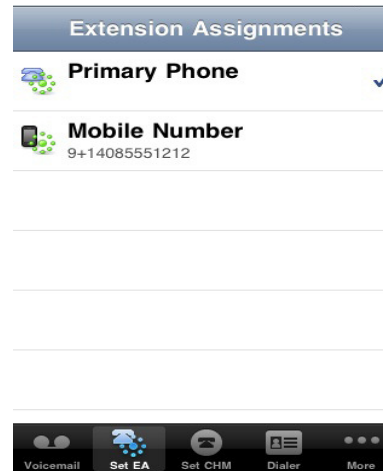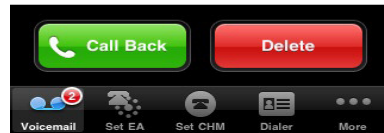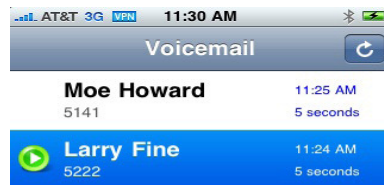# Communicator for iPhone - Quick Reference Guide

## Accessing Voicemail

Voice Mail allows you to play heard, unheard, and saved voicemail messages. The current total of unheard voicemail messages are displayed as an overlay of the Voicemail button. Voice messages that have not been listened to are displayed in Bold text. Messages that you have already listened to are displayed in plain text.

Each time the Voicemail screen is accessed it will refresh the message list. You can also use the Refresh button in the upper right hand corner to refresh voicemails.  To view more voicemails you can scroll down the screen and the system will automatically retrieve more messages each time you scroll down.
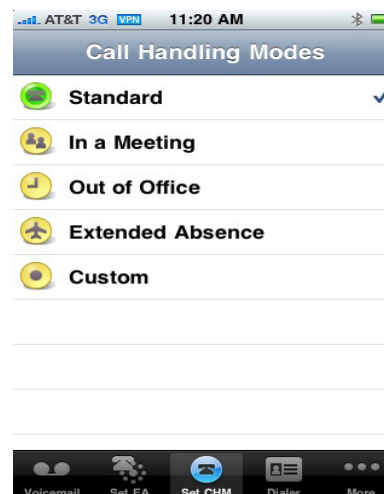
- **Play**: This action will play the selected voicemail. The ShoreTel system will call your iPhone**\*** and you will hear the voicemail message when you answer the call.
- **Call Back**: This action will call the destination number listed in the voicemail entry. The ShoreTel system will initiate a call between the destination number and the current Extension Assignment.\*\*
- **Delete:** This action deletes the message from your Voice Mail Message list.



## Setting the Call Handling Mode

To set any of your five Call Handling Modes, follow these steps.

1. Tap the **Set CHM** icon from the Tab Bar.
2. Select Call Handling Mode you want to change to by tapping on it.
3. The check mark defines your current Call Handling Mode.

**\***If the Default Extension Assignment setting is set to On, the system will switch the Extension Assignment to the iPhone number if not already set.

**\*\***The Extension Assignment will be switched to Mobile. If Default Extension is set to Off, the call will be made to your current Extension Assignment.



## Extension Assignment

This screen is used to set Extension Assignment numbers. The current Extension Assignment number is the one that the ShoreTel system uses when making a call from the **Dialer, Voicemail, Contacts** or **Call History** screens.  The ShoreTel system calls you first (at your current Extension Assignment). When you answer that call, the ShoreTel system connects you with the number you are calling. You can then either accept the call by pressing "1" or by answering (depending on your External Assignment Activation setting programmed in your ShoreTel profile Personal Options).**\*** To change the Extension Assignment setting:

1. Tap the **Set EA** icon from the Tab Bar.
2. Tap on the Extension Assignment you want to set.
3. Verify the check mark next to the number, this indicates your current Extension Assignment.
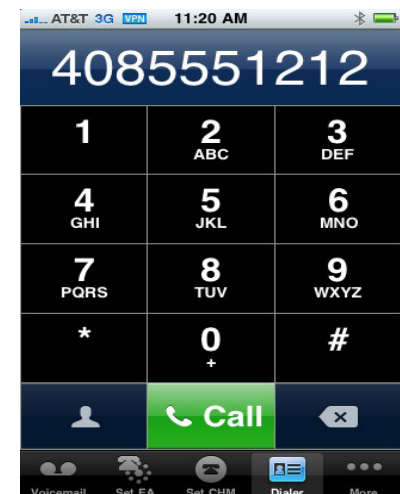
## Dialer

Dialer displays a number pad to enter phone numbers. The phone number will appear in the top window, above the number pad. To initiate the call, use the Call button, the call will be placed using the ShoreTel system.

\*You can also paste a copied number into the **Dialer** number-to-dial field. This is accomplished by touching the field, holding until the Paste menu is displayed and then selecting Paste.

Selecting the Contacts button to the left of the call button, will display the local iPhone Address Book contacts.

# Communicator for iPhone - Quick Reference Guide

## More

The More Button displays additional items you can access including:

- **Call History** - This screen displays a list of calls to and from your ShoreTel extension.
- **Settings** - This screen allows you access to your **Account** settings and the **About** ShoreTel communicator screens.
- **Help** - This gives you access to the main help screen

From the **Settings** screen you have the option of changing the Tab Bar icon layout. To change the layout, do the following:

1. In the upper right hand corner of the screen tap on the Edit icon

2. This will display the Configure screen

3. From here you can drag and drop the icon to the Tab Bar and rearrange them

4. When finished, tap Done in the upper right hand corner of the screen .
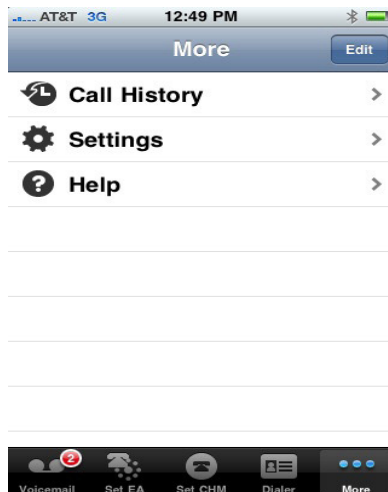
## Configuring Settings

The Settings option is accessed by clicking the More icon. Settings is used to configure parameters for ShoreTel Communicator. Navigate to the Settings option you want to change. The following options are available.

- **Account**: This screen displays the information provided at setup. If you require changes to your Account settings you may access them through this screen.
- **About Communicator**: This screen displays the current version of the ShoreTel Communicator for iPhone software loaded on your iPhone.
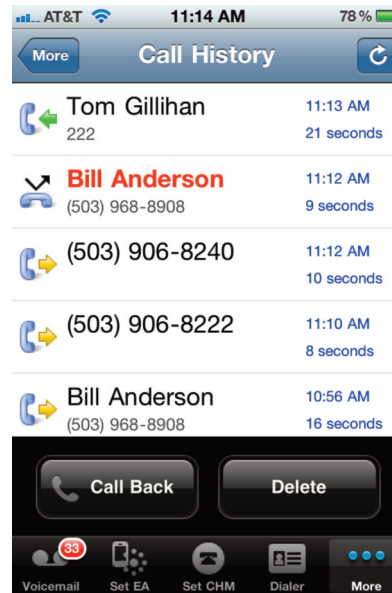
## Call History

This screen displays information about your most recent calls on the device. Each History Viewer record includes the destination number of an outbound call or source of an inbound call along with the start time and duration of each call. Call History icons are displayed describing incoming, outgoing, missed calls and conference calls.

The following actions can be performed on selected History Viewer entries:

- **Delete**: This action deletes the highlighted call in the History Viewer.
- **Call Back**: This action initiates a call to the entry highlighted in the History Viewer. This action is available only for messages associated with a valid Caller ID. Once the connection is made, the ShoreTel system calls you back at the number you have configured for your Extension Assignment.
- **Refresh**: This action retrieves the most recent calls on the device.

## Contacts

The Contacts button can be accessed from the Dialer screen to the left of the Call button. Tapping on Contacts will display only the local iPhone Address Book contacts.

You can place a call from the Contacts list by Tapping on the name of the person you wish to call. This will display their Info screen.

Selecting a phone number for a contact will call that number through the ShoreTel system. If the default Extension Assignment (EA) setting is enabled (set to Yes), the system will switch the Extension Assignment to the iPhone prior to making the call.