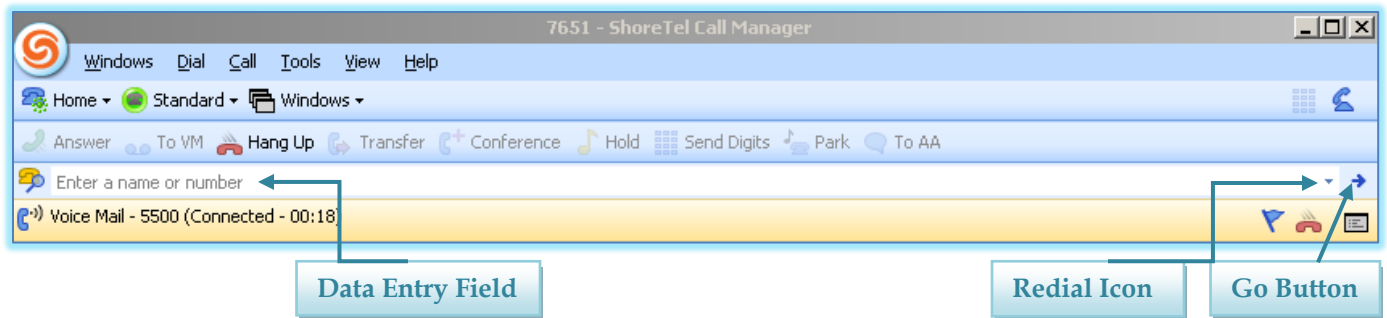


Call Manager - Make a Call

Calls can be initiated from the Main window and from Viewers that display contact names or numbers. This document explains the procedures for initiating calls from Quick Dialer or the Make New Call panel from the Call Manager.

QUICK DIALER

This feature is a Main Menu component that provides drop down access to directory names and phone number that match text that has been entered into the data entry field. It is also possible to enter, paste, or drag numbers into the Quick Dialer data entry field.

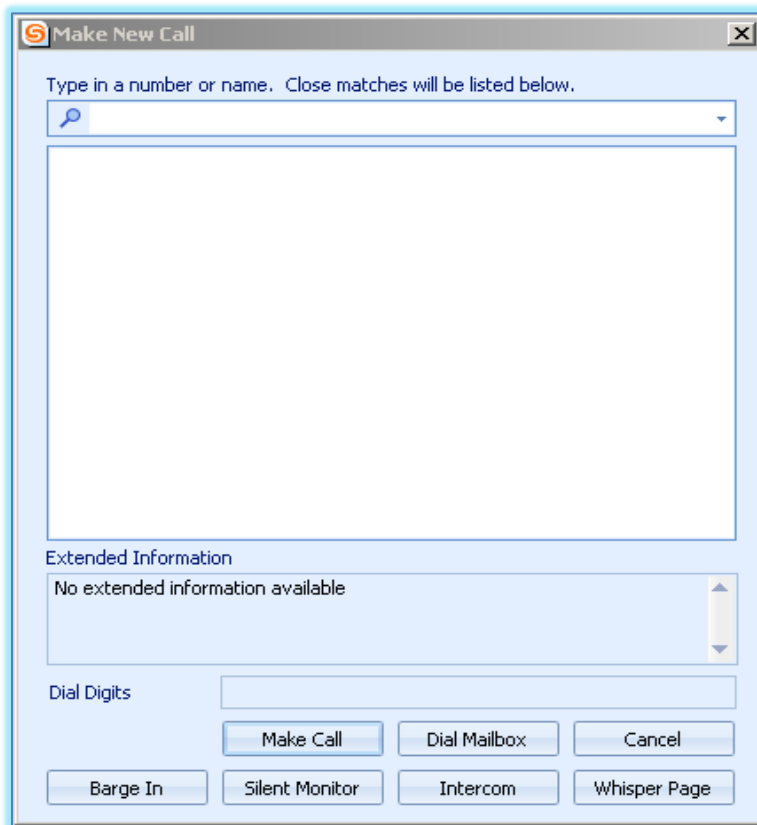


INITIATE A CALL

- ❖ Do one of the following:
 - Begin entering the **Contact Name** or **Number** into the **Quick Dialer** data entry field.
 - A list of contacts meeting the criteria will appear.
 - Click the contact entry to place the call.
 - Press the **Redial** icon located to the right of the data entry field.
 - A list of previous calls will display.
 - Select the contact information in the drop down menu.
 - Click the entry to place the call.

MAKE NEW CALL PANEL

- ❖ Do one of the following:
 - Right-click in the **Active Call Area**.
 - Click **Dial** on the **Main Menu**.
 - Click the **Application Button** and click **Dial**.
 - Right-click the **ShoreTel** icon in the **System Tray** and then click **Dial**.
- ❖ Click **Make Call**.
- ❖ The **Make New Call** panel will display (see illustration on next page).
- ❖ Begin entering the **Contact Name** or **Number** in the **Data Entry Field**.
 - This field is located at the top of the window.
 - It is the smaller of the two text boxes.
- ❖ A list of contacts matching the entered text will display in the **Dial Digits** field.
 - This field is located directly below the data entry field.
 - It is the larger of the two text boxes.
- ❖ Do one of the following:
 - Select a contact in the table.
 - Finish entering the number in the Data Entry Field.
- ❖ Click the **Make Call** button at the bottom of the window.



MAKE CALLS FROM DIRECTORY OR HISTORY

- ❖ Do one of the following:
 - Click **Windows** on the **Main Menu**.
 - Click the **Application Button** and then select **Windows**.
 - Click **Windows** from the **Assignment Bar**.
 - Right-click the **ShoreTel** icon in the **System Tray** and then select **Windows**.
- ❖ Select **Directory** or **History**.
 - These views can also be selected by doing one of the following:
 - Click the **Directory** or the **History** tab at the bottom of the window.
 - Press **Ctrl + Shift + H** (History) or **Ctrl + Shift + D** (Directory).
- ❖ To make the call:
 - Double-click on the **Contact** in the list.
 - Right-click on the **Contact** and then select either the phone number or email address.