Jabra Easygo - For PC

Why does call control not work with my ShoreTel softphone even though I followed the post installation steps of Jabra Direct?

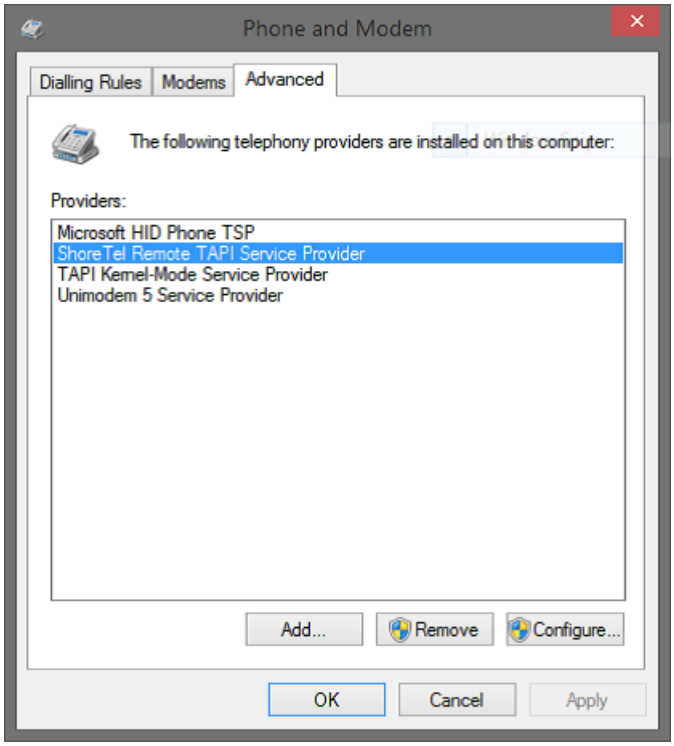
Compatible Mitel/Shoretel Softphones

- Mitel/Shoretel Communicator v.14, 15
- Mitel/Shoretel Connect Onsite

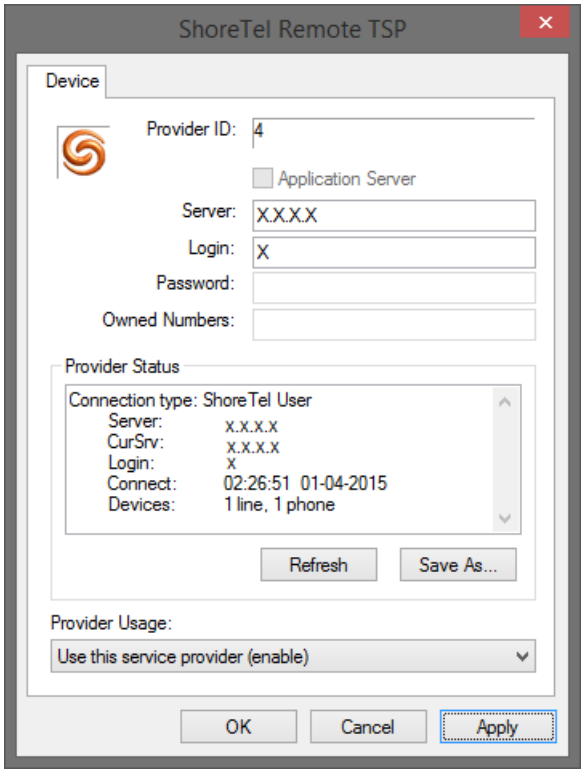
Confirm successful installation

Call control may not work because the ShoreTel Telephony Interface is not installed properly, or the Mitel/ShoreTel softphone failed to configure properly. Use the following steps to check the installation and configuration.

1. In the **Control Panel**, click **Phone and Modem**.
2. On the **Advanced** tab, verify that **ShoreTel Remote TAPI Service Provider** is listed as shown in the following screenshot.



3. Click **Configure**. The **ShoreTel Remote TSP** dialog opens.



4. In the **Provider Usage** section, verify that **Use this service provider**

(enable) is selected.

5. If you cannot verify these steps, the ShoreTel Remote TAPI Service Provider is not installed properly. Reinstall it, and then reboot your computer.
6. Verify that the **ShoreTel integration** displays the **Ready** status in the Jabra Direct home screen.