SHORETEL USER GUIDE – CONNECT CLIENT

Signing In

- Double-click the Connect Client icon
- Type in Email or Username
- Enter Password
- Select Remember this and log me in automatically next time
- Click +Show Advanced
- In the Domain name, enter the domain name
- In the Server field, enter the fully qualified domain name
- Click Log in

Accessing Voicemail Messages

- Launch the Connect Client
- Click the Recent tab
- Click the drop-down list on the top-left corner of the second pane, and select Voicemails

Listening to Voicemail Messages

- Launch the Connect Client
- Click on the left
- Choose the phone or speaker icon, and then click the play icon
- You can reply to, forward, or delete the received voicemail

Making a Call

From the Search Bar

- Launch the Connect Client
- Type a contact's name, number, or email address in (next to dial pad)
- Double-click the contact, or click the contact then click

From the Dial Pad

- Launch the Connect Client
- Click
- Dial the extension or number
- Press enter

From the Directory

- Launch the Connect Client
- Click the People tab
- Scroll down to find the contact
- Double-click the contact, or click the contact and then click

To view information for a contact, click the contact on the second pane, and click +Info on the third pane

Sending an Instant Message

- Launch the Connect Client
- Find the contact
- Click the contact on the second pane
- Type the message
- Press Enter

Conferencing

Creating a Conference

- Launch the Connect Client
- Click the Events tab
- Click +New Event at the bottom of the second pane
- Enter the details of the conference

The event invitation is displayed in the third pane. If the Connect client is integrated with Microsoft Exchange, a meeting invite is launched in Office Outlook. The event invite must be emailed to the participants. The event is added to your Outlook calendar.

Joining a Conference from Events Tab

- Launch the Connect Client
- Click the Events tab
- Click the Upcoming tab to view all upcoming conferences
- Select the conference to join
- Click Join Meeting
- Do one of the following:
    - To take the call through the softphone (your computer and headset), click Call via Computer Audio
    - To configure a call back, click the Call Me option, enter the number, and click Call Me
    - Click on the second pane. If you have assigned a desk phone or a cell phone to the Connect Client, the assigned phone will ring
- Click to end the audio conference