Call Communicator – Handling Incoming Calls

ANSWER CALLS TO YOUR EXTENSION

When a call is received, the Active Call Area displays a call cell. This cell lists the caller's phone number. If the caller is listed in the system directory, your personal directory, or Outlook Contacts, the caller's name will also display. If the inbound call number matches multiple names in the directories, the call cell will display the first match. To answer an incoming call from Call Communicator, complete one of the steps below.

☏ Click the **Answer** button on the alert. This alert appears in the bottom right corner of the window (see illustration below middle).

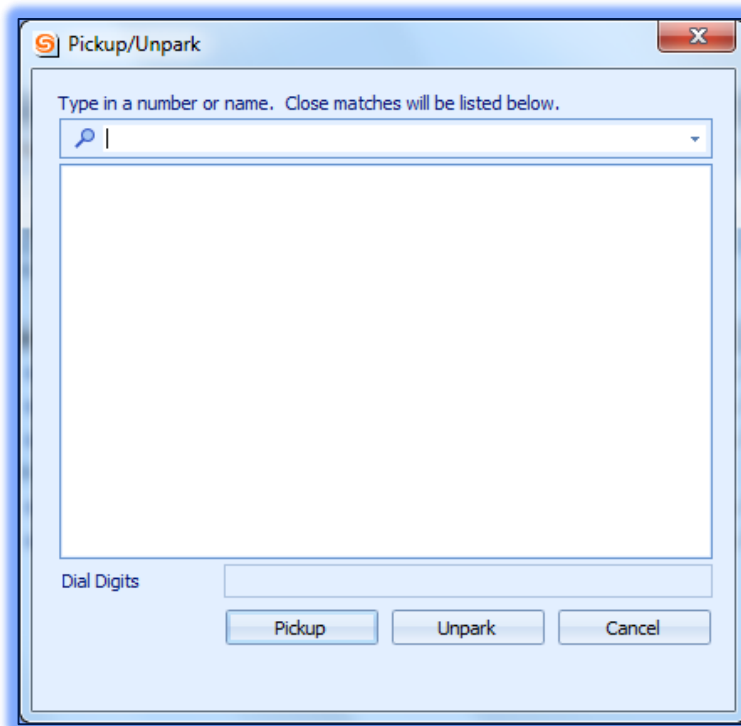☏ Click the **Answer** button on the call cell (see illustration above right).
☏ Right-click the **Call Cell** and then click **Answer**.
☏ Click **Call** on the **Main Menu** and then click **Answer**.
☏ Click the **Application Button** (see illustration above left), click **Call**, and then click **Answer**.
☏ Press **Ctrl + A** on the keyboard.
☏ Press **F8** on the keyboard.

ANSWER CALLS TO DIFFERENT EXTENSION

In order to use this feature, the user has to be authorized to answer inbound calls to another user's extension.

☏ To pick up another user's phone call, complete one of the steps below.
  ★ Click **Dial** on the **Main Menu**.
  ★ Click the **Application Button** and then click **Dial**.
  ★ Right-click the **ShoreTel** icon on the **System Tray** and then select **Dial**.
☏ Click **Pickup/Unpark** from the list of options.
☏ The **Pickup** dialog box will display (see illustration on previous page).
☏ Begin entering the user's name or number in the data entry field.
☏ A list of user names, filtered by data entry field contents will be displayed.
☏ Select the desired user in the table.
☏ The user's number will appear in the **Dial Digits** field. This field is located above the buttons at the bottom of the panel.
☏ Press the **Pickup** button at the bottom of the panel.

ENDING A CALL

The method of ending a call is determined by the mode in which the call was answered.

☏ Press the **Hang Up** button on the call cell (see illustration at right).
☏ Right-click the call cell and then click **Hang Up**.
☏ Select **Call** on the **Main Menu** and then click **Hang Up**.
☏ Click the **Application Button**, click **Call** and then select **Hang Up**.
☏ Press **Ctrl + U** on the keyboard.

HANDLING MULTIPLE CALLS

The number of voice mail calls that can be handled simultaneously is determined by the system administrator. The Options and Preferences, Telephony area is used to specify the number of calls that Call Communicator can display in the Active Call Area.

Voice call management tasks are performed by pressing the buttons on the right side of the call cell. The state of the call determines which buttons will be available. Call operations listed in the Main Menu window, Application Button, and context menus are available for answering the call.

While talking on another call, perform one of the call answering tasks described under **Answer Calls** to answer an inbound call. The current call will be placed on hold when an inbound call is answered.

The active voice path can be switched from one active call to a second call by clicking the call cell representing the second call. The first call will be placed on hold when the voice path is switched to the second path.