

## Call Manager 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 Manager was closed will still be active when Call Manager is re-opened.

Viewing Mode	Description
<b>Normal</b>	This mode can be configured to contain all Call Manager 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 Manager; one for each edge of the computer monitor. When this mode is used, the Call Manager is located permanently on the edge of the window specified by the docking command.
<b>Left Side</b>	The Call Manager window spans the left side of the monitor from top to bottom. The width of the window is adjustable
<b>Right Side</b>	The Call Manager window spans the right side of the monitor from top to bottom. The width of the window is adjustable.
<b>Top</b>	The Call Manager window is docked at the top of the monitor from left to right. The height of the window is not adjustable.
<b>Bottom</b>	The Call Manager window is docked at the bottom of the monitor from left to right. The height of the window is not adjustable.

### DISPLAY WINDOW IN MINIATURE VIEW

- ❖ Do one of the following:
  - Click **Tools** 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 below).



- ❖ To change the **View** of the **Window**:
  - Click the **Application Button**.
  - Select **View** from the list of options.
  - 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 monitor.
- ❖ It displays a **ShoreTel** icon when **Call Manager** is running, even when the **Call Manager** window is not on the desktop or referenced on the **Taskbar** (see illustration at right).
- ❖ Click the **ShortTel** icon to open the **Call Manager** window and to return focus to the window.
- ❖ To open a **Context Menu** that displays available options for **Call Manager**, **right-click** the **System Tray** icon.



### VIEWERS

These are lists that display resources that are available through the Call Manager. These include voice mail, contacts, the directory list, speed dial contacts, and call history. Viewers can be accessed through the Content Area of the Main Window. The table below describes each of these viewers.

Viewer	Description
<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>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 Manager-Mailboxes and Messages 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.