Enabling the ShoreTel Connect Softphone

Open the ShoreTel Connect software

Click on your name to expand the options

Under Primary Assignment, switch it from Deskphone to Softphone.

Note that next to available and your name it now says (Softphone)

This will allow the making and receiving of phone calls on the computer speakers and microphone, the Default option shown under softphone. If you have a headset, connect it to the laptop, and select it from the dropdown menu under softphone.

Please note that depending on dock settings and your specific computer model – there may be multiple options for speakers and microphone and not all of them will work. Please verify with a test call that your settings do work.

Contact the helpdesk – helpdesk@unity.edu – 207-509-7111 – with any issues or questions