



# ShoreTel Connect Client

## Quick Reference Guide

### Signing in to the ShoreTel Connect Client

Sign in using your Windows or ShoreTel credentials.


1. Double-click the ShoreTel Connect client icon and enter:
  - Email or Username
  - Password
  - Select the **Use Windows Credentials** checkbox if you want to use your Windows credentials.
  - Select the **Remember this and log me in automatically next time** checkbox.
2. Click **+Show Advanced...**, and then do the following:
  - In the **Domain name** field, enter the domain name.
  - In the **Server field**, enter the fully qualified domain name (FQDN).
3. Click **Log In**.

To sign out, click the <username> tab and click **Log Out**.

### Accessing Voicemail Messages

1. Launch the ShoreTel Connect client.
2. Click the **Recent** tab.
3. Click the drop-down list on the top-left corner of the second pane, and select **Voicemails**.



To listen to your voicemail message:

1. Launch the ShoreTel Connect client.
2. Click  on the left.
3. 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:

1. Launch the ShoreTel Connect client.
2. Type a contact's name, number, or email address in
3.  (next to dial pad icon).
3. Double-click the contact, or click the contact and then click  in the third pane.

From the dial pad:

1. Launch the ShoreTel Connect client.
2. Click .
3. Dial the extension or the mobile number, and press enter.

From the directory:

1. Launch the ShoreTel Connect client.
2. Click the **People** tab.
3. Scroll down to find the contact.
4. Double-click the contact, or click the contact and then click  in the third pane.  
To view information for a contact, click the contact on the second pane, and click **+Info** on the third pane.

### Sending an Instant Message



1. Launch the ShoreTel Connect client.
2. Find the contact.
3. Click the contact on the second pane.
4. In the IM input field, type the message and press **Enter**.

### Creating a Conference

1. Launch the ShoreTel Connect client.
2. Click the **Events** tab.
3. Click **+New Event** at the bottom of the second pane.
4. Enter the details of the conference.

The event invitation page 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 Office Outlook calendar. If you want to add the event to your personal calendar, then you can download the iCalendar file as described in the *ShoreTel Connect Client User Guide*.

### Joining a Conference from the Events Tab

1. Launch the ShoreTel Connect client.
2. Click the **Events** tab.
3. Click the **Upcoming** tab to view all upcoming conferences.
4. Select the conference to join.
5. Click **Join Meeting**.
6. 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 ShoreTel Connect client, the assigned phone will ring.
7. Click  to end the audio conference.