



SterlingVOICE™ 12

Communicator for Mac Install Instructions

Communicator for Mac is a native Mac OS X application, which offers Personal Communicator features similar to Communicator for Web, plus additional Mac specific features.

Communicator for Mac provides options for controlling the following features:

- Visual Call Control
- Visual Voicemail
- Call handling mode
- Call handling mode settings
- Voice mail notification delivery settings
- Find Me settings
- External Assignment settings
- Passwords for ShoreTel Communicator and voice mail

The ShoreTel Communicator provides the following Mac specific features:

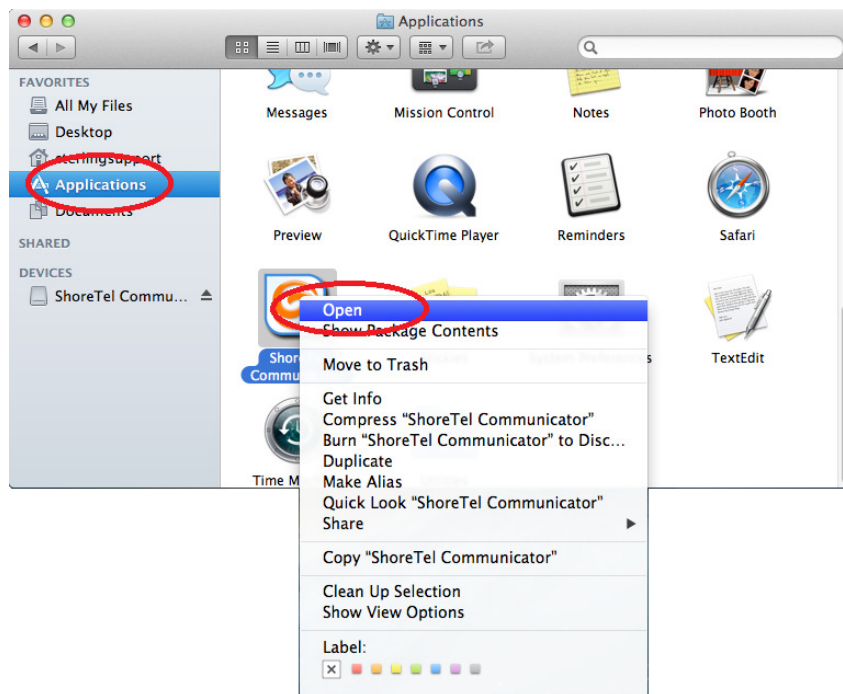
- Dial contacts directly from Mac Address Book
- Import contacts from Mac Address Book to the ShoreTel server so that personal contacts can be accessible from the user's other instances of Communicator
- Allows dialing from many applications using Mac OS X services
- Can be kept in Dock and opened at startup like any Mac application.
- Dock icon displays a Badge with missed call and unheard voicemail counts
- Background notifications of incoming calls and voicemails
- Growl support for incoming call notification

Install Instructions

1. Download the Communicator for Mac installation software at http://upgradeV12.sterling.net/download_mac/.
2. Please save all your work and close all applications.
3. Run the installation software.
4. To install Communicator for Mac, click and drag ShoreTel Communicator to your Applications folder



5. Select Applications on the left toolbar, then right click on ShoreTel Communicator and select Open



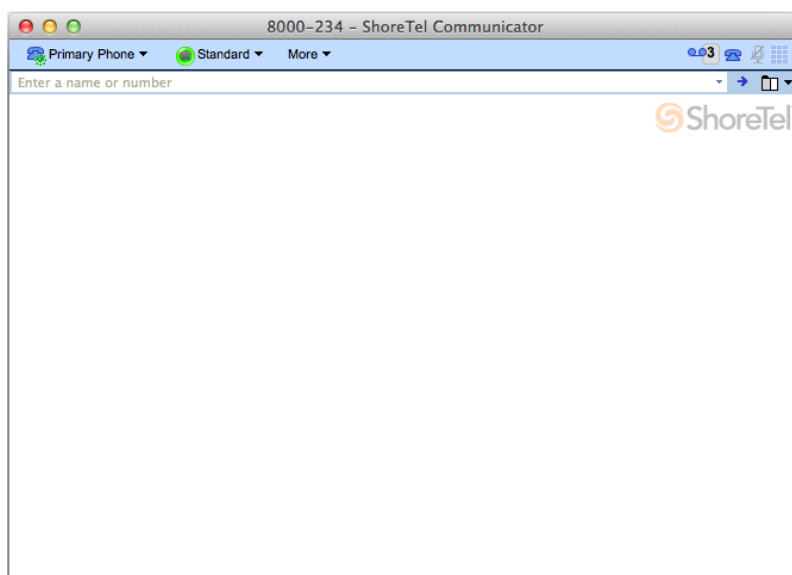
6. If you are warned that Communicator is from an unidentified developer click OK



7. You will be prompted for your Server Name, Name, and Password. Complete these fields as instructed by your IT or Sterling Support, and then click Login



8. Communicator for Mac will now appear, showing your extension and basic settings. Your installation of Communicator for Mac is now complete!

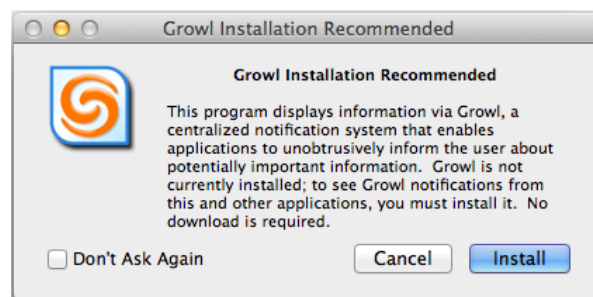


Follow-up

Notifications

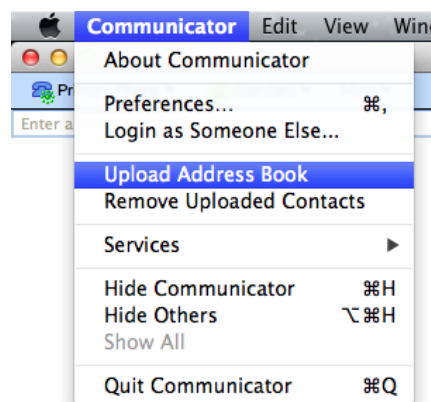
Communicator generates notifications when new calls or voicemails are received. Notifications are enabled by installing Growl. Growl is a freeware public domain product used to enable notification features in Mac OS X applications.

The Growl installer is bundled with Communicator for Mac. If Growl is not previously installed, when a user receives their first call, the Growl installation panel is displayed. Clicking the Install button will start the installation process and display the preferences pane.



Upload Address Book

Communicator for Mac allows you to upload the Mac Address Book or Contacts to the SterlingVOICE server to make it available to Communicator. To do this, click Communicator on the top menu, and then select "Upload Address Book"



As always, if you have any questions, please feel free to contact our technical support team by phone at 503-968-8908 option 2, or via email at phone-support@sterling.net.