

Technical notes

Operation

- The ShoreTel Web Dialer application uses a Microsoft Telephony Application Programming Interface (TAPI) connection from the Web page to the ShoreTel Communicator (formerly ShoreTel Call Manager), highlighting and underlining every external phone number on any HTML page. The TAPI connection allows users to dial the highlighted number by clicking on it.
- The ShoreTel Web Dialer application uses fuzzy logic to determine whether a string of digits represents an external phone number, but it may occasionally fail to recognize phone numbers that have atypical formats.
- Phone numbers displayed as images are only highlighted if the Web developer has created a custom page with predefined phone number links that connect to the ShoreTel Web Dialer application's underlying technology.

- Web pages that restrict modification, by nature of their design, will block integration with the ShoreTel Web Dialer application.
- Numbers that are displayed as alpha numeric strings (for example 1-800-BUY-STUFF) cannot be dialed using this application.

Requirements

- Microsoft Internet Explorer Version 6.0 or higher or Mozilla Firefox Version 3.0 or higher
- ShoreTel Communicator must be installed for the application to function; does not need to be running
- Microsoft .NET Framework Version 2.0 runtime. If this is not installed, the ShoreTel installation program will direct the user to the Microsoft Web site for installation.
- ShoreTel 6.1 or higher

Availability

The ShoreTel Web Dialer application is available for order from authorized ShoreTel resellers and distributors in North America, United Kingdom, Germany, and Spain.

About ShoreTel

ShoreTel is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com.

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