

Communicator for Web Quick Start Guide



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Phone Support

503.968.8908, option 2 | phone-support@sterling.net

For the most effective support, please provide your main contact with the following information to relay to Sterling Communications:

- Name
- Phone Extension
- Date & Time of the problem
- Description of the problem

New Service and Sales:

503.968.8908, option 1
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www.sterling.net

Additional Training

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Introduction

The Communicator for Web

The Communicator for Web is a browser-based interface that provides the ability to manage your phone as well as managing your calls and provides access to Communicator configuration options from any computer using the system. The Communicator for Web is supported for the Safari 4.0, Internet Explorer 8.0, and Firefox 3.6 browsers.

Using Communicator for Web is Beneficial in the Following Situations:

- Your main station is a Mac or Linux PC.
- You need to run Communicator as more than one user at a time.
- You need remote access to manage your Communicator options.

Communicator for Web Provides the Ability to Manage the Following Options:

- Call handling mode and call handling mode settings
- Voicemail notification delivery and escalation settings
- Find Me settings
- External assignment settings
- Passwords for Communicator and voicemail
- Call handling mode delegation settings
- Speed dial number list

Launching The Communicator for Web

To Launch Communicator for Web:

Step 1: Open your web browser and based on which system you are on, enter one of the following links. If you are not sure which link to select, please contact support@sterling.net

<http://web1.sterlingvoice.net/login>

<http://web2.sterlingvoice.net/login>

<http://web3.sterlingvoice.net/login>

These links are also available at our website:

<http://www.sterling.net/support/product-support/voip-support/>

Step 2: Enter user name and password and select submit.



ShoreTel
Communicator

User Name

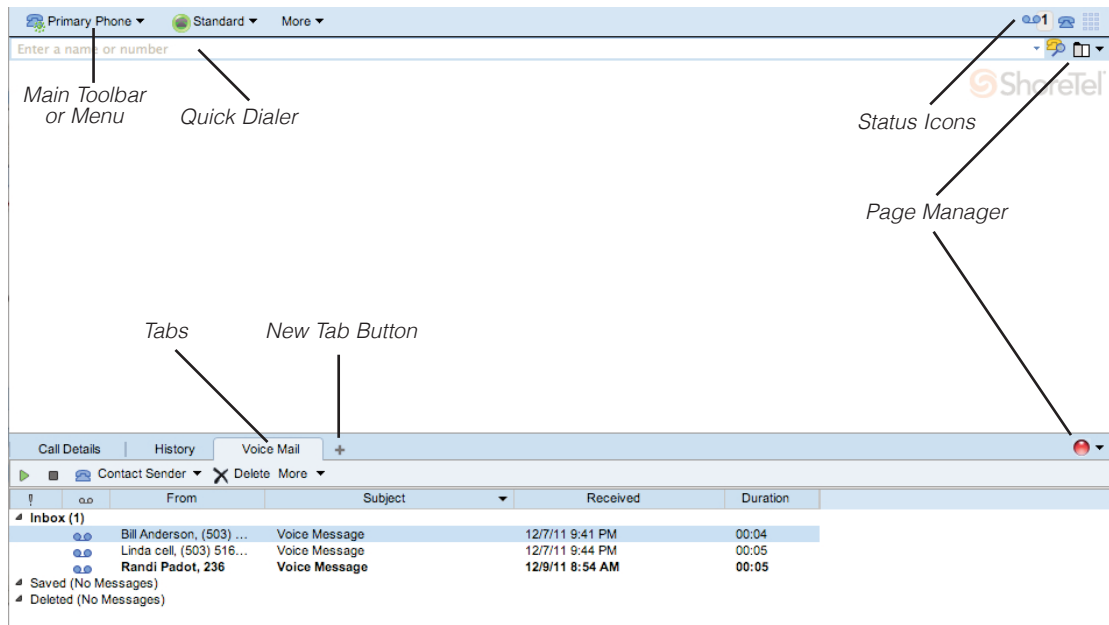
Password

Submit Reset

ShoreTel, Inc.

Communicator for Web Window Components

This main window is the primary Communicator for Web window for accessing client services.



Screen Options	Screen Descriptions
Main Toolbar	Provides single button access to 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 members into the Quick Dialer field.
Call Cell Area	Displays a call cell for each voice call that the 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 a split screen.

Call Handling Modes

A call handling mode defines call management conditions and tasks for inbound calls. The following five call handling modes can be customized to a manner in which your calls can be handled in a variety of situations:

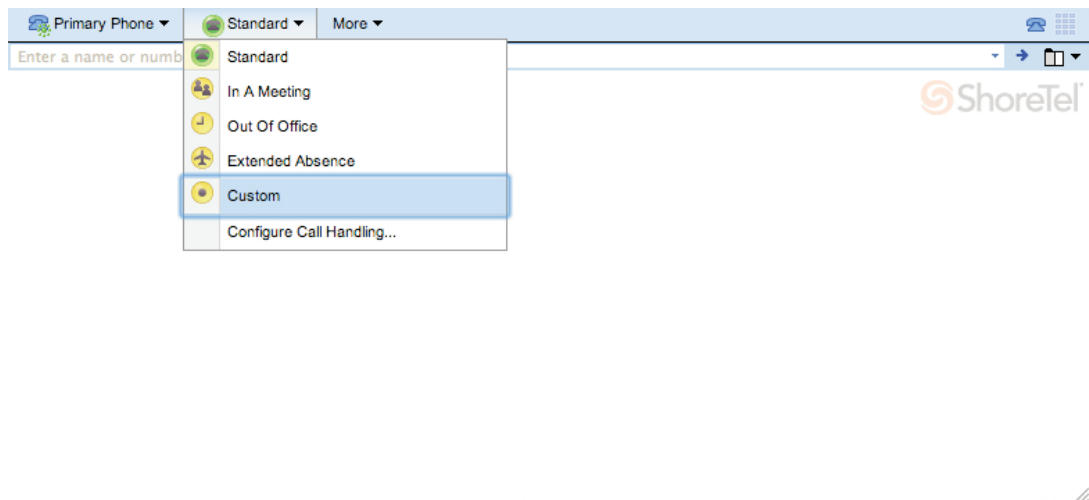
Standard

In a Meeting

Out of Office

Extended Absence

Custom



Handling modes can be selected, configured, and activated from the drop-down menu. One call handling mode is always active.

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 drug into the Quick Dialer field.



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.

Data entry field – enter recipient's name or number as listed in the directory, a valid phone number, a recently dialed number, company name.

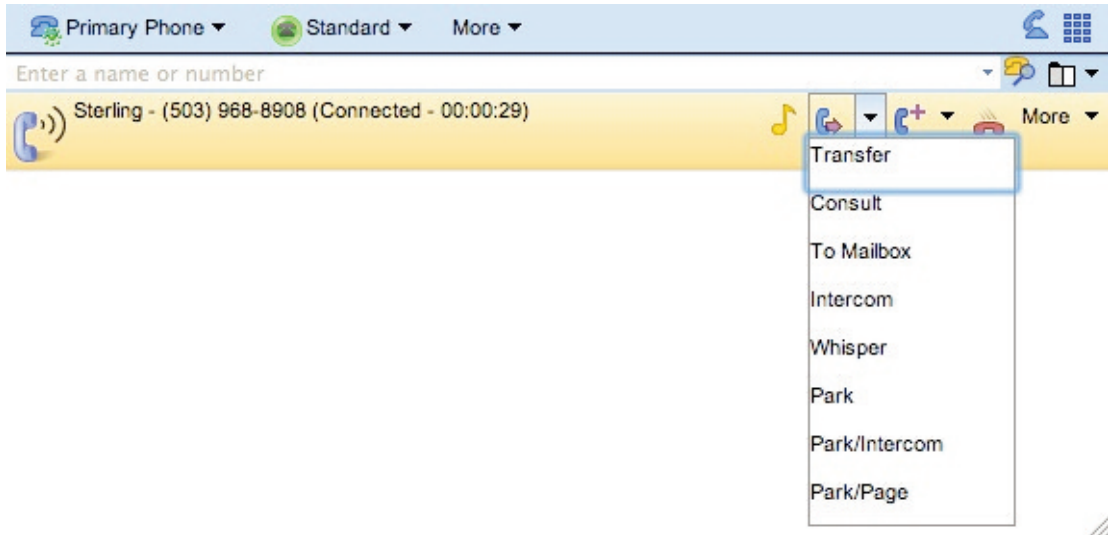
When using the data entry field, Communicator for Web displays a drop-down menu that lists the contents of the directory, filtered by the Quick Dialer contents. When a contact is selected, the phone initiates the call.

When Making a Call:

1. Enter a phone number, name, or use the drop-down redial or menu.
2. Select *Go Arrow* or press *Enter Key* on keyboard or left click to initiate call from redial or drop-down menu.

Call Control

Your ability to control and manage phone calls through transfer, conference, hold, park, and hang up, to mention a few, is accessed by selecting the icons on the right side of the active call line.



Speed Dial

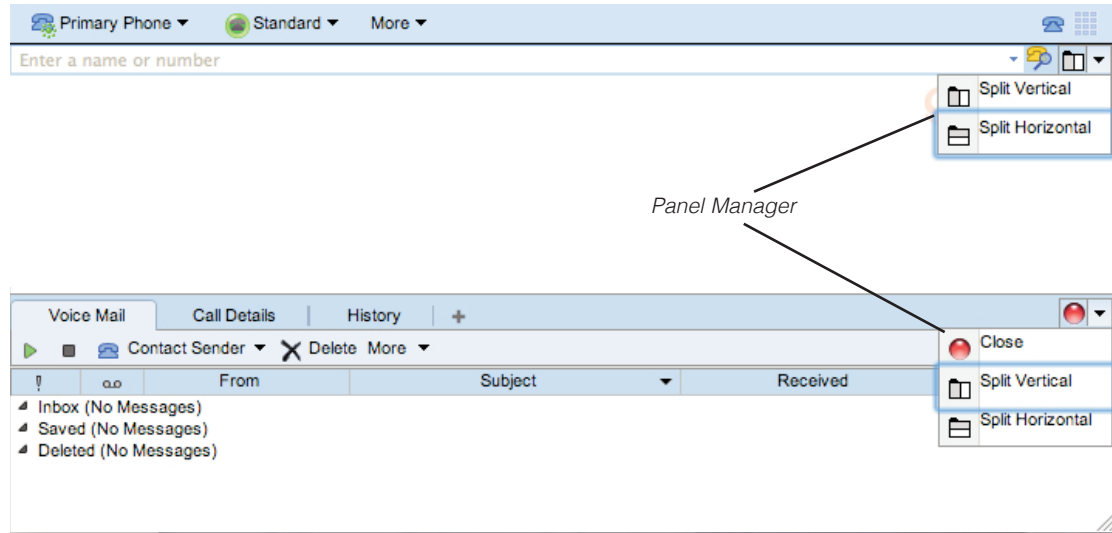
You may configure speed dialing from the options page and can dial using Quick Dialer.

Panels

The panels of the Communicator for Web provide access to user application features such as voicemail messages, call history, and call details.

Splitting Panels

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



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.

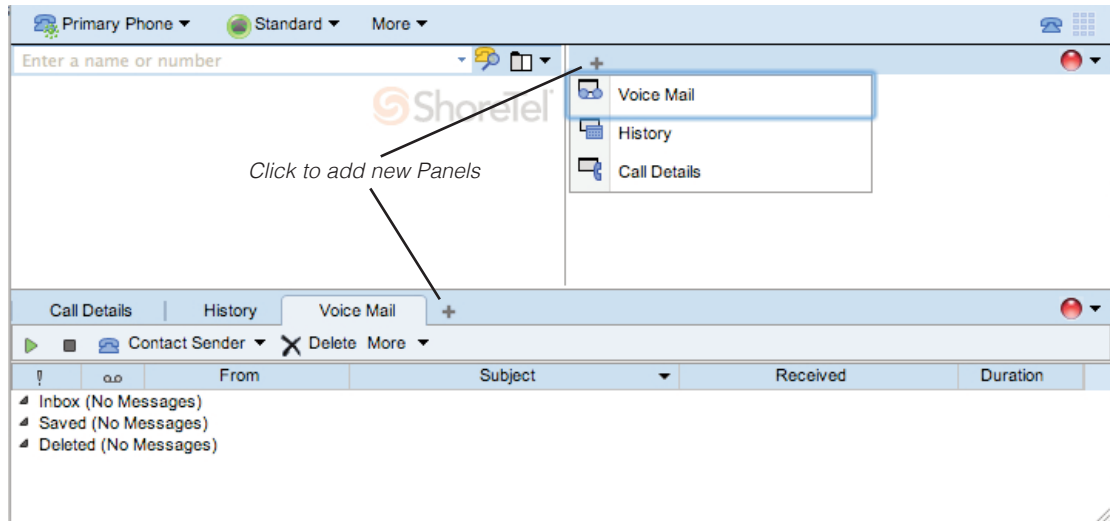
Panels

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. Communicator for Web also remembers the tabs in each panel and the sorting order.

Adding and Removing Tabs in Panels

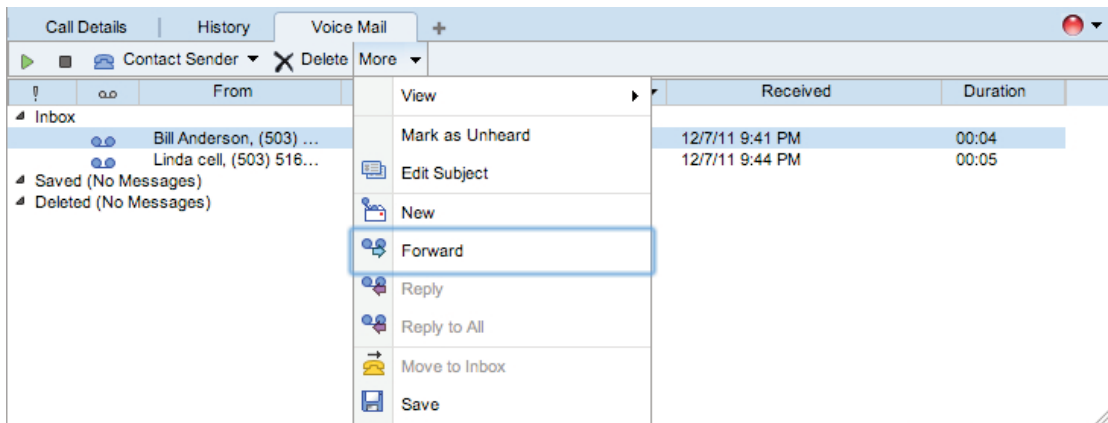
The new panel menu allows selection of a new tab type and adds the panel container. Tab panels include the “x” button for closing the window.



Viewers

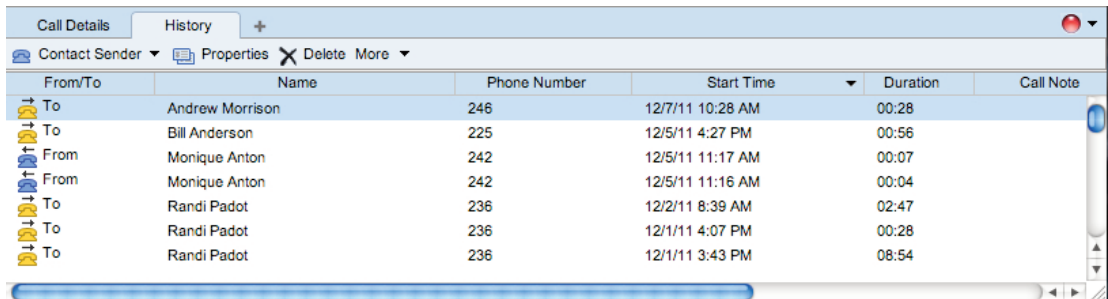
Voicemail Viewer

The voicemail viewer is a graphical interface for accessing voice messages. The viewer may be used to manage messages, to listen and respond to messages, to compose new messages, and to broadcast messages.



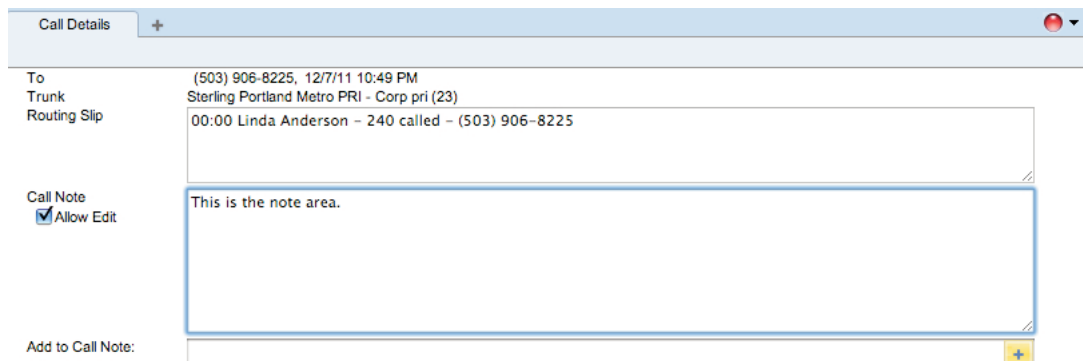
History Viewer

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 start time and the duration of each call.



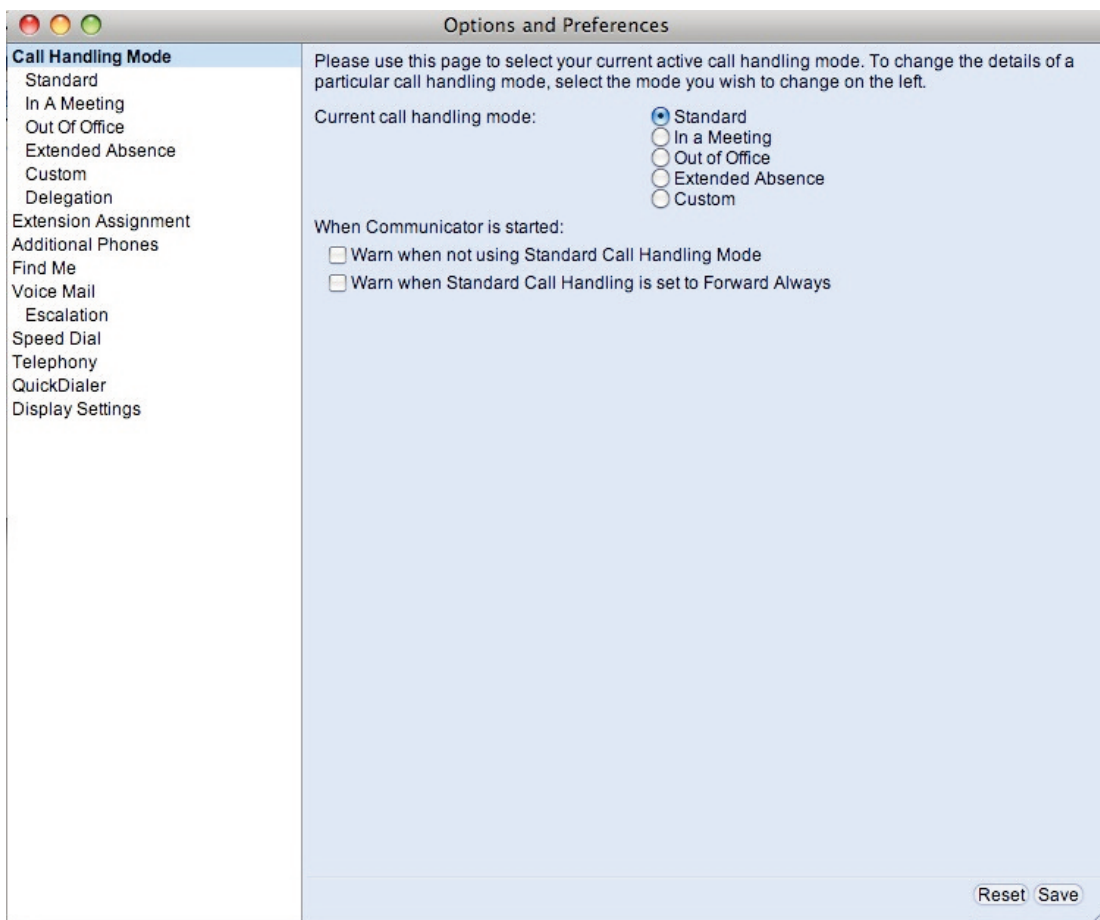
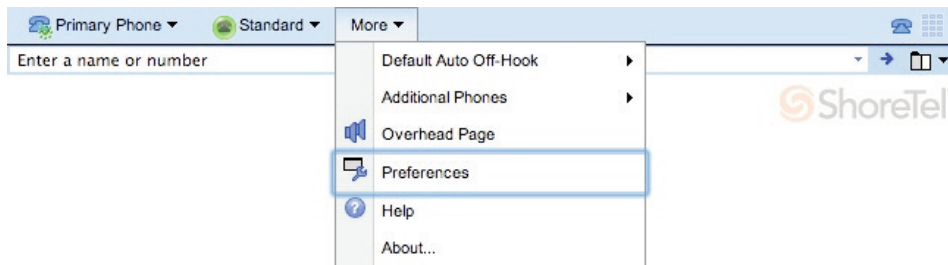
Call Detail Viewer

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



Accessing Communicator Options and Preferences

Your access to setup and configuration of options and preferences is located in a drop-down panel under the 'More'. Select *Preferences* and from there *Call Handling Modes*, *Extension Assignment* (if allowed), *Find Me*, *Voicemail* and *Escalation*, *Speed Dial*, and other settings can be configured.



Options and Preferences

Call Handling Modes

You can change your current mode and/or configure how you would like a mode to respond to an incoming call, record voicemail greetings, and select specific features to be activated or deactivated in that mode. Each mode can be configured differently depending on your needs.

Extension Assignment

Allows activation and setup of external numbers that will be dialed when extension assignment is enabled. (Approval is required for this feature)

Find Me

Setting up Find Me lets callers that reach your voicemail try to find you at alternate numbers.

Voicemail

You may enable envelope information, setup voicemail notification options, change your voicemail password, and activate escalation options.

Speed Dial

You may setup phone numbers for your Speed Dial.

Telephony

Suppression of call waiting and dial tones, enabling sounds, and selection of your audio path can be accessed under telephony.

Quick Dialer

Allows setup up of what calls show in redial and if search by company name and fax numbers are enabled.

Display Settings

Provides access to change date/time settings, theme color options, and language options.