ShoreTel AP100/AP110 Business Telephone

User Guide

Contents

Introduction

This manual covers the use of the ShoreTel AP100 and ShoreTel AP110 business phones with the ShoreTel phone system. The ShoreTel AP100 and AP110 phones provide an easy-to-use interface through its large screen and 6 softkeys. By providing this interface, the user no longer has to remember all the phone feature codes to perform functions such as call handling, or extension management.

This manual should therefore be used in place of the Telephone User Interface Quick Reference provided with the telephone. Please continue to refer to The Analog Telephone Interface Guide for all other ShoreTel features.

Installation and Setup

Installation

1. Connect the handset cord

Turn the telephone over and locate the handset jack marked ☎. Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the illustration on the next page. Attach the handset to the other end of the handset cord.

2. Attach the stand

If you plan to mount the phone on the wall, you do not need to attach the stand, skip this step. If you plan to use the phone on a desk, attach the stand by inserting the tabs on the stand (marked with ↓) into the

slots on the bottom of the telephone. For a higher viewing angle, use the slots marked ⬎. For a lower viewing angle, use the slots marked ⬏. Then rotate the stand towards the phone until it snaps into place.

Handset groove
Handset cord
Handset
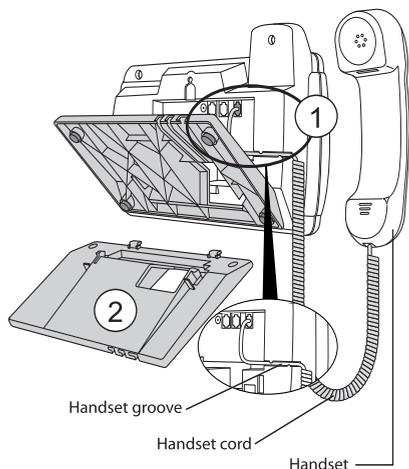
3. Connect the cords

If you attached the stand to install the phone on a desk, route both the phone cord and power adapter cord through the opening in the stand. Insert the phone cord into the slot on the back of the telephone marked ⬓ until it clicks into place. Insert the power cord into the power jack marked ⚠ .

Note: *You should connect the power adaptor to a surge protector or power bar.*

4. Press the cords into grooves

Press the cords into two of the grooves provided on the bottom the stand. This will allow the stand to sit flat on a desk surface.

Phone cord
Stand
Line grooves
Handset cord jack
Phone cord jack
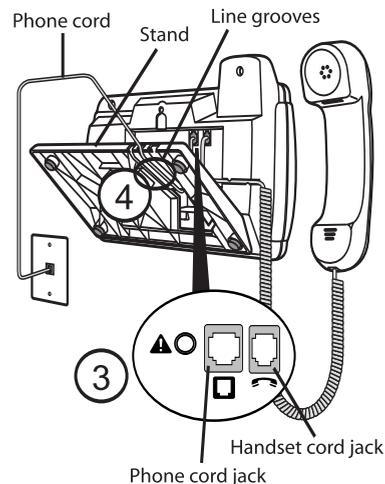
5. Install the phone

If you have installed the stand and are using the phone on a desk:
Simply turn the telephone over so it rests on the stand. Connect the phone cord to a phone jack and plug the power adapter into a power outlet.

6. Install on a wall

To install the phone on a wall:
A. Connect the cord to the wall jack.[‡]
B. Coil the phone cord into the space provided on the back of the phone.
C. Align the telephone so the hooks on the wall plate, align with the wall-mount slots on the back of the phone, as shown here.
D. Push the phone onto the pegs, and then slide it down until it is secure
E. Plug the power adaptor into a power outlet

[‡] Note: You may wish to purchase a short phone cord from a local supplier for a wall installation.

7. Insert number card

Write your telephone number on the number card, and place it into the card slot on the telephone, located under the mouthpiece in the handset cradle. Gently bend the clear plastic lens into the slot, over the number card.

Screen States and Softkeys Setup

After phone is plugged in and powered up, lift the Handset. If softkey[‡] labels appear on the screen as shown next, your phone set up is complete. If this is the case, skip to the next chapter **Screen States and Softkeys**.
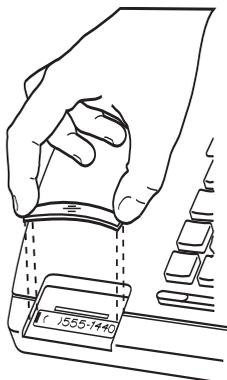
If softkey labels do not appear on screen:

1. Please dial 1-866-732-8791 (toll free for most States within North America) or 604-629-4976 to program your phone

2. At the voice prompt press 2 to download programming. You will see the next screen, please wait. (No more than ten seconds).

[‡] The softkeys are the 6 buttons on either side of the screen. The softkey labels are the text that appears beside the buttons

```
  ⊕
  ⊂☎        ┌─────────────────────────┐
  ⊶──       │                         │
  ▶◀        │   Getting CPE ID...     │
            │                         │
            └─────────────────────────┘
```
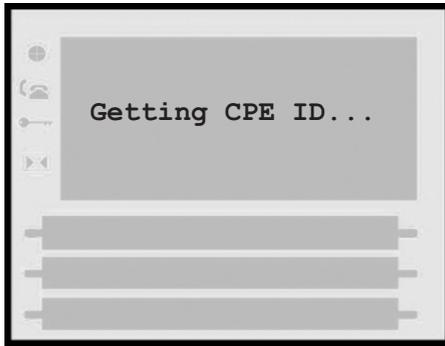
3. When the screen displays the prompt, "Do you have a passcode?" select the **No**.

```
  ⊕
  ⊂☎        ┌─────────────────────────┐
  ⊶──       │     Do you have a       │
  ▶◀        │       passcode          │
            │                         │
  -Yes                           No-
                                Quit-
```
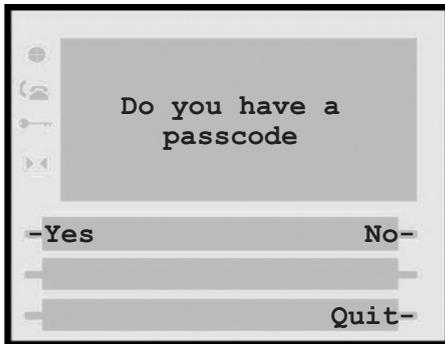
The screen should now say **Accept Download from ShoreTel Slot 1**. Please press **Yes**.

Caution: DO NOT pres **Yes** during a beep. If you do you may hear a noise similar to a dial up modem or fax machine. If this happens please hang up and try again.

```
  ⊕
  ⊂☎        ┌─────────────────────────┐
  ⊶──       │  Accept download from   │
  ▶◀        │  ShoreTel Slot 1        │
            │                         │
  -Yes                           No-
```
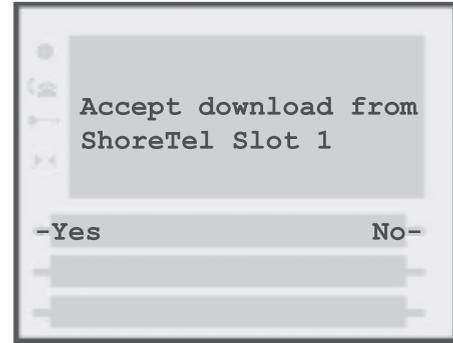
4. Next, the screen should say either **Accept download from ShereTel Slot 2 or Slot 4**, please press **Yes** again.

5. Last, the screen should say **Download complete** and the phone hangs up itself.

Note: *If the screen displays* **Phone ID not found***, please press the* **Agent** *softkey to connect with an agent.*

Screen States and Softkeys

The ShoreTel AP100 and AP110 phone contains three basic screen states—Idle, Connected and Inbound. These screen states have softkeys to help you make and manage your calls more easily.

Idle State

The Idle State is the screen you will see most often. It allows you to make calls, pick up calls, check voicemail and manage your extension.

```
  ●      22 New Callers ☎
  (☎
  ●—         ShoreTel
  ►◄


  -Pickup           Flash-
  -VMail            Mode-
  -Greetng
```
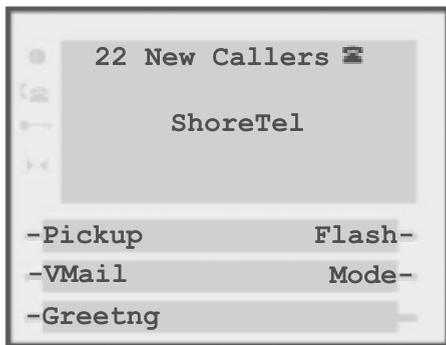
Note: When you place the handset in the cradle or press the (Goodbye) *button when the handset is in the cradle, the Idle State Screen will go away for 7 seconds. If you need the Idle State functions immediately, press the* (Speaker) *button in the model AP100 or* ◁ / ⌒ *in the model AP110 or pickup the handset.*

Pickup Menu Screen

Press the **Pickup** softkey from the Idle screen and your ShoreTel AP100/AP110 phone will prompt you to Select Pickup Type.

```
  ●
  (☎
  ●—      Select Pickup Type
  ►◄


  -Parked           Night-
  -Ext
                    Back-
```
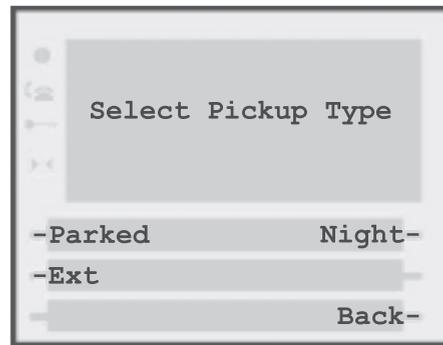
Parked – Pickup Parked Calls
This softkey allows you to answer calls parked at an extension. To use this feature,

1. Press the **Parked** softkey
2. Enter extension number where the call is parked
3. Press the **OK** softkey to connect

Ext – Pickup Ringing Extension
This softkey allows you to answer calls parked at any extension. To use this feature,

1. Press **Ext**
2. Enter the ringing extension's number
3. Press the **OK** softkey to connect

Night – Pickup the Night Bell

This softkey allows you to pick up the ringing Night Bell at your extension. To use this feature, press the **Night** softkey when your phone is ringing to be connected.

Vmail – Accessing Voicemail

The **Vmail** softkey on the Idle State screen will access your voicemail box. For more information on this feature, please review the Voicemail section of Telephone User Interface of Quick Reference.

Greetng – Greeting Menu

This softkey allows you to change your greeting. You will be prompted for your password. For more information on this feature, please review Telephone User Interface Quick Reference.

Mode – Call Handling Mode

This softkey allows you to change your extension's call handling mode. You can choose from **Standrd**, **Meeting**, **Out**, **Extnded** and **Custom** Modes to better suit your extension's status. You will be prompted for your password.

Connected State

The Connected State Screen will appear when you are talking to someone on the phone and is used for all call handling functions such as Transferring calls, Parking Calls, Conferencing Calls and Placing Calls on Hold.

```
          Timer 01:11

     Connected to:
     STL Software
     555-555-5555

  -Hold              Flash-
  -Park             Hangup-
  -Transfr            Conf-
```
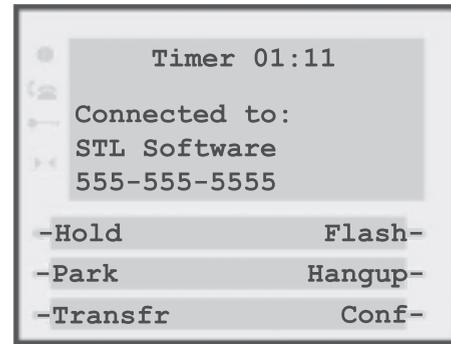
Tip: To see the Connected State immediately when you are retrieving a call or answering a call at another extension use the **Pickup** softkey. If you use the ShoreTel keycode—retrieve a parked call (*12) or call ringing at another extension (*11)—you will have to wait for the Connected State to appear for a few seconds.

Tip: To perform all your call handling functions without having to remember the codes, use the **Transfr**, **Park** and **Conf** softkeys. You can also use the **Flash** softkey, but you will need to know the AltiGen keycodes

Placing a Call on Hold

To place a call on hold:
1. Press the **Hold** softkey
2. Press the **Hangup** softkey

Your phone will ring once every minute to remind you of the held call. To retrieve a held call, simply press the **Unhold** softkey.

You can also use this method to switch between your current call to a call that is on hold.

Tip: Do not use the ⬭ *Hold* button at the top of the phone to place callers on hold. This simply mutes the call and they will not hear any on-hold music connected to your ShoreTelsystem.

Parking Calls

To place a call on hold so that it can be retrieved from another extension, you must park the call. While connected to a call:
1. Press the **Park** softkey
2. Enter the extension at which you wish to park the call
3. Press the **Hangup** softkey

To retrieve the parked call from any extension:
1. Press the **Pickup** softkey from the idle state screen
2. Press the **Park** softkey, enter the extension number and press the **OK** softkey

Important: Hang up at least 2 seconds between calls to avoid accidentally transferring or placing calls on hold.

Transferring Calls

To transfer a call to another extension, while connected to a call:
1. Press the **Transfr** softkey
2. Enter the extension
3. Press the **Hangup** softkey to complete the transfer

Note: You can use the **Back** *softkey to connect to the incoming call.*

Consultation

If you wish to place a call on hold and consult with a third party, you can use the transfer key as well. While connected to a call:
1. Press the **Transfr** softkey
2. Enter the extension to which you wish to transfer
3. Wait for the third party to answer
4. Consult with the third party
   • Press the **Back** softkey if you want to disconnect from the third party and go back to the original caller
   • Or press the **Hangup** softkey to transfer the caller to the third party.

Conference Calls

Conference calling is supported for up to three parties with the ShoreTelsystem. While connected to the first party:
1. Press the **Conf** softkey
2. Enter the extension or (9) + outside number you wish to add to the conference
3. When the party answers, press the **Conf.In** softkey to create the conference or
4. Press the **Back** softkey to cancel the conference,

disconnect the last caller and go back to the original caller.

Call Waiting

If your phone is enabled for call waiting and you hear the call waiting tone, press the **Flash** softkey to answer the second phone call. The first call will be put on hold. To return to the first call, press **Flash** softkey again.

Note: *If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that restricts your access to long distance area codes and dialing prefixes.*

Inbound Call State

When someone calls your extension, you will see the Inbound Call Screen. To answer the call:

```
        Timer 00:15

Connected to:
105
John Smith

-Answer
```
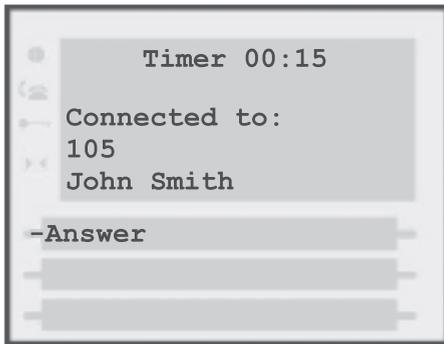
1. Press the **Answer** softkey for hands free operation.
2. Press the (Speaker) in the model AP100 or ◁/ ⌒ in the model AP110.

3. Pickup the handset.

When you answer the call, the screen will change to the Connected State. If you can answer the call, it will go to voicemail and the phone will return to the Idle State screen.

Interactive Branding

Interactive Branding allows you to personalize your phone with two lines of custom text on your phone Idle state screen via the web. Each line can be up to 20 characters long.

```
  22 New Callers ☎

       ShoreTel
     Martha Sanz
      Marketing

-Pickup          Flash-
-VMail            Mode-
-Greetng
```
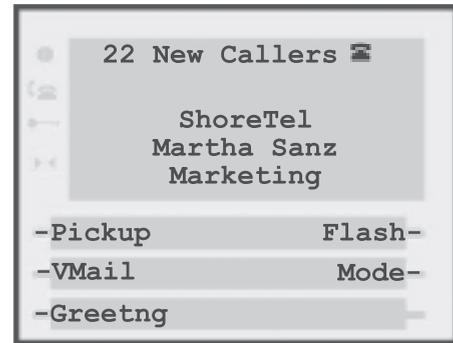
Please go to www.sayson.com . Then click on Products and then on Interactive Branding.

In the two fields provided, please type in the information you want to place on your screen. Then press the submit button.

Please follow the instructions you will see there after pressing the submit button.

Other Phone Features

AP110 especial features not found on the AP100

- Headset mode: Activate headset with the touch of a button without losing the ability to use speakerphone or handset. The AP110 is equipped to accept headsets with either a RJ22 or a 2.5mm standard jack
- Security Numbers: This feature prevents selected numbers from appearing on the display screen when dialed or redialed.
- Live Dial Pad.
- Data port: Fax/Modem.
- Displays time and date, along with **New Callers**, **Message Waiting**, and **Extension in Use** status display text.
- Multi-functional FSK and Voltage Message waiting indicator (for Incoming Call, Extension-in-Use, Message Waiting, and Hold).

Customizing Your Phone—Options Menu

There are nine configuration options, accessed by pressing ⌐Options⌐.


```
        Options List
        1.Language
    ▶ 2.Time/Date
        3.Set ring tone
        4.Clear Msg. Wtg.
 -Show


                    Done-
```
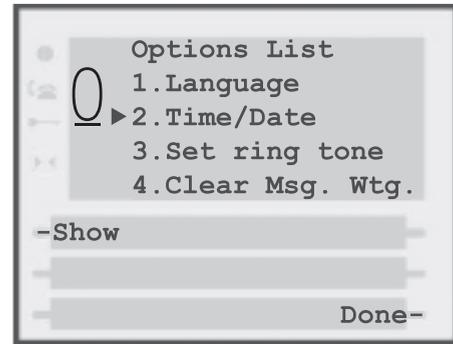
Setting your Options

1. Press ⌐Options⌐ to enter the Options List.
2. Use ▲ and ▼ to scroll through the list of nine options.
3. Press the **Show** softkey to configure an option.
4. Use the softkeys to change a selected option.
5. Press the **Done** softkey at any time to exit the option, or press ⌐Options⌐ to exit the Options list.

1. Language – Select a language for the display prompts (English, French, or Spanish).

2. Time/Date – Use this option to change the time and date setting on the display. Press the appropriate softkey to increase that item by 1. For example, press

the **Hour** softkey to increase the hour from 1 to 2.

Note: The ShoreTel Phone sets the time and the date when you receive your first call

3. Set ring tone – Press the **Change** softkey to select one of four ring tones.

4. Clear Message Waiting – Sometimes the **Message Waiting** prompt will appear and the light will flash when there are no messages waiting on your Voice Mail service. When in this option, select the **Clear** softkey to clear the prompt and flashing light. The light will flash again when there are new messages waiting.

5. Area Code – In some locations, you cannot dial a local number using the area code. By default, incoming calls are recorded with area codes in the Callers List. This option allows you to enter up to three local area codes to be removed from incoming calls. Press the **Change** softkey to enter an area code.

6. Contrast Level – Use the Change softkey to cycle through 8 contrast settings, which brighten or darken the display

Security Numbers and Live Dialpad exclusive to the model AP110

7. Security Numbers – This option allows you to keep selected numbers from appearing on the screen when dialed. Use this option to protect passwords, access codes etc. When a security number is used, your telephone displays the asterisk * symbol for all digits entered after the security number and the digits do not

appear in the Redial list display. Up to three security numbers can be created using this option. Press the **Change** softkey and then enter the security number.

8. Live Dialpad – Use this option to turn on or off the dial pad mode. With live dialpad on, the telephone automatically dials out and turns on **Handsfree** as soon a dial pad key or softkey is pressed. With live dialpad off, you must dial the number first and then lift the handset or press the press the (Speaker) button in the model AP100 or ◁/۹ button in the AP110. Press the **Change** softkey to turn on or off the dial pad mode.

9. Set Audio – The Model AP110 telephone allows you to use a handset, headset or handsfree to handle incoming and outgoing calls. This option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four options to choose from:

   • **Handsfree** – this is the default setting. Calls can be made or received using the handset or handsfree speakerphone and can be switched between the two modes.
   • **Headset**[‡] – choose this setting if you want to make or receive all calls using a headset.
   • **Spkr/Hset** – calls will be sent to the handsfree speakerphone. By pressing the ◁/۹ button on the phone you can switch between the handsfree speakerphone and a headset.
   • **HSet/Spkr** – calls will be sent to the headset. By pressing the ◁/۹ button on the phone you can

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[‡] Note: If this option is chosen, the handsfree speakerphone will not function.

switch between the headset and the handsfree speakerphone.

Predialing a Number

Predialing lets you view a number before you dial. Enter the number using the dial pad and before lifting the handset. Use the **Backspace** softkey or ◀ to correct any errors. To dial the number your can either lift the handset, press the Dial softkey, or press the ⬤Speaker button in the model AP100 or ◀/☊ in the AP110. If you have the model AP110 phone you can turn off this option using Live Dial Pad feature.
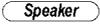
Using the Redial List

The Redial List records the last 10 numbers you dialed.

Redialing a Number
1. Press to view the Redial List.
2. Use the ⬢ and ⬇ keys to move the cursor to the number you want to dial.
3. Lift the handset to dial the number, or press the **Dial** softkey or press the ⬤Speaker button in the model AP100 or ◀/☊ in the AP110.
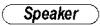
Deleting the Redial List
1. Press ⬤Redial to view the Redial List.
2. Press the **DeleteList** softkey.
3. Press the **Delete** softkey to confirm.

Headset Operation

The model AP100 phone is headset compatible and the AP110 is equipped with headset mode.

Tip: Contact your telephone equipment retailer or distributor to purchase a headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Using a headset with your ShoreTel AP100 phone

Making calls using a headset on the ShoreTel AP100 phone
1. Remove the handset from the phone cradle to get dial tone.
2. Dial the number.
3. To end a call, return the handset to the phone cradle.

Receiving calls using a headset on the ShoreTel AP100 phone.
1. When you receive an incoming call remove the handset from the phone cradle
2. To end a call, return the handset to the phone cradle.

Using a headset with your ShoreTel AP110 phone

The ShoreTel AP110 is equipped to accept headsets with either a modular RJ22 jack or a 2.5mm standard jack. Headsets with a modular RJ22 jack can be connected to the phone by using the jack on the back of the set. Headsets with a standard 2.5mm jack can be

plugged into the headset jack located on the left hand side of the telephone.

2.5mm headset jack

Headset RJ22 jack

Phone cord jack

Handset cord jack
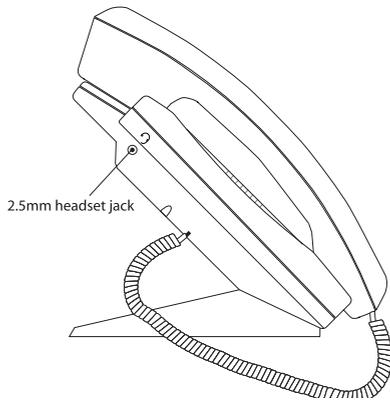
Making and Receiving calls using a Headset

1. Ensure that you have selected a headset audio mode by accessing the ⟨ Options ⟩ menu.
2. Plug the headset into jack.
3. Press the ◁/☎ key to obtain dialtone or answer an incoming call. Depending on the audio mode selected from the ⟨ Options ⟩ menu, dialtone or an incoming call will be received on either the headset or the handsfree speakerphone.
4. Press the ⟨ Goodbye ⟩ key to end the call.

Dataport Operation

The Sayson AP110 phone is equipped with a dataport located on the right hand side. The data port can be used to connect another device such as a fax machine or computer modem to the phone. Plug one end of a line cord to the phone and the other end to the device to be connected.

Note: *The dataport will only operate when the handset is on hook (in the phone base cradle).*

Adjusting the Volume

Pressing the volume button ⟨🔊━━🔊⟩ adjusts the receiver, speaker, and ringer volume.

To adjust the ringer volume, leave the handset in the
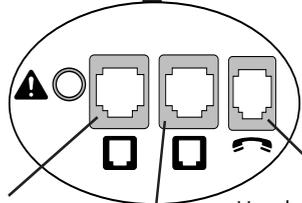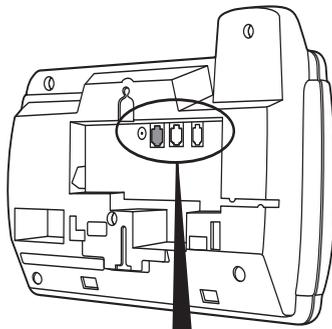
cradle and press the volume button while there is no active call. There are 8 settings for the ringer—the display will temporarily indicate the current ringer volume setting.

To adjust the handset /headset volume press the volume button while you are on a call. The handset will return to the default volume after you hang up.

To adjust the speaker volume, press the volume button while the speaker is activated (activate the speaker by pressing ⬭Speaker⬮ in the model AP100 or ◁/◔ in the AP110 . The speaker will remain at this volume until it is adjusted again.

Note: The default handset and headset volume is always set at medium.

Status Lights

Speaker Light
- Speaker light is on: a call is on Handsfree (speaker).
- Speaker light flashes slowly: indicates that the headset/handset is being used.
- Speaker light flashes and the screen displays the prompt Microphone muted a call is muted. Press ⬭Mute⬮ in the model AP100 or ▧ in the AP110 to take the call off mute.

Telephone Light
- Light flashes and the display shows Call is on hold: a call is on hold. Press ⬭Hold⬮ or lift the handset to take the call off hold.
- Light flashes and the display shows **Message**

Waiting: you have voicemail.
- Light flashes quickly and the ringer sounds: you have an incoming call.
- Light is on and the display shows **Extension in use**: an extension telephone is using the line. The message also appears when the telephone is not properly connected to a phone line.

Timing a Call
When you make or answer a call, the Timer shows the elapsed time of the call.

Additional Phone Features

Emergency Service Feature
The Sayson AP100/AP110 will provide telephone service during a power failure. However, only the dial pad, ringer and handset will function. If you are on a handset call during a power interruption, The Sayson AP100/AP110 will keep the call, although the display will not work while the power is off. Handsfree calls will not be reestablished during a power interruption.

Using the Directory
The Directory can store up to 200 names and numbers, which are displayed in alphabetical order.

Tip: Store all your Directory contacts the same way, either first name first, or last name first. This will make it easier to find names and numbers.

Adding a Name and Number to the Directory

1. Press the Directory button 📖.
2. Press **AddNew** softkey.
3. Enter the number using the dial pad. You can enter up to 24 digits. Hyphens will be automatically added.
   • If you need to enter a pause (between your voice mail number and password, for example), press the Pause softkey. The pause icon ⏸ will appear.
   • To program a number that uses Flash, press Flash where it is required in the number. The Flash icon ⚡ will appear.
   • Press **Backspace** or to erase a number.
4. Press **Save** softkey
5. Enter a name using the letters on the dial pad. See the following instructions **Entering Letters and Characters** to enter names using the dial pad. The name can have up to 16 characters, including spaces. Press **NextSpace** or ▶ to move to the next letter or add a space. Press **Backspace** or ◀ to erase a character.
6. Press Save. The new entry now shows on the display.

Note: *You can also copy an entry from the Callers List to the Directory using the* ⬭Copy⬭ *button, before or after you have changed it.*
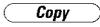
Entering Letters and Characters

You can enter characters using the telephone's dial pad. To enter a letter, press the key with that letter on it. If the letter is the second one on that key, press the key twice.

For example, to enter 'R' press ⑦ three times. The cursor will advance to the next space after a delay of 2 seconds or if you press a different key. To change the

case of a letter, press **Changecase**, and then enter the letter. By default the first letter of a word or name will be capitalized, and the letters following will be lower case.

Special characters are entered by pressing the ① and ⌗ keys. Characters will appear in this order:

① & , ( ) ` . _ - 1

⌗ # / \ @

Finding Entries in the Directory

1. Press the Directory button 📖. Once in the Directory:
2. Press ⬇ to scroll down and ⬆ to scroll up one listing at a time. Hold either key down to scroll continuously.
   OR
   Press a dial pad key to see listings that start with that letter. For example, ⑤ takes you to the first "J" listing, ⑤ ⑤ takes you to the first "K" listing.

Changing Entries in the Directory

1. Press the Directory button 📖.
2. Find the entry you would like to change.
3. Press the **Change** softkey.
4. To change the number, use **Backspace** or ◀ to erase digits. Use the dial pad to add digits. Use **Pause** to insert a 2 second pause. The pause icon ⏸ will appear.
5. Press **Save** to move to the name.
6. To change the name, use **Backspace** or ◀ to erase letters. Use the dial pad and **NextSpace** to

add letters. Press **ChangeCase** to switch between upper and lower case.

7. Press **Save** to save changes.

Copying from the Callers List, the Redial List, or the Display to the Directory

1. Open the Callers List, Redial List, or answer a call.
2. When the number is displayed on the screen, press `Copy`. If the entry includes a name and number, the display will show **Saved:Directory**.

Note: *If the entry is a number only (such as in the Redial List), you will be prompted to enter a name. Once you've pressed* **Save** *to save the name, the display will show* **Saved: Directory**.

Dialing from the Directory

1. Press the Directory button 📖.
2. Find the entry you would like to call in the Directory.
3. Lift the handset to dial the number, or press Dial or `Speaker` in the model AP100 or ◁/◌ in the AP110 to dial the number using Handsfree.
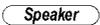
Deleting an Entry from the Directory

1. Press the Directory button 📖.
2. Find the entry you would like to delete.
3. Press **Delete**.
4. Press **Delete** again to confirm.

Deleting all Entries in the Directory

Once you have deleted the Directory, you cannot get entries back. You can protect the Directory by locking it.

To permanently delete all entries in the directory:
1. Press the Directory button 📖 to open the Directory.
2. Press **Deletelist**
3. Press **Delete** to confirm.

Locking the Directory

You can lock the Directory so that entries cannot be deleted or changed. You cannot add entries to a locked directory.

1. Press `Options`.
2. Press `Hold`.
3. Press ✱. The display shows **Directory locked.**

Unlocking the Directory

1. Press `Options`.
2. Press `Hold`.
3. Press ✱. The display shows **Directory unlocked**.

Using the Callers List

The Callers List records the last 100 callers, in the order that they called. The telephone display will indicate when there are new callers.

When the Callers List is full, new callers are added to the list, and the oldest callers are deleted.
In the Callers List you will see the message XX New caller(s), XX Call(s) bumped on the display.

Viewing the Callers List

1. Press the Callers button ☎.

2. Press ▼ and ▲ to move up and down in the Callers List. Hold either key down to scroll continuously. You can also press **Resume** to see the last caller you viewed the last time you entered the Callers List. Press the Callers button ☎, **Quit**, or ⊂ Goodbye ⊃ at any time to leave the Callers List.
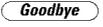
Note: ⊂ Goodbye ⊃ *will also hang up a caller if you are on a call.*

Calling an Entry in the Callers List

1. Press the Callers button ☎.
2. Find the entry you would like to call in the Callers List.
3. Lift the handset to dial the number, or press Dial or ⊂ Speaker ⊃ in the model AP100 or ◁/♀ in the AP110 to dial the number using Handsfree.
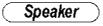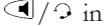
Copying from the Callers List to the Directory

When the number is displayed in the Callers List, press ⊂ Copy ⊃. The display will show **Saved: Directory**.
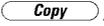
Note: *If the entry in the Callers List does not have a name (i.e. if the name is listed as Unknown or Private), you will be prompted to enter a name. You can edit a number in the Callers List and then copy it to the Directory.*

Changing a Number in the Callers List before Dialing

Tip: If you have to frequently remove area codes to return local calls, you should use the Area Codes option and add your local area code(s).

Note: *The Callers List does not save changes. If you plan to dial the number again, copy it to the Directory and change it there.*

1. Press the Callers button ☎.
2. Find the caller in the Callers List you wish to dial.
3. To add digits, use the dial pad.
4. To delete digits, press **EditNum** to begin editing. Use the dial pad to add digits.
5. Lift the handset to dial the number, or press Dial or ⊂ Speaker ⊃ in the model AP100 or ◁/♀ in the AP110 to dial the number using Handsfree.
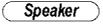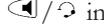
Deleting an Entry in the Callers List

1. Press the Callers button ☎.
2. Find the entry you would like to delete in the Callers List.
3. Press **Delete**.
4. Press **Delete** again to confirm. The display shows **Item is erased**.

Deleting all Entries in the Callers List

1. Press the Callers button ☎.
2. Press **DeleteList**.
3. Press **Delete** to confirm. The display shows Callers list is empty.

FAQ

Why don't numbers I return from the callers list connect?

When returning a call from an outside caller, you must add the trunk pre-dial string at the front of the number. This is usually a "9". You can add a "9" easily by pressing the **EditNum** softkey.

Incoming calls are recorded with the area code attached, whether they are long distance or local calls. You must remove the area code from local calls in order to call from the Callers List, or use the Area Code option in the options list to have local area codes automatically removed.

Alternatively, you may need to add '1' before long distance numbers in order to dial long distance.

Why is my display blank?

Ensure that the power adaptor is fully plugged into the electrical outlet, and that the outlet is supplying power.

How do I set the time and date?

Ask your system administrator to make sure your extension is configured for MDMF Caller ID format. Then, the first incoming call will update the phone with the time & date from the clock in the ShoreTel system. Otherwise, use the Time/Date option in the options list to manually set the time and date.

Can I turn off the light on the screen?

No. You can only adjust the contrast of the display.

Why can't I hear a caller or be heard?

Increase the receiver or speaker volume. Make sure the handset cord is inserted securely into the jack. If the speaker light is flashing, the call is muted; press the key to turn mute off; the light will be steady and not flashing.

Why don't I see any caller ID?

Ask your system administrator to make sure your extension is configured for MDMF caller ID format.

What if I accidentally deleted the services on my ShoreTelphone?

If your phone is not loaded with any other Telco services, you should be able to restore the ShoreTel features.

Press the "services" button on the bottom right of the phone. A restore softkey should be visible (the top right softkey on the screen); press the restore softkey and your ShoreTelservices should be reloaded. If the restore softkey is not visible, follow the instructions in the section titled **Screen and Softkey Setup**.

How can I get the Softkeys back when they disappear after I have hung up the phone?

Pickup the handset or press the speaker button and the softkeys will reappear. You can also press the "services" key and select the service in the first slot. Please review the section of the manual titled **Softkeys and Screen states**.

How come the screen doesn't show the Transfer button right away when I'm connected to a caller?

Please do not use the pickup codes (*11, *12) to pick-

up calls ringing at other extensions. Please use the **Pickup/AnyRing** or **Pickup/ExtRing** softkeys instead, which will present you with the connected state screen right away.

How come the transfer key disappears when I press the flash key?

You do not need to use the flash key to transfer a call. The transfer button performs a flash function already. To perform call handling functions such as transfer, hold, park or conference please use the **Transfer**, **Park** and **Conf** softkeys. Review the section titled **Screen States and Softkeys**.

Why doesn't the caller hear the on-hold music when I put them on hold?

Please make sure your administrator has connected a music source to your ShoreTel system. Do not use the ⌊ *Hold* ⌋ button at the top of the phone, as that will only place the caller on Hold at the set (similar to mute). Use the **Park** softkey to hold and the **Back** softkey to retrieve. Review the section titled **Screen States and Softkeys**.

Why does the phone hang up or drop calls intermittently when I'm on speakerphone calls?

Please make sure the power adapter is secured properly in the back of the phone. Also make sure you have the cables connected to the phone through the base as described in the section titled **Installation**.

Why does the telephone wobble on the desk?

Please make sure the cables routed through the base

are pushed into the grooves provided. Review the section titled **Installation**.

I don't get a Conf.In softkey when I am conferencing calls

Please make sure the cables routed through the base are pushed into the grooves provided. Review the section titled **Installation**.

Limited Warranty

ShoreTel Inc. warrants this product against defects and malfunctions. Please consult the warranty information included with the packing slip for your ShoreTel System for more details.

Exclusions

ShoreTel Inc. does not warrant its telephone sets to be compatible with the equipment of any particular telephone company or telephone system other than ShoreTel products. The warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession. ShoreTel Inc. shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for per-

sonal, family or household purposes.

This warranty sets forth the entire liability and obligations of ShoreTel Inc. with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchant-ability.

Warranty Repair Services

Should the set fail during the warranty period, in North America, please contact your authorized ShoreTel dealer. Or for further information call ShoreTel Technologies at (604) 730-1842. You may be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact your ShoreTel dealer or, call 1-800-574-1611 (in North America). Note: Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.

Important Safety Instructions

The following safety instructions cover the installation and use of the Product. Read carefully and retain for future reference.

Installation

WARNING: To avoid electrical shock hazard to personnel or equipment damage, observe the following precautions when installing telephone equipment:

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines. The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

This symbol on the product is used to identify the following important information: Use only with a CSA or UL certified CLASS 2 level C power supply, as specified in the user guide.

Use

When using your telephone equipment, basic safety precautions should always be followed to reduce risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow the instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
5. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
6. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
8. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
9. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock do not disassemble this product, but have it sent to a qualified service person when some service or repair work is required.
11. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
a) When the power supply cord or plug is damaged or frayed.
b) If the product has been exposed to rain, water, or liquid has been spilled on the product, disconnect and allow the product to dry out to see if it still operates; but do not open up the product.
c) If the product housing has been damaged.
d.) If the product exhibits a distinct change in performance.
12. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
13. Do not use the telephone to report a gas leak in the vicinity of the leak.
14. CAUTION: To eliminate the possibility of accidental damage to cords, plugs, jacks, and the telephone, do not use sharp instruments during the assembly procedures.
15. WARNING: Do not insert the plug at the free end of the handset cord directly into a wall or baseboard jack. Such misuse can result in unsafe sound levels or possible damage to the handset.
16. Save these instructions.

US Regulations— Please Read Carefully

Federal Communications Commission (FCC) Notice

FCC registration number: This telephone equipment complies with Part 68, Rules and Regulations, of the FCC for direct connection to the Public Switched Telephone Network. (The FCC registration number

appears on a sticker affixed to the bottom of the telephone.)

Your connection to the telephone line must comply with these FCC rules:

- An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network premises wiring using a compatible modular jack which is Part 68 compliant. See installation instructions for details.

- Use only an FCC Part 68-compliant Universal Service Order Code (USOC) network interface jack, as specified in the installation instructions, to connect this telephone to the telephone line. (To connect the phone, press the small plastic tab on the plug at the end of the phone's line cord. Insert into a wall or baseboard jack until it clicks. To disconnect, press the tab and pull out.) See installation instructions for details.

- If the terminal equipment causes harm to the telephone network. The telephone company will notify you in advance that temporary discontinuance of the product may be required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. You will also be advised of your right to file a complaint with the FCC, if you believe it is necessary.

- If a network interface jack is not already installed in your location, you can order one from your telephone company. Order the appropriate USOC Network interface jack, as specified in the installation instructions, for wall-mounted telephones or for desk/ table use. In some states, customers are permitted to install their own jacks.

- Your telephone may not be connected to a party line or coin telephone line. Connection to Party Line Service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

- It is no longer necessary to notify the Telephone Company of your phone's Registration and REN numbers. However, you must provide this information to the telephone company if they request it. The telephone company may make changes in its facilities, equipment, operation or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modification to maintain uninterrupted service.

- Do not attempt to repair this equipment. If you experience trouble, call 1-800-574-1611 for warranty and repair information.

Ringer Equivalence Number: The FCC Registration label (on bottom of phone) includes a Ringer Equivalence Number (REN), which is used to determine the number of devices you may connect to your phone line. A high total REN may prevent phones from ringing in response to an incoming call and may make placing calls difficult. In most areas, a total REN of 5 should permit normal phone operation. To determine the total REN allowed on your telephone line, consult your local telephone company.

Hearing aids: This phone is compatible with hearing aids equipped with an appropriate teleco options.

Programming Emergency Numbers:
When programming emergency numbers and/or making test calls to emergency numbers:
1. Remain on the line and briefly explain to the dis-

patcher the reason for calling before hanging up.
2. Perform such activities in the off-peak hours, such as early mornings or late evenings.

EMI/EMC (FCC Part 15)

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.