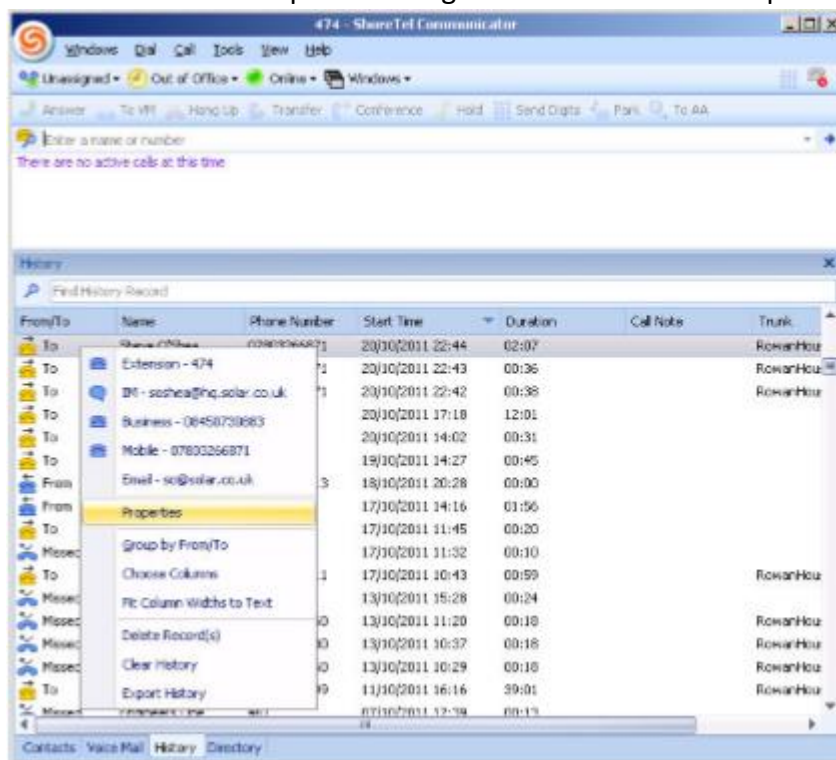


ShoreTel Communicator Obtaining a Call GUID

As part of investigating a call-related issue, identifying the exact call on the ShoreTel system is an essential factor. All calls made and received are allocated an individual reference, known as the Call GUID; obtaining and supplying this information will enable the support technician to identify the specific call in question requiring support.

The Call GUID can be obtained from the Communicator desktop software of the user who made or received the call:

1. Open Communicator and select the History tab. If you don't see the History tab you can add it by clicking on the Windows toolbar and selecting History.
2. Locate the call in question. Right-click it and select Properties.



3. Click the Support Info link in the bottom left-hand corner of the pop up box.



4. Copy and paste the text in the line marked GUID into an email and send it to the engineer dealing with your request. Please don't send a screen-shot as we can't copy and paste this long string of characters from it.

