



Brilliantly simple™

**ShoreTel Communicator
for Windows:
Importing the Active Directory
Global Address List**

September 18, 2014

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Version Information

ShoreTel Communicator: Importing the Global Address List (GAL)

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CHAPTER

1

Overview

ShoreTel Communicator downloads the Global Address List (GAL) contacts from Active Directory and integrates with Quick Dialer and the Directory window.

Users' contacts include Active Directory contacts and shared contacts of Microsoft Outlook.

This guide includes the following sections:

- [Enabling the Import of Active Directory Address Lists](#) on page 8
- [Working with Active Directory Contacts in ShoreTel Communicator](#) on page 12
 - [Select Folders for Import](#) on page 11
 - [Quick Dialer](#) on page 13
 - [Directory Window](#) on page 13

CHAPTER

2

Configuration

This section describes the process for importing and working with GAL contacts in ShoreTel Communicator.

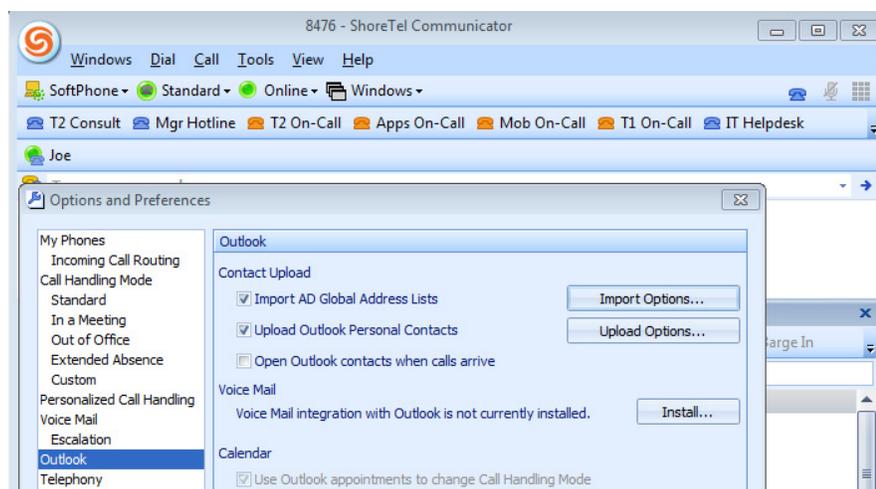
- [“Enabling the Import of Active Directory Address Lists” on page 8](#)

Enabling the Import of Active Directory Address Lists

To enable Import of AD Address Lists:

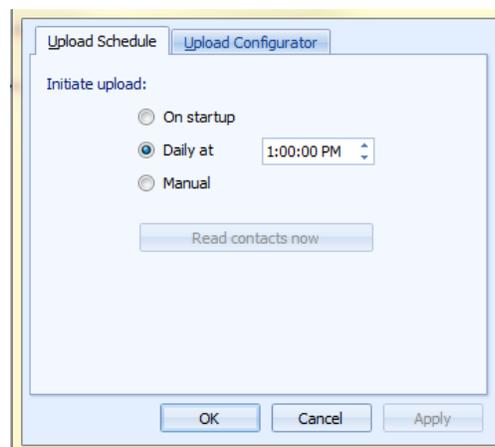
1. From the ShoreTel button, choose **Options**.
2. From the Options and Preferences window, click **Outlook**. The Outlook page is displayed.
3. Check **Import AD Global Address Lists**.

Figure 1: Import Exchange Address Lists



4. Select **Upload Options** to display a new window with tabs for **Upload Schedule** and **Upload Configurator**.

Figure 2: Upload Scheduler



5. Select the **Upload Schedule** tab to configure when to update cache or import the contacts:
 - a. **On startup**: Select for ShoreTel Communicator to update cache or import contacts from Active Directory every time Communicator starts.
 - b. **Daily at**: Set a time to request ShoreTel Communicator to update cache or import automatically at the same time every day. By default, the time is set 12:00:00 (time is in 24 hours format).
 - c. **Manual**: Select to manually update or import contacts only by clicking **Read contacts now**. This is recommended for remote or traveling users to reduce network traffic by importing only when they are in the office with good bandwidth, or during off-hours.

**Note**

If you chose the first or second option, click **OK** to activate the request. Otherwise, select **Read contacts now** to update cache or import contacts immediately. Restart Communicator to activate the **On startup** or **Daily at** imported contacts (**Daily at** becomes available at the time this option was set.)

Security and Permissions

In a Windows corporate deployment, individual computers can be joined to a Domain. If the computer where Communicator runs is joined to the corporate Windows Domain, Communicator will be able to use the credentials of the Windows users to access the Active Directory and view the Address Lists, then download those selected by the users. With the Windows Single Sign-On mechanism, Communicator uses the current Windows token (interactive user credentials) to establish the connection.

Note that the domain administrator controls which Address Lists are visible to the user through Access Control Lists (ACL).

If the Windows machine is not joined to a domain, or is in a different domain than the Active Directory server, your Communicator default credentials will not be valid. A login popup displays. Use your Windows domain credentials with one of the following formats:

```
Domain\username: yourdomain.com\yourname
```

```
Domain\username: yourname@yourdomain.com
```



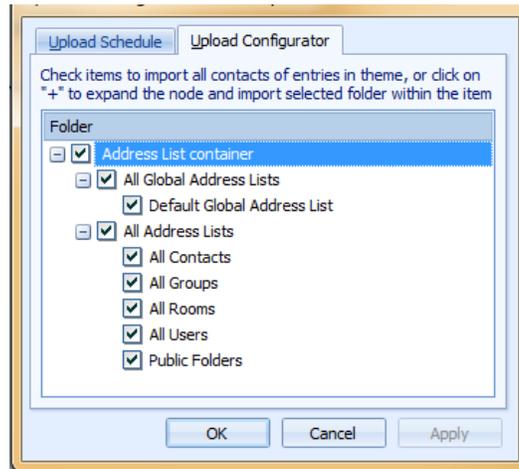
Note

ShoreTel Communicator is unable to connect or download contacts from Active Directory without proper login credentials.

Select Folders for Import

Select the **Upload Configuration** tab. The address lists are displayed in a tree view and are unchecked. Check all nodes of the tree view as desired. Refer to [Figure 3](#) as an example.

Figure 3: Upload Configurator Screen



"Loading database..." displays at the bottom of the Communicator window while importing is in progress. When the message disappears, the contacts show in the Directory window.

Working with Active Directory Contacts in ShoreTel Communicator

Contacts in ShoreTel Communicator are accessible after importing the AD Address lists. This allows you to view contact information in Communicator for users that are not part of the ShoreTel system.

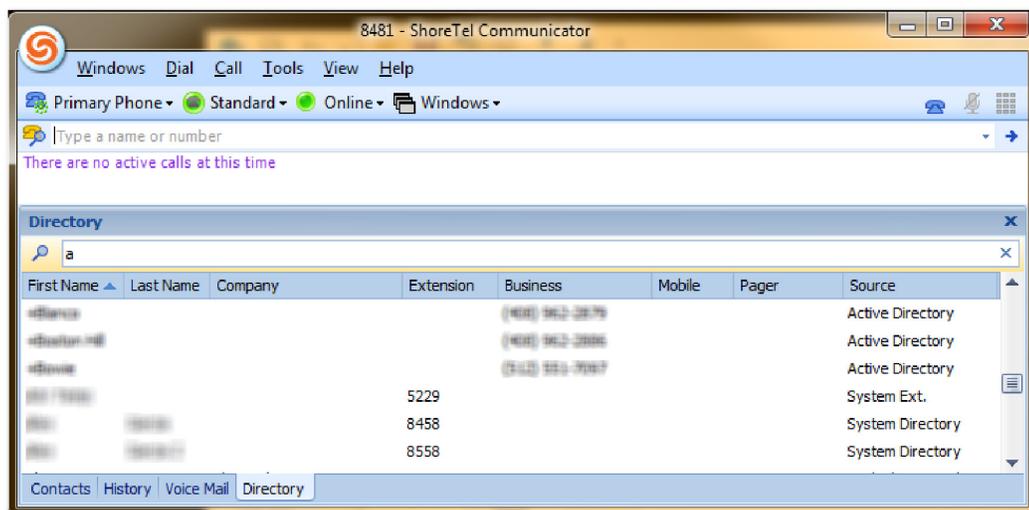


Note

ShoreTel Communicator displays the previously downloaded Active Directory contacts retrieved from the local database in the Directory window.

Active Directory contacts in ShoreTel Communicator are listed in the Directory window. They may be identified because the **Source** column shows “Active Directory” for the imported contacts.

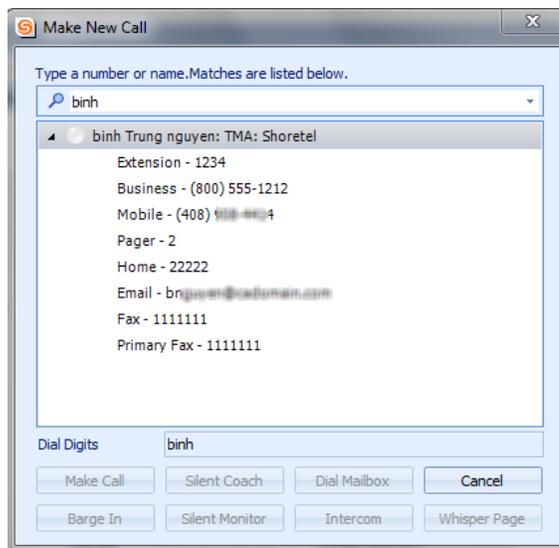
Figure 4: Source: Active Directory



Quick Dialer

After completing the previous steps, Quick Dialer provides quick access to CAS and Active Directory contacts, from which you can make a phone call, start an IM session, or send an email. Refer to [Figure 5](#) for example contact information after importing GAL contacts.

Figure 5: Quick Dial Sample Contact



Directory Window

Contacts can be imported from Outlook and combined with Active Directory and you can display your Outlook shared contacts in ShoreTel Communicator. Your shared contacts are displayed in ShoreTel Communicator when:

Enabled by your system administrator in ShoreTel Director on the **Administration > Users > Class of Service > Telephony** page.

The option **Upload Personal Contacts** is selected in Communicator.



Note

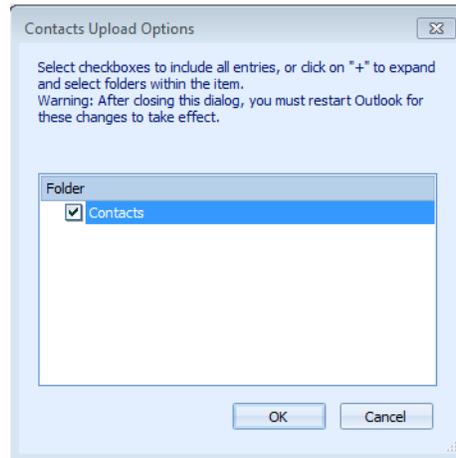
If you want to remove all shared contacts from ShoreTel Communicator and no longer display them, deselect the **Upload Personal Contacts** option.

To display shared contact from Outlook to ShoreTel Communicator:

1. Launch Microsoft Outlook.
2. From the ShoreTel button, choose **Options**.
3. From the **Options and Preferences** window, select the **Outlook** category. The Outlook page is displayed.

4. Check the **Upload Personal Contacts** box.
5. Select **Upload Options** button to display Outlook Contacts folders.
6. Select the shared **Contacts** folders to display in ShoreTel Communicator.

Figure 6: Select Existing Shared Contact Folders



7. Select **OK**.