


## Call Communicator Viewing Modes

There are three viewing modes for displaying the Main Call Manager window. These modes are listed in the table below. The viewing option setting that was active when Call Communicator was closed will still be active when it is re-opened.

Viewing Mode	Description
<b>Show Main Menu</b>	To display the Main Menu at the top of the Call Communicator window, select this option.
<b>Show Call Toolbar</b>	This option can be used to display the Call Communicator Toolbar. This toolbar is the one that is used to answer or respond to calls.
<b>Show Status Bar</b>	This bar displays at the bottom of the Call Communicator window. It is used to display error and status messages.
<b>Normal</b>	This mode can be configured to contain all Call Communicator window components. This window can be moved anywhere on the desktop by dragging the title bar. The window can be resized by clicking and dragging any of the four window edges.
<b>Miniature</b>	This mode is a compact version of the main window. It always displays the Menu Button, Quick Dialer, and the Call List. The Call Toolbar is accessed in this mode through a Menu Button option.
<b>Docked</b>	There are four docked window settings in Call Communicator; one for each edge of the computer window. The Call Communicator is located permanently on the edge of the window specified by the docking command when this mode is used.
<b>Left Side</b>	The Call Communicator window spans the left side of the computer window from top to bottom. The width of the window is adjustable
<b>Right Side</b>	The Call Communicator window spans the right side of the computer window from top to bottom. The width of the window is adjustable.
<b>Top</b>	The Call Communicator window is docked at the top of the computer window from left to right. The height of the window is not adjustable.
<b>Bottom</b>	The Call Communicator window is docked at the bottom of the computer window from left to right. The height of the window is not adjustable.
<b>Always on Top</b>	When this option is selected, the Call Communicator will always appear on top of all other open programs.

### DISPLAY WINDOW IN MINIATURE VIEW

 Do one of the following:

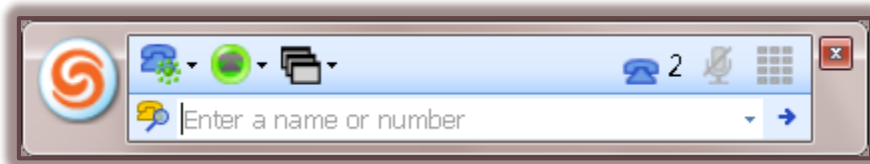
- ★ Click **View** on the **Menu Bar**.
- ★ Click the **Application Button** and then click **View**.

 Click **Miniature** from the list.

 A miniature view of the **Call Manager** window will display (see illustration on next page).

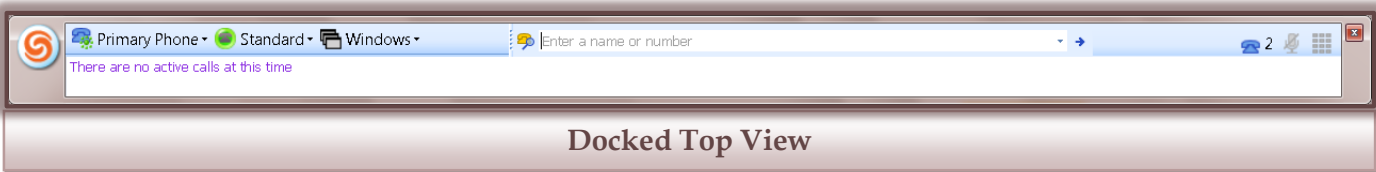
 To change the **View** of the **Window**:

- ★ Click the **Application Button**.
- ★ Select **View** from the list of options and click the desired **View**.



### DISPLAY WINDOW IN DOCKED VIEW

- ☎ Do one of the following:
  - ★ Click **Tools** on the **Menu Bar**.
  - ★ Click the **Application Button** and then click **View**.
- ☎ Click one of the **Docked** options as described in the table above.
- ☎ To change the **View** of the **Window**:
  - ★ Click the **Application Button**.
  - ★ Select **View** from the list of options.
  - ★ Click the desired **View**.



### SYSTEM TRAY

- ☎ This tray appears in the bottom right corner of the **Windows Desktop** (see illustration below).



- ☎ It displays a **ShoreTel** icon when **Call Communicator** is running.
  - ★ This is true even when the **Call Communicator** window is not on the desktop or referenced on the **Taskbar**.
  - ★ If the ShoreTel icon doesn't display on the System Tray:
    - ★ Click the list arrow shown in the illustration above.
    - ★ A gallery of different icons will display.
- ☎ Click the **ShoreTel** icon to open the **Call Communicator** window and to return focus to the window.
- ☎ To open a **Context Menu** that displays available options for **Call Communicator**, **right-click** the **System Tray** icon.

### VIEWERS

These are lists that display resources that are available through the Call Communicator. These include voice mail, the directory list, contacts, speed dial contacts, and call history. The table below describes each of these viewers.

Viewer	Description
Call Details	This window provides details about an active call including the destination or origination of the call. This includes the Call Routing. In this window, it is possible to add additional information about the active call.

<b>Viewer</b>	<b>Description</b>
<b>Contacts</b>	To create a list of contacts that are called most often, select this window. Entries can be added from Outlook Contacts, the ShoreTel system directory, or from personal contacts.
<b>Directory</b>	This viewer displays all the contact information for all the system users. It is possible to store personal contacts from Microsoft Office to the Directory. See the Directory Viewer document for information on using this viewer.
<b>History</b>	To display information about previous calls that were made and received, choose this viewer. This viewer can be configured to display calls made by the user and the phone numbers of people who called the user. To view information on working with the History Viewer go to the History Viewer document.
<b>Speed Dial</b>	To manage and initiate calls to speed dial contacts, select this option. For information on working with this viewer, go to the document regarding Speed Dial.
<b>Voice Mail</b>	This viewer manages voice mail messages. Using this viewer not only allows the user to view messages, but also to listen to, sort, and delete messages. To view information on working with the Voice Mail Viewer go to the Call Communicator -Mailboxes and Messages document.