

## POST INSTALLATION STEPS FOR BROADSOFT UC-ONE SOFTPHONE INTEGRATION AND FAQ

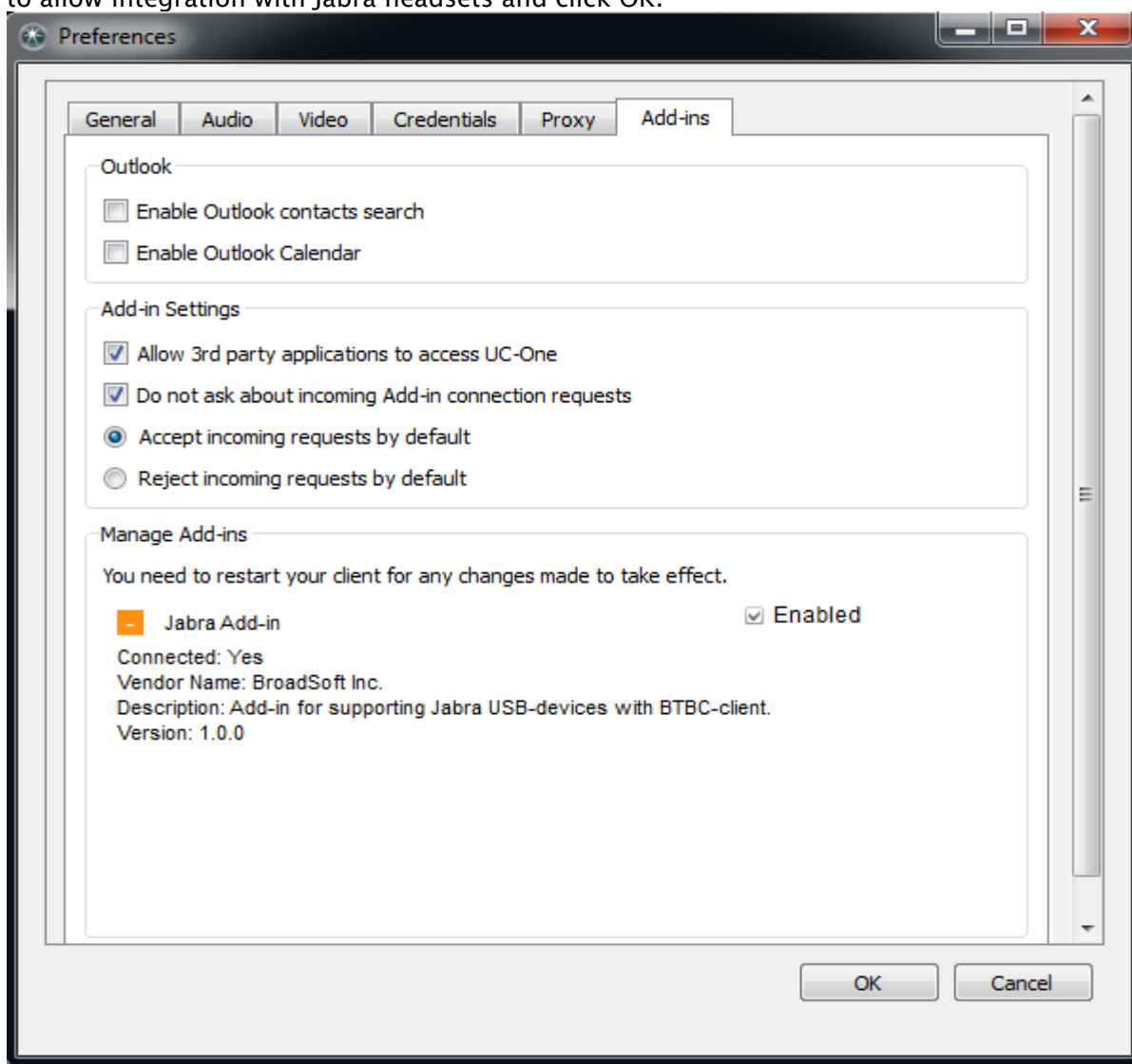
## POST INSTALLATION STEPS

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If you are using BroadSoft UC-One softphone with Jabra Direct, you need to follow below steps after installing BroadSoft UC-One softphone.

### Steps:

1. Open BroadSoft UC-One softphone and login.
2. Go to BroadSoft UC-One 'Options' and select 'Preference' option from menu.
3. Check/enable “**Allow 3rd party applications to access UC-One**” and “**Do not ask about incoming Add-in connection requests**” as shown in below image.
4. Under ‘Manage Add-ins’ section, **Jabra Add-in** should be listed and set **Enabled** setting to allow integration with Jabra headsets and click OK.



## SOFTPHONE ISSUES

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**Q I have installed Jabra Direct and BroadSoft UC–One softphone. Why I am unable to see the Jabra Add–in listed in Manage Add–ins section of BroadSoft softphone?**

- You need to restart BroadSoft UC–One client.  
Even after softphone client restart, if Jabra Add–in is not listed under Manage Add–in section then, you need to exit the Jabra Direct and launch again. Jabra add–in should now get listed in the Preferences tab.  
With this now you can able to have call control with BroadSoft softphone integration and Jabra device.