ShoreTel Communicator Quick Reference Guide

Did you know?

ShoreTel Communicator is the easiest way to communicate efficiently with your colleagues and work partners. Communicator offers a set of productivity tools that improve communications whether you are a standard user or an operator and whether you are working from home, on the road or based in an office. This document can help you find you way around this feature-rich application. Refer to the ShoreTel Communicator User Guide for further details.

Windows Menu
Open Communicator viewers in the main window.

Application Button
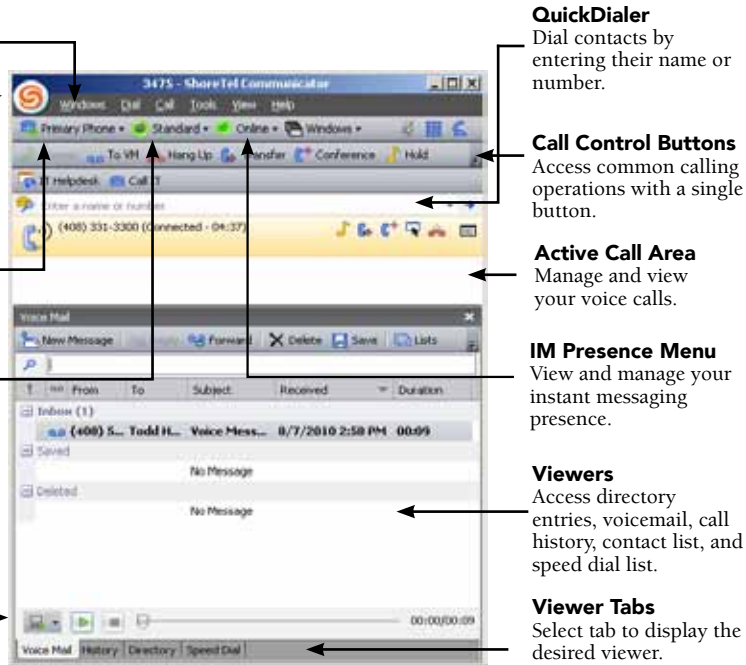Access configuration options and most common functions.

Assignment Menu
Assign Communicator to your Primary Phone device or SoftPhone.

Call Handling Mode Menu
Swiftly change your active Call Handling mode.

Playback Button
Listen to voicemail through your PC or phone.

QuickDialer
Dial contacts by entering their name or number.

Call Control Buttons
Access common calling operations with a single button.

Active Call Area
Manage and view your voice calls.

IM Presence Menu
View and manage your instant messaging presence.

Viewers
Access directory entries, voicemail, call history, contact list, and speed dial list.

Viewer Tabs
Select tab to display the desired viewer.

Call Control Buttons

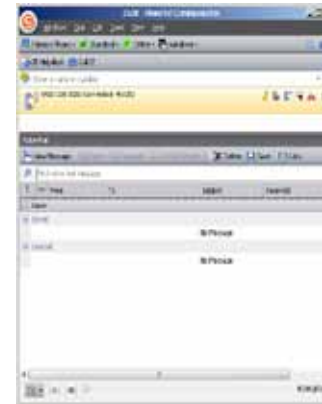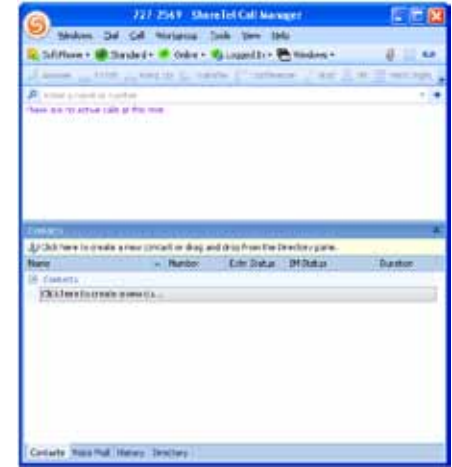|	
📞	Answer
📞	Hang up
🎵	Hold
📲	Transfer
📞	Conference
📹	Video
👤	IM
📋	Call Notes

What is the Contact viewer?

The Contact viewer is available in the Professional Access and Operator Access by clicking the Contact tab at the bottom of the panel. A contact is a person with whom you frequently communicate. After adding a Contact in this window, you can see the contact's phone status and, optionally, PC presence of that contact. You can organize Contacts into Groups for faster handling.

If you use Operator Access, the new Contact viewer replaces the Extension Monitor available in previous versions.

How do I create a Contact?

Place your mouse anywhere inside the Contact window, right click and select "Add Contact". Enter the name of the Directory entry to be added to the Contact List in the search field. If you are linking this contact from an existing Directory, enter the contact's name in the search field. Click on the contact name and all other data fields will automatically populate and cannot be edited. Select "OK" to create the Contact.
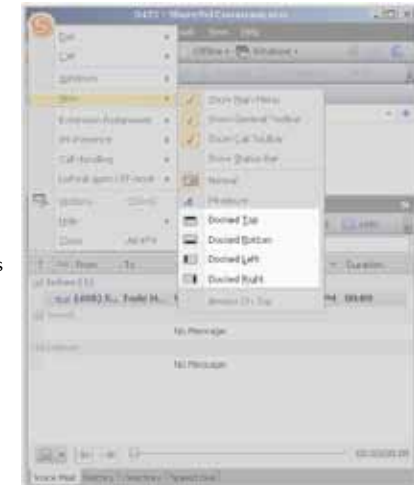

How do I separate a viewer from the main Communicator?

In Personal and Professional Communicator, you enable panel placement by selecting *Options -> General,* then selecting *Enable drag-and-drop window arrangement.*

To separate a panel from a viewer in Operator Communicator, point the cursor at the tab of the panel to be removed, left click and hold the mouse button, then drag the panel outside of the window boundary.

This operation is particularly useful for operators who want to have a separate view of the Contact Viewer, which replaces the extension monitor of the previous client version.

How do I dock the main window?

Communicator provides four docked window settings, one for each edge of the computer monitor. You can access this setting by selecting the Application Button -> View. as shown here.