

Call Manager Terms

Term	Definition
Alerts	An alert is a popup that appears in the bottom right corner of the Call Manager window. It informs the user of an incoming voice mail message.
Application Button	This button appears as the ShoreTel logo in the upper left corner of the Call Manager window. It provides a list of Call Manager configuration settings as well as options and display values.
Call Cell	The active cell displays information about the voice call that is currently being handled. It displays information about the connected party, the status of the call, and the duration of the call.
Call Handling Mode	This mode defines the Call Manager conditions and tasks for inbound calls. There are five different Call Handling Modes; Standard, In a Meeting, Out of Office, Extended Absence, and Custom. One of these modes is always active. These modes can be set manually or triggered automatically by an Outlook calendar.
Call Stack Size	This is used to determine the maximum number of calls that can be handled through the Call Manager. This is determined by the system administrator.
Call Transfer	This option sends a call to another operator or device.
Call Wrap-up	This feature provides time to complete notes or to finish updates to customer records. The user is not available to accept calls when in this mode.
Conferencing	Use this feature to turn an active call into a conference call by adding additional people to the call. The maximum number of people who can participate in a conference call is determined by the system administrator. All members do not have to be members of the ShoreTel System. It is also possible to consult with a person before connecting him or her to the conference call.
Consultative Transfer	This feature is used to talk to the person to whom the call is being transferred before transferring the call. It is used to insure that the other person is at his/her phone before the call is transferred.
Contacts Viewer	To obtain access to a Contacts List, click this tab. Contacts are a subset of directory entries.
Directory Viewer	This view displays all contact entries for all entities and rosters available to a user account. This includes the system directory, Outlook contacts, and personal entries.
Distribution Lists	This is a group of system users. The title assigned to the list becomes the name for the list. When sending a voice mail message, type or select the list name.
Extension Assignment	The device to which your calls are routed. The only option for Siena users is Home.

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Find Me	This feature allows callers who are routed to a voice mailbox to contact a person at an alternate device by pressing "1" while listening to a voice mail greeting.
Handsfree Mode	This option defines a telephone state where the phone is always off hook and the dial tone is suppressed.
History Viewer	Use this view to display a history of calls that have been placed from a specific phone extension.
Home Device	The phone that is plugged into the home port. It is the one that has been delivered to the user's office. This device can only be changed by the system administrator.
Off Hook	The handset for the phone has been lifted off the hook.
Outlook Integration	Call Manager can be used to integrate the phone system with Outlook inbox, voice mail, and calendar features.
Preferences	This window is where the preferences and options for sending and receiving messages can be configured. It can be accessed through the Application Button.
Presence	This feature is used to identify and distribute the availability of system users and other personal contacts.
Quick Dialer	This option provides a drop-down access to directory names and phone numbers that match the text typed into the Quick Dialer text entry field.
Redial Button	To access a list of recently dialed or received calls, click this button. This button is configured in the Options and Preferences window.
Speed Dial	This is a feature that dials a selected contact by pressing a single button on the phone.
Status Bar	Located at the bottom of the Call Manager window, this bar displays error and status messages.
System Distribution Lists	These lists are maintained by the system administrator. They can be accessed by users through an extension assigned to the list. To use these lists, authorization must be provided.
User Distribution List	These lists are created by individual users. They can only be modified and accessed by the person who created the list.
Voice Mail	Messages received from other callers when a user is not available to accept a call are maintained in the voice mail list. It is possible to record five different types of voice mail messages; Standard, In a Meeting, Out of Office, Extended Absence, and Custom.