate to the desired setting call handling mode Print the OK soft key 1 2 Table of Contents 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 32 33 34 35 36 37 38 39 40 41 42 43 44 44

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