Call Communicator-Directory Viewer

This viewer displays contact information for all user accounts including the system user directory, Outlook contacts, and personal entries added by the user. It is possible to view and modify contact information, initiate communication sessions, and send messages to others from the Directory Viewer.

OPEN DIRECTORY VIEWER

☏ Do one of the following:
   - ✱ Click the **Application Button** and select **Windows**.
   - ✱ Click **Windows** on the **Main Menu Bar**.
   - ✱ Click **Windows** on the **Assignment Bar**. This bar is located directly below the Main Menu Bar.
   - ✱ Right-click the **ShoreTel** icon in the **System Tray** and select **Windows**.
☏ Click **Directory** in the list that appears.
☏ The **Directory Viewer** will open in the **Main** window content area.

NOTE: It is also possible to press **Ctrl + Shift + D** to open the **Directory Viewer**.

DIRECTORY VIEWER COMPONENTS

The table below describes the components that are available in the Directory Viewer window.

Component	Description
Filter Bar	This feature is used to display directory entries meeting specified criteria. The contents in the Filter Bar are compared to columns that list names and contact information.
Column Headings	These headings indicate the data field name for the address entries.
Add a Column	✓ Right-click in the **Directory Content** region. ✓ Select **Choose Columns** from the list of options. ✓ The **Choose Columns** window will display. ✓ Click and hold the mouse on the column that is to be added. ✓ Drag the column to the desired location in the column heading.
Sort Contents	✓ Click the heading of the column to be sorted. ✓ Click the heading again to reverse the sort order.
Move a Column	✓ Click and hold the mouse button on the column to be moved. ✓ Drag the column to the desired location.
Remove a Column	✓ Click and hold the mouse button on the column to be removed. ✓ Drag the column from the table. ✓ When a **large X** appears, release the mouse button.

Component	Description
Directory Contents	This area displays address information for the contacts that are accessible in **Call Communicator**. Directory contents may be provided from three sources:
System Users	These entries cannot be removed or edited.
Personal Contacts	These entries are added by the user.
Outlook Contacts	These entries come from the users **Contact List**. They will appear if the **Call Communicator** is integrated with **Outlook** and **Outlook Contact Import** is enabled.

MANAGING THE DIRECTORY

The Directory Viewer allows the user to export directory entries to a .csv file. It is also possible to add directory entries to the Contacts Viewer from the Directory Viewer.

Export Directory to Comma-Separated Values (.csv) File

This file type stores tabular data by using commas to separate (delimit) data fields. These file types are supported by most software applications. They are convertible so that they will conform to specific requirements.

☏ Right-click the **Directory Contents** area.
☏ Click **Open as Text** from the list of options.
☏ The directory will open in **Microsoft Excel**.

Import Directory Entries from a File

When using Call Communicator, it is possible to import contact entries from a tab-delimited file. The first row of the list must contain column headings for which contact information is provided. Only those entries that correspond with column headings from a pre-defined Call Communicator column heading will be imported.

☏ Open the **Directory Viewer**.
☏ Right-click in the **Directory Contents** area.
☏ Click **Import**.
☏ The **Directory Import Wizard** will display.
☏ Click the **Browse** button.
☏ Locate the file that is to be imported.
☏ Press the **Next** button.
☏ Follow the steps in the wizard to complete the import.

MANAGE PERSONAL DIRECTORY ENTRIES

Personal entries may be added to the Directory. These address entries are indicated by specifying the Data Source as Personal Entry.

Add a Personal Contact

☏ Right-click in the **Directory Contents** area.
☏ Click **New Directory Item** from the list of options.
☏ The **Directory Items Detail** window will display (see illustration at right).
☏ Input the data for each of the fields.

☏ Click **OK** to add the entry.

☏ The entry will be added to the directory in the sort order specified in the Directory Viewer.

☏ To locate the entry, input the name in the **Filter Bar**.

Edit Personal Contact Information

It is only possible to modify Personal Entries. Outlook Contacts and System Entries cannot be modified.

☏ Right-click a **Personal Entry**.

☏ Select **View Directory Item Detail**.

☏ The **Directory Item Details** window will display (see illustration on previous page).

☏ Modify or add the information for the entry.

☏ Click the **OK** button to accept the changes made to the entry.

Delete a Personal Contact

Only Personal Entries can be deleted. Outlook Contacts and System Entries cannot be deleted.

☏ Right-click the entry that is to be deleted.

☏ Click **Delete Directory Item(s)**.

☏ The entry will be removed from the directory.

  ★ You will not receive a confirmation window.

  ★ When you click the **Delete** option the entry will be removed.

Initiating Calls Through Directory Viewer

It is possible to initiate voice calls and voice messages through the Directory Viewer.

☏ Double-click an entry to initiate a voice call.

☏ Right-click the entry to display the context menu.

  ★ This menu displays the contact methods for the user.

  ★ Click the desired address to initiate the specified communication session.