



ShoreTel Communicator for Mac ShoreTel 14.2

January 2014

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Version Information

ShoreTel Communicator for Mac

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Table of Contents

Chapter 1	ShoreTel Communicator for Mac	5
	Installing ShoreTel Communicator for Mac	7
	Installing Growl	8
	Opening ShoreTel Communicator for Mac	8
	The ShoreTel Communicator for Mac Window	10
	The Assignment Bar	11
	QuickDialer	12
	Panel Manager	13
	Active Call Area	14
	Content Area and Content Windows	15
	Displaying Content Windows in Separate Panels	19
	The ShoreTel Dock Icon	20
	Logging in as a Different User	21
	Assigning an Extension	21
	Defining Incoming Call Routing	22
	Identifying How Incoming Calls Are Handled	23
	Uploading Personal Contacts	24
	Making and Managing Calls	24
	Selecting Your Off-Hook Device	25
	Making Calls	25
	Answering a Call	28
	Transferring Calls	28
	Routing a Call to Voice Mail	29
	Placing a Call on Hold	30
	Muting a Call	30
	Sending Digits While on a Call	30
	Creating a Conference Call	31
	Viewing and Adding Information on a Call	32
	Ending a Call	33
	Working with Voice Mail	33
	Listening to Voice Mail	34
	Replying to Voice Mail	34
	Saving Voice Mail	35
	Moving a Voice Mail into the Inbox	35
	Deleting Voice Mail	35
	Editing the Subject Heading	36
	Changing the Message Status	36
	Forwarding a Voice Mail	36
	Creating New Voice Mail	37

Sending Email	37
Identifying Presence	38
Presence Icons	38
Setting Preferences	38
Configuring Phones	39
Configuring Call Handling Modes	42
Specifying Voice Mail Options	45
Adding Speed Dial Entries	48
Specifying Telephony Options	49
Customizing ShoreTel Communicator for Mac	50
Using the ShoreTel Softphone	51
Upgrading	53
Uninstalling	53
Getting Help	53

CHAPTER

1

ShoreTel Communicator for Mac

ShoreTel Communicator for Mac provides access to many ShoreTel Communicator features. ShoreTel Communicator for Mac is beneficial in the following situations:

- You need to run ShoreTel Communicator on an Apple Macintosh computer.
- Occasionally you work from home on an Apple Macintosh computer and do not need SoftPhone or video.

Using ShoreTel Communicator for Mac, you can perform the following tasks:

Installing ShoreTel Communicator for Mac	7
The ShoreTel Communicator for Mac Window.....	10
The ShoreTel Dock Icon.....	20
Logging in as a Different User.....	21
Assigning an Extension.....	21
Defining Incoming Call Routing.....	22
Identifying How Incoming Calls Are Handled.....	23
Uploading Personal Contacts.....	24
Making and Managing Calls.....	24
Working with Voice Mail	33
Sending Email	37
Identifying Presence.....	38
Setting Preferences.....	38
Using the ShoreTel Softphone	51

Upgrading.....	53
Uninstalling.....	53
Getting Help	53

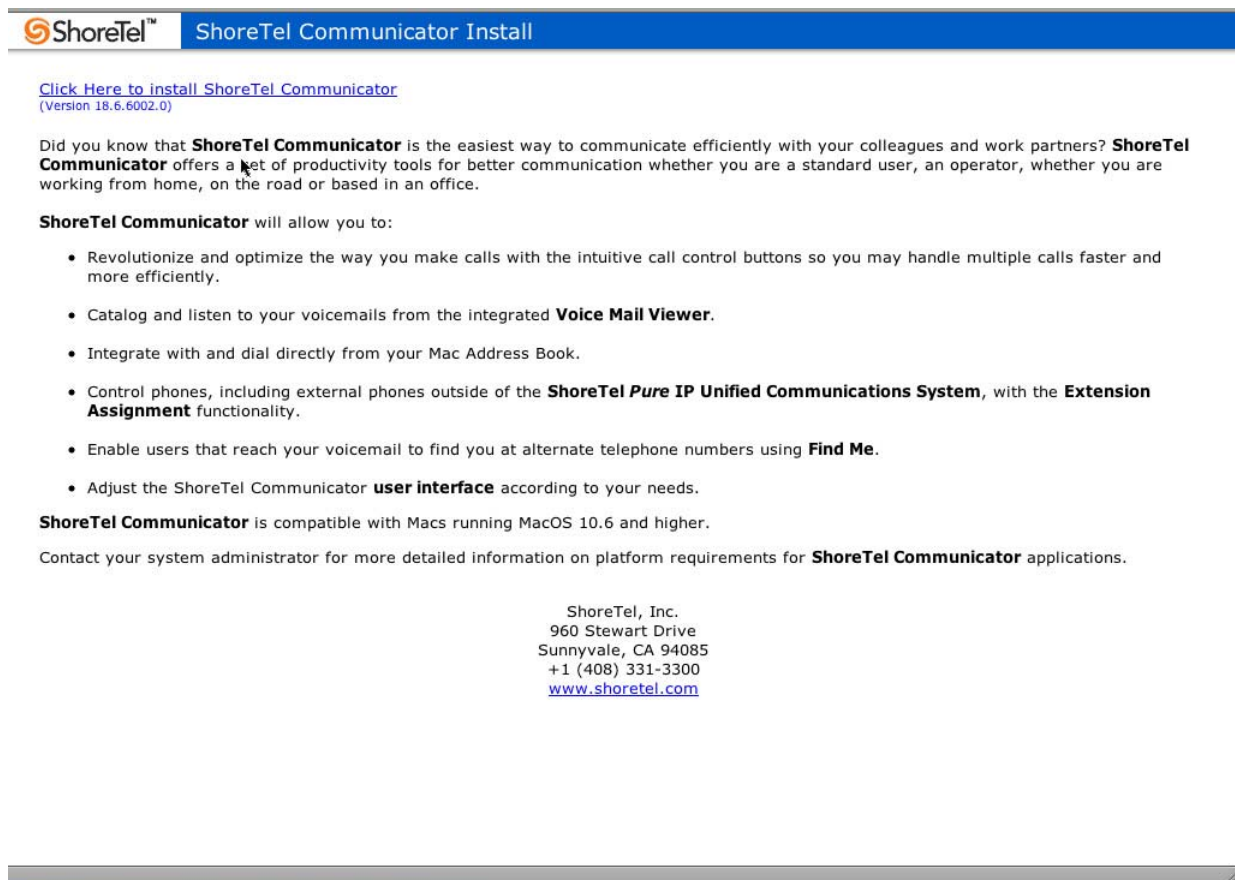
Installing ShoreTel Communicator for Mac

ShoreTel Communicator for Mac may already be installed on your system. If Communicator for Mac is not installed, contact your system administrator for the URL of the Communicator for Mac Installation page.

Make sure you have internet connectivity before beginning the installation process.

Complete the following steps to install Communicator for Mac:

1. Point your browser to the URL of the Communicator for Mac Installation page.

A screenshot of a web browser displaying the 'ShoreTel Communicator Install' page. The page has a blue header with the ShoreTel logo and the title 'ShoreTel Communicator Install'. Below the header, there is a link 'Click Here to install ShoreTel Communicator (Version 18.6.6002.0)'. The main content area contains a paragraph about the benefits of ShoreTel Communicator, followed by a list of features it allows users to do, such as revolutionizing call control, cataloging voicemails, integrating with Mac Address Book, controlling external phones, and enabling Find Me. At the bottom, it states compatibility with MacOS 10.6 and higher and provides contact information for ShoreTel, Inc. in Sunnyvale, CA.

ShoreTel™ ShoreTel Communicator Install

[Click Here to install ShoreTel Communicator](#)
(Version 18.6.6002.0)

Did you know that **ShoreTel Communicator** is the easiest way to communicate efficiently with your colleagues and work partners? **ShoreTel Communicator** offers a set of productivity tools for better communication whether you are a standard user, an operator, whether you are working from home, on the road or based in an office.

ShoreTel Communicator will allow you to:

- Revolutionize and optimize the way you make calls with the intuitive call control buttons so you may handle multiple calls faster and more efficiently.
- Catalog and listen to your voicemails from the integrated **Voice Mail Viewer**.
- Integrate with and dial directly from your Mac Address Book.
- Control phones, including external phones outside of the **ShoreTel Pure IP Unified Communications System**, with the **Extension Assignment** functionality.
- Enable users that reach your voicemail to find you at alternate telephone numbers using **Find Me**.
- Adjust the ShoreTel Communicator **user interface** according to your needs.

ShoreTel Communicator is compatible with Macs running MacOS 10.6 and higher.

Contact your system administrator for more detailed information on platform requirements for **ShoreTel Communicator** applications.

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2. Click on **Click Here to Install ShoreTel Communicator**.

The ShoreTel Communicator dmg file is downloaded to your system.

3. If ShoreTel Communicator for Mac is not automatically mounted, double-click the dmg file.

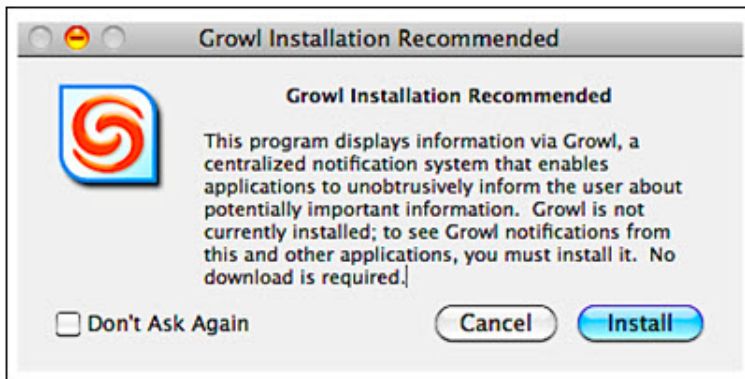
The file is mounted.

4. Drag the application to your Applications folder.

Installing Growl

ShoreTel Communicator for Mac generates notifications when you receive a new call or voice mail. These notifications are enabled by installing Growl, which 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 has not been previously installed, when you receive your first call, the Growl installation panel is displayed.



Click **Install** to start the installation process.

Opening ShoreTel Communicator for Mac

Before opening ShoreTel Communicator for Mac, you need from your system administration:

- Your server name.
- Your ShoreTel system name or domain name.
- Your ShoreTel system password or domain password.

Once you have opened Communicator for Mac the first time, you can have Communicator for Mac open automatically whenever you log into your system by right-clicking on the **ShoreTel Dock** icon, and choosing the **Open at Login** command. Note that you must drag the **ShoreTel Communicator for Mac** icon onto the Dock from the Applications folder beforehand.

Complete the following steps to open ShoreTel Communicator for Mac:

1. From the Applications folder, double-click the **ShoreTel Communicator for Mac** icon.



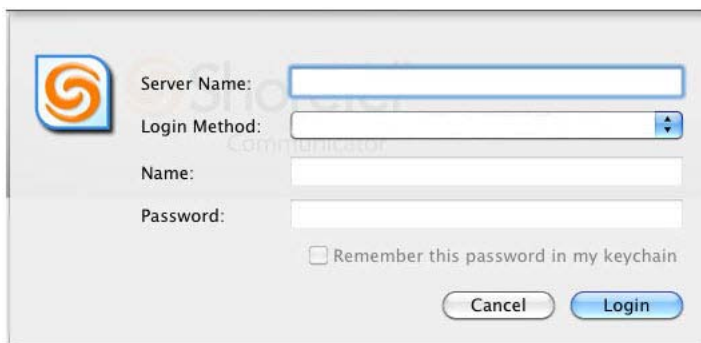
2. If this is your first time launching ShoreTel Communicator for Mac, confirm that you want to open it by clicking **Open**.



3. Enter your **Server Name**, **Name**, and **Password** and click **Login**.



If you are an Active Directory user, you can also specify your Login Method. Active Directory is a Microsoft directory service for Windows domain networks.



After opening Communicator for Mac, you can change this information. Refer to [Specifying Telephony Options](#) on page 49 for information.

4. Record your name by clicking the **Record** button, and speaking into your telephone handset or headset. When done, click **Stop**. Click **Play** to review the recording. When satisfied with the recording hang up.



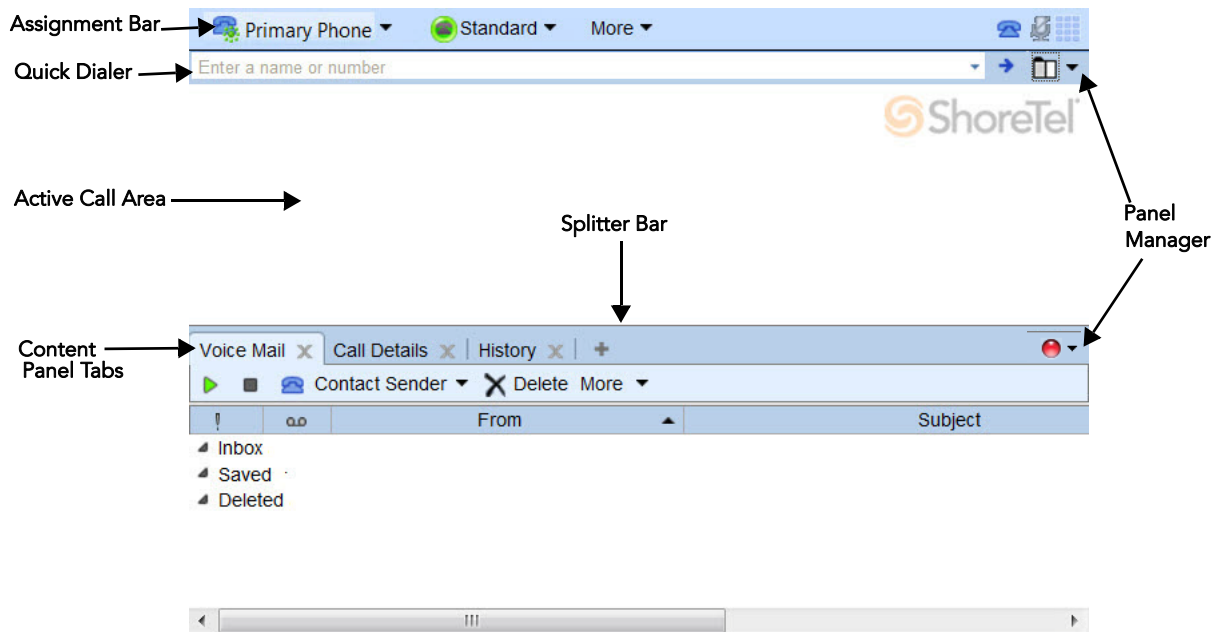
5. Change your client and voice mail passwords, and then click **Save**.

ShoreTel Communicator for Mac opens in your browser.

The ShoreTel Communicator for Mac Window

The ShoreTel Communicator for Mac window is made up of the following components:

- [Assignment bar](#)
- [QuickDialer](#)
- [Panel Manager](#)
- [Active Call area](#)
- [Content area and Content windows](#)



You can customize the Communicator for Mac user interface by specifying the following characteristics:

- Background color of Communicator for Mac windows and panels
- Language used
- Date format
- Time format

Refer to [Customizing ShoreTel Communicator for Mac](#) on page 50 for details.

The Assignment Bar

The Assignment bar allows you to perform the following functions:

- [Assign your extension](#)
- [Identify how incoming calls are handled](#)
- [Select your off-hook device](#)
- [Enable additional phones to ring simultaneously](#)
- [Make calls to a paging system or night bell](#)
- [Set preferences](#)
- [Get Help](#)



The Assignment bar also displays icons, on the right side of the bar, that indicate the state of your current calls and voice mail, and if there is any trouble (errors) with your phone. These icons are:



- Indicates the current call and on-hook phone status, and displays the quantity of unanswered calls.



- Shows the number of voice mails.



- The mute status of the current call.



- Opens a keypad through which dialing tones (DTMF) can be sent during active voice calls.

QuickDialer

The QuickDialer offers rapid access to directories, from which you can make a phone call. The QuickDialer also shows a contact's [presence status through the icon](#) associated with the contact.

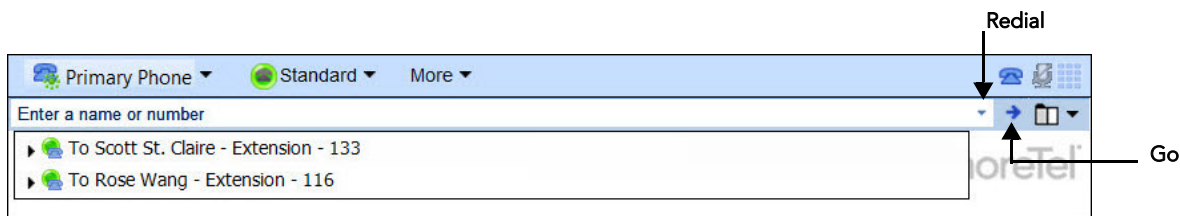
The QuickDialer can be customized by the following:

- Searching by company name.
- Including fax numbers for contacts.
- Specifying the type of recently made and received calls displayed from the Redial icon.

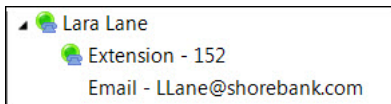
Refer to [Customizing ShoreTel Communicator for Mac](#) on page 50 for details. You can also choose to show speed dial entries in the QuickDialer, as explained in [Adding Speed Dial Entries](#) on page 48.

Complete the following steps to access a contact using the QuickDialer:

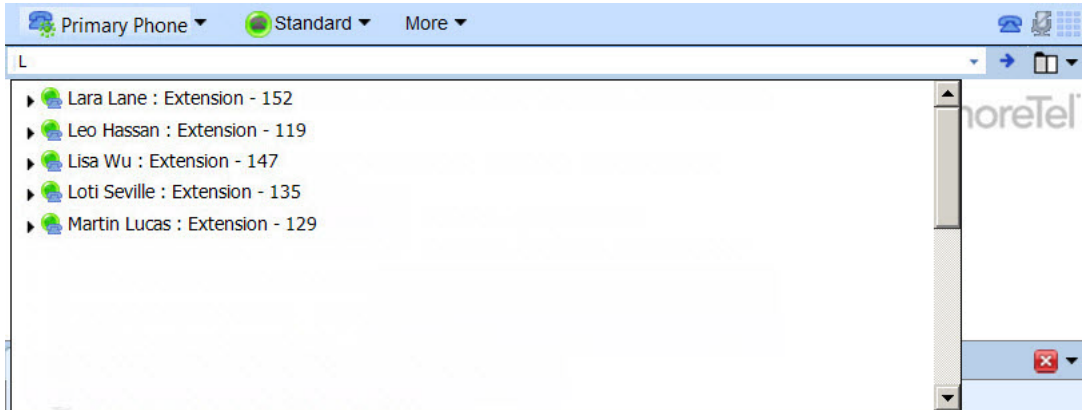
1. From the QuickDialer field drop-down menu, choose from the list of recent contacts.



Additional methods of contact can be displayed and selected by clicking on the arrow associated with a recipient's name.



2. To find a contact that you have not recently been in touch with, enter information on the contact in the QuickDialer field; matches from the directory are displayed as the text is entered.

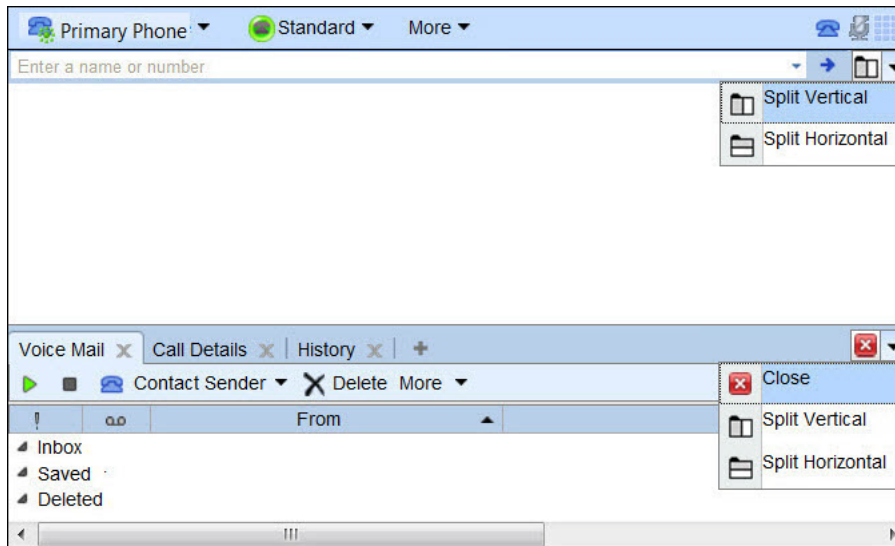


The following information can be entered in the QuickDialer field to find a contact:

- The recipient's name, as listed in your directory.
 - The recipient's number, as listed in your directory.
 - A valid phone number, as specified by your system.
 - Company name (if the **Search by company name** option is selected. Refer to [Customizing ShoreTel Communicator for Mac](#) on page 50.
 - Address.
 - Department name, as a name qualifier.
3. From the list, select the contact's phone number.

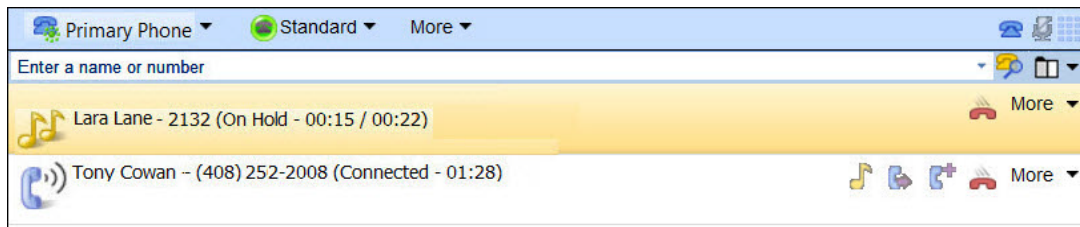
Panel Manager

The Panel Manager is used to displayed content windows in a separate horizontal or vertical panel.




Active Call Area


The Active Call area displays a list of your active calls, in the order they are made and received. If you have more than one active call, new calls are added to the bottom of the list.




Information on a call include the caller's name and phone number, and the current status of the call. Icons provide a visual indication of call status. The call status icons, shown to the left of the caller details, are:

 - Incoming Call

 - Connected

 - Hold

 - Secure

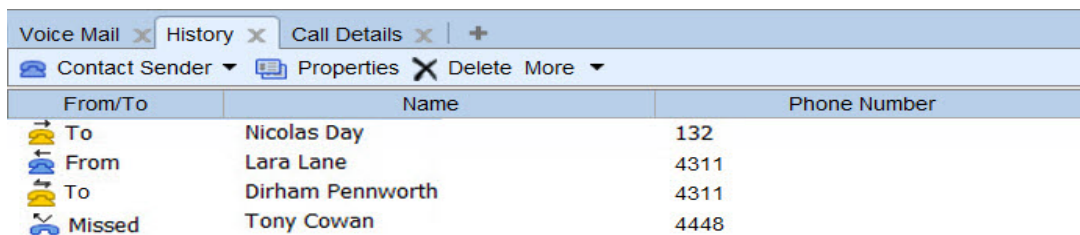
Icons to the right of caller details allow you to manage calls from the Active Call area, as explained in [Making and Managing Calls](#) on page 24.

You can customize the Active Call area by specifying the number of calls that can be handled by Communicator for Mac and listed in the Active Call area. Calls that you receive while the Active Call area is full are handled as busy. Refer to [Specifying Telephony Options](#) on page 49 for details.

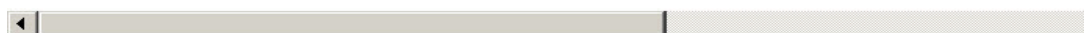
Content Area and Content Windows

The Content area displays Communicator for Mac content windows. By default, only the Voice Mail and History windows are available. To open other windows, click the plus sign (+) and from the drop-down menu choose the window you want to open.

Communicator for Mac remembers the windows you had open, and the sort order of each window. This means that if you log in from a different machine, your content windows are arranged as when you last logged off.



From/To	Name	Phone Number
To	Nicolas Day	132
From	Lara Lane	4311
To	Dirham Pennworth	4311
Missed	Tony Cowan	4448



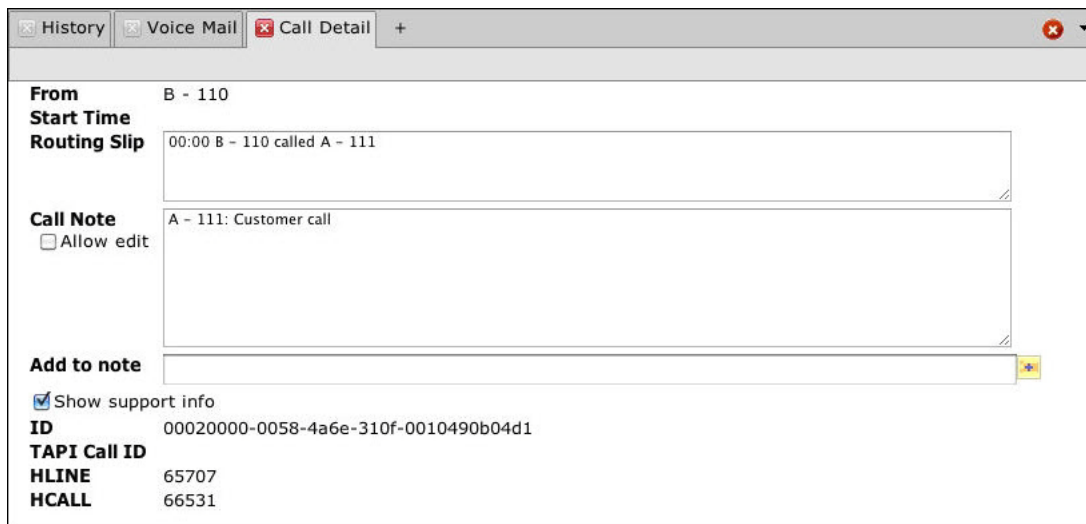
Communicator for Mac has the following content windows:

- Call Details
- History
- Voice Mail

You can easily move between Communicator for Mac content windows by clicking the appropriate tab at the top of the Content area. Content windows can also be displayed in a separate panes. Refer to [Displaying Content Windows in Separate Panels](#) on page 19 for details.

Call Details Window

The Call Details window shows information on an active call, including the destination or origination of the call and the call routing. You can also use the Call Details window to add information on the active call by [creating a call note](#).



History Voice Mail Call Detail +

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

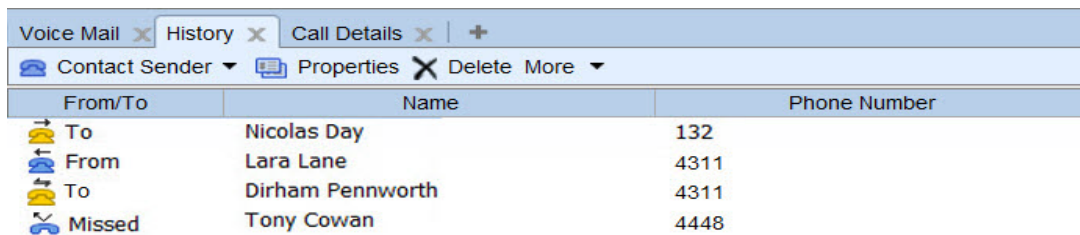
HLINE 65707

HCALL 66531

History Window

The History window displays all previous incoming and outgoing calls. You can also [make and manage calls](#) and [send email](#) from the History window.

Up to 1,000 calls can be listed in the History window; calls are added to the window when completed and are listed in the order received or made. When the window contents exceeds capacity, the oldest records are removed when you next exit Communicator for Mac. You can also delete a record by selecting the record and clicking **Delete**. To remove all records, click **More > Clear History**.



From/To	Name	Phone Number
To	Nicolas Day	132
From	Lara Lane	4311
To	Dirham Pennworth	4311
Missed	Tony Cowan	4448

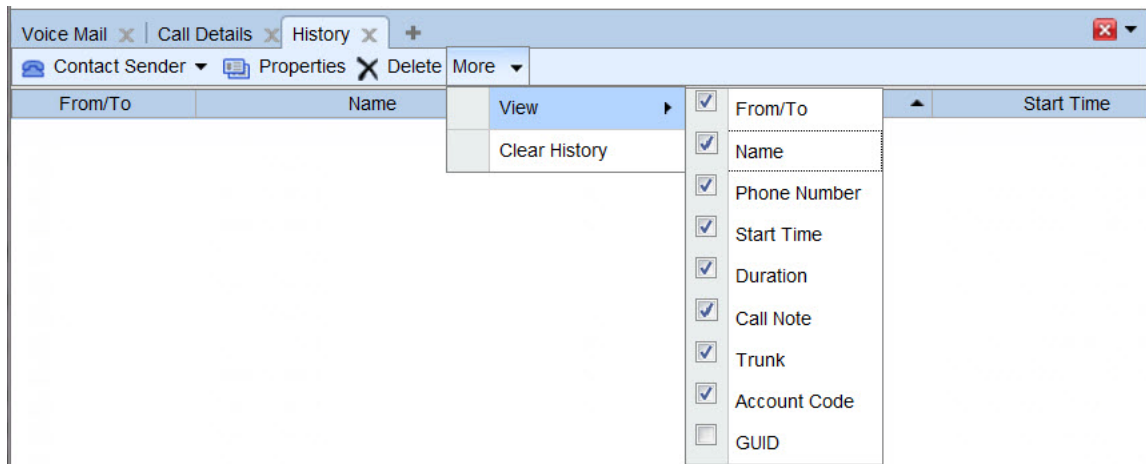


Information on a call is displayed in columns and includes whether the call was incoming or outgoing, the name and phone number of the person who made or received the call, the date and time of the call, and call duration. Additional columns provide information on:

- Call Note shows information associated with the call.
- Trunk is the system trunk through which the call was conducted.


- Account Code displays the account code associated with a call.
- GUID is a number that identifies a call record.

You can add and remove columns from the History window by, from the **More** menu, choosing **View** and then selecting the column(s) you want to add to the Voice Mail window. Unselect the column(s) you want to remove. And you can change the sort order of a column by clicking on the column heading; the direction of the arrow indicates an ascending or descending sort order.




Icons provide a visual indication of the call's history. The history icons are:

 - Missed

 - From

 - To

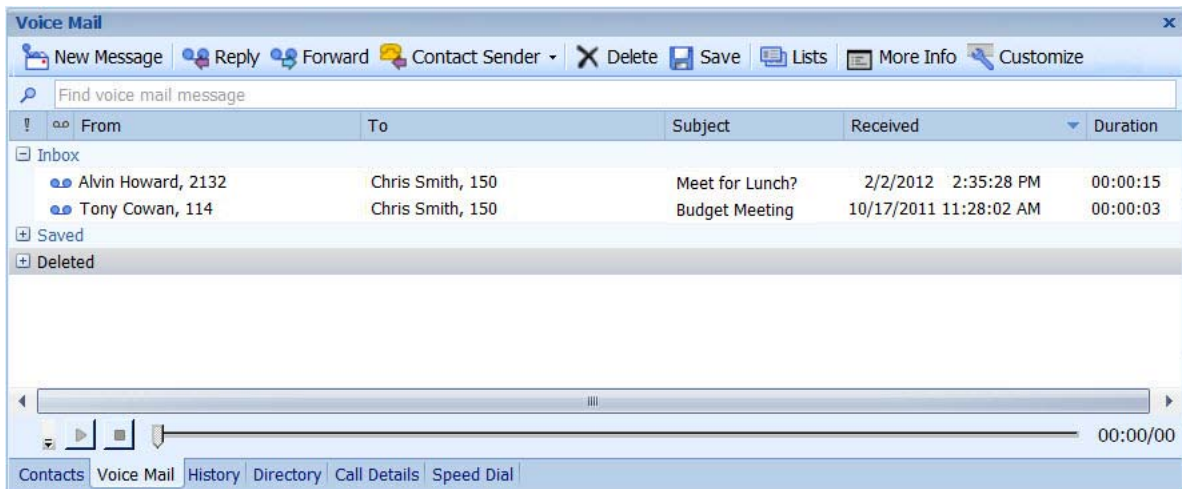
 - Message

 - Transferred

Voice Mail Window

A list of your voice mails, in the order they are received, is shown on the Voice Mail window. Details on a voice mail include the sender's name and phone number, when the message was received, the subject of the message, and duration. Unheard messages are displayed in bold.

Using the Voice Mail window you can [listen to](#), [reply to](#), and [create a voice mail](#) as well as [manage your voice mail](#).



The Voice Mail window displays all the voice mails you have received organized into three folders:

- Inbox
- Saved
- Deleted

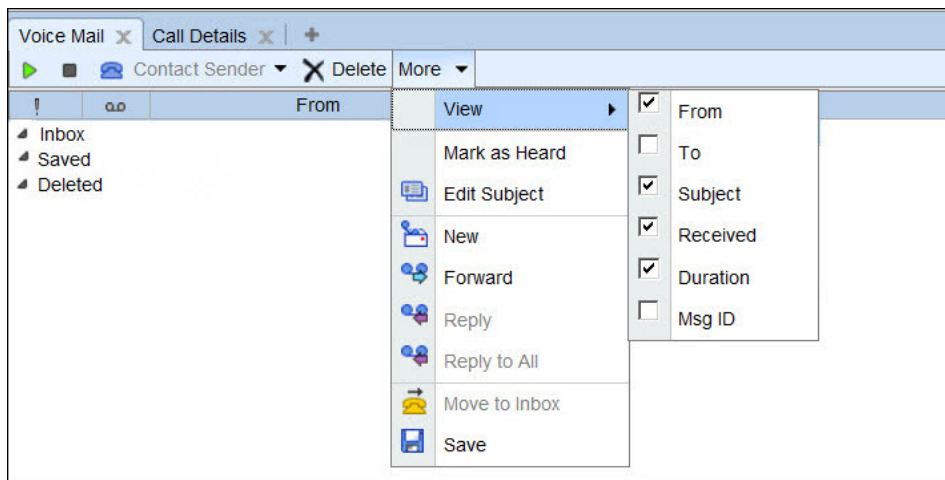
The number associated with a closed folder indicates the number of unheard messages in that folder.

The Inbox folder lists all the voice messages in your voice mailbox. Messages remain in this folder until moved to the Saved or Deleted folder.

The Saved folder is a repository for messages that were previously received but are not yet ready for deletion. Messages remain in the Saved folder until you delete them or the maximum time limit set by your system administrator is reached.

Messages moved to the Deleted folder remain there until 2:00 am (server) time, when ShoreTel removes messages that are at least 6 hours old. Voice mail messages less than six hours old remain in the Deleted folder until 2:00 a.m. the next day. Messages moved to the Deleted Folder and then subsequently deleted are removed from the system and cannot be recovered. You can restore messages in the Deleted Folder by moving them to the Inbox or Saved folders, after which they are safe from daily maintenance deletion.

You can add and remove columns from the History window by choosing **More > View** and then selecting the column(s) you want to add to the Voice Mail window. Unselect the column(s) you want to remove. The Msg ID column displays an internal message identifier that is used for troubleshooting purposes only.



And you can change the sort order of a column by clicking on the column heading; the direction of the arrow indicates an ascending or descending sort order.

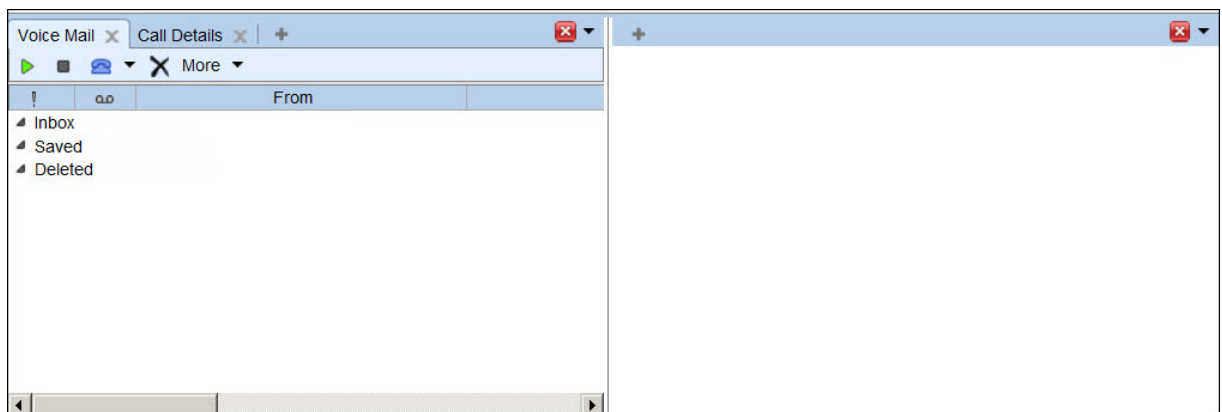
Displaying Content Windows in Separate Panels

ShoreTel Communicator for Mac content windows can be displayed in a separate horizontal or vertical panels.

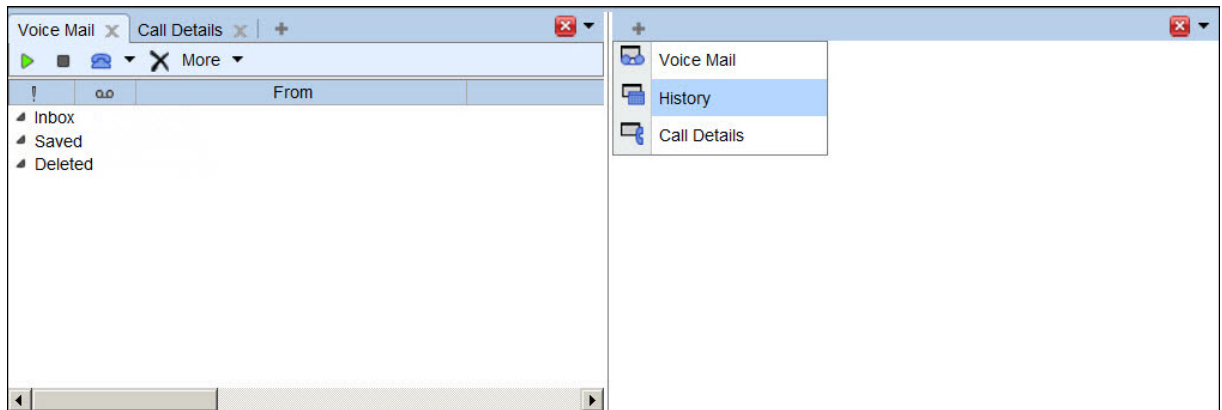
The way you have configured your panels is remembered, so that if log in from a different machine, your panel layout is arranged as it was when you last logged off.

Complete the following steps to display a content window in a separate panel:

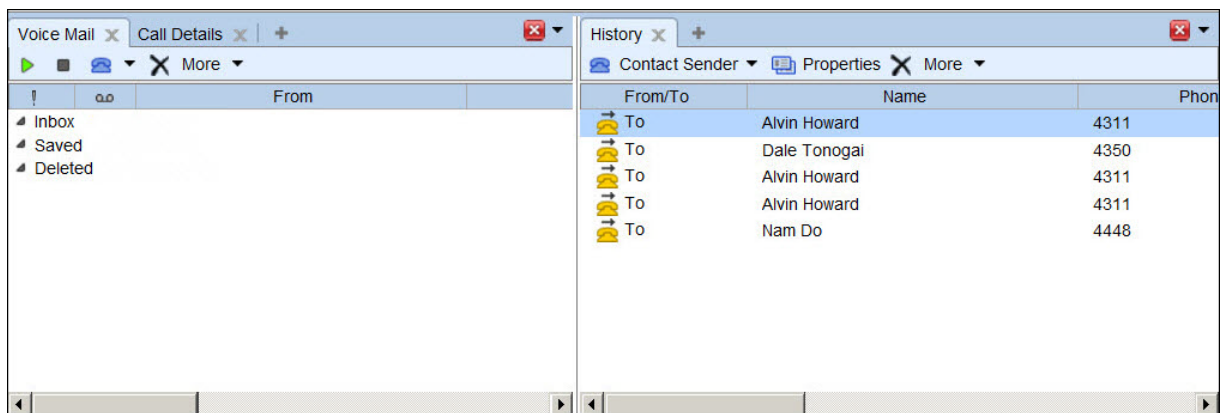
1. From the Panel Manager drop-down menu, choose either **Split Vertical** or **Split Horizontal**. A new panel is displayed.



2. From the new panel's plus sign (+) drop-down menu, choose the window you want to open in the new panel.



3. To resize the panels, move the splitter line to the appropriate location.



4. If you want to close a panel, click the panel's close (x) button.

The ShoreTel Dock Icon

If you have selected the appropriate option in Dock Preferences, the ShoreTel icon is displayed in the Dock when Communicator for Mac is running.



The ShoreTel Dock icon displays a badge displaying the number of unheard voice mails (the first number) and the number of missed calls (the second number).

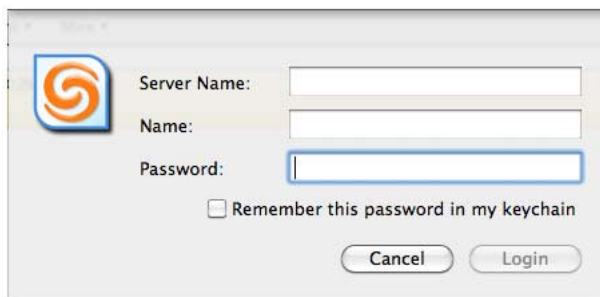
By right-clicking on the ShoreTel Dock icon and choosing **Open at Login**, you can have Communicator for Mac open automatically whenever you log into your system.

Logging in as a Different User

You may want to log into ShoreTel Communicator for Mac as a different user, for example if you are sharing a computer or account.

Complete the following steps to log in as a different user:

1. From the **Communicator** menu, choose **Login as Someone Else**.
2. Enter a new user name and password and click **Login**.



Assigning an Extension

By default, your system administrator has assigned you an extension, which is designated as your primary phone. To make and receive calls from a different phone, you must assign your extension to that phone. Your extension can be assigned to any phone that you configure for this purpose, including a Softphone (a ShoreTel Communicator component that allows you to make calls and use voice mail directly through your Mac's audio features).

For example, if you are remotely connected to your office via a Virtual Private Network (VPN), you can still manage your calls with ShoreTel Communicator for Mac while receiving your extension calls on an external phone (such as your mobile or home office phone).

The ability to assign your extension to another phone requires authorization from your system administrator.

Complete the following steps to assign an extension:

1. Click on the extension assignment icon on the **Assignment** bar.



2. From the menu, choose the phone to which you want to assign your extension.

The icon on the Assignment bar changes to indicate the default phone. ShoreTel routes all your calls to this phone.

If Softphone is selected, you must specify the Softphone Preferences.

3. If you want to use a phone that is not listed on the menu, choose **Configure Phones**.

The My Phones page opens for you to [configure the phone](#).

4. You can now [define how incoming calls to the phone are routed](#).

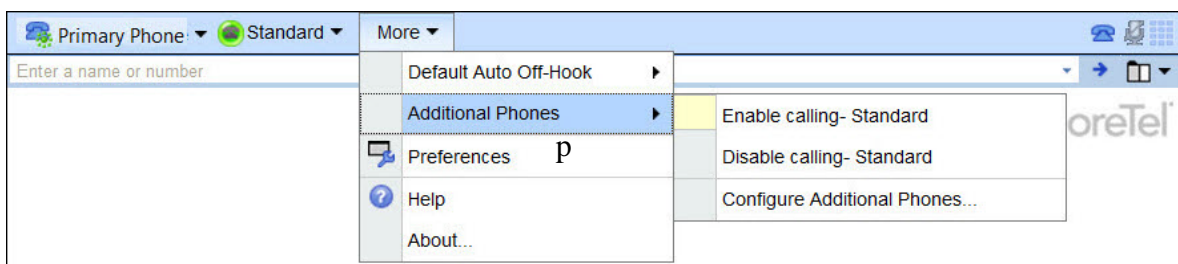
Defining Incoming Call Routing

With ShoreTel Communicator, you can define how incoming calls to a configured phone are routed as follows:

- Ring Additional Phones enables additional phones to ring simultaneously when someone calls your extension or your DID number. When you answer the phone on one of the devices, you are connected to the caller and the other devices stop ringing.

Note that if your system has gone down, or you have moved one of the devices, you must reconfigure the devices to enable simultaneous ringing.

You enable this feature by choosing **More > Additional Phones > Enable Calling**.



To disable this feature, choose **More > Additional Phones > Enable Calling**.

To configure the phones that you want to ring simultaneously, choose **More > Additional Phones > Configure Additional Phone**, and then use the [Incoming Call Routing](#) panel of the Preferences window to specify the appropriate options.

- Find Me provides callers who are automatically routed to your voice mailbox a way to contact you. Callers listening to your voice mail message can press 1 to request the ShoreTel system to dial up to two alternate numbers. If the ShoreTel system cannot reach you at either of these numbers, the caller can then leave you a voice mail. Refer to [Configuring Phones](#) on page 39 for information on configuring this feature.

Identifying How Incoming Calls Are Handled

A call handling mode identifies how your inbound calls are handled in a variety of situations. For example, when you are away from your desk you may want to play a different greeting and send incoming calls to another phone number. ShoreTel provides five call handling modes to identify the manner that your calls are handled in a variety of situations: Standard, In a Meeting, Out of Office, Extended Absence, and Custom.

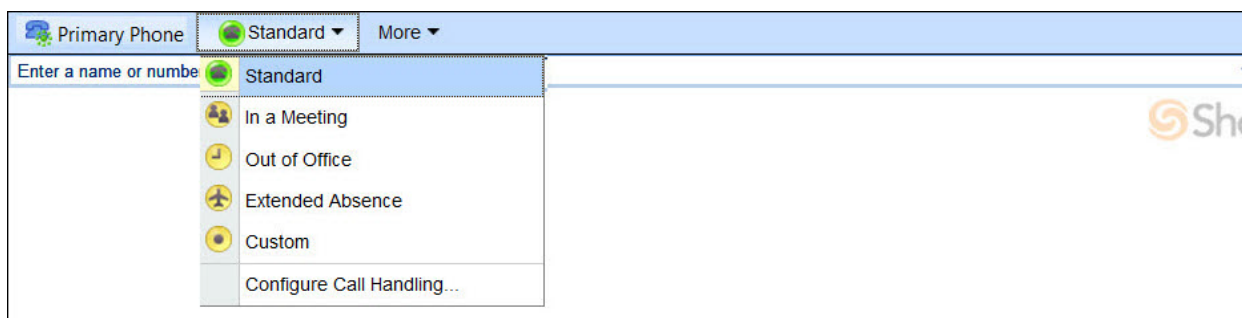
You can configure a call handling mode with warnings about how the Standard call handling mode is being used when starting up Communicator for Mac, which users can change your call handling mode, and the definition of each call handling mode. Refer to [Configuring Call Handling Modes](#) on page 42 for information.

The active call handling mode is automatically determined on the basis of system schedules maintained by your system administrator. You can also:

- Manually set the active call handling mode using Communicator for Mac.
- Manually set the active call handling mode through your ShoreTel IP telephone (as explained in the documentation of your specific telephone).

Complete the following steps to manually determine a call handling mode from Communicator for Mac:

1. Click the call handling icon on the **Assignment** bar.



2. From the drop-down menu, select the call handling mode you want for your incoming calls.

The icon on the Assignment bar changes to indicate the active call handling mode. ShoreTel uses this mode to handle all incoming calls until you manually select a different mode or an automatic mode transition is performed by the system schedule.

Uploading Personal Contacts

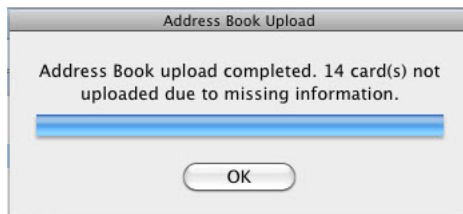
You can upload your Mac Address Book contacts into ShoreTel Communicator for Mac. Doing so allows you to:

- Communicate with your personal contacts using Communicator for Mac
- Call your personal contacts directly from your Mac Address Book.

Complete the following steps to upload your personal contacts:

1. From the **Communicator** menu, choose **Upload Address Book**.

You are informed that the upload is successful.



2. Click **OK**.

Making and Managing Calls

With ShoreTel Communicator for Mac you have integrated telephone-to-telephone call capabilities. This means that you can use your telephone to perform the following functions:

- [Select your off-hook device](#)
- [Make calls](#)
- [Answer a call](#)
- [Transfer calls](#)
- [Route a call to voice mail](#)
- [Place a call on hold](#)
- [Mute a call](#)
- [Send digits while on a call](#)
- [Create a conference call](#)
- [View and add information on a call](#)
- [End a call](#)

- If you have [installed Growl](#), you are notified of an incoming call. Information on Communicator for Mac's Presence feature, which you can use to inform colleagues of your, and be informed of their, availability to receive a call can be found in the section [Identifying Presence](#) on page 38.
- To make and receive calls from the device you want to use, assign an extension. You can also define how incoming calls to an extension are routed, and identify the manner that your inbound calls are handled in a variety of situations.

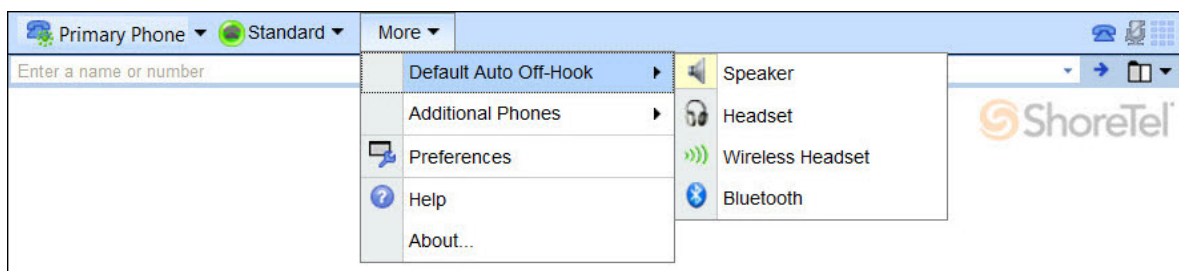
You can customize how Communicator for Mac interacts with your telephone by:

- Suppressing the call waiting tone, which is a signal inserted into the audio path during a voice call to alert you of an inbound call. Calls that you receive when the call waiting tone is suppressed are handled as specified by your [active call handling mode](#).
- Enabling handsfree mode, so that you can use ShoreTel Communicator with a headset or speaker phone. The phone is off hook and the dial tone is suppressed. At the conclusion of a call you can initiate a new call without hanging up the phone.
- Being notified of an incoming call by a tone. You must have Flash 9.0 or higher installed for this option to work.
- Specifying the prefix that must be dialed to make an external call, so that you do not have dial the number.
- Choosing the audio path you want by default when you are off-hook.

For information, refer to [Specifying Telephony Options](#) on page 49.

Selecting Your Off-Hook Device

If you choose to use Communicator for Mac with an off-hook device (i.e. speaker, headset, wireless headset, or Bluetooth device), choose the default device from **More > Default Auto Off-Hook**.



You can specify the default audio path for the off-hook device, as explained in the section [Specifying Telephony Options](#) on page 49.

Making Calls

Using ShoreTel Communicator for Mac, you can easily make a call to a contact by using one of the following tools:

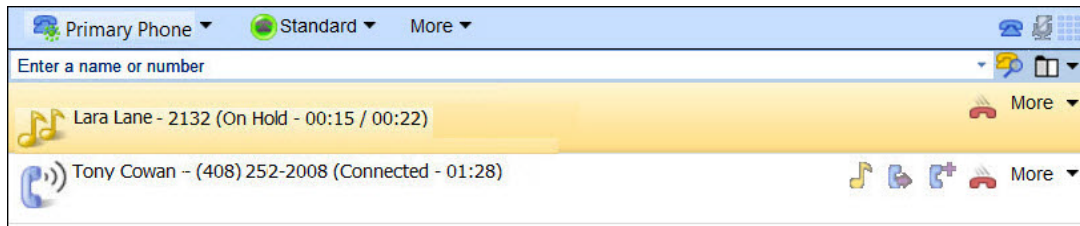
- [The QuickDialer](#)

- [The History window](#)
- [The Voice Mail window.](#)
- [Your Mac Address Book](#)
- [Other applications](#)

In addition to calling a contact, you can [make a call to a paging system or night bell](#).

Communicator for Mac helps reduce your attempts to call unavailable parties by identifying the availability (presence) of a contact to accept your call. For information, refer to [Identifying Presence](#) on page 38.

Once you have placed a call, details of the connected call are shown in the Active Call area of Communicator for Mac.

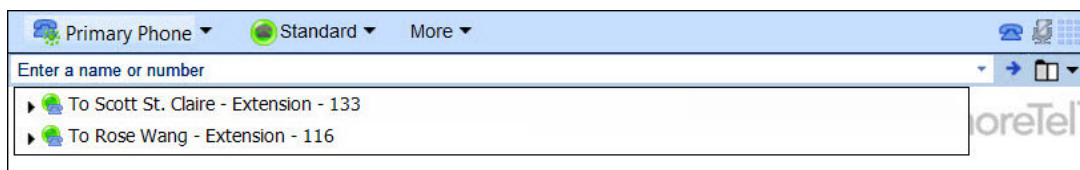


Making a Call Using the QuickDialer

The QuickDialer offers rapid access to directories and personal contacts, and provides a quick way to make a phone call.

Complete the following steps to make a call using the QuickDialer:

1. From the QuickDialer field, [select the recipient of the call](#), then [choose the phone number you want to use](#).



Making a Call from the History Window

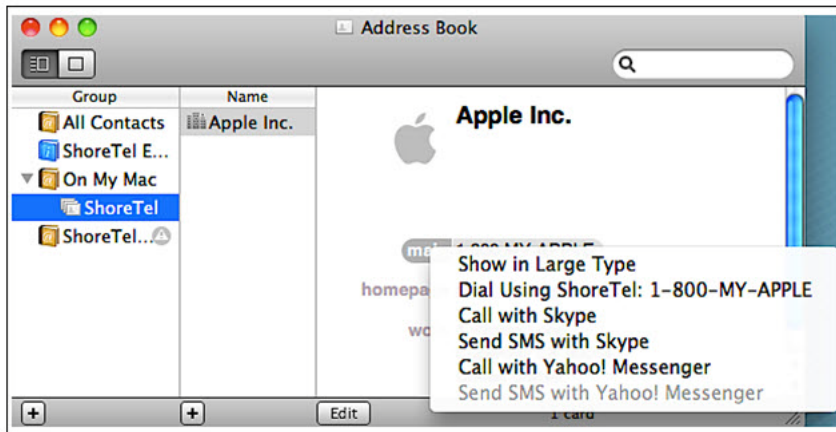
The History window displays all previous incoming and outgoing calls.

To make a call from the History window, double-click on the contact you want to call.

Making a Call from Your Mac Address Book

If you have [uploaded your personal contacts](#) from your Mac Address Book to ShoreTel Communicator for Mac, you can make a call directly from your Mac Address Book.

To make a call from your Mac Address Book, click on the phone number you want to call, and from the resulting menu choose Dial Using ShoreTel.



The call is placed using Communicator for Mac. Details on the call are displayed in the Communicator for Mac Active Call area.

Making a Call from Other Applications

ShoreTel Communicator for Mac integrates with Mac OS X services so that you can make calls from any application that support plain text selection, such as web pages and email text.

Complete the following steps to make a call from another application:

1. Select the phone number you want to call.
2. If the application runs in a browser, from the **Safari** menu, choose **Services > Dial Using ShoreTel**.

Otherwise Ctrl + right-click on the phone number, and from the resulting menu choose **Dial Using ShoreTel**.

The call is placed using Communicator for Mac. Details on the call are displayed in the Communicator for Mac Active Call area.

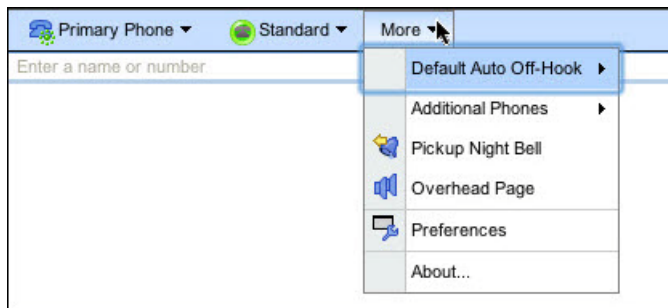
Making a Call to an Overhead Paging System or Night Bell

Using Communicator for Mac, you can call your site's overhead paging system or night bell.

Calling your overhead paging system allows the call to be broadcast through the paging system. Your site needs to have a configured paging extension, and you must have authorization from your system administrator to call the paging system.

The Night Bell is an extension that is tied to a site-wide signaling device and can be called only if you have authorization from your system administrator.

To call your paging system or night bell, click the **More** menu and choose the type of call you want to make.



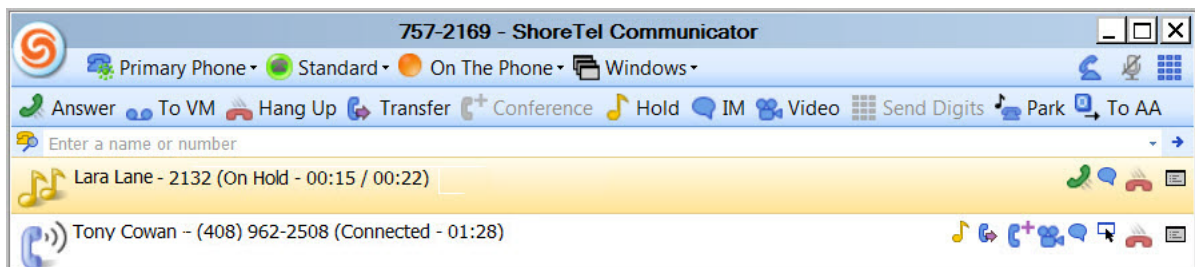
The call is placed and call details are displayed in the Active Call area.

Answering a Call

Answering a call is easy with ShoreTel Communicator for Mac. You are notified of an incoming call in two ways:

- If you have selected the Enable sound option, you hear an audible tone.
- Incoming call information is shown in the Active Call area of Communicator for Mac.

Once answered, the details associated with the call in the Active Call area changes to indicate the connected status of the call.



You can answer a call in one of the following ways:

- Double-click on the call in the Active Call area.
- In the Active Call area, click the **Answer** icon associated with the call,

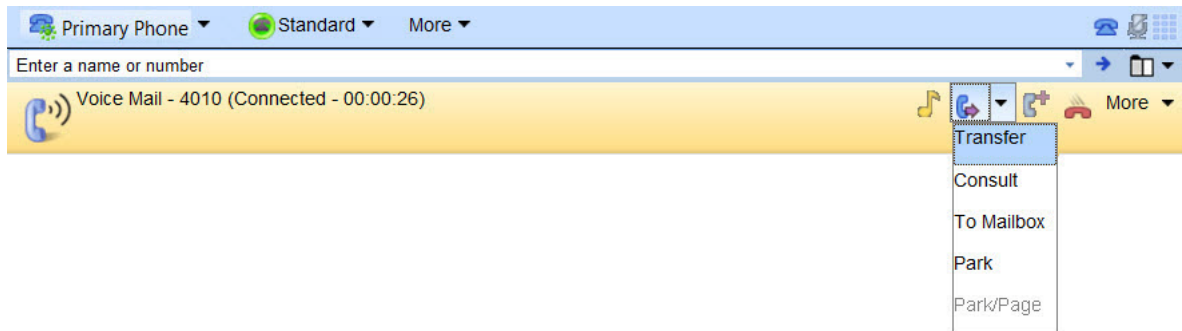
Transferring Calls

You can transfer a call to another person, number, or device. In addition to a blind transfer, you can also consult with the recipient before transferring the call, transfer the call to a voice mailbox, park a transferred call, and page a recipient before transferring the call.

Once transferred, the call is removed from the Active Call area.

Complete the following steps to transfer a call:

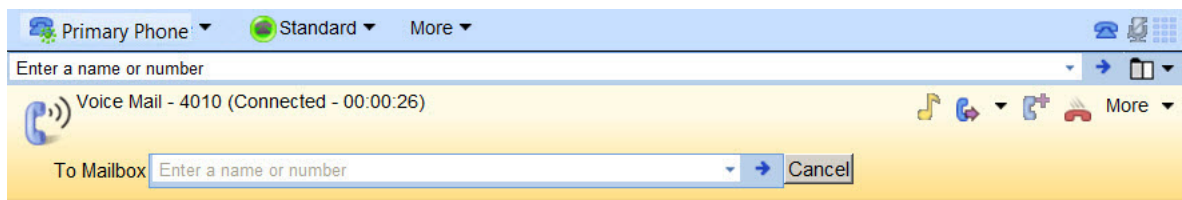
1. In the Active Call area, click the **Transfer** icon associated with the call, and from the drop-down menu choose the type of transfer you want to make.



The call is placed on hold.

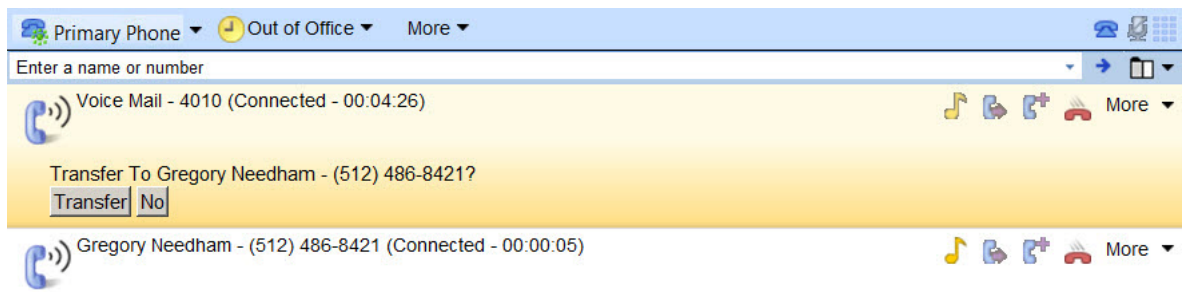
2. In the resulting field, enter the name or number to which you want the call transferred.

Matches from the directory are displayed as the text is entered.



3. If you are making a Consult transfer, once the party answers your call you are prompted to confirm the transfer. Click **Yes**.

Clicking **No** cancels the transfer and reconnects you with the original call.



Routing a Call to Voice Mail

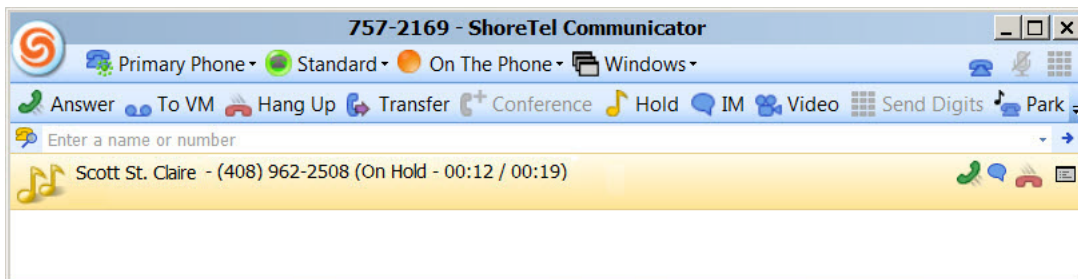
Instead of answering an incoming call, you can route the call to your voice mail.

To route a call to voice mail, navigate to the Active Call area, and click the **To VM** icon associated with the call.

Placing a Call on Hold

Placing a call on hold maintains the active status of a call while suspending the conversation. This allows you to make another call or perform other activities without losing the call.

Call details are displayed in the Active Call area, including the length of time the call has been on hold.



If you place a caller on hold and then hang up, your telephone rings once after 10 seconds to notify you that a call is on hold. If this first reminder is ignored, your phone rings on a 60-second interval until you either retrieve or hang up the call.

To place a connected call on hold, navigate to the Active Call area, and click the Hold icon associated with the call.

To retrieve a call on hold, navigate to the Active Call area, and click the Unhold icon associated with the call.

Muting a Call

Using ShoreTel Communicator for Mac, you can mute a call so that you can continue to listen to the other party without being heard.

To mute a connected call, select the call in the Active Call area, and click the Mute icon on the Assignment bar.

The Mute icon changes color to a bright orange.


Click the Mute icon again to unmute the call and change the icon color back to blue.

Sending Digits While on a Call

While on a call you may need to send digits, for example to specify a menu choice or enter a conference code. Communicator for Mac provides a keypad dialer for this use; you cannot make a call using the keypad dialer.

The keypad dialer is only available for external calls (i.e. calls that are sent to or received from outside the ShoreTel system).

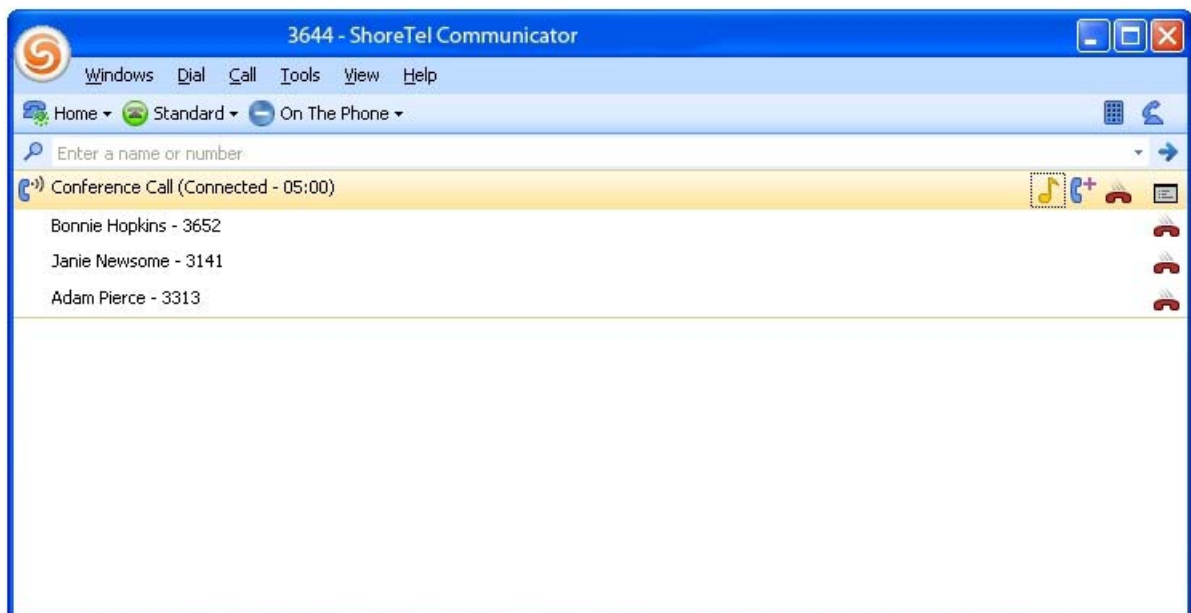
Complete the following steps to send digits while on a call:

1. Select the call in the Active Call area, and click the **Send Digits** icon  on the Assignment bar.
2. Use the keypad dialer to send the digits you want.

Creating a Conference Call

Conference calls are voice calls that involve more than two parties. In addition to a regular conference call, you can also consult with a participant before adding them to the conference call. ShoreTel supports conference calls with a maximum of six participants.

After a conference call is created, the Active Call area is updated with details of the conference, including the participants.



You can also drop a participant from a conference or terminate the entire conference.

Complete the following steps to create a conference call:

1. [Make a call](#) to a conference participant.
2. Once the call is connected, in the Active Call area click the **Conference** icon associated with the call, and from the drop-down menu choose the type of conference you want to make.

The call is placed on hold.

3. In the resulting field, enter the name or number of the participant you want to add to the conference call.

Matches from the directory are displayed as the text is entered.

- Once the party answers your call, you are prompted to confirm adding the party to the conference. Click **Yes**. The calls are joined into a single conference call.

Clicking **No** cancels the conference and reconnects you with the original call.

To drop a participant from a conference, in the Active Call area, click the **Hang Up** icon associated with the call you want to drop.

To terminate a conference call (all parties), navigate to the Active Call area and click the **Hang Up** icon associated with the conference.

After terminating the conference call, place your extension device back on hook.

Viewing and Adding Information on a Call

You can view details on a call using Communicator for Mac. This includes origination and destination information, the duration of the call, the list of extensions that handled the call, and notes on the call added by a participant. You can [view details on an active call](#) and [view details on a previous call](#).

Complete the following steps to view details on an active call:

- Select the call you want details on in the Active Call area.
- Open the Call Details window.

The screenshot shows the 'Call Detail' window with the following information:

- From:** B - 110
- Start Time:** (empty)
- Routing Slip:** 00:00 B - 110 called A - 111
- Call Note:** A - 111: Customer call
- Add to note:** (empty field with a plus icon)
- ☒ Show support info
- ID:** 00020000-0058-4a6e-310f-0010490b04d1
- TAPI Call ID:** (empty)
- HLINE:** 65707
- HCALL:** 66531

- To add details on the active call, for example to describe the final disposition of the call, enter the information in the **Add to Call Note** field. Then press **Enter** or click **+**. The information is prefixed with your name and extension.
- If you need to make changes to the Call Note before the call ends, select **Allow direct editing of the Call Note**. The Call Note field becomes active, allowing you to type directly in the note.

Complete the following steps to view details on an previous call:

- In the History window, select the call on which you want information.

2. Click **Properties**.

A stand-alone Call Details window opens, with information on the call. Note that this window contains additional details on the call, specifically Name, Start Time, and Duration.

3. If you want to add details to the active call, for example to describe the final disposition of the call, enter the information in the **Add to Call Note** field. Then press Enter or click +. The information is prefixed with your name and extension.
4. If you need to make changes to the Call Note before the call ends, select **Allow direct editing of the Call Note**. The Call Note field becomes active, allowing you to type directly in the note.

Call Detail

To: 4311
Name: Alvin Howard
Start Time: 01/16/2012 04:04:08 PM
Duration: 00:30
Routing Slip: 00:00 Nancy Weber - 4538 called Alvin Howard - 4311
00:18 Alvin Howard - 4311 didn't answer; sent call to Voice Mail - 4010
00:30 Call terminated

Call Note
☐ Allow Edit

Add to Call Note: +

☐ Show support info

Ok Cancel

Ending a Call

To end a connected call, click the **Hang Up** icon associated with the call.

Working with Voice Mail

ShoreTel Communicator for Mac provides the following features to help you work with your voice mail.

- Listening to voice mail
- Replying to voice mail
- Saving a voice mail
- Moving a voice mail
- Deleting a voice mail

- Editing the subject heading
- Changing the status of a message
- Forwarding messages
- Creating a new voice mail

If you have [installed Growl](#), you are notified of a new voice message.

Using voice mail options, you can:

- Specify how messages are recorded, played, and delivered.
- Record a new message.
- Change your voice mail password.

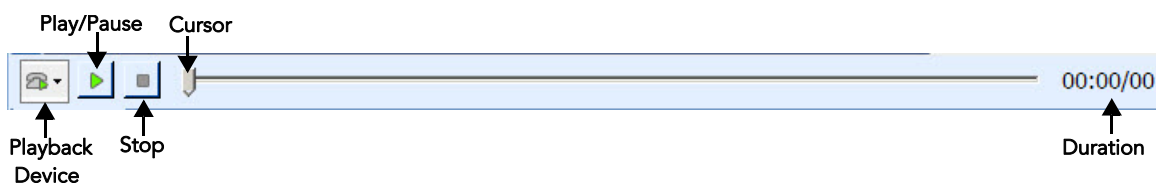
Refer to [Specifying Voice Mail Options](#) on page 45 for information. You can also be notified of a new voice mail by a tone and specify how messages are escalated. Refer to [Specifying Telephony Options](#) on page 49 and [Configuring Call Handling Modes](#) on page 42 for more information about these processes.

Listening to Voice Mail

A list of your voice mails, in the order they are received, is shown in [the Voice Mail window](#). Messages that have not yet been heard are displayed in bold. Communicator for Mac also allows you to control the audio playback of a voice mail.

To listen to a voice mail, double-click the voice mail you want to listen to in the Voice Mail window.

To control audio playback of a voice mail, use the **Play/Pause** and **Stop** buttons in the Voice Mail window.



Replying to Voice Mail

You can reply to a voice mail by voice mail or by contacting the sender through other methods (i.e. making a telephone call or sending an email).

Note that you can only reply to a voice mail sent by other ShoreTel Communicator users. You can only reply by telephone if Caller ID is available for a voice mail.

Complete the following steps to reply to a message by voice mail:

1. [From the Voice Mail window](#), select the message to which you want to response.

2. From the **More** menu, choose **Reply** or **Reply to All**.
3. Use the Reply window to create your voice mail response.

Complete the following steps to contact the sender by other methods:

1. From the Voice Mail window, select the message to which you want to respond.
2. To respond by telephone, from the **Contact Sender** menu choose the telephone number you want to call.

The call is placed and details on the call are displayed in the Communicator for Mac Active Call area.

3. If you want to respond by email, from the **Contact Sender** menu choose the contact's email address.

Your default email application's window for composing email is automatically opened.

Saving Voice Mail

Saving a voice mail moves the message from the Inbox or Deleted folder to the Saved folder.

Complete the following steps to save a voice mail:

1. From the Voice Mail window, select the voice mail you want to save from the appropriate folder.
2. From the **More** menu, choose **Save**.

The message is moved to the Saved folder. Messages remain in the Saved folder until you delete them or the maximum time limit set by your system administrator is reached.

Moving a Voice Mail into the Inbox

You can move a voice mail from the Saved or Deleted folder to the Inbox folder.

Complete the following steps to save a voice mail:

1. From the Voice Mail window, select the voice mail you want to move from the appropriate folder.
2. Choose **More > Move to Inbox**.

Deleting Voice Mail

Voice mail moved to the Deleted folder remains there until 2:00 a.m. (server) time, at which point ShoreTel removes all messages that are at least 6 hours old. Voice mail less than six hours old remains in the Deleted folder until 2:00 a.m. the next day.

You can recover messages displayed in the Deleted folder right-clicking on the message, and from the resulting menu choosing either **Move to Saved Folder** or **Move to Deleted Folder**. The message is moved into the appropriate folder. Once the message is deleted by the system, it cannot be retrieved. You can delete a voice message while the message is being downloaded.

Complete the following steps to delete a voice mail:

1. From the Voice Mail window, select the voice mail you want to delete from the Inbox or Saved folder.
2. Click **Delete**.

The message is moved to the Deleted folder.

Editing the Subject Heading

By default, all voice mails in the Voice Mail window have the subject heading “Voice Message” and the extension the voice was made from. You can create a more descriptive heading to help you easily identify the subject of the message.

Complete the following steps to edit the subject of a voice mail:

1. From the Voice Mail window, select the voice mail whose subject you want to edit.
2. Choose **More > Edit Subject**.
3. Type the new heading in the active **Subject** field of the message.

Changing the Message Status

You can manually change a message status to visually indicate that a message is heard or unheard. Unheard messages are listed in bold in the Voice Mail window.

Moving an unheard voice mail from the Inbox to either the Saved or Deleted folders will mark the message as heard.

Complete the following steps to change the message status:

1. From the Voice Mail window, select the voice mail whose status you want to change.
2. Choose **More > Mark as Heard** or **More > Mark as Unheard**, as appropriate.

Forwarding a Voice Mail

Forwarding a voice mail sends the message to another ShoreTel user. Note that you can only forward public voice mails; voice mails you have received that are marked private cannot be forwarded.

Complete the following steps to forward a voice mail:

1. From the Voice Mail window, select the voice mail that you want to forward.
2. Choose **More > Forward**.

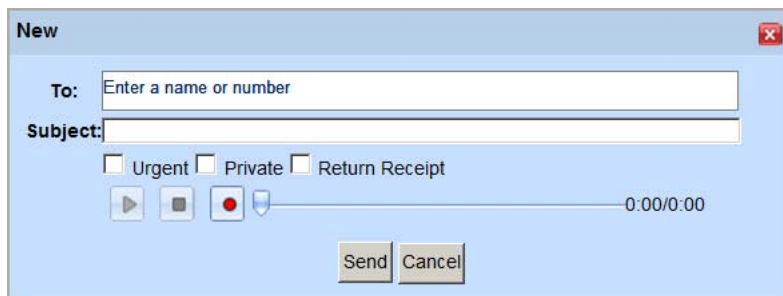
Creating New Voice Mail

Using Communicator for Mac you can create a new voice mail from the Voice Mail window. Note that you can only send a voice mail to other ShoreTel users. Voice messages are recorded using your telephone or a microphone.

By default, message length is 2 seconds. If you want more time for your voice mails, contact your system administrator.

Complete the following steps to create a voice mail:

1. From the Voice Mail window, choose **More > New**.
2. In the resulting window, enter the names of the recipient(s) in the **To** field. Matches from the directory are displayed as the text is entered



3. In the **Subject** field, type the subject of the message.
4. If the message requires immediate attention, select the checkbox for **Urgent**. You can also select the **Private** and **Return Receipt** checkboxes to indicate if the voice message is of a private nature and if you want notification that the recipient has listened to the voice mail.
5. Click the **Record** button and speak into your microphone or telephone to record your message.
6. Click the **Stop** button when you have finished recording.
7. Use the **Play/Pause** button and the cursor to review the message.
8. When you are ready to send your recorded message, click **Send**.

Sending Email

You can send email from Communicator for Mac's [History window](#) and [Voice Mail window](#).

To send an email, choose the contact email address from the Contact Sender menu.

Your default email application's window for composing email is automatically opened.

Identifying Presence

With ShoreTel Communicator, you can identify a contact's presence to accept voice calls. Using presence increases your productivity by reducing attempts to connect with unavailable parties.

ShoreTel Communicator automatically adjusts the presence status of users as they make and receive calls. Icons, which can be [viewed from the QuickDialer](#), identify the presence status of a contact.

Presence Icons

Icons identify the presence status of a contact, and your own presence. The following icons indicate voice call presence:



- Available



- Busy



- On the Phone



- Do Not Disturb. Calls are automatically forwarded to the recipient's voice mail



- Unknown.

Setting Preferences

ShoreTel Communicator for Mac can be personalized as follows for the way you work:

- [Configuring phones.](#)
- [Configuring call handling modes.](#)
- [Specifying voice mail options](#)
- [Adding speed dial entries](#)
- [Specifying telephony options.](#)
- [Customizing how ShoreTel Communicator starts up and looks.](#)

You customize Communicator for Mac using the Preferences window. Choose **More > Preferences** to display the Preferences window.

Configuring Phones

Before you can use ShoreTel features such as Extension Assignment, Ring Additional Phones, or Find Me, you need to first configure the phone you want to use with those features. Configuring a phone involves [identifying the phone number to the system](#), and then [specifying how incoming calls to that phone are routed](#).

Identifying a Phone Number

If you want to route your call a phone number other than your primary phone, you need to identify that phone in the ShoreTel system.

Complete the following steps to identify a phone:

1. From the Preferences window, click **My Phones**.

The My Phones page is displayed.

My Phones

Phone numbers used to configure incoming call routing

Mobile: ▼

Home: ▼

Label1 ▼

Label2 ▼

Label3 ▼

Label4 ▼

Label5 ▼

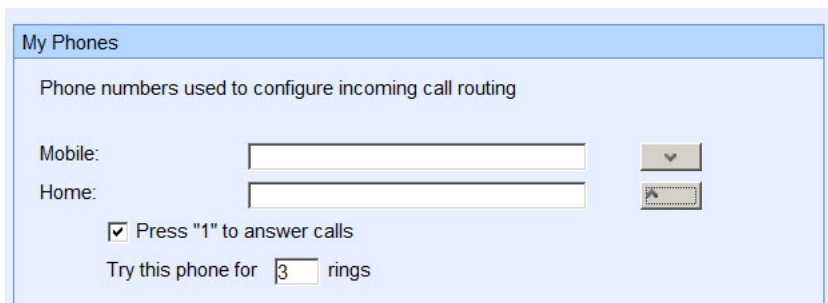
In addition to Mobile and Home phones, you can add more phone numbers with labels. The labels will be used to setup incoming call routing.

Reset Save

2. If the phone you are configuring is your mobile or home phone, enter the phone number in the field associated with that type of phone. Otherwise, enter a name for that phone in a **Label** field and enter the phone number in the associated field.

You can find a specific phone number by entering information in the field; matches from the directory are displayed as the text is entered. Select the number you want.

3. If you want to change the number of times the phone rings before being sent to voice mail, click the ▼ button associated with that specific phone. Use the resulting field to specify the number of times you want the phone to ring.



By default, configured phones are set to ring 3 times before being sent to voice mail, and to be answered by pressing 1.

Note however that for mobile phones pressing 1 to answer a call is disabled by default.

4. Click **Save**.

Specifying Incoming Call Routing

Once a phone has been identified, you can specify how incoming calls to that phone are routed.

Complete the following steps to specify incoming call routing:

1. From the Preferences window, click **Incoming Call Routing**.

The Incoming Call Routing page is displayed.

2. From the **Incoming Calls Ring** drop-down menu, choose the configured phone for which you want to identify incoming call routing. This is also the phone to which your extension is, or will be, assigned.
3. In the **Additional Phones** area, select the call handling mode(s) for which you want additional phones to ring simultaneously. Then choose the configured phone(s) that you want to ring.
4. Use the options in the **Find Me** area to specify if you want callers who are routed to your voice mailbox to be able to contact you. These options are
 - When callers reach my voice mail and my Call Handling Mode is. Select the call handling mode(s) for which callers can reach you.
 - Find Me at the following. Specify the first and second phones, in order, to which the call is routed. These can be internal extensions or external phones.

You can find a specific phone number by entering information in the field; matches from the directory are displayed as the text is entered. Select the number you want.

- Send incoming Caller ID. Select if you want the incoming caller's ID sent to the Find Me destination. The caller ID is displayed before you answer the call.
- Enable record caller's name for Find Me. Select to prompt the caller to record their name for calls routed to the Find Me destination. The caller's name is then played before you answer the call. You can then select Record name even if caller ID is present to require all callers to record their name, regardless of the availability of their Caller ID. This excludes internal users whose name was previously recorded.
- Enable Find Me for incoming calls before playing greeting. Select to route calls to the Find Me destination without requiring the caller to press 1.

5. Click **Save**.

Configuring Call Handling Modes

A call handling mode determines the manner that your inbound calls are handled in a variety of situations. ShoreTel provides five call handling modes: Standard, In a Meeting, Out of Office, Extended Absence, and Custom.

You configure whether you want warnings about how the Standard call handling mode is being used when starting up ShoreTel Communicator, which users can change your call handling mode, and the definition of each call handling mode. This definition can include a recorded greeting and specifies how to handle call forwarding in various situations.

Complete the following steps to configure call handling modes:

1. From the Preferences window, click **Call Handling Mode**.

The Call Handling Mode page is displayed.

2. If you want to change your current call handling mode, choose the mode from the Current call handling mode area.

3. Select the appropriate options if you want warnings about how the Standard call handling mode is being used when starting up Communicator for Mac, and then click **Save**.

These options are

- Warn when not using Standard Call Handling Mode. A warning is displayed if the active call handling mode is not Standard.
 - Warn when Standard Call Handling Mode is set to Forward Always. A warning is displayed if the active call handling mode is Standard, and the option Forward Calls is set to Always.
4. To change the definition of a call handling mode, select the mode in the Preferences window navigation list. Using the page for that call handling mode, select the appropriate options and then click **Save**. These options are

- Record Greeting. Click the **Record** button, and speak into your telephone handset or headset, to record a greeting that callers hear when they reach your voice mailbox. When done, click Stop. Use the **Play** button and cursor to review the recording. When satisfied with the recording, click **Save**.

Note that you can have a different recorded greeting for each call handling mode.

- Forward Calls. Select whether you want your calls to be forwarded **Always**, **When no answer or busy**, or **Never**.

If you select either of the first two options, you can change the default destination(s) of your forwarded calls by specifying the destination for the **Always**, **Busy**, and **No Answer** fields. Matches from the directory are displayed as the text is entered. If you are specifying the destination when a call is not answered, you can select the number of times the phone rings before being forwarded from the **Forward after** field.

- When caller presses “0”, transfer to. To designate a recipient of your calls other than the operator when the caller presses 0 (zero) while listening to your voice mail greeting, find and choose the recipient from the associated field.

You find a recipient by entering information on the recipient in the field; matches from the directory are displayed as the text is entered.

- Scheduled mode change. If the call handling mode allows for schedule mode changes, choose the appropriate schedule from the associated field's drop-down menu.

Schedules are created and maintained by your system administrator. Contact your system administrator for an explanation of a schedule or if you need a custom schedule.

- Voice mail escalation profile. If you want to assign a voice mail escalation profile to the call handling mode, from the drop-down list, select the profile you want to use.

A voice mail escalation profile defines a series of contact attempts when you do not respond to an inbound voice message requiring an immediate response. Escalation profiles are specified in your version of Communicator for Windows.

- Call handling note. Enter details about the definition of this call handling mode.

5. If you want to allow another system user to change your current call handling mode, select **Delegation** in the Preferences window navigation list. Using the Delegation page, select the appropriate options and then click **Save**.

The screenshot shows the 'Delegation' preferences window. On the left, a sidebar lists various settings: 'My Phones', 'Incoming Call Routing', 'Call Handling Mode' (with sub-options: Standard, In a Meeting, Out of Office, Extended Absence, Custom), 'Delegation' (selected), 'Voice Mail', 'Speed Dial', 'Telephony', and 'Customization'. The main pane is titled 'Delegation' and contains the instruction 'Allow these users to change my current call handling mode:'. Below this is a text input field. To the right of the input field are 'Add' and 'Remove' buttons. Below these is a table with two columns: 'Name' and 'Extension'. The table currently displays 'No records found.' At the bottom right of the window are 'Reset' and 'Save' buttons.

These options are

- Allow these users to change current call handling mode. Enter the user that you want to allow to change your call handling mode in the field, and then click **Add**. The user is added to a list in the field below.

You find a user by entering information on the user in the field; matches from the directory are displayed as the text is entered.

To remove a user from the list of those that can change your current call handling mode, select the user in the list and click **Remove**.

Specifying Voice Mail Options

Using voice mail options, you can specify how your voice mail is recorded and played, delivered, and escalated. In addition, you can record a new message and change your voice mail password.

Escalation is defined by an escalation notification profile. [The escalation notification profile that is used is by the system is determined by the active call handling mode.](#) A profile definition is made up of the profile name, the number of times the escalation is repeated, and the steps involved in the escalation.

Complete the following steps to specify voice mail options:

1. From the Preferences window, click **Voice Mail**.
2. Using the Voice Mail page, select the appropriate options and then click **Save**.

My Phones

- Incoming Call Routing
- Call Handling Mode
 - Standard
 - In a Meeting
 - Out of Office
 - Extended Absence
 - Custom
 - Delegation
- Voice Mail**
- Speed Dial
- Telephony
- Customization

Voice Mail

☐ Play envelope information when listening to messages

Notification delivery options: Disabled

☐ Mark delivered voice mail as Heard (escalation does not occur if selected)

Deliver to email address: NWWeber@shoretel.com

Record name:

Play Stop Record Save

Change voice mail password:

Current:

New:

Confirm:

Reset Save

These options are:

- Play envelope information when listening to messages. Plays sender and receipt time information prior to listening to a voice mail.
 - Notification delivery options. Specifies the media the system uses to inform you of the receipt of a voice mail. The delivery options are:
 - Disabled. Notification is disabled.
 - Email Wave file. A copy of the voice mail, attached as a WAVE file, is sent to the specified email address.
 - Email notification. An email message indicating the receipt of a voice message is sent to the specified email address.
 - Mark delivered voice mail as Heard. The notification indicates that the voice mail has been heard.
 - Deliver to email address. The email address to which notifications are to be sent.
 - Record name. Click the Record button, and speak into your telephone handset or headset, to record a greeting that callers hear when they reach your voice mailbox. When done, click Stop. Use the Play button and cursor to review the recording. When satisfied with the recording, click Save.
 - Change Voice Mail Password. Change the password that protects access to your voice mail.
3. To define how notifications for new or unheard voice mail is escalated, click **Escalation** in the Preferences window navigation list.

4. Using the Escalation page, select the appropriate notification option. These options are
 - Notify for first unheard message. Begins escalating voice mail one at a time. The system stops escalating a voice mail when it is marked Heard.
 - Notify for each new message. Escalates each voice mail, allowing for concurrent escalations.
5. If you want to modify an escalation notification profile, select the profile from the **Name** drop-down menu and then use the following options
 - Repeat count. The number of times the escalation is repeated. Escalation is also discontinued when the voice mail is marked as Heard.
 - Step number. The number of steps involved in the escalation. Each profile can have up to 10 individual steps.
 - Timeout. The amount of time, in minutes, that the specified phone will ring with an escalated voice mail before the system sends a notification message.
 - Notify me of urgent messages only. Only voice mails marked Urgent are escalated. ShoreTel allows callers to mark a voice mail as urgent after recording the message.
 - Email Notification Options. The media and email address the system uses to send an escalated voice mail. The delivery options are
 - **Disabled.** Notification is disabled.

- **Email Wave file.** A copy of the voice mail, attached as a WAVE file, is sent to the specified email address.
 - **Email notification.** An email message indicating the receipt of a voice message is sent to the specified email address.
- **Telephone Notification Options.** The phone or pager number the system uses to send an escalated voice mail.

6. Click **Save**.

Adding Speed Dial Entries

You can add speed dial entries to the [QuickDialer](#) using the Speed Dial preferences page.

Complete the following steps to specify speed dial entries:

1. From the Preferences window, click **Speed Dial**.
2. In the Speed Dial window, enter a description for the contact in the **Label** field.

3. Enter the contact's phone number in the Number field. Matches from the directory are displayed as the text is entered. Select the contact you want to add from the drop-down list.
4. Click **Add**.
The contact is shown in the list, assigned with the next available speed dial digit.
5. If you want a contact to have a different speed dial digit, select the contact and use the **Move Up** and **Move Down** buttons to reorder the list.

6. To delete a speed dial contact, select the contact in the list and click **Remove**.
7. Click **Save**.

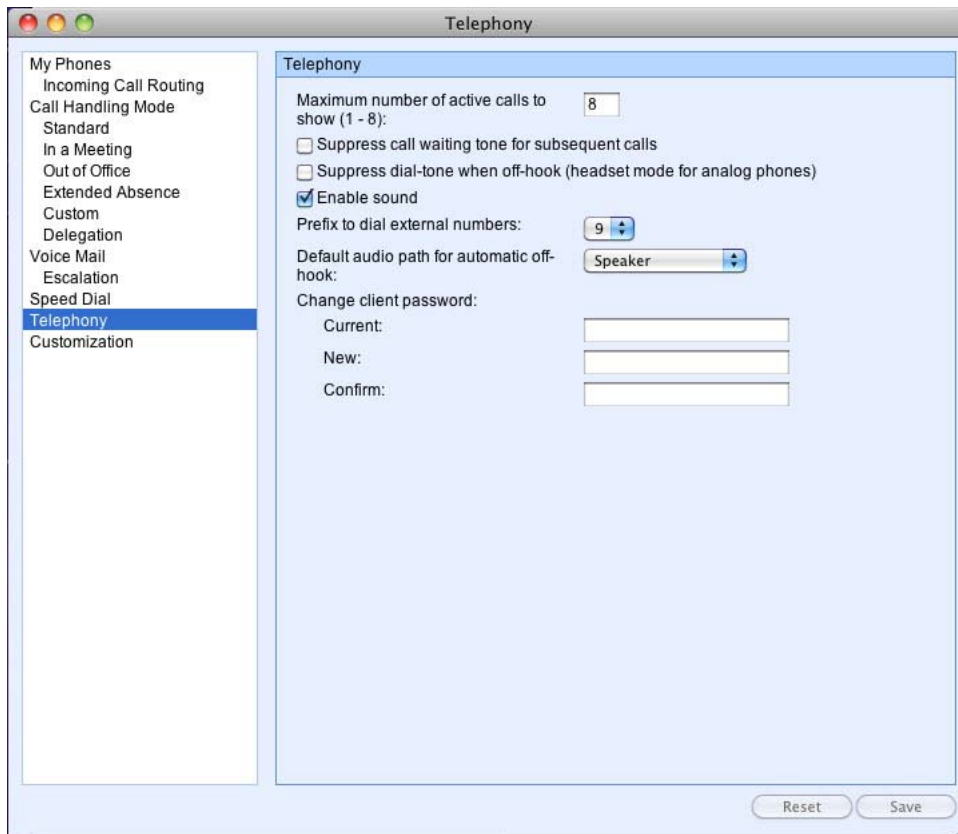
Specifying Telephony Options

The telephony options can be used to specify the manner in which ShoreTel Communicator interfaces with your telephone.

Complete the following steps to specify telephony options:

1. From the Preferences window, click **Telephony**.

The Telephony page is displayed.



2. Use the **Maximum number of active calls to show** field to specify the number of active calls you want Communicator for Mac to handle at a time.

The maximum number you can choose is configured by your system administrator.

3. To disable the call waiting tone, select **Suppress call waiting tone for subsequent calls**.

The call waiting tone is a signal inserted into the audio path during a voice call to alert you of an inbound call. Calls that you receive when the call waiting tone is suppressed are handled as specified by your [active call handling mode](#).

4. Select **Suppress dial-tone when off-hook** to use Communicator for Mac with a headset or speaker phone instead of a receiver (i.e. in handsfree mode).

The phone is off hook and the dial tone is suppressed. At the conclusion of a call you can initiate a new call without hanging up the phone.

5. If you want to be notified of incoming calls and new voice mail by a tone, select **Enable sound**.

You must have Flash 9.0 or higher installed for this option to work.

6. If you need to dial a prefix to make an external call, use the Prefix to dial external number drop-down menu to choose the prefix.

7. Choose the audio path you want by default when you are off-hook from the **Default audio path for automatic off-hook** drop-down menu.

8. You can change the password you use to access ShoreTel Communicator by using the **Current**, **New**, and **Confirm** fields.

These fields are read-only if you are authenticated as a user through Active Directory credentials.

9. Click **Save**.

Customizing ShoreTel Communicator for Mac

Options are provided to personalize how Communicator for Mac looks and how you want to use the QuickDialer.

Complete the following steps to customize Communicator for Mac:

1. From the Preferences window, click **Customization**.

The Customization page is displayed.

2. Select the appropriate options in the **Display Settings** area. These options are
 - Choose theme. The background color of Communicator for Mac windows and panels.
 - Language to use. The language you want for the Communicator for Mac user interface.
 - Language used by voice mail and IP phones. The language you want for voice mail and your telephone.
 - Date settings. The date format used by Communicator for Mac.
 - Time settings. The time format used by Communicator for Mac.

3. Use the options in the **Quick Dialer** area to reflect how you want to use the QuickDialer. These options are
 - Search by company name. Allows searches on company name.
 - Show fax numbers. Includes fax numbers in the QuickDialer list and Directory window right-click menu.
 - Calls to show in redial. Displays the specified type (from the drop-down menu) of recently made and received calls from the Redial icon.
4. Click **Save**.

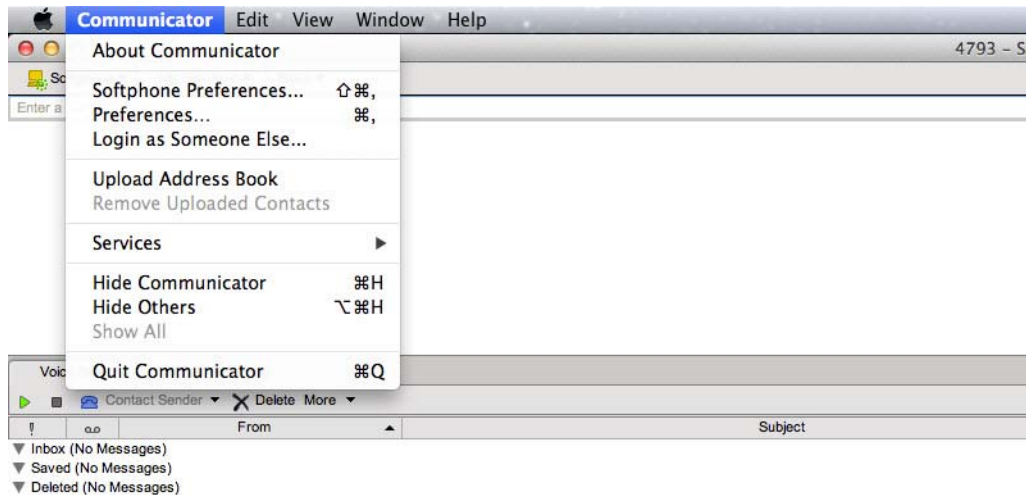
Using the ShoreTel Softphone

The ShoreTel Communicator for Mac Softphone allows you to make calls and use voice mail directly through your computer's audio features. You can choose the sounds that the SoftPhone plays for incoming internal and external calls, as well as specify SoftPhone device settings.

1. Plug your headset into your computer's audio outlet.
2. Assign your extension to your SoftPhone.

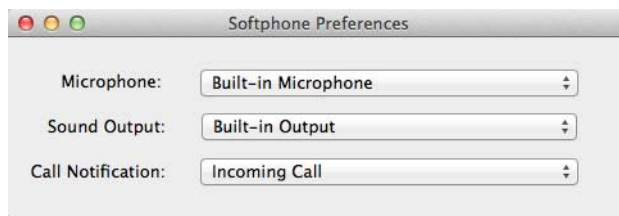
Your extension remains assigned to your SoftPhone until you either assign your extension to another device or shut down your computer (see [Assigning an Extension on page 21](#) for more information on configuring your Softphone).

3. In the Main window, click Communicator to open the drop-down menu.



4. From the drop-down menu, select Softphone Preferences.

The Softphone Preferences window appears.



5. Specify your preferences.
 - Microphone: Built-in Microphone or Built-in Input. Built-in Microphone is recommended.
 - Sound Output: Built-in Output.
 - Call Notification: Incoming Call or None.
6. Use the ShoreTel Communicator for Mac Softphone to make and manage your calls.

Upgrading

If you receive information from your system administration that an upgrade to ShoreTel Communicator for Mac is available, follow the [installation procedure](#) to install the new version.

Uninstalling

To uninstall ShoreTel Communicator for Mac, move **Applications/ShoreTel Communicator** to the Trash. If you want to uninstall Growl, refer to the instructions at <http://growl.info/documentation/growl-package-removal.php>.

Getting Help

For the Help menu, choosing Communicator Help provides access to this document, which opens in a separate window, in PDF format.

If you need help on a specific area of the product, use the PDF Find feature. PDF Find is available from the **Edit > Find**, or by pressing Ctrl+F.

In addition, ShoreTel Communicator provides help on specific fields by clicking ? associated with a field.

