

# ShoreTel Communicator for Web

## Introduction

ShoreTel Communicator for Web is a browser-based interface that provides access to ShoreTel Communicator configuration options from any computer using the ShoreTel system. ShoreTel Communicator for Web is supported for the Safari 4.0, Internet Explorer 8.0, and Firefox 3.6 browsers.

Using ShoreTel Communicator for Web is beneficial in the following situations:

- You need to run ShoreTel Communicator as more than one user at a time.
- You are unable to (or do not want to) install ShoreTel Communicator on your machine.
- Occasionally you work from home and do not need soft phone or video.

ShoreTel Communicator for Web provides commands for changing the following ShoreTel Communicator settings:

- call handling mode
- call handling mode settings
- voice mail notification delivery settings
- voice mail notification escalation settings
- Find Me settings
- external assignment settings
- passwords for ShoreTel Communicator and voice mail
- call handling mode delegation settings
- speed dial number list

## Launching ShoreTel Communicator for Web

To launch ShoreTel Communicator for Web:

**Step 1** Open your web browser and enter one of the following:

**Active directory users** - `http://<Headquarters_server>` or `<DVM_server>`

*which redirects to `http://HQ` or `DVM/Communicator`*

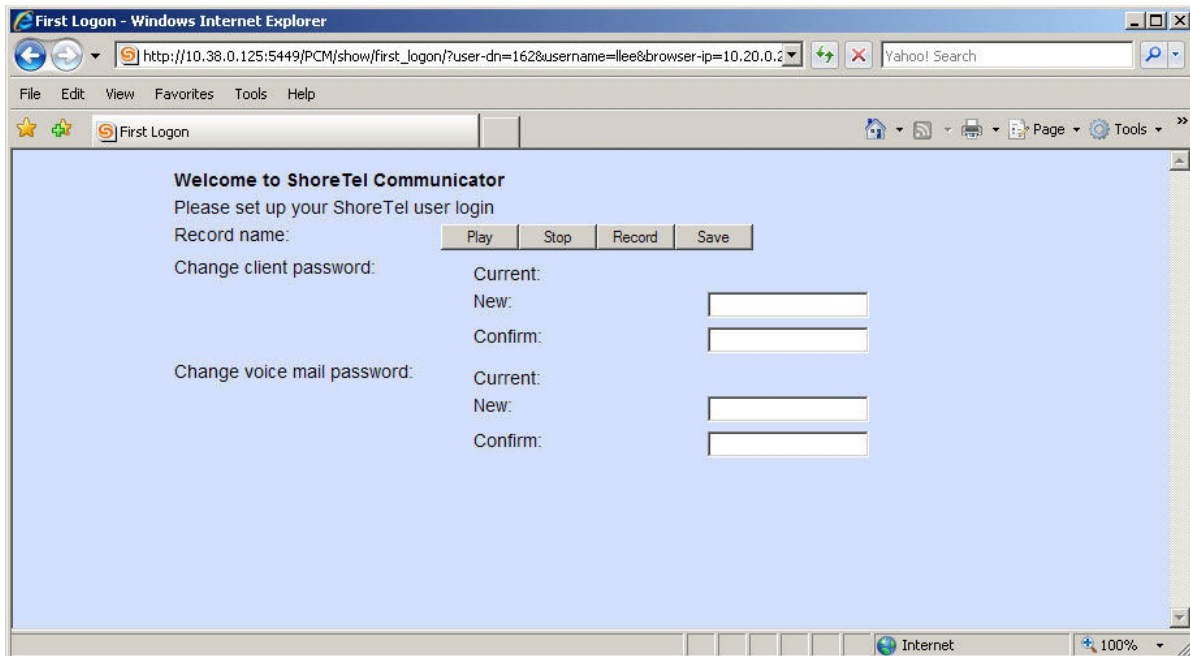
**Non Active directory users** - `http://<Headquarters_server>/Login` or `<DVM_server>/Login`

**NOTE:** Initial loading time and application readiness depends on connection speed and the power of your machine.



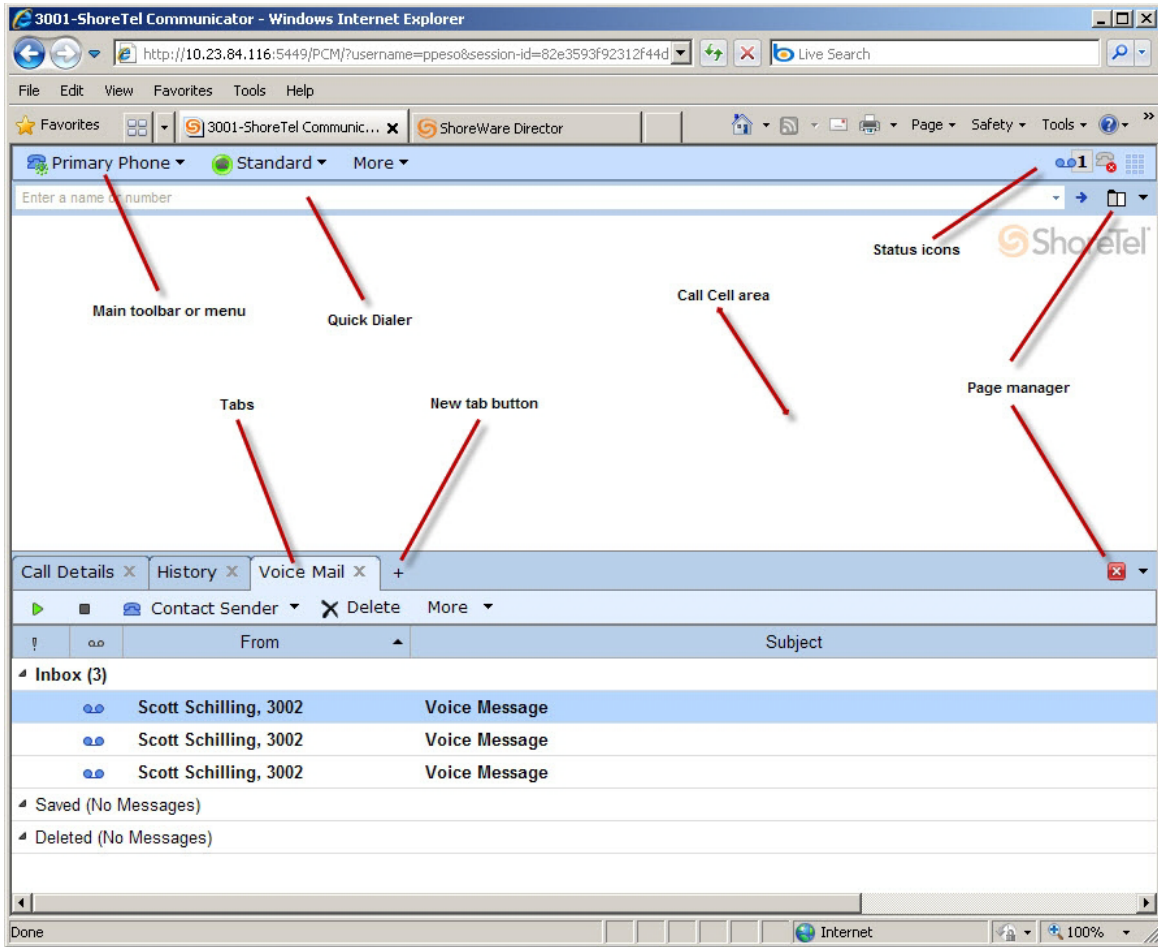
## Initial Configuration

If you are not authenticated through Active Directory, you are required to change your login and voicemail password.



# Window Components

The Main window is the primary ShoreTel Communicator for Web window for accessing ShoreTel client services.

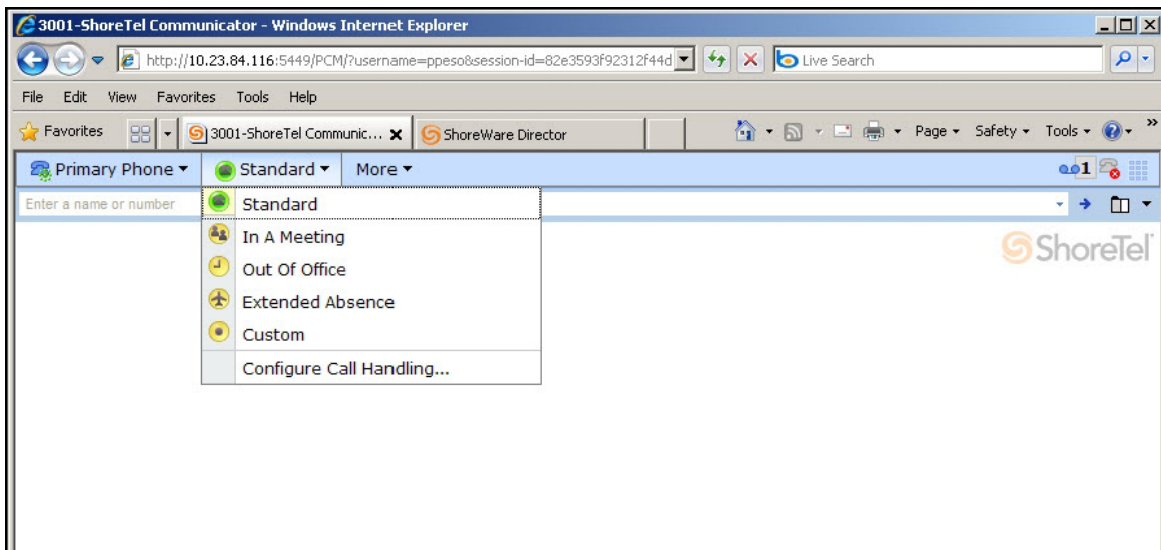


ShoreTel Communicator for Web Screen Options	ShoreTel Communicator for Web Screen Descriptions
Main Toolbar	Provides single button access to ShoreTel Communicator tasks.
Quick Dialer	Enables drop-down access to directory names and phone numbers that match the text in the data entry field. You can also enter, paste, or drag numbers into the QuickDialer field.
Call Cell area	Displays a call cell for each voice call that ShoreTel Communicator is handling.
New Tab Button	Allows you to open/close tabs in the Viewer area.
Status icons	Provides a visual indication of the voicemail and phone states.
Page Manager	Allows you to change the view to asplit screen.

## Call Handling Modes

A call handling mode defines call management conditions and tasks for inbound calls. ShoreTel defines the following five call handling modes to customize the manner in which your calls are handled in a variety of situations:

- Standard
- In a Meeting
- Out of Office
- Extended Absence
- Custom



One call handling mode is always active. ShoreTel automatically selects the active call handling mode on the basis of system schedules maintained by the administrator. You can also manually select your active call handling mode.

## Quick Dialer

The Quick Dialer provides drop-down access to directory names and phone numbers that match the text in the data entry field. Phone numbers may also be entered, pasted, or dragged into the Quick Dialer field.

The right side of the Quick Dialer field provides the:

**Redial button** – shows a list of recently dialed or received calls.

**Go arrow** – initiates a call to the selected contact in the Quick Dialer field.



The following information may be specified when entering the intended call recipient in the Quick Dialer data entry field:

- The recipient's name, as listed in the directory
- The recipient's number as listed in the directory
- A valid phone number
- Recently dialed numbers
- Company name
- Email address
- Department name, as a name qualifier

When using the data entry field, ShoreTel Communicator for Web displays a drop-down menu that lists the contents of the directory, filtered by the Quick Dialer contents. When a contact is selected, the phone initiates the call.

## Speed Dial

You may configure speed dialing from the options page and can dial using Quick Dialer.

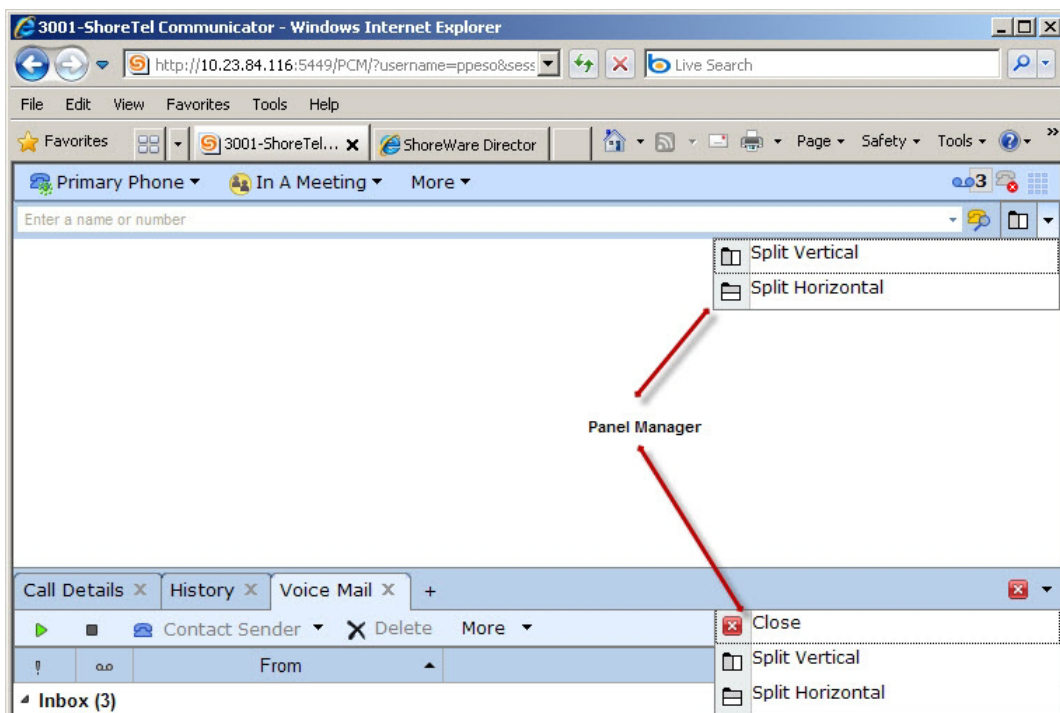
## Panels

The panels of ShoreTel Communicator for Web provide access to client application features, inform you of incoming messages, and display communication session status.

## Splitting Panels

The Panel Manager allows you to split panels (left and up), including the call cell area. It can also be used to remove panels.

**Note: Removing the call cell area is not allowed.**



## Resizing Panels

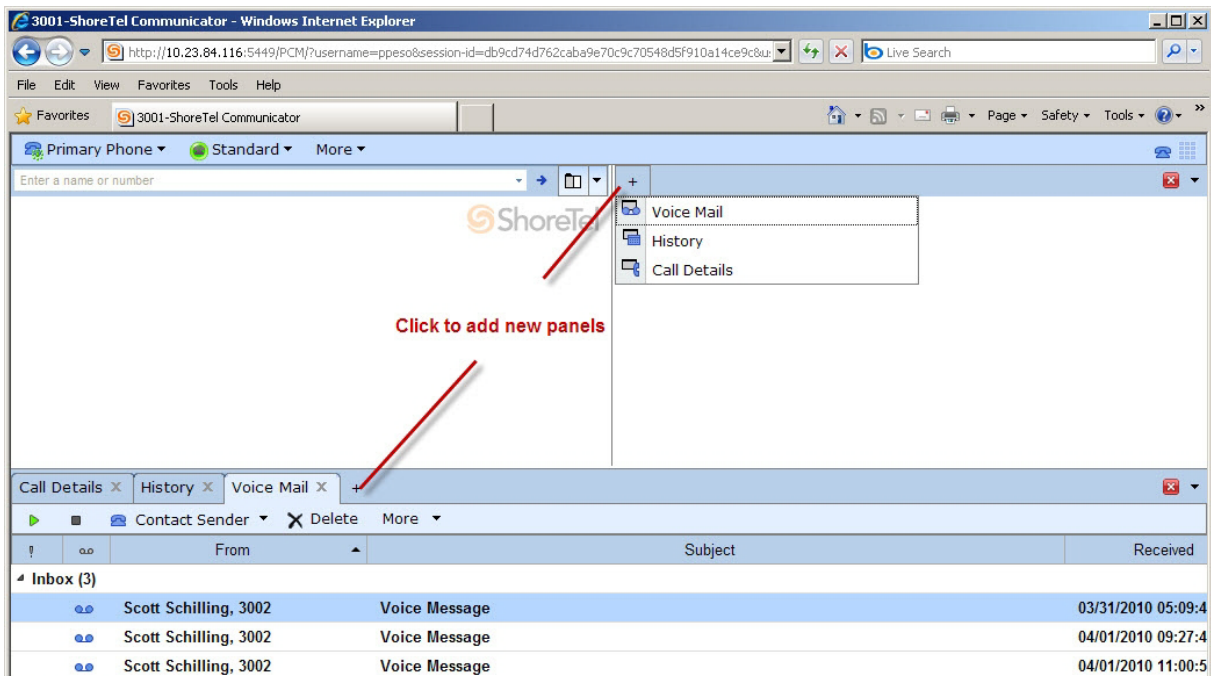
You can resize panels by moving the splitter line. When there is not enough space to show a button, the button is wrapped.

## Panel Configuration

Panel configuration is stored for each user. If you log in from a different machine, your layout is arranged as it was when you last logged off. ShoreTel Communicator for Web also remembers the tabs in each panel and the sorting order.

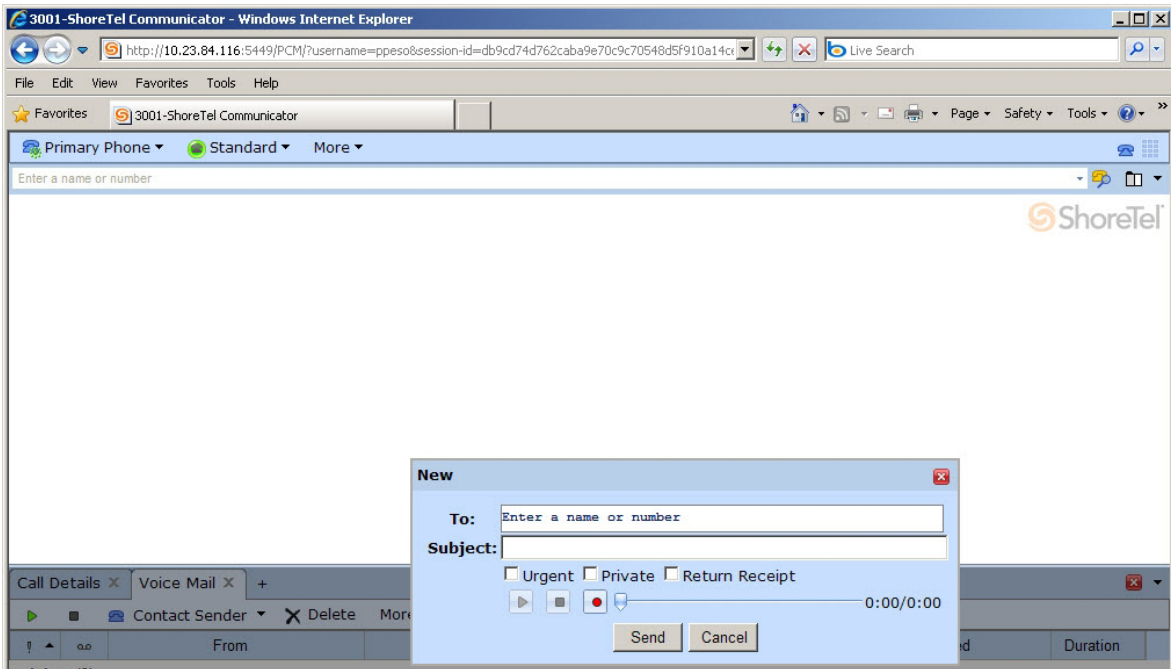
## Adding and Removing Tabs in Panels

The New panel menu allows selection of a new tab type and adds the panel container. Tab panels include the "x" button for closing the window.



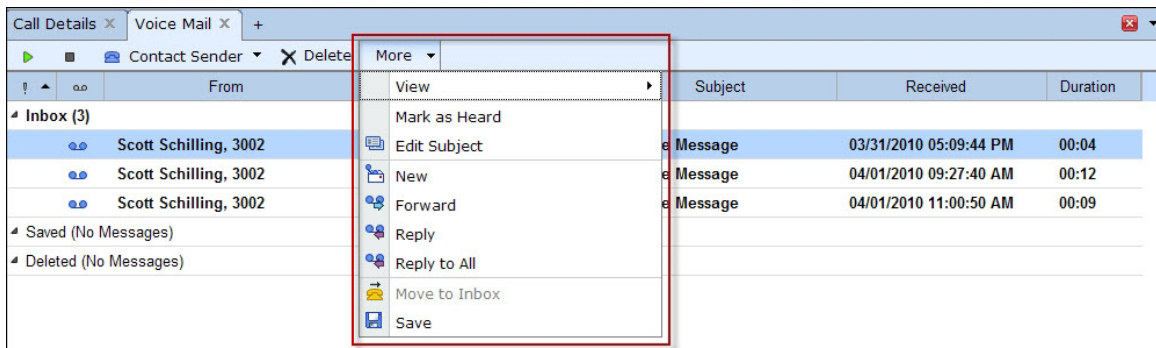
## Opening a New Panel

Some ShoreTel Communicator for Web actions require a separate panel to be opened. When a new panel is opened, much of the original panel may be greyed out.



## Voice Mail Viewer

The Voice Mail viewer is a graphical interface for accessing voice messages. The Voice Mail viewer may be used to manage message files, to listen and respond to messages, to compose new outbound messages, and to broadcast messages to groups through Distribution Lists.



## History Viewer

The History viewer displays information about previous calls. Each record in the History viewer includes the number of an outbound call's destination or inbound call's source, along with the start time and the duration of each call.

When you scroll down or up, the History viewer displays data based upon the scroll bar position.

From/To	Name	Phone Number	Start Time	Duration
To	VM Forward	1105	03/31/2010 08:42:46 PM	00:11
Missed	Scott Schilling	3002	03/31/2010 08:41:52 PM	00:10
From	Scott Schilling	3002	03/31/2010 07:50:39 PM	00:04
To	VM Forward	1105	03/31/2010 06:59:22 PM	00:07
To	Scott Schilling	3002	03/31/2010 06:58:36 PM	00:26
To	Scott Schilling	3002	03/31/2010 06:47:51 PM	00:31

## Speed Dial

You can configure speed dial from the Options page and dial using the ShoreTel Communicator for Web Quick Dialer.

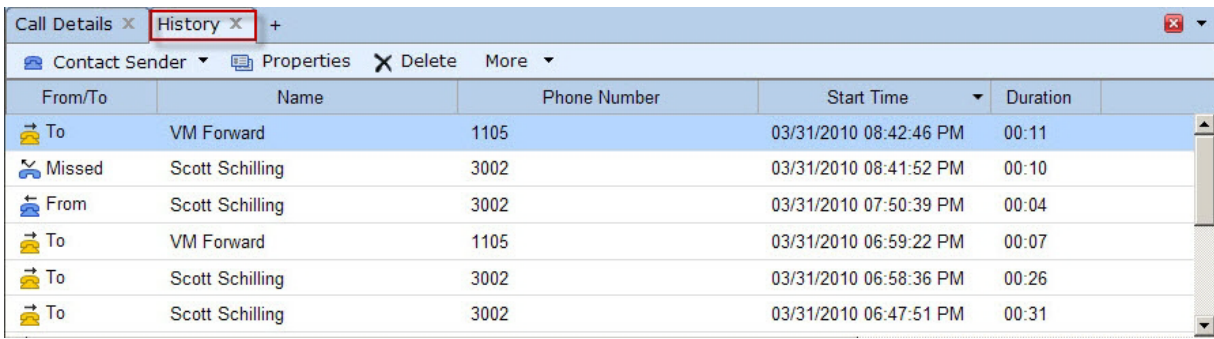
## Call Detail Viewer

The Call Detail viewer provides information on the current “live” call.

**From** B - 110  
**Start Time**  
**Routing Slip** 00:00 B - 110 called A - 111  
**Call Note** A - 111: Customer call  
 Allow edit  
**Add to note**  
 Show support info  
**ID** 00020000-0058-4a6e-310f-0010490b04d1  
**TAPI Call ID**  
**HLINE** 65707  
**HCALL** 66531

## Logging and Tracing Window

The Logging and Tracing window displays information about session ID and Call Application Server details. ShoreTel Communicator stores the last 100 logging and tracing messages. You can open and close the Logging and Tracing window by placing the cursor inside of the Quick Dialer editor and pressing CTRL+F9 keys.



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