

ShoreTel Web Dialer: A Toolbar for Internet Explorer

ShoreTel Web Dialer allows a ShoreTel user to dial phone numbers appearing on any page displayed by Microsoft's Internet Explorer with a single click.

Requirements

- A Web Dialer license must be installed in the ShoreTel Applications Licensing software which runs on the ShoreTel Headquarters server.
- To make calls with this toolbar, you must have ShoreTel Call Manager software installed (not necessarily running, just installed). Note to those in a Terminal Services or Citrix environment: For Web Dialer to work, your browser must be running on the same machine as ShoreTel Call Manager.
- You must have Microsoft Internet Explorer version 6 (or higher).
- You must have Microsoft's .NET Framework version 2 (or higher). The ShoreTel Web Dialer installer will tell you whether you need this or not and will redirect you to the Microsoft website to download it if necessary. It is available from Microsoft here: [Microsoft .NET Framework 2.0](#).

Installing

Unzip the Web Dialer application to a local folder and run the "WebDialSetup.exe" program.

After installation is complete, launch Internet Explorer and you should see the ShoreTel Web Dialer toolbar. However, depending on your Internet Explorer layout, the ShoreTel Web Dialer toolbar may appear outside of the area currently visible (Note Internet Explorer indicates "overflow" bar objects with a chevron mark...a double arrow). You may have to expand the Internet Explorer window or look around to find it and move to the desired location.

Removing/Uninstalling

If you need to remove ShoreTel Web Dialer toolbar from your computer, first terminate all Internet Explorer Windows then use Windows Control Panel, choose Add/Remove Programs, find "ShoreTel Web Dialer" and remove.

Upgrades

To upgrade to a newer version, you must uninstall first, then install the new version. Follow the removal and installation instructions above.

Functionality Overview

- Highlights (in ShoreTel orange) and creates clickable links to (external) phone numbers found on any web page.
- Clicking on a phone number link connects your ShoreTel phone to that number.
- Adds a "ShoreTel Web Dialer" item to the Internet Explorer context menu available by highlighting any digit sequence and right clicking over the highlighted portion. This feature is for "short" digit sequences such as internal extensions or numbers appearing in text/input boxes which cannot contain a clickable link.

- Many applications can “export” data as a web page making it easy to create your own list of dial-able links. Export the data to a web page and load that page in the browser for dial-able phone links.
- One click access to ShoreTel’s web page by clicking the ShoreTel logo.
- Rescan button to recalculate the links in cases where a web page changes after being loaded (“ajax” type pages).
- Generation of dial-able links can be enabled/disabled using the toolbar control.
- For web page designers/writers, dial-able links for any number can be created on a web page using the following HTML format, customizing the text in red:


```
<a href="stcall://320" title="Tooltip mouse over text">Click Me to Dial 320</a>
```

Limitations

- Does a "best guess" on whether a string of digits represents a phone number. Most of the time it is correct, but not all.
- Only tries to detect "external numbers". Shorter digit strings such as internal extensions can be dialed using the Internet Explorer context menu.
- Cannot detect numbers that are rendered with images.
- Some web pages use certain scripting techniques or other technology that does not allow the content to be processed.
- Cannot detect numbers which have been “split apart” by HTML (<bold>331</bold>-3300).
- Cannot identify numbers that are written with alphabetic characters (1-800-BUY-STUF).

ShoreTel Web Dialer in Use

Screen shot shows ShoreTel Web Dialer and clickable/dial-able phone number links.

The screenshot shows a Windows Internet Explorer browser window displaying the ShoreTel website. The address bar shows the URL http://www.shoretel.com/about/contact_us/. The browser's toolbar includes a search box with "Yahoo! Search" and a "ShoreTel" button. A red box highlights the "ShoreTel" button with the text "Toolbar Control Mouse over number - Click to dial". Below the navigation bar, the "Contact Us" section is visible. A red arrow points to a phone number link: [+1 \(877\) 807-4673](tel:+1(877)807-4673). A tooltip is visible over this link, displaying "ShoreTel Web Dialer: 918778074673". Other links in the "Contact Us" section include "How To Buy", "Public Relations", and "Feedback".

Screen shot shows the Web Dialer context menu dialing selected/highlighted text (extension 420 in this case). Select any text; right click for Internet Explorer context menu; select “ShoreTel Web Dialer” to dial.

The screenshot shows the ShoreWare Director interface in Internet Explorer. The main content area displays a 'System Directory List' table with columns: First Name, Last Name, Ext, Type, Site, Trunk Group, DID, Work, Home, and Fax. A context menu is open over the extension number '420' in the row for 'Clara O'Shea'. The menu options include Cut, Copy, Paste, Select All, Print..., Print Preview..., and ShoreTel Web Dialer (which is highlighted).

First Name	Last Name	Ext	Type	Site	Trunk Group	DID	Work	Home	Fax
88	Guards							501	
aaaa	bbbb							+1 (408) 777-3489	
aaaabbb	bbbbaaa							+1 (408) 777-5688	
Account Code Service		107	Account Code Extension						
Accounts Receivable		504	Workgroup	JRB Site					
After Hours Service		511	Workgroup	JRB Site					
Aix	Ternal	491	User Extension	JRB Site					
Alan	Turing							+1 (408) 777-0104	
AnnounceAndHangUp		110	Menu	JRB Site					
Art	lficial	499	User Extension	JRB Site					
Auto-Attendant		100	Auto-Attendant						
Backup Auto-Attendant		103	Backup Auto-Attendant						
Bea Ridged		488	Bridged Call Appearance	JRB Site					
Boss Jim	Gettys							+1 (408) 777-5454	
Broadcast		600	Broadcast						
Clara	O'Shea	420	User Extension	Isla Sorna					
Customer Service - External		507	Cut	JRB Site					
Default		700	Copy	JRB Site					
DNC Logged		750	Paste	JRB Site					
E911Test		710	Select All	JRB Site					
Elena	Martinez	440	Print...	JRB Site					
Elijah	Mizrachi	330	Print Preview...	JRB Site					
Executives		600	ShoreTel Web Dialer	JRB Site					
F550	L550	550	User Extension	JRB Site					

Screen shot shows ShoreTel Web Dialer toolbar control. On the left is the ShoreTel logo button which brings you immediately to www.shoretel.com. On the right is the Rescan button which will rescan the web page for Web Dialer phone links. In the middle is the control “pull down”. On this menu you can enable/disable the dial-able link function, configure the settings, and display copyright and version information.

The image shows a close-up of the ShoreTel Web Dialer toolbar. A dropdown menu is open, displaying three options: 'Web Dialer Links' (with a checked checkbox), 'Configure Web Dialer', and 'About Web Dialer'. Below the menu is a search box with the text 'Search' and a button labeled 'About ShoreTel'.

Screen shot showing a sample configuration screen when “Configure Web Dialer” is chosen from the toolbar control menu. This screen allows you to change the parameters that were pre-set during installation.

Dialing parameters will initially be based on country related defaults (country as indicated by Windows). To use custom values instead of the defaults, check the “Use custom values” box and this will allow the dialing parameters to be edit-able.

ShoreTel Web Dialer Configuration

Current settings appear below. Make necessary changes to configure Web Dialer to detect web page phone numbers and dial them correctly on your ShoreTel system.

ShoreTel Extension Number [Exclusions...](#)

Leave this entry blank and Web Dialer will find your ShoreTel Call Manager and phone. In rare cases, users reside on multiple-line hosts and require a specific line be identified. If you know this applies to you, enter your ShoreTel line number otherwise leave blank.

Detected Country Use custom values.

Windows is set for the above country. Values have been assigned based on your country. Check the box to allow custom values to be entered instead.

E.164 Country Code

The country code used in other countries to dial your country.

Trunk Access Code

Prefix you normally dial to access an external line.

Long Distance Dialing Prefix

Prefix needed for long distance calls within your country, if one is required.

International Dialing Code [Save](#)

Prefix needed for international calls from within your country.

The “Exclusions...” button will display the following configuration screen. This allows the user to indicate one or more web locations that should be excluded from automatic link generation. In this case the user does not want ShoreWare Director pages to indicate Web Dialer links. Excluded pages can still use the right click context menu and links can also be generated by using the “Rescan” button on the Web Dialer tool bar.

ShoreTel Web Dialer Exclusions

Sites whose web pages are excluded from automatic generation of Web Dialer links. Enter like: www.site.com.

[Add](#)

localhost/ShoreWareDirector

[Del](#)

[OK](#)

ShoreTel Web Dialer: Installation Walkthrough

Unzip “WebDialSetup.zip” to a local folder and run the “WebDialSetup.exe”.

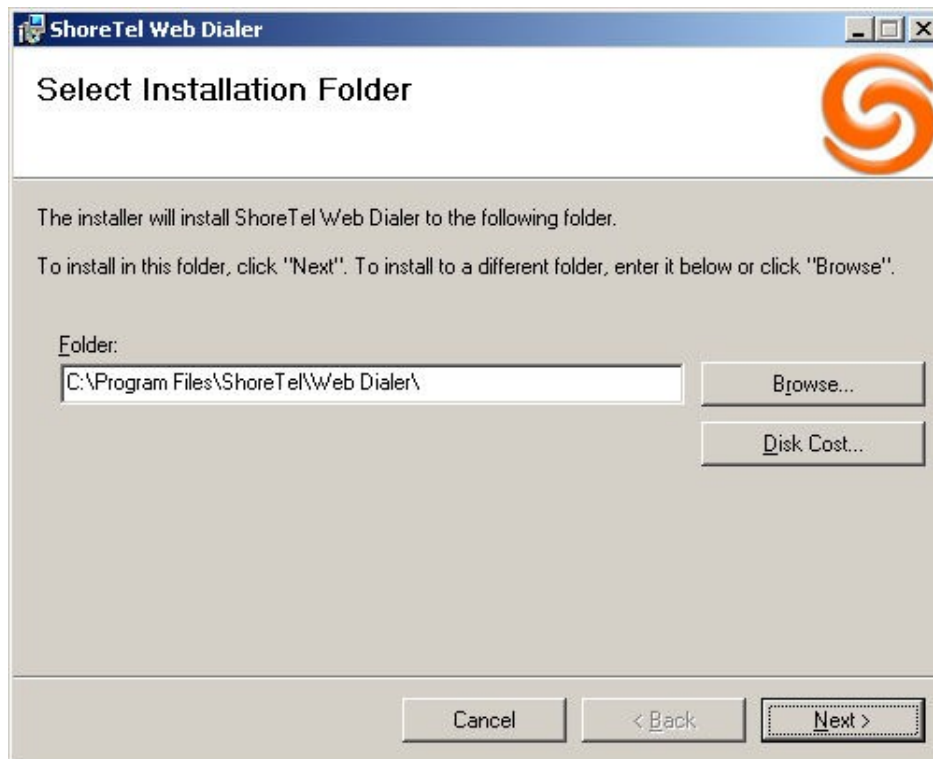
Screen 1: Click Next to continue.



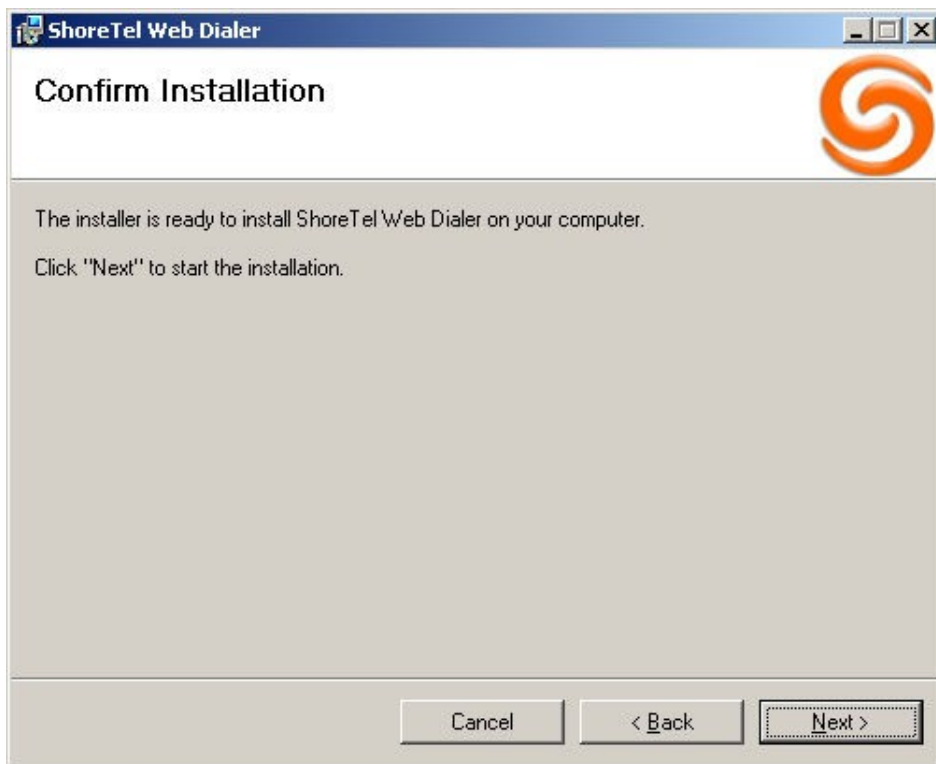
Screen 2: Read and agree to the ShoreTel license. Click Next to continue.



Screen 3: Recommend all users accept the default and click Next.



Screen 4: Click Next and installation will begin.



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