ShoreTel Softphone Making and Taking Calls:

Open ShoreTel connect and check that it is set to Softphone by clicking on your name and checking under Primary Assignment.

To Dial Out: Click the phone icon here.

When a Call Comes In: You should hear it ring from your computer (check that the computer’s volume is up) and see a prompt on your screen like this.

Accept to take the call.

Ignore sends to voicemail.