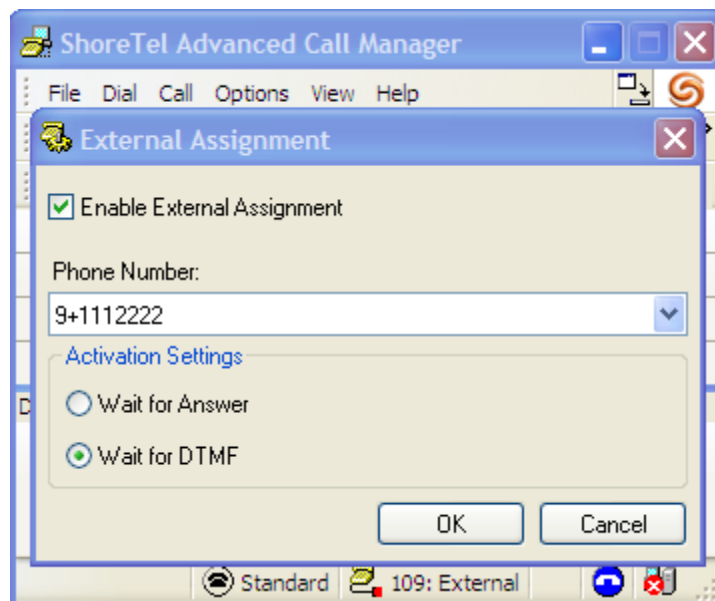


Dialing and Receiving Calls while away from the Office

Setting it Up

- Logon to your workstation remotely.
- Expand the ShoreTel Call Manager. Click on File>External Assignment. Click the “Enable External Assignment” checkbox. Enter 9+phone number (include 1+ area code if long distance) of the phone you would like to use to make and receive calls while out of the office.
 - E.g. if your home phone number is 111-2222, you’d enter 9+1112222. If the number was long distance, say 301-444-5555, you’d enter 9+13014445555.
- Chose one of the following options depending on how you would like to work from home and then click OK.
 - If you would like the call to be transferred to your external phone as soon as you answer, chose “Wait for Answer”
 - If you would like the call to be transferred to your external phone after you’ve been given the option to accept the call, chose “Wait for DTMF”.
 - **Important** – With either option, you should increase the number of rings before calls go to voicemail since it takes the system 1-3 rings to connect to your external phone. Do this by clicking on Options>Configure Call Handling. Click on the Edit Destination button and increase the number of rings to 6 or more.



To Dial

- Dial from the ShoreTel Call Manager application running on your remote workstation just as you would if you were at the office; or, if you're using Salesforce, dial just as you would at the office from the Salesforce browser window
 - In either case, the system will route the outgoing call through your external phone. You'll hear your external phone ring when the call is dialed by the system. When you pickup, you'll be on the outbound call.
- You can manage the call using the commands on the following page, but the easiest thing to do is to manage the call with the ShoreTel Call Manager or Salesforce call manager

To Receive Calls

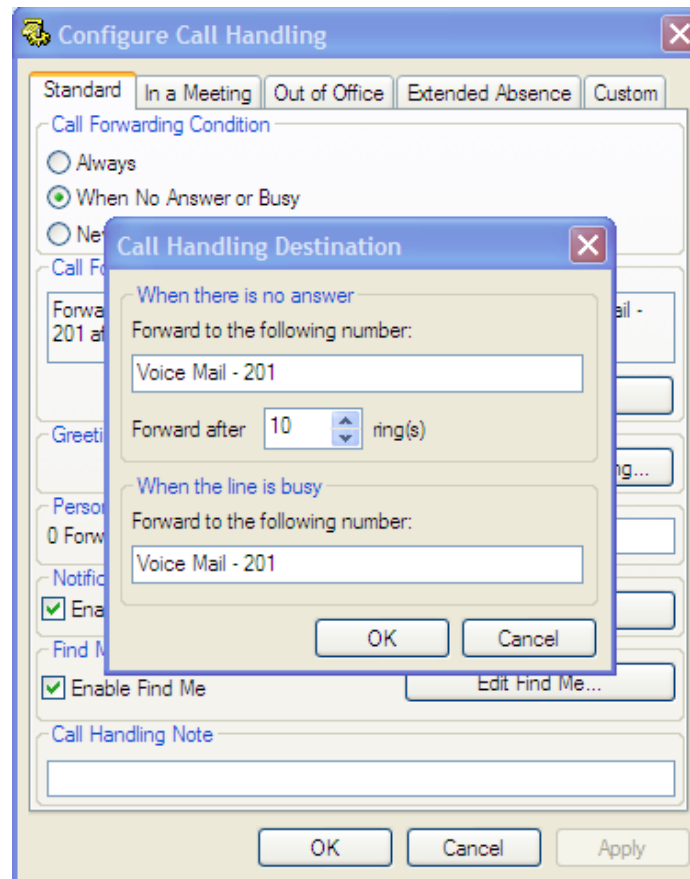
- When a call comes through on your extension, the system will automatically route the incoming call to your external phone.
 - If you chose "Wait for Answer" in the setup, as soon as you answer your external phone you'll be connected to the caller
 - If you chose "Wait for DTMF", you'll have three options to choose from to manage the call:
 - 1 – Answer the call
 - 2 – Send to voicemail
 - 3 – Give caller ID information
- You can manage the call using the commands on the following page, but the easiest thing to do is to manage the call with the ShoreTel Call Manager or Salesforce call manager

Returning to the Office

- Expand the ShoreTel Call Manager. Click on File>External Assignment. Uncheck “Enable External Assignment”
- Change the number of rings back to the desired setting (Call Handling>Edit Destination)

Troubleshooting

- Check number of rings set for No Answer/Busy
 - If inbound calls are dropped and sent to voicemail before you have a chance to answer them, open the ShoreTel Call Manager on your remote workstation and click on Options>Configure Call Handling. In whatever call handling mode is active, click on the Edit Destination button. Change the number of rings when No Answer/Busy to at least 10.



- Check call handling mode
 - Make sure the mode you expect, usually Standard, is set