



Programmable Buttons User Guide Supplement to IP560 and BB24 Devices

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ShoreTel 6 Programmable Buttons User Guide

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Company Information

ShoreTel, Inc.

960 Stewart Drive

Sunnyvale, California 94085

Phone: 1-408-331-3300 OR 1-800-425-9385

Fax: 408-331-3333

www.shoretel.com

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OVERVIEW

ShoreTel 6 allows an administrator or a user to change the functions associated with the custom buttons on some IP phones and on the button box. The new feature essentially allows the user to create shortcuts for operations that would normally require pressing two or three buttons to accomplish the same task.

For example, the action associated with the bottom button on an IP 530/560 could be configured to speed-dial a particular extension or external number. The button above that could be set to perform overhead paging, and so on. All of the custom buttons on the IP 530/560 phone are configurable except for the top-most button, which is permanently set to provide call appearance information (i.e. ringing indicator and call timer information). All 24 buttons on the button box (BB24) are configurable with none limited to call appearance.

Users can figure out which actions they perform on a regular basis and then associate those actions with the custom buttons so that instead of having to dial a star code (such as *14 for picking up the Night Bell) they can just press one button. See the table on the following page for supported functions.

Details:

- After a function is assigned to a button, users can enter a label (up to five characters on the IP 530/560 and up to six characters on the IP 100 and BB24). The label appears on the LED display next to the custom button.
- The system administrator can configure the custom buttons via ShoreWare Director on behalf of a user, or he can enable permissions for an individual user so that the user can modify the custom buttons on his own IP phone via the telephone interface.
- The programmable button feature is supported on the BB24, IP 100, and IP 530/560 models. The feature is not supported on the analog models or on the IP 210.
- The IP100 does not have custom buttons, but the soft keys can be configured (via ShoreWare Director) in the same way that custom buttons are configured on the other phones.
- IP 100 phones cannot be configured by the user. The buttons on these phones must be configured by the system administrator.

HOW TO PROGRAM

To configure programmable buttons on the phone of a specific user via ShoreWare Director, follow the procedure below:

- Step 1** Launch ShoreWare Director and enter the user ID and password. Then click the **Login** button.
- Step 2** Click on the **Administration** link to expand the list (if it has not already been expanded).
- Step 3** Click on the **Users** link and then the **Individual Users** link to display the list of users on this system.
- Step 4** Click on the name of the user to modify and then click on the **Personal Options** tab.
- Step 5** Scroll to the bottom of the window and click on the **Customize IP Phone Buttons** link.
- Step 6** Click the IP Phone Type drop-down menu and select the appropriate IP phone type (or button box) for which you would like to program buttons.
- Step 7** For each button except the first one, which is permanently associated with the Call Appearance function, click on the **Function** drop-down menu and select the action you would like to associate with a particular button.

Customize IP Phone Buttons Save Reset
Mickey Raton * modified

[Edit Custom Keys](#) [Refresh this page](#)

IP Phone Type: IP530/560

Button	Function	Label	Target
1	Call Appearance		
2	Conference Blind	Conf1	<input type="radio"/> None <input checked="" type="radio"/> Extension: <input type="text" value="313-5701 : Adam Ant"/> Search <input type="radio"/> External: <input type="text"/> (e.g. 9+1 (408) 331-3300)
3	Pickup Night Bell	Night	
4	Dial Mailbox	User1	Extension: <input type="text" value="818-5301 : HQ IP1"/> Search
5	Pickup	User2	Extension: <input type="text" value="818-5302 : HQ IP2"/> Search
6	Transfer Blind	Trans	<input type="radio"/> None <input checked="" type="radio"/> Extension: <input type="text" value="2001"/> Search <input type="radio"/> External: <input type="text"/> (e.g. 9+1 (408) 331-3300)

[Return to this user's personal options](#)

Figure 1 Programming Custom Keys on IP 560 Phone

- Step 8** In the **Label** field to the left of the drop-down menu, enter a descriptive word to remind the user which function is associated with that button. This label will appear on the LED display adjacent to the button. Note that this label can be up to five characters long for the IP 530/560 phones and up to six characters long for the IP 100 and BB24.
- Step 9** After you have selected a function and entered a label for a particular button, you may optionally enter destination information in the **Target** field. Certain functions, such as mute do not require entering a destination, but other functions such as speed-dial or blind transfer can optionally take a destination. Some functions take only extensions and some take any type of phone number.
- Step 10** When you have finished entering functions and labels for all of the buttons, click the **Save** button at the top of the window to store your changes.

To enable a user to configure the programmable buttons on his or her phone, follow the procedure below:

- Step 1** Launch ShoreWare Director and enter the user ID and password.
- Step 2** Click on the **Administration** link to expand the list (if it has not already been expanded).
- Step 3** Click on the **Users** link and then the **Individual Users** link to display the list of users on this system.
- Step 4** Click on the name of the user whose profile you would like to modify (enabling him to customize the buttons on his IP phone). A window similar to the one shown below appears.

Users

Edit User

[New](#) [Copy](#) [Save](#) [Delete](#) [Reset](#)

▼ **General** ▶ Personal Options ▶ Distribution Lists ▶ Workgroups

First Name:	<input type="text" value="Mickey"/>
Last Name:	<input type="text" value="Raton"/>
Number:	<input type="text" value="500"/>
License Type:	<input type="text" value="Extension and Mailbox"/>
Caller ID:	<input type="text" value="+1 (408) 331-1235"/> (e.g. +1 (408) 331-3300)
<input checked="" type="checkbox"/> DID:	<input type="text" value="+1408331"/> <input type="text" value="3929"/> (DID Range: +14083313921 - 3940)
PSTN Failover:	<input type="text" value="None"/>
User Group:	<input type="text" value="Executives"/> Go to this User Group

Figure 2 Accessing the User Group via the Edit User window

- Step 5** Click on the **Go to this User Group** link and on the next window that appears, click on the **Go to this Class of Service** link located to the right of the **COS - Telephony** field. The Class of Service window appears, similar to the one shown below.

Class of Service

Edit Telephony Features
Permissions

New

Copy

Save

Edit this record

Refresh this page

Name:

Fully Featured

Max. Call Stack Depth:

8

Max. Parties in Make Me Conference:

6

Allow Call Pickup

Allow Trunk-to-Trunk Transfer

Allow Overhead and Group Paging

Allow Make Hunt Group Busy

Allow Extension Reassignment

Allow PSTN Failover

Show Caller ID Name and Number on Monitored Extensions

Allow Customization of IP Phone Buttons

Show Extensions with Different Prefixes in Directory

Allow Collaboration Features

Allow Recording of Own Calls

Directed Intercom / Paging:

Allow Initiation


Figure 3 Enabling customization of IP phone buttons

- Step 6** Enter a name for the Class of Service profile in the **Name** field (unless you are modifying an existing Class of Service profile for which you would like to preserve the existing name).
- Step 7** Select the **Allow Customization of IP Phone Buttons** check box.
- Step 8** Click the **Save** button to store your changes.

Details:

- The default for new Class of Service (Telephony) profiles is to have this feature disabled, thus preventing users from modifying their own custom buttons.
- Once this Class of Service (Telephony) profile has been created, you can apply it to every person in the system that you would like to allow to change his or her custom buttons.

To change the custom buttons on your IP 530/560 phone or BB24 via the telephone interface, follow the procedure below:

- Step 1** Press the **Options** button on your IP phone and enter your password, followed by the **#** key.
- Step 2** Scroll through the list to option **4. Program Buttons**.
- Step 3** Press the **Edit** soft key.
- Step 4** Press the custom button that you would like to modify. (If you are modifying the buttons on the BB24 device via the 530/560 interface, press the button on the BB24 that you would like to configure.)
- Step 5** Scroll through the list of functions until you find the function that you would like to apply to this button.
- Step 6** When you have highlighted the appropriate function, press the **Next** soft key.
- Step 7** Enter an extension, external number, or leave it blank. Then, press the **Next** soft key.
- Step 8** Press the  soft key to shift the key pad to alphabet mode.
- Step 9** Use the key pad to enter a short descriptive word that will remind you of the new function of the custom button.
- Step 10** Press the **Done** soft key.
- Step 11** Press the **Done** soft key again to store your changes.

SUPPORTED FUNCTIONS

Table 1 Supported Functions

Function	Parameter	Comments
Barge In	Extension or none	
Call Appearance	None	Not supported on Button Box
Conference Blind	Extension or external number	
Conference Consultative	Extension or external number	
Conference Intercom	Extension or none	
Dial Mailbox	Extension or none	
Dial Number (Speed Dial)	Extension or external number	
Intercom	Extension	
Monitor Extension	Extension	
Page	None	
Park	Extension or none	
Park and Page	Extension or none	
Pickup	Extension or none	
Pickup Night Bell	None	
Pickup/Unpark	Extension or none	Uses internal presence to determine which operation to perform
Record Call	None	Operates on selected call in connected; Pressing a second time stops the recording
Record Extension	Extension	
Send Digits Over Call	Extension	
Silent Monitor	Extension or none	
Transfer Blind	Extension or external number	

Table 1 Supported Functions

Function	Parameter	Comments
Transfer Consultative	Extension or external number	
Transfer Intercom	Extension or none	
Transfer to Mailbox	Extension or none	
Transfer Whisper	Extension or none	
Unpark	Extension or none	
Whisper Page	Extension or none	
Whisper Page Mute	None	

BLINK PATTERNS AND ICONS

Table 2 Blink Patterns and Icons

Device	LEDs	LABEL (characters)	ICON
IP 530 Phone	No	5	Yes
IP 560 Phone	3-color	5	Yes
BB24	3-color	6	No
230	2-color	N/A	N/A
212k	3-color	N/A	N/A