

# ShoreTel Converged Conferencing Telephone User Interface Quick Reference

## Quick View:

During a conference call, you can press:

**##1:** Mute your line

Un-mute your line

**##2:** Add someone to the conference by placing a call (call leaders only)

**##3:** Listen to a list of names, or, if names are not available, the number of callers in the conference

## At any time during the conference

- To hear a list of options, press the pound (#) key twice.
- To return to the conference call, press the star (\*) key twice.

## To mute your line during a conference

1. Press ## 1.  
You hear two tones.

## To un-mute your line during a conference

1. Press ## 1.  
You hear three tones.

## To hear a list of names (roll call) during a conference

If enabled for the conference, use roll call to hear the names of the conference participants. The roll call feature prompts participants to record their names as they join the conference. If roll call is not enabled, you hear the number of callers in the call.

1. Press ## 3.
2. Wait for the listing of names to end and then do **either**:
  - Press 1 to repeat the list  
Or
  - Press \* to return to the conference

## To dial out during a conference

1. Press ## 2.
2. Dial the phone number making sure to enter all necessary prefixes, area codes, and/or country codes.
3. Press #.

## To keep the new call and return to the conference

1. Press \*\* (shift+8).  
You hear voice prompts.
2. Press 1 to return to the conference with new call.

## To drop the call (if there is no answer) and return to the conference

1. Press \*\*.  
You hear voice prompts.
2. Press 2.  
The call is dropped.

## When listening to a recording

If you listen to a recorded conference call through your phone, you may use your telephone keypad to pause, back up, and fast forward.

