

Installing ShoreTel Call Manager

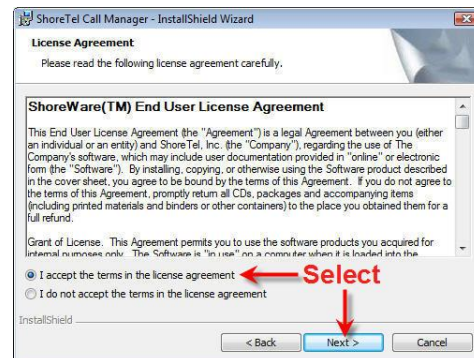
First you will need to Select the “Start” button on the bottom left of the screen. Then you will need to type this into the search box:
N:/phone



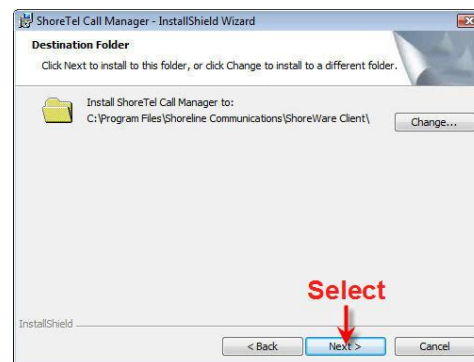
This should begin the installation for the Call Manager. You should see a window appear that is similar to the picture displayed to the right. Once it has finished loading up a lot of its information, the “Next” option should become selectable. Select the “Next” button.



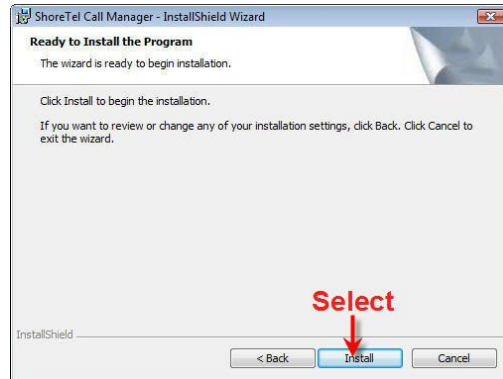
A new window should appear with the “End User License Agreement”. Once you are ready, select the circle next to “I accept the terms in the license agreement”. A blue dot should appear in the circle. After that, select “Next”.



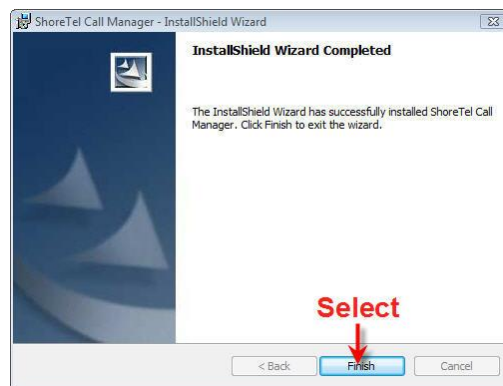
In the new window that appears, select “Next”.



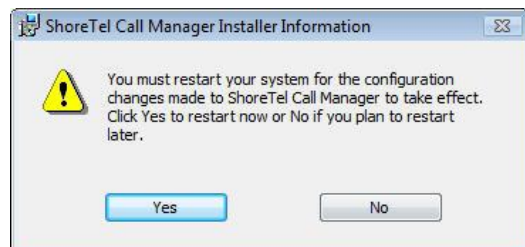
The next window is where you can start the installation. Select “Install” when you are ready.



When the installation is completed, you will need to select “Finish”.



If you see the window displayed to the right, you will have to restart your computer. Make sure that you have any opened documents saved, and then select “Yes” when you are ready. If you are working on something and cannot restart yet, you can select “No”, but the Call Manager will not work until you restart.



Initial setup for the ShoreTel Call Manager

Once your computer has restarted, you will want to open the ShoreTel Call Manager.



The first time that you open the ShoreTel Call Manager, a window will appear that makes you go through the setup process. When you see this window, select "Next".



Now it will ask you for the server that is to be used. The server that we are using is: 10.10.0.10

Make sure you type the numbers as well as the dots. Once you have typed in the server information, you will need to select "Next" at the bottom of the window.



The next window will ask you for your information. You will need to type in your username and password. This information is Different than your regular Henderson information. Your username will be the first letter of your first name followed by your last name. The default password is "changeme". An example for John Smith would be:

Username: jsmith
Password: changeme



Now it will attempt to connect to the server with the information that you provided. It should complete the connection and allow you to select "Next". If it does not, you will need to select "Previous" and then make sure that you typed in the information correctly. If it still does not work, you will need to contact the Helpdesk at ext. 5678 or by e-mail at helpdesk@hsu.edu.



It will ask you to put in a new password for your system. This can be any character combination, but it also must be between 6 and 25 characters long. Once you have your password typed in both text boxes, select "Next" at the bottom of the window.



Now you will see another password screen. This password is for your voicemail on your phone. You can only use numbers for this password. Once you have typed in your password, select "Next" at the bottom of the window.



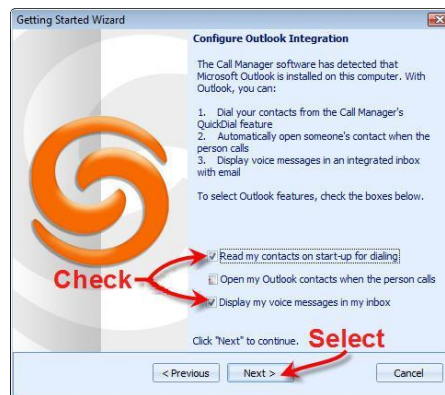
The next window gives you information about the next step. Read the information and then select "Next".



The Device button lets you decide if you will record your name on the phone or the computer. If you want to record this on the computer, you will have to have a microphone set up. When you are ready, select the "Record" button and then record your name. If you are recording your name through the phone, you will have to pick up the handset after the beep. Then immediately say your name and select the "Stop Recording" button on the computer. Do this until you are comfortable with your recording, and then select "Next" at the bottom of the window.



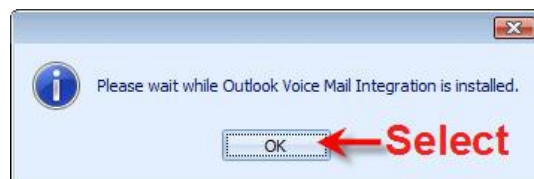
Check these options to make sure that they are selected. Then select "Next" at the bottom of the window.



Make sure that there is a check next to this option. This is the setting that makes the ShoreTel Call Manager automatically start when the computer loads up. Once you have checked this setting, select the "Next" button at the bottom of the window.



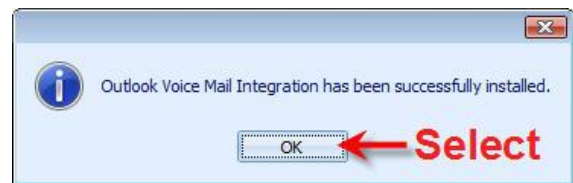
You should see this window appear. Select "OK".



If you have certain programs open that would hinder the final configuration of the system, then this window will appear. If you see this window, close any of the programs listed. Then select “Try Again” at the bottom of the window.



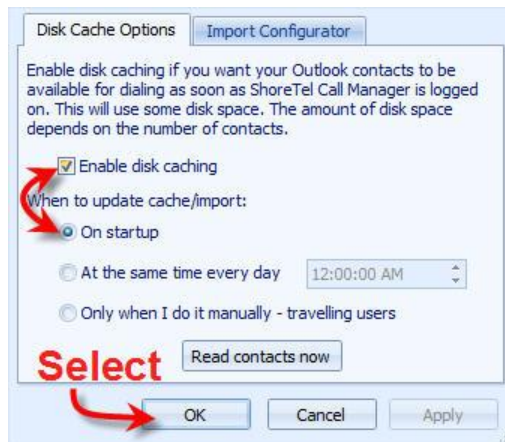
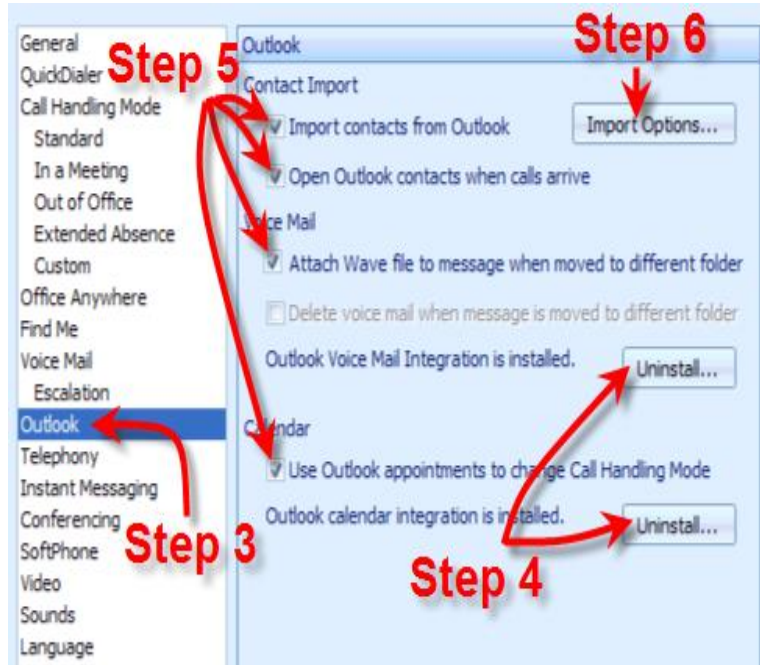
When it is completed, you will see this window appear. Select “OK”.



Setting up your Voicemail with Outlook

It is possible to link your Outlook Contacts and your Calendar with the Call manager. This allows for you to have outlook automatically change your status when you have an appointment. To set this up in Call Manager:

1. Click the Application button on the top left corner of the ShoreTel program.
2. Select the **Options...**
3. In the new window (shown to the right), select **Outlook** on the left column.
4. Look to see if Voice Mail and Calendar options are installed. If they are not installed, select **Install**. If you installed them, you will have to restart after this and return to this window.
5. Make sure that all of these options are selected if you want calendar integration, a linked directory, and voicemails sent to your E-Mail.
6. Select the **Import Options**.
7. A new window should appear. On the first tab, make sure that there is a check next to "Enable disk caching". Then make sure to select when to update. If you shut down or restart your computer a lot, select "On startup". Otherwise, select "At the same time every day". Otherwise, select "At the same time every day".
8. When you have set that up, select **OK** on the bottom.



If you would like to know more about the ShoreTel Call manager, please check MyHenderson (also known as Reddie Connect). You can find it by logging in and then selecting the "Resources (Employee)" tab. Then select "Technology Resources" on the left side. Then look for the corresponding PDF.