



POST INSTALLATION STEPS FOR SHORETEL CONNECT, SHORETEL COMMUNICATOR AND FAQ



POST INSTALLATION STEPS

SHORETEL CONNECT:

If you are using ShoreTel Connect with Jabra Direct then you need to follow the below steps after installing ShoreTel Connect.

1. Install **ShoreTel Telephony Interface** software provided by ShoreTel at the following URL: <u>http://<serverIP>/shorewareresources/shoreteltelephonyinterface</u>

Note: If user knows the <serverIP>, they can directly use it or it can be found in ShoreTel Connect. Follow below steps to get server IP address from ShoreTel Connect

- a. Open ShoreTel Connect and log in.
- b. Go to Settings and select Account.
- c. Go to 'Login' tab and under 'Connection' section, user can find the <serverIP> address from **Connected To (X.X.X.X)**.

Account	Login Access	AD Credentials	
Call Routing	Connection Connected To	X.X.X.X	
Voicemail	Username Change New Password	XXXXXX	
IM	Current		
Video	New Strength		
Outlook	Retype to confirm		
Notifications		Set New Password	
Deskphone			
Softphone			
Telephony			
Workgroups			
Language			



2. Click on the link to download the ShoreTel Telephony Interface.



3. ShoreTel Telephony Interface software is also available in the installation package of Connect client in the ThirdPartySupport directory





- 4. Install the interface on the client computer by launching Setup.exe
- 5. Depending on the version of the ShoreTel Telephony Interface, the configuration is not the same.
 - a. For version 21.84.532x.00 or higher,
 - Follow the instructions. The user will be prompted to enter the username, password and <serverIP>. After entering all details, click 'Save'.

6	ShoreTel Telephony Interface 🛛 🗖 🗙
Please e configure	nter your ShoreTel credentials to the TSP.
Usemame	
x00000X	
Password	
Server	
X.X.X.X	
	Save Cancel

- ii. Once done, the user will be prompted to reboot the computer for successful installation.
- iii. After PC restart, launch ShoreTel Connect and in Jabra Direct home screen, user will be able to see ShoreTel integration as 'Ready' state. Now the user will have call control feature support with Jabra device.
- b. For the version before 21.84.532x.00, the installation of the TSP does not require any particular configuration because it is initialized with the authentication information and the Connect client rights so it has to be installed and configured on the PC.
 - i. To verify that the ShoreTel Telephony Interface is installed and functional, please launch the Microsoft Dialer and verify that it starts without error and that it allows you to control your phone line. Below, the launch of the Dialer generates an error related to the noninitialization of the TAPI driver.





ii. If you don't have an error, go to step (vi).

If you have an error message, go to "modem and telephony" from the the control panel. Then go in the tab Advance. You can view the list of ShoreTel Telephony Interface installs including the ShoreTel one: "ShoreTel Remote TAPI Service Provider". By clicking on it, you can view the connection error.

Mail (Microsoft Outlook)	S Phone and Modem	ShoreTel Remote TSP
2013) (32-bit)	Dialing Rules Modems Advanced	Device
Phone and Modem	The following telephony providers are installed on this computer:	Provider ID: 10
RemoteApp and Desktop Connections	Providers: Microsoft HID Phone TSP Shore Tol Reporte TABL Service Repuider	Application Server Server: 10.99.0.51
	TAPI Kemel Mode Service Provider Unimodem 5 Service Provider	Login: YYamamoto
		Owned Numbers:
		Provider Status
		Connection type: Shore Tel User Server: 10.99.0.51 (10.99.0.51) CurSrv: 10.99.0.51 Login: YYamamoto Provider unable to complete server connection (6): RTE_Connect error: 0x000006BA.
	Add (Remove Configure	Refresh Save As
	OK Cancel Apply	Provider Usage:
		Use this service provider (enable)

ОК

Cancel

Apply



iii. Open the Microsoft Services console and verify that the Telephony service is up and running.

Q _		Services				×
<u>F</u> ile <u>A</u> ction <u>V</u> iew	<u>H</u> elp					
🗢 🔿 🗖 🖬 🖸	🗟 🛃 📑 🕨 🔲 🚺 🕪					
🔍 Services (Local)	Name	Description	Status	Startup Type	Log On As	^
	CP/IP NetBIOS Helper	Provides support for the NetBIOS over TCP/IP (NetBT) serv	Running	Automatic (T	Local Service	
	🔍 TeamViewer 11	TeamViewer Remote Software	Running	Automatic	Local System	
	🙀 Telephony	Provides Telephony API (TAPI) support for programs that	Running	Automatic	Network Service	
	Charles Contract of the second	Provides user experience theme management.	Running	Automatic	Local System	
	🔍 Thread Ordering Server	Provides ordered execution for a group of threads within a		Manual	Local Service	
	🔍 Time Broker	Coordinates execution of background work for WinRT app	Running	Manual (Trig	Local Service	
	🔍 Touch Keyboard and Handwriting Panel	Enables Touch Keyboard and Handwriting Panel pen and i		Manual (Trig	Local System	
	🔍 UPnP Device Host	Allows UPnP devices to be hosted on this computer. If this	Running	Manual	Local Service	
	🔍 User Profile Service	This service is responsible for loading and unloading user	Running	Automatic	Local System	~
	<					>
	Extended Standard					

 iv. Check that your WIFI connection is disabled because the ShoreTel Telephony Interface regularly uses the WIFI interface instead of the Ethernet interface to connect to the Director.



- v. After disabling the WIFI connection, restart the dialer to check again that the ShoreTel Telephony Interface initializes properly. It initializes when a TAPI program uses it as for the dialer.
- vi. Then restart the PC, launch ShoreTel Connect and in Jabra Direct home screen, user will be able to see ShoreTel integration as 'Ready' state.
 Now the user will have call control feature support with Jabra device.



SHORETEL COMMUNICATOR:

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If you are using ShoreTel Communicator with Jabra Direct then you need follow below steps after installing ShoreTel Communicator.

1. Install ShoreTel Telephony Interface software provided by ShoreTel.

http://<serverIP>/shorewareresources/shoreteltelephonyinterface

Where <serverIP> is server IP address with which your ShoreTel Communicator configured. Follow below steps to get your configured server IP address

- a. Open ShoreTel Communicator and login.
- b. Go to Tools and select Options.
- c. Go to 'Telephony' section and copy server address from Server name (X.X.X.X).

<u>_</u>	Options and P	Telefences	
My Phones	Telephony		
Incoming Call Routing Call Handling Mode	Server name:	X.X.X.X	
Standard	User name:	user6802	
Out of Office Extended Absence Custom Personalized Call Handling Voice Mail Outlook Telephony SoftPhone Sounds Language	*Note: You will be require effect. Maximum number of active calls Show empty call cells in Nord Show incoming call alert	Use Windows credentials ed to relaunch Communicator fo Change Password to show: mal view	r this change to take
Customization	 Suppress call waiting tone from Suppress dial-tone when off Prefix to dial external number: 	or subsequent calls f-hook (headset mode for analo	og phones)
	WallPaper:		<none> -</none>
	Ringtone:		Standard Ring 👻
		ОК Са	ancel Apply



- 2. Click the link to install the ShoreTel Telephony Interface (download and install the interface on the client computer) and reboot your computer.
- 3. Now in Jabra Direct home screen ShoreTel integration shows '**Ready'** state to have call control with Jabra device.

SOFTPHONE ISSUES

- Q I have installed Jabra Direct and ShoreTel Connect softphone. I have also followed the post installation steps of Jabra Direct. Why call control is still not working with my Jabra device.
 - This could occur if ShoreTel Telephony interface is not installed properly or ShoreTel Connect is failed to configure. You need to follow below steps to check whether ShoreTel Telephony Interface is installed and configured properly in your computer.
 Steps:
 - a. Open Control Panel and Click on 'Phone and Modem'.
 - b. Under the **Advanced** tab, verify that **ShoreTel Remote TAPI Service Provider** is listed as shown below image.



Phone and Modem
Dialling Rules Modems Advanced
The following telephony providers are installed on this computer:
Providers:
Microsoft HID Phone TSP Shore Tel Remote TAPI Service Provider
TAPI Kernel-Mode Service Provider Unimodem 5 Service Provider
Add 🚱 Remove 🚱 Configure
OK Cancel Apply

c. Click Configure. The ShoreTel Remote TSP dialog is opened

5	Shore ⁻	Tel Remote TSP	
Device			
S Provi	der ID:	4 Application Server	
	Server:	XXXX	
	Login:	X	
Password:			
Owned Nu	mbers:		
Provider Status			
Connection type: Shore Tel User Server: X.X.X.X CurSrv: X.X.X.X Login: X Connect: 02:26:51 01-04-2015 Devices: 1 line, 1 phone			
		Refresh Save As	
Provider Usage:			
Use this service p	provider	(enable) 🗸 🗸	
[OI	Cancel Apply	

- d. In Provider Usage section, verify that 'Use this service provider (enable)' is selected.
- e. If you are failed to get above steps means **ShoreTel Remote TAPI Service Provider** is not installed properly. Install it once again and reboot your computer.
- f. Check ShoreTel integration shows **'Ready'** status in Jabra Direct home screen. With this you can have seamless call control with Jabra device and ShoreTel Connect.