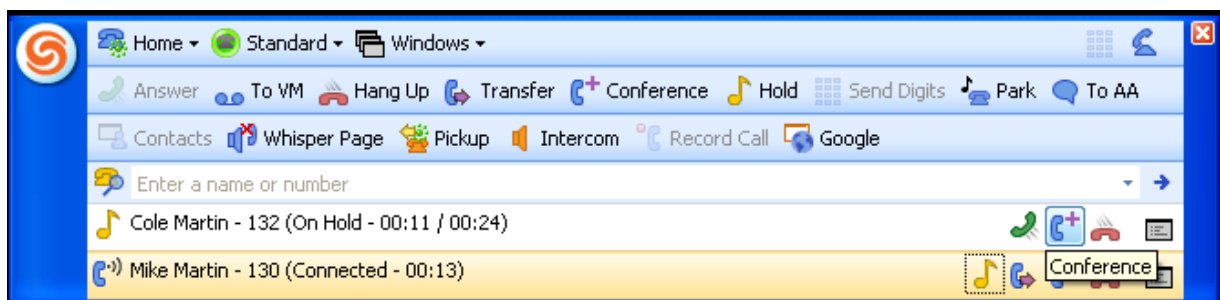


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Did you know?

ShoreTel provides you the ability to seamlessly join an incoming call into your existing phone conversation. This is a great feature that will setup an instant conference call without the need to hang up. It's quite simple and can allow you to get answers instantly with both parties on the line.



To “Join” two calls together using Personal Call Manager (PCM)::

1. Put your first caller on hold by clicking the “Hold” button in the toolbar.
2. Answer your second call.
3. Highlight the first caller who’s on hold in your PCM window.
4. Click the “Conference” button (shown above).
5. That’s it!

Your two calls are now joined together, creating a conference call between you, the first caller and the second caller.

To “Join” two calls together from the screen of your ShoreTel phone:

1. Put your first caller on hold by selecting the soft key option “Hold”.
2. Answer your second call.
3. Select the caller on hold with the selection button.
4. Select the soft key option “Join” to pull the first caller into the conversation.
5. That’s it!

Your two calls are now joined together, creating a conference call between you, the first caller and the second caller.

The difference between Joining calls and Conferencing calls:

1. You use the Join Calls feature when you are on an existing call and want to add an incoming call.
2. You use the Conference Call feature when you want to call out and add parties to your call.

For assistance with this feature, please see your system administrator.



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