

Call Manager-History Viewer

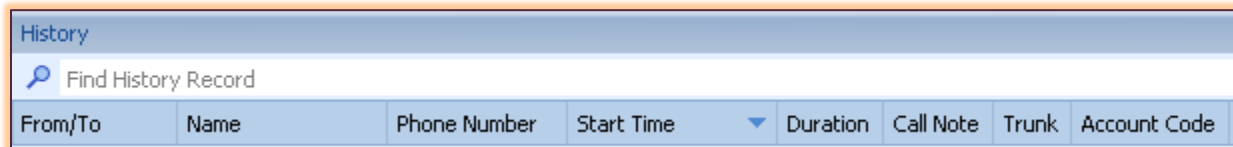
This viewer displays information about previous calls. Each record in the History Viewer includes the outbound call's destination number or the inbound call's source along with the start time and duration of each call. The tools in the viewer control the display of the calls, manage call records, and initiate calls to numbers listed in the call records.

OPEN HISTORY VIEWER

- ❖ Do one of the following:
 - Click the **Application Button** and select **Windows**.
 - Select **Windows** from the **Main Menu**.
 - Right-click the **ShoreTel** icon in the **System Tray** and select **Windows**.
- ❖ The **History Viewer** will open in the **Main** window.
 - The **History Viewer** record capacity is **1000 calls**.
 - Calls are added to the list when they are completed.
 - Records are removed from the list in the order they are received when the list exceeds the capacity.
- ❖ It is also possible to display the **History Viewer** by pressing **Ctrl + Shift + H**.

HISTORY VIEWER COMPONENTS

The History Viewer displays one record for each call that is made or received. Each row in the table corresponds to one call record. Each column in the table lists one property of the call. The table below lists the components of the History Viewer.



Component	Description
Filter Bar	This area displays the entries sender name or number that meet a specified criteria.
Column Headings	These headings indicate the name of the data field for the address entries.
From/To	This column displays the origination of the call or the disposition of the call. Available option include To, From, Missed, Message, and Transferred.
Phone Number	This column lists the number of the party who placed the call.
Name	The party on the other side of the call is listed in this column. If the number matches a directory entry, this column will display the name of the person.
Start Time	The time and date the call was initiated are displayed in this column.
Duration	This column lists the length of the call in minutes and seconds.
Call Note	A note that is associated with a call will be listed in this column. To add a note in History Viewer, right-click on the call and select Properties.
Contents	The specified properties of calls are displayed in the table directly below the column headings. Two viewer modes are available – Details and List. It is also possible to view information about a call by right-clicking the record and selecting Properties.

MANIPULATE VIEWER HEADING BAR

Add Column to Table

- ❖ Right-click the **Contents Area** of the viewer.
- ❖ Select **Choose Columns**.
- ❖ Drag the column to the desired area in the **Column Heading**.
- ❖ Release the mouse button.

Sort Contents

- ❖ Click the heading of the column that is to be sorted.
- ❖ Click the heading a second time to reverse the order of the sort.

Move Column

- ❖ Click and hold down the mouse button on the column that is to be moved.
- ❖ Drag the column to the desired location.
- ❖ Release the mouse button.

Remove a Column

- ❖ Click and hold down the mouse button on the column that is to be removed.
- ❖ Drag the column into the **Content Area** of the viewer.
- ❖ A **large X** will appear on the column name.
- ❖ Release the mouse button.
- ❖ The column should be removed from the table.

MANAGING HISTORY VIEWER RECORDS

This section describes the file operations that control the contents of the **History Viewer**.

Deleting a Record

- ❖ Right-click on the record that is to be deleted.
- ❖ Select **Delete Record(s)**.
- ❖ The record will be removed from the **History Viewer**.

Clearing the History

- ❖ Right-click in the **Content Area** of the **History Viewer**.
- ❖ Click **Clear History**.
- ❖ All the records in the viewer will be removed.

Exporting History Contents

- ❖ Right-click in the **Content Area** of the **History Viewer**.
- ❖ Click **Export History**.
- ❖ The document will open in **Microsoft Excel**.

Initiating Calls from History Viewer

- ❖ Double-click the call record.
or
- ❖ Right-click on the call record.
- ❖ Select the desired number or address from the list that appears.