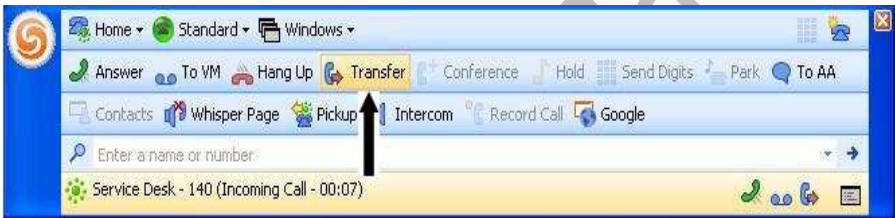


July 2008

Did you know?

The ShoreTel system allows you to *transfer active calls* seamlessly by pressing the Transfer button on either the phone or within Personal Call Manager (PCM). This feature is useful for users who need to move callers to other extensions quickly and efficiently.



To “Blind Transfer” a call using Personal Call Manager:

Now, more than ever, transferring calls is made easy. With only seconds needed to complete a transfer, you’ll impress your customers to no end!

1. Highlight the call in your PCM window.
2. Click on “Transfer” button shown above.
3. In the dial box, enter the name or extension of the person you wish to transfer the call to.
4. Highlight their name and click “Transfer”.
5. The call will disappear from your PCM when the transfer completes.
6. That’s it!

To “Consult before you Transfer” using Personal Call Manager:

Rather than receiving blind transfer calls, you can now be prompted for vocal agreement before a call is transferred. This feature is great for screening calls that could be seen as disruptive.

1. Highlight the call in your PCM window.
2. Click on “Transfer” button shown above.
3. In the dial box, enter the name or phone number of the person you wish to transfer the call to.
4. If you want to consult with the person before you transfer the call to them, click on “Consult”. Both of you will be placed in a private call.
5. If the person agrees to accept the call, click “Yes” and the call is transferred.
6. Finished!

To “Transfer directly to your Voice Mail”:

Rather than answering calls you would rather not speak to at the moment, you can now press a button to quickly transfer them to your voice mail.



From your Personal Call Manager Software:

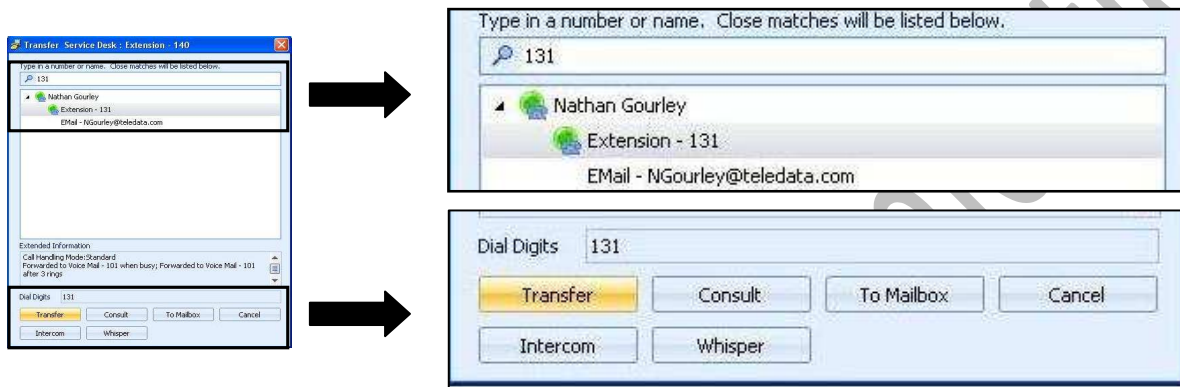
1. When a call comes in, highlight the incoming call and click the “To VM” (To Voice Mail) icon to transfer it directly to your voice mail.

From the screen of your ShoreTel phone:

2. When a call comes in, select the option “To VM” (To Voice Mail) to transfer it directly to your voice mail.

To “Transfer directly to another user’s Voice Mail”:

Rather than transferring a caller to an extension only for it to ring before going to voice mail, you can directly transfer it to the destination’s mailbox. This function also helps to keep interferences to a minimum for busy coworkers.



From your Personal Call Manager Software:

1. Highlight the call in your PCM window.
2. Click on “Transfer” button shown above.
3. In the dial box, enter the name or phone number of the person you wish to transfer the call to.
4. Select the “To Mailbox” button
5. Finished!

From the screen of your ShoreTel phone:

1. Press the “Transfer” button.
2. Press “More” option.
3. In the dial box, enter the name or phone number of the person you wish to transfer the call to.
4. Select the “To Mailbox” button
5. Finished!

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



Information Desk
Teledata Communications
10620 Widmer Rd
Lenexa, KS 66215
(913) 647-9134