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: http://<serverIP>/shorewareresources/shoreteltelephonyinterface

    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).**

2. Click on the link to download the ShoreTel Telephony Interface.
   Example:
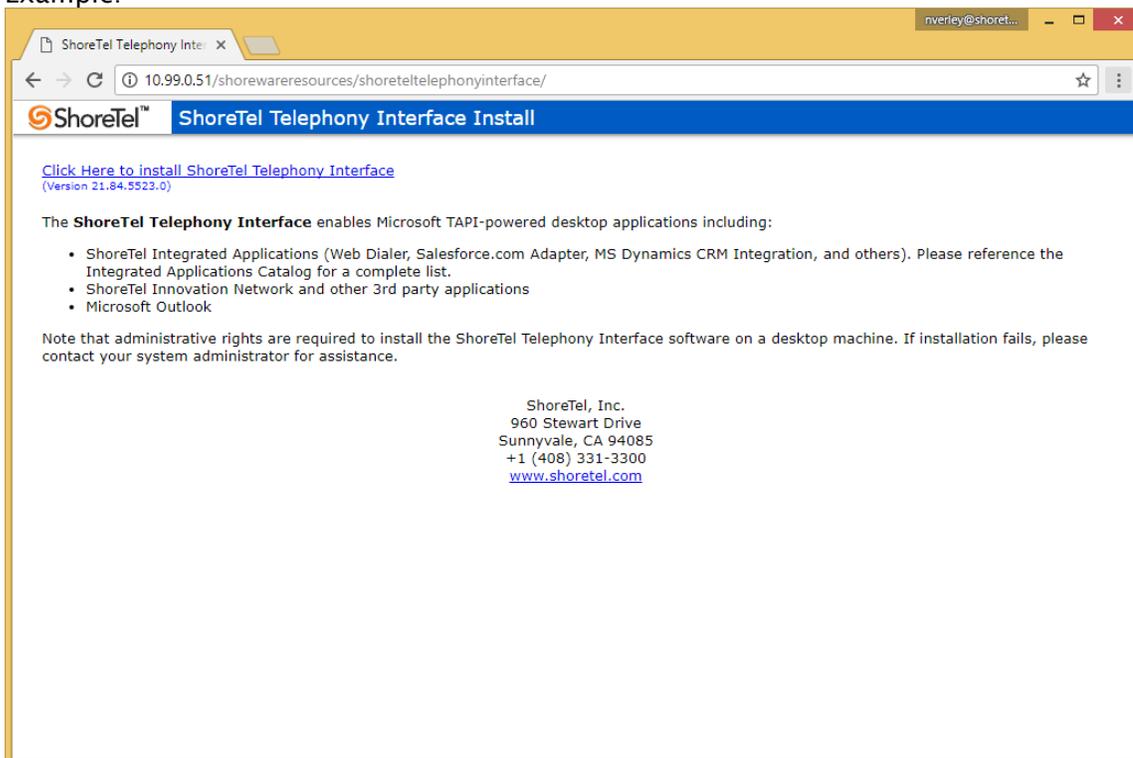
3. ShoreTel Telephony Interface software is also available in the installation package of Connect client in the ThirdPartySupport directory
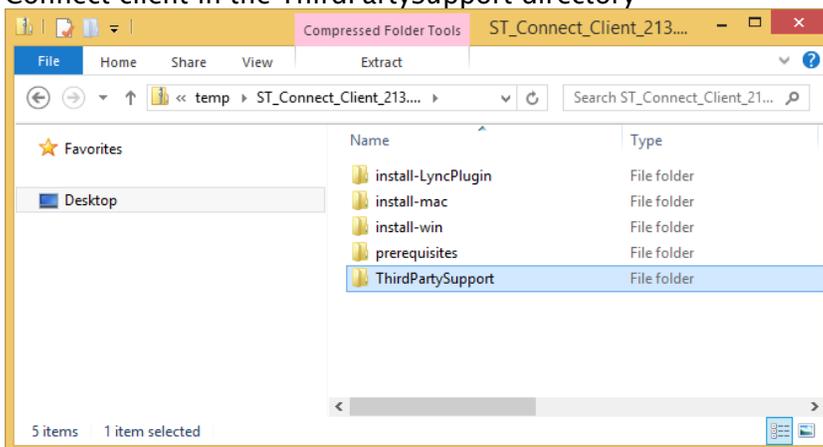
4. Install the interface on the client computer by launching Setup.exe

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,
      i. Follow the instructions. The user will be prompted to enter the username, password and <serverIP>. After entering all details, click 'Save'.
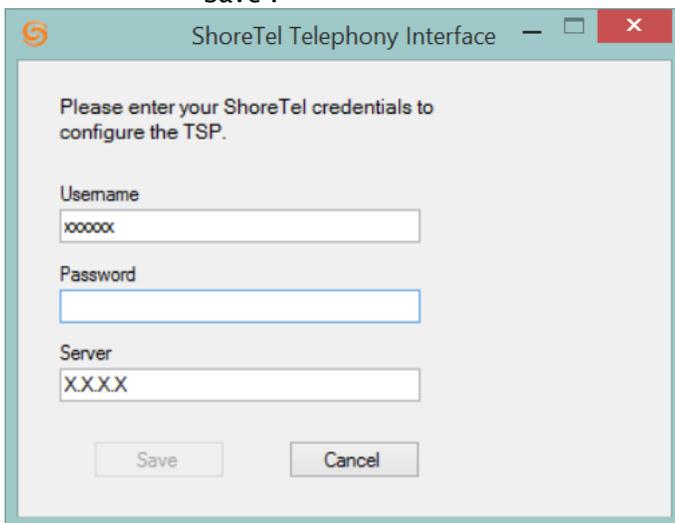
      ii. Once done, the user will be prompted to reboot the computer for successful installation.
      iii. After PC restart, launch ShoreTel Connect and in Jabra Direct home screen, user will be able to see ShoreTel integration as **'Ready'** state. Now the user will have call control feature support with 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 non-initialization of the TAPI driver.
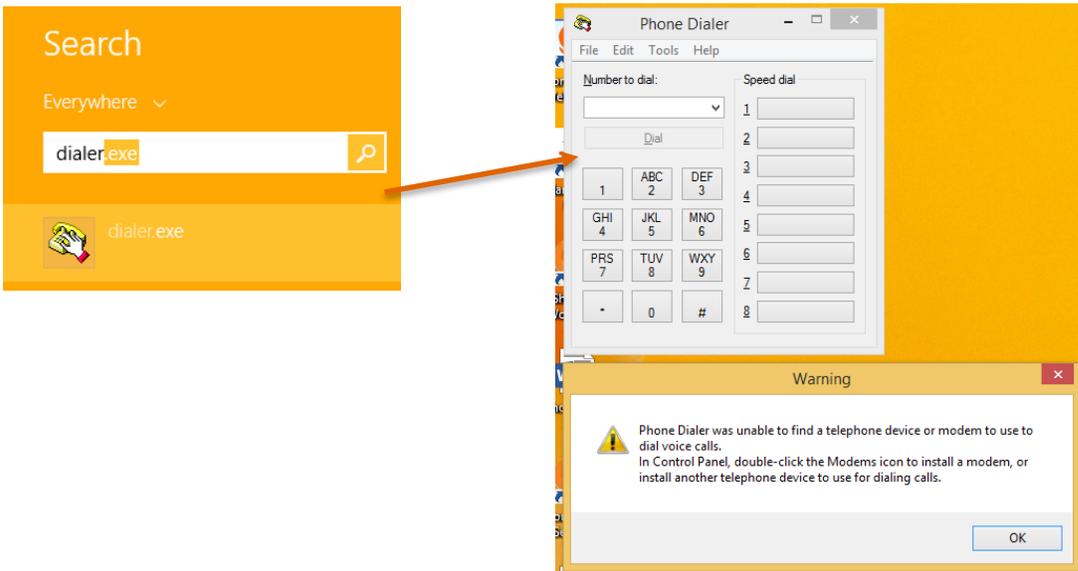
ii. If you don't have an error, go to step (vi).
If you have an error message, go to "modem and telephony" from the the control panel. Then go in the tab Advance. You can view the list of ShoreTel Telephony Interface installs including the ShoreTel one: "ShoreTel Remote TAPI Service Provider". By clicking on it, you can view the connection error.
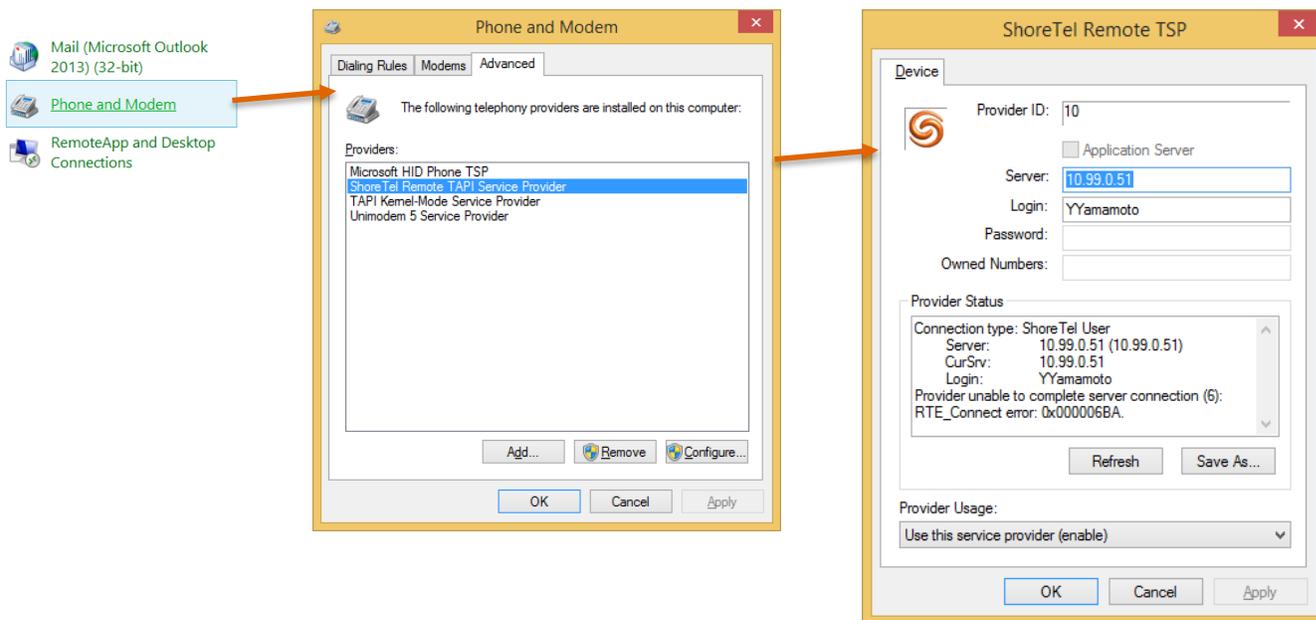
iii.   Open the Microsoft Services console and verify that the Telephony service is up and running.
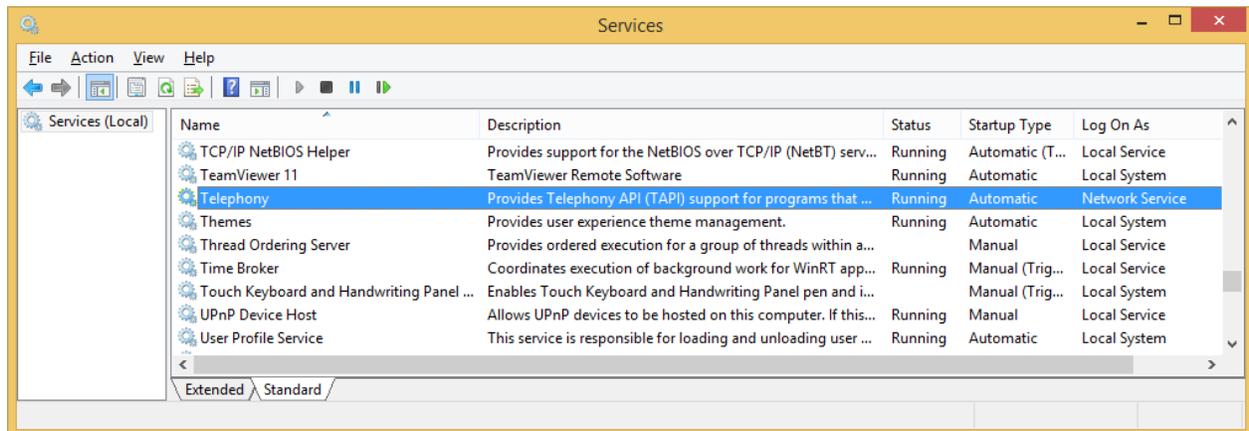
iv.   Check that your WIFI connection is disabled because the ShoreTel Telephony Interface regularly uses the WIFI interface instead of the Ethernet interface to connect to the Director.

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:

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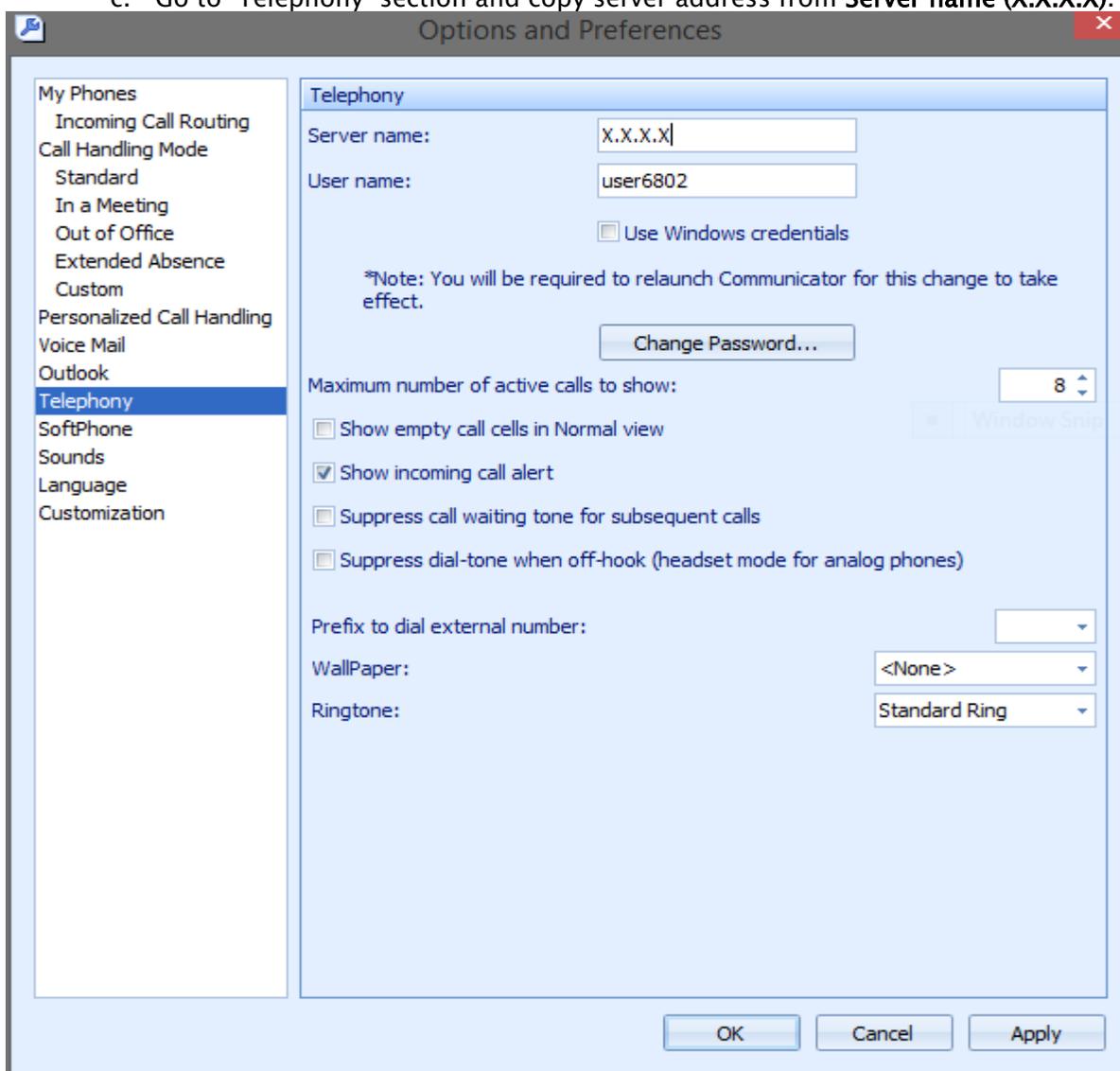
2. Click the link to install the ShoreTel Telephony Interface (download and install the interface on the client computer) and reboot your computer.
3. Now in Jabra Direct home screen ShoreTel integration shows **'Ready'** state to have call control with Jabra device.

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.
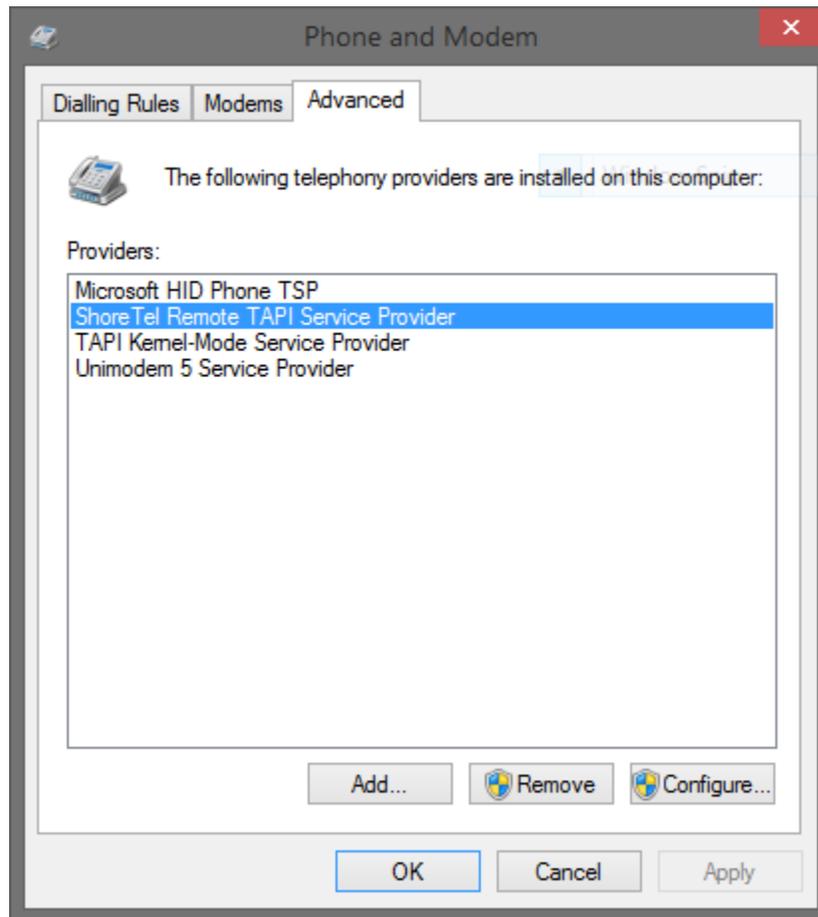
c. Click Configure. The ShoreTel Remote TSP dialog is opened
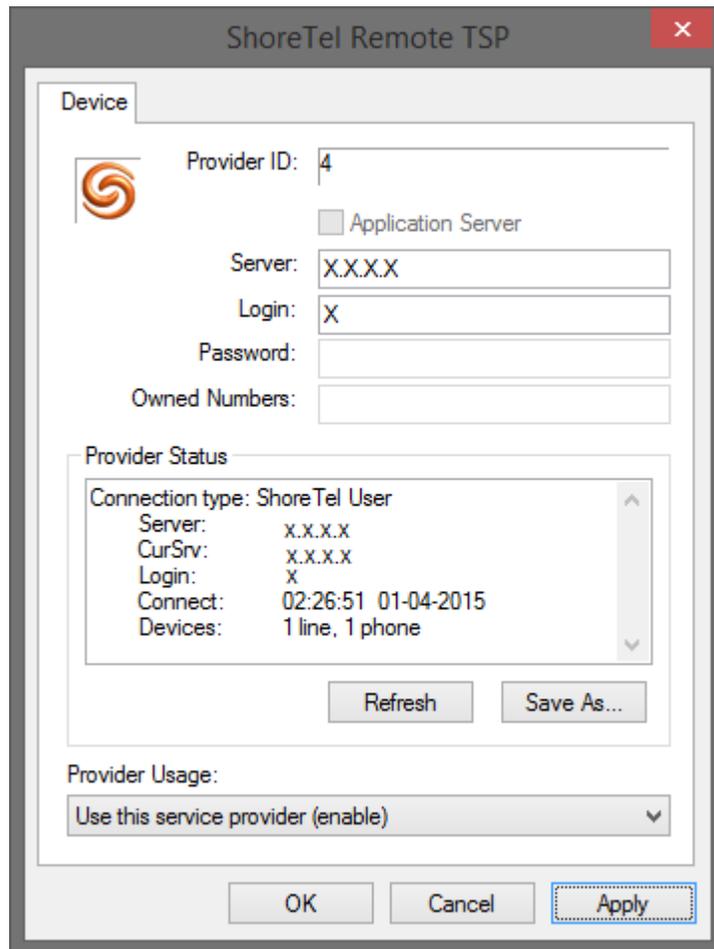
d. In Provider Usage section, verify that 'Use this service provider (enable)' is selected.

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.