ShoreTel Tip - Move Call (14.x and Connect)

How to move a ShoreTel call to cell phone and then back to your desk phone without dropping the call with a single button.

I was recently asked if the Mobility Router was required to move a call from your ShoreTel phone over to a cell phone with single button click, or a mouse click. The answer is: no, you don't need a Mobility Router to do this. Check out this slick feature that's included with ShoreTel 14.x, Connect, and Cloud, right out of the box:

In this ShoreTel Tip, I will show how to send a call to your cell phone from your ShoreTel desk phone without dropping it, and then how to send an active cell call to your ShoreTel desk phone. Call Move feature is a great way to easily move a call from your ShoreTel phone to your cell phone – and MOVE IT BACK. This feature is for people that frequently travel out of the office and back that want to easily move calls from landline to cellphone and back again.

First, make sure that you have a cell phone assigned as your "additional phone" in your ShoreTel 14.x Communicator or Connect Profile.

Here is where you configure "additional phone" in the 14.x Communicator:

Define the additional phones in the **14.x Communicator** here:
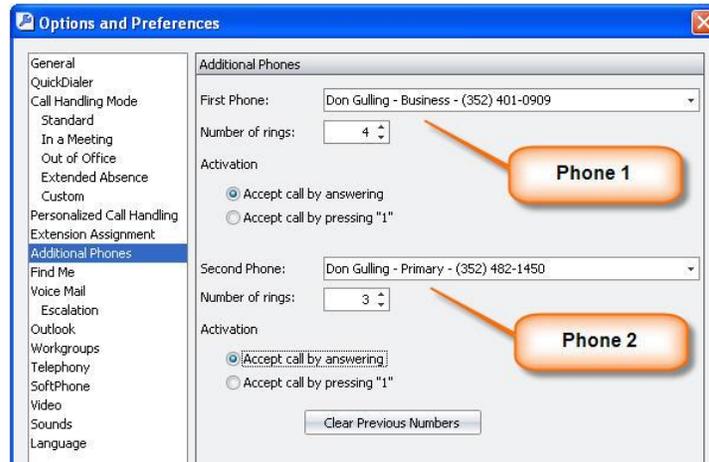
For **Connect**, you configure and label number here:

1. On the Connect dashboard, click the <username> tab.

2. Select External Assignment Number.

3. In the Add Label field, enter a name for the number. For example, Home or Mobile.

4. In the Add Number field, enter the phone number.
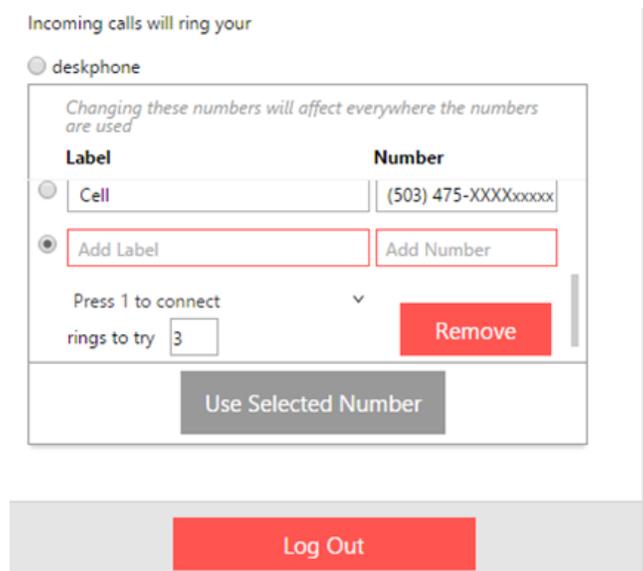
If you enter the format of the number incorrectly, the *Cannot save this number* pop-up message is displayed**.**

6. To choose a method to connect to the external number, click the drop-down list and select one of the following: Automatically connect, or Press 1 to connect.

7.Click Add. After the external number is successfully assigned, is displayed on the dashboard next to the <username>.

MOVING A CALL FROM THE PRIMARY PHONE TO ANOTHER PHONE

Calls can be moved from your primary phone (ShoreTel IP Desk Phone) to another phone configured for simultaneous ring (PDX.net Partner Support customers can request this set-up via remote at no charge).

While on a call on your ShoreTel phone, press the **"move"** button (soft key is located on the 400-series phone's LCD, and the 200/500 series phone's LCD).
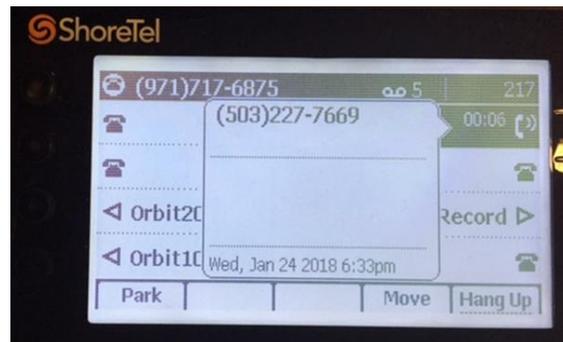
IP480 LCD

IP265 LCD

This will place the call on hold on your primary phone, then ring your idle phone (most clients chose their mobile to be configured) with no ring delay. This ringing will last until you pick up one of the additional configured phones.

Pick up the call on the ringing additional phone. In the meantime, the other party on the call will hear silence until the call is picked up.

MOVING A CALL FROM ANOTHER PHONE TO THE PRIMARY PHONE

Calls can also be moved from a phone configured for Move (usually, a cell phone) to your primary phone. While on a cell phone call, press the **Move** button on your primary phone. The call immediately moves to the primary phone.

You can also **"move"** the call to your cell phone in the 14.x Communicator (call control client) instead of the Move key on you phone by right clicking in the active call area.

Customers that are on Connect will see the Cell Phone Icon in the second pane of the Connect

(call control client), you click the Icon to move the call to your cell.
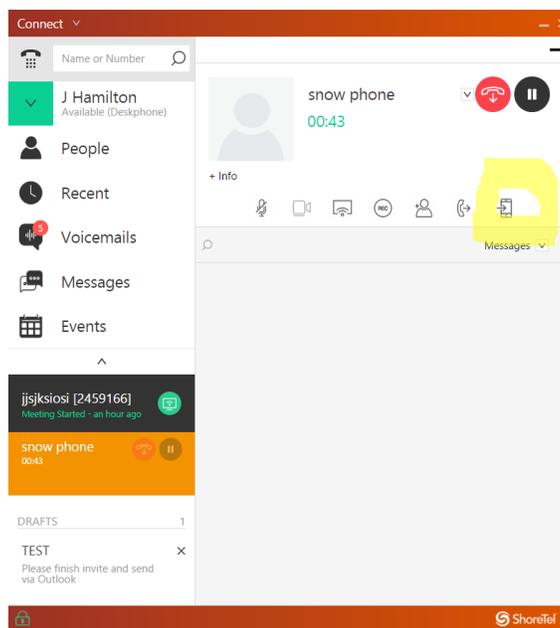
This is a cool and useful feature that could be overlooked unless pointed out. If anyone has any questions about this or needs any assistance setting it up email us at support@pdx.net , or PM me and I would be glad to assist.

CONSIDERATIONS FOR CALL MOVE

If you want the move button, and also want to ring two phones simultaneously:
After you have set up your incoming call routing, you can turn on the additional ringing phone
(you will still have the move button).