



Product: ShoreTel system, IP530, IP530

System version: ShoreTel 5 Release 1.2

IP phone enhancements and frequently asked questions

Since the introduction of our ergonomic line of IP telephones (IP210, IP 530 and IP560), ShoreTel has implemented several enhancements based on customer feedback. In addition, there are some frequently asked questions about some features that should be highlighted.

RECENT IP PHONE ENHANCEMENTS

The following enhancements have been introduced in various software releases since the original introduction of ShoreTel5 Release 1.0. These features are available to customers with a current software support agreement.

1. Call Handling When a Second Call Arrives

ShoreTel has improved the IP530/560 user interface such that when a user is on a call, and a second call arrives, transfer and other call control functions apply to the original call. This allows the user to transfer the original call without having to answer, and place on the hold, the second call.

This feature is available in:

ShoreTel5 Release1.2, Build 9.7.7500.0 or greater (Reference Case# 1-16676831)

2. Turning off Caller ID for Monitored Extensions

In some applications, users do not want the name and number of the person they are talking to shown on the display of someone monitoring their extension. This also applies to new calls as they arrive. ShoreTel has added the ability to turn off the Caller ID information for monitored extensions on the IP530/560 phones on a system-wide basis. This is accomplished through a registry setting on the ShoreWare server.

This feature is available in:

ShoreTel5 Release1.2, Build 9.7.7100.0 or greater (Reference Case# 1-16308773)

The setting is:

DWORD HKEY_LOCAL_MACHINE\SOFTWARE\Shoreline Teleworks\IPDS\Debug\XMonNoDetails = 1

3. Automatic Dimming of the IP530/560 Display

ShoreTel has enhanced the operation of the IP530/560 display to provide automatic dimming of the backlight after five minutes of inactivity. This helps reduce energy consumption as well as turn off the display, so it doesn't light up a dark office building at night. It also has the benefit of increasing the life of the backlights.

This feature is available with IP530/560 telephones manufactured October 2004 and later when using:

ShoreTel5 Release1.1, Build 9.3.6206.0 or greater

ShoreTel5 Release1.2, Build 9.7.7303.0 or greater

You can identify when a phone was manufactured by the date code located on the serial number sticker on the bottom of the telephone. The date code is represented as:

YYWW

where

YY = year manufactured (04 representing 2004)

and

WW = week manufactured (40 representing the 40th week of the year or the first week in October)

4. Transfer using Intercom (Off Hook Call Announce)

ShoreTel has improved the operation of transfer using intercom. When you transfer a call, and chose to announce the call using intercom (a.k.a. Off Hook Call Announce), once you complete the transfer, the call will ring the user's telephone rather than cut-through to the speakerphone.

This feature is available in:

ShoreTel5 Release1.2, Build 9.7.7100.0 or greater (Reference Case# 1-16101453)

FREQUENTLY ASKED IP PHONE QUESTIONS

The following features, frequently asked about, have been available since ShoreTel5 Release 1.0.

Turning off Extension Monitor Ringing

Some users prefer their telephone not to alert when a call is ringing on a monitored extension. A user can turn off the alert by putting themselves into any call handling mode other than Standard call handling mode.



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For example, if the person typically uses Standard call handling mode (ring four times and go to voice mail), they can configure “Custom” call handling mode to behave in the same manner (ring four times and go to voice mail). By placing themselves in Custom mode, their inbound calls are routed as desired yet calls to monitored extensions no longer ring their telephone.

Idle Screen Option

Some users prefer to retain the idle screen on their IP530/560 (showing name, number, call handling mode, date and time) even when a monitored extension is active. This feature will still provide Caller ID information for incoming calls to monitored extensions.

There are two registry settings available on the ShoreWare server to control the idle screen. The first sets the default idle screen behavior for the entire system, and the second overrides this setting for a list of users.

The default idle screen setting is:

```
DWORD HKEY_LOCAL_MACHINE\SOFTWARE\Shoreline Teleworks\IPDS\Debug\DefXMIPMode = 1
```

The override of the default idle screen setting is:

```
string HKEY_LOCAL_MACHINE\SOFTWARE\Shoreline Teleworks\IPDS\Debug\XMIPModeExceptions  
(comma delimited list of extensions)
```

Contrast Adjustment on the IP530/560

Some users need to adjust the contrast on their IP530/560 to match their view angle and optimize the readability of the display. To adjust the contrast on an IP530/560 telephone, simply hold down the “mute” button and use the “Up / Down” scroll buttons to the left of the LCD display until the desired contrast is achieved.

One Touch Speed Dial

The ShoreTel IP530 and IP560 each support one touch speed dial that can help make dialing frequently used numbers faster. Users can assign a speed dial to any number on their keypad using Personal Call Manager or Web Access. When the user presses and holds a digit on the keypad for 1 ½ seconds, the associated number is dialed.

Note: This feature is not supported on the IP100, IP210 or analog telephones.

