

CHAPTER

2

ShoreTel Conference Web Portal

This chapter provides instructions for using the ShoreTel Conference Web Portal. It contains the following information:

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Overview

From the ShoreTel Conference Web Portal, you can create conferences, upload files for use in conferences, create a user profile, and more.



Note

If you are on a system with Audio Conference licenses only, you cannot upload files.

Depending on the settings of your ShoreTel system, you are presented with one of the following web portals when opening up the ShoreTel Conference Web Portal:

- The ShoreTel Conference Web Portal for web and audio.
 - Opened when the system supports both conference Web and conference audio.
- The ShoreTel Conference Web Portal for audio.
 - Opened when the system supports conference audio only.

Accessing ShoreTel Conference Web Portal

You can access the ShoreTel Conference Web Portal from a Web browser ([Accessing Portal from a Web Browser](#) on page 12) or from ShoreTel Communicator ([Accessing from ShoreTel Communicator](#) on page 13).

Microsoft Internet Explorer 9.0 or later, Firefox 5.0, or Safari 5.0 is required to access the ShoreTel Conference Web Portal from a browser.

If you are logged into ShoreTel Communicator, you can access the ShoreTel conference Web portal by clicking **Window > Conference Web Portal**.

Accessing Portal from a Web Browser

When accessed from a web browser, the ShoreTel Conference Web Portal opens at the Public page. From there, you log into the My Conferences page.

To log into My Conferences, you need the following:

- Your ShoreTel user ID.
- Your ShoreTel conference password.

Logging into the Web Portal

1. From the supported browser, in the Address field, type the URL for the ShoreTel Conference application.



Note

The ShoreTel conference Web Portal is opened to the Public page for systems supporting conference audio and conference Web or for systems supporting conference audio only.

2. Click **Sign In** in the upper right hand corner of the page.

The Sign In page is displayed.

3. Enter your ShoreTel user ID.
4. Enter your ShoreTel password.



Note

The password must consist of standard ASCII characters. Non-ASCII characters are not supported.

5. Click the **Sign In** button.

The My Conferences page is displayed.



Note

The first time you sign into the web portal, you must set the time zone for your conference device. Select your local time zone. The system automatically adjusts conference times to your local time.

Accessing from ShoreTel Communicator

1. Launch ShoreTel Communicator.
2. Click **Windows > Conference Web Portal (Ctrl+Shift+K)**.
3. The ShoreTel conference Web site is opened in your default browser.

Depending on how your system is configured, the audio and Web version of the My Conferences page is displayed, or the audio only version of the My Conferences page is displayed.



Note

The first time you sign into the web portal, you must set the time zone for your conference device. Select your local time zone. The system automatically adjusts conference times to your local time.

My Conferences

From here, you can create and manage your conferences.

If you receive a conference invite, follow the instructions in the message to join a conference, which direct you to the My Conferences page.

If you are logged into the web portal, join a conference through the My Conferences page.

My Conferences includes four pages:

Conferences

From here, you can create and view conferences.

Accessing Conferences

- Click **Conferences**.

The Conference page is displayed.



Note

You can also join a conference by entering the access code for the conference in the Access Code field.

The following table describes the fields on the Conferences page.

Table 2: Conferences

Title	Description
Add a Conference	Create a new conference. Launches Add a Conference page; from here, you can create one-off conferences and recurring conferences.
Download Presenter Software Note: Not applicable in audio only Web page	Download ShoreTel Presenter for Windows. It is optimized for Windows computers. A computer must have a presenter to share data. Java 1.6.0.15 Runtime Environment can also be used to perform presenter functions.
Access Code	Lists numbers used by the system to identify conferences. The system automatically generates an access code for each new conference (which can be edited). This number is used by participants to join the conference.
Today's Conference	Lists conferences scheduled for today.
Conferences	Lists conferences scheduled for days after today.
Date	Date of scheduled conference, including date for recurring conferences.

Table 2: Conferences(Continued)

Title	Description
Invite	Access e-mail message automatically sent by the system to specified conference participants.
Edit	Modify conference parameters. Only conferences created in the ShoreTel Conference Web Portal can be modified. Conferences created in Microsoft Outlook or another calendar can be modified only in those applications
Join	Join a conference.
Set default time zone	Specify your local time zone. All conference information is adjusted to your local time, including conferences schedule in different time zones.

Recordings

From here, you can view, play, download, edit, and delete conference recordings.

You can also invite conference participants to listen to and view recordings.

Viewing Recordings

- Click **Recordings**.

The Recordings page is displayed.

The recordings made by you are listed.



Note

Recordings made during a conference are automatically added to the recordings list.

The following table describes the fields on the Recordings page:

Table 3: Recordings

Title	Description
Show	Display name and location of recordings.
Go	Display contents of selected folder.
Rename folder to	Rename recording folder.
Rename	Rename recording file.
Delete	Delete file.
Move selection	Move selected folder from one location to another.
Move	Transfer recordings to selected folder.

Table 3: Recordings(Continued)

Title	Description
Recording ID	Automatically assigned to recording session. Multiple recordings can be made in a conference.
Name	Conference name.
Date	Date and time recording was made, and duration.
Invite	Send recordings as e-mail attachments.
Edit	Edit recordings.
Play	Play recordings.
Download (web & audio)	Download web and audio recordings.
Download (audio only)	Download audio recordings.

Accessing Recordings

1. From Show, select a recording.
2. Click **Go**.

The recording is displayed .

Playing Recordings

1. Click **Play**.
2. Click the buttons to control playback.

Editing Recordings

1. Select a recording.
2. Click **Edit**.
The Update Recording page is displayed.
3. Specify **Login** options.
4. Click **Show more options**.
The Publish and Comments options are displayed.
5. Specify publishing and comments options.
6. Click **Submit**.
The options are saved.

Deleting Recordings

1. Select a recording.
2. Click **Delete** and follow the prompts.

Moving Recordings from One Location to Another

1. Select a recording.
2. Click **Move selection to**.
3. Select a folder in the drop down menu, or type the folder name in the **Untitled field**.
4. Click **Move**.

The recording is moved to the new folder.

Renaming Recordings

1. From **Show**, select a folder.
2. Type a new name in **Rename folder to**.
3. Click **Rename**.

The folder is renamed.

Conference Options

From here, you can affix a logo to your conference pages and set parameters that affect user participation. The following table lists the available conference options.

Table 4: Conference options

Title	Description
Logo	Select a logo for display on conference title bar. Acceptable file formats: .jpeg, .gif, or .png files.
Reset to default	
Participant	Participant options: <ul style="list-style-type: none"> ■ Participants can see everyone's name. ■ Participants can send messages to everyone. ■ Participants can only send messages to the host. ■ Participants can only see the host's name..
Alert Sound	Tone signaling that a participant has joined or left conference.

Table 4: Conference options (Continued)

Title	Description
Exit Page	Website browser goes to when participant leaves conference. Enter the link to the site. Default Website is set by your ShoreTel system administrator.
Submit	Implement and save your changes.

Comments

From here, you can make comments public or private, or you can delete them.

The following table lists the options for comments.

Table 5: Comments

Position	Title	Description
1	Conference	All comments are displayed.
2	Make Public	Make selected comments available to all viewers.
3	Make Private	Make selected comments available to specific viewers.
4	Delete	Remove comment.
5	Entry Check Box	Enable comment entry.
6	Name of Commentator	Commentator name.
7	Date and Time	Date and time comment was sent.
8	Name of Conference	Conference name.
9	Disposition	Disposition of comment.
10	Comment	Entire posted comment.
11	Count	Number of comments listed on current page.

Personal Library

From here, you can manage files that can be shared in conferences.

You can add presentations, pictures, audio, and video to your personal (private) or shared (public) library.

You can also delete files from the libraries and edit the attributes of the files in the libraries.

Importable file formats include:

- .ppt (PowerPoint)
- .jpeg (photo)

- .flv (Adobe Flash video)
- .mp3 (audio)

The following table lists the personal library options:

Table 6: Personal Library

Title	Description
Fit Window	Expand library file section into browser.
Restore Window	Revert expanded library view to default library view.
Refresh library	Reload library.
Add	Add new file to library folder.
Delete	Delete a file from library folder.
Edit	Add information to file label.
Personal Library Folder	Personal (private) folder.
Shared Library Folder	Shared (public) folder.
View Panel	Viewing area.
Use Presenter Window client	Download presenter software for your computer.
Public	Open Public tab of ShoreTel Conference Web Portal.

Adding Media to Personal or Shared Library

1. Double-click Personal Library or Shared Library.
The library is highlighted and opened.
2. Click/select a destination folder (pictures, presentations, video files, audio files).
3. Click **Add**.
The **Add to library:** window is opened.
4. Select a **Media group**.
5. Browse to, select, and open the media.
6. In the **Add to library: Media Library** window, click **File Attributes**.
The File Attributes window is opened.
7. Enter the attributes.
8. Click **OK**.
The media is uploaded.

**Note**

Files cannot exceed 12 MB. Upload time cannot exceed 10 minutes.

**Note**

To import .PPT, ShoreTel Presenter for Windows and MS PowerPoint must be installed on your local PC.

Deleting Media from Personal or Shared Library

1. Double-click **Personal Library** or **Shared Library**.

The library is highlighted and opened.

2. Click/select a destination folder (pictures, presentations, video files, audio files).

3. Click/select a file.

The **Delete** and **Edit** buttons are activated.

4. Click **Delete**.

The **Deleting** dialog is opened.

You are prompted to delete the file.

5. Click **Yes**.

The media is deleted.

**Note**

Personal Library files can be deleted only by the owner of the media. Shared Library files can be deleted by anyone.

Editing Attributes of Files in Personal or Shared library

1. Double-click **Personal Library** or **Shared Library**.

Library is highlighted and opened.

2. Click/select a destination folder (pictures, presentations, video files, audio files).

3. Click/select a file.

The **Delete** and **Edit** buttons are activated.

4. Click **Edit**.

The **Edit Media** window is opened.

5. Enter edits.
6. Click **Save**.

The edits are incorporated.

My Profile

From here, you can upload a picture for your conference host profile. The picture is displayed in the Public Conferences tab for conferences hosted by you. The picture is also displayed under Information in the Conference Viewer.

Importable file formats include:

- .jpg
- .gif
- .png

Accessing and Uploading Pictures

1. Click **Browse**.
2. Navigate to a picture file.
3. Click **Save**.

The picture is displayed in your conference in the upper-right Info panel.

Removing or Replacing Pictures

1. Click **Browse**.
2. Navigate to a picture file.
3. Click **Save**.

The picture is replaced.

Using Conference Web Portal

Public is the home page of the ShoreTel Conference Web Portal. Use Public to join a conference if you do not receive a conference invite or if you are not logged into the web portal..



Note

If you receive a conference invite, follow the instructions in the message to join a conference, which direct you to the My Conferences page (see [My Conferences](#) on page 14). If you are logged into the web portal, join a conference through the My Conferences page (see [My Conferences](#) on page 14).

From Public, you can perform the following tasks:

- List conferences available for public access.
- List conference recordings available for public access.
- Verify your computer is set up to use conference web.
- Verify your computer network connection is adequate for conference web.
- Download and install ShoreTel presentation tools required to use conference web.

The following table describes the fields on the Public page:

Table 7: Public Page

Title	Description
Sign In	Log into your ShoreTel Conference Web Portal.
Help	Launch online help.
Access Code	Conference access code. Enter code, then click Join .
Conferences	Display Public conferences page, which lists conferences available to all users.
Recordings	Display conference recordings available to public. Conference recordings can be downloaded for later listening.
System Test	Test if computer is set up to support Web conferencing.
Speed Test	Test speed of network connection between your computer and appliance set up to support Web conferencing.
Download	Display Download page, which includes links to applications that can be installed to facilitate Web conference presentations.

Conferences Page

From here, you can view a list of conferences, join a conference, or post a comment (for conferences accepting comments).

The following table describes the fields on the Conferences page:

Table 8: Public Conferences

Title	Description
Show	Set search criteria for conferences. Today's conferences. In-progress conferences. All conferences.
Go	List conferences specified by criteria in how field.
Search	Search public conference database by conference name, host name, and access code.
Name	Conference name. Conference host is also listed.
Date	For scheduled conferences only: Display conference start date, meeting time, and meeting duration.
Info	Display conference information, including off-system dial-in number, participant code, and public comments. Comments can also be posted here (if a conference is configured to accept comments).
Join	Join (or initiate) a conference.

Listing Conferences

1. In the Show field, select a search parameter.
2. Click **Go**.

The results are displayed.



Note

You can also list conferences using the Search field: Enter the name or part of the name of a conference or host (or a conference access code), then click **Search**.

Joining a Conference

- Click a conference name, or click Join.

For more information about joining a conference, see [Joining Conferences](#) on page 36.

Viewing Information about a Conference

- Click **Info**.

A page containing information about a conference (including comments posted to the conference Web site) is displayed.

The following table lists conference information and fields:

Table 9: Conference Information

Title	Description
Name	Conference name.
Hosted by	Conference host.
Join	Join conference.
Login	Log into conference.
Telephone	Number needed to dial into a conference.
Comments	Comments made by conference participants (if enabled).
Post a comment	Leave a comment. This link is not displayed if Comment is disabled.

Posting a Comment (if enabled)

1. Enter a conference.
2. Click **Post a comment**.
The Comments pane is displayed.
3. In the Comments field, type your comment.
4. In the Name field, type your name. (This field is required.)
5. In the Email field, enter the email address to which you want responses sent.
6. In the Security question field, add the numbers and enter the answer in the field.
7. Click **Preview**.
Your comment is presented as it will be displayed.
8. To remove your comment, click **Discard**.
The comment is discarded and the Comments pane is closed.
9. To post your comment, click **Post comment to public area**.
The comment is posted on the conference page.



Note

You can send a private comment to the conference host by clicking **Send private comment to host**.

Setting Time Zone (if not already set)

- In Set default time zone, select the time zone for your location.

The Web page is refreshed, and your computer is set to the time zone in which it is located, ensuring that conference events reported on the computer are adjusted to local time. The default time zone is UTC 12:00.



Note

You have to set the time zone only once for your computer. The setting is common to all ShoreTel Conference Web Portal tabs and pages on your computer.

Recordings Page

From here, you can view, play, download, and manage recordings.

The following table describes the fields on the Recordings page:

Table 10: Recordings

Title	Description
Search	Enter string. Click to initiate search.
Name	Conference name.
Date	Date and time recording started, and duration.
Hosted by	Conference host.
Info	Opens page that provides information about conference.
Play	Play recording.
Download (web & audio)	Download data and audio.
Download (audio only)	Download audio.
Set default time zone	Specify local time zone. All conference information is adjusted.

System Test Page

From here, you can test your computer to ensure that it can run ShoreTel Web conferences.

Speed Test Page

From here, you can test the latency of the connection between your computer and the ShoreTel system.



Note

For best results, the latency should be under 100ms.

Testing Connection Between your Computer and ShoreTel System

1. Click **Speed Test**.

The Speed Test page is displayed.

2. Click **Start Test**.

The test is run and the results are displayed.