



POST INSTALLATION STEPS FOR IBM SAMETIME SOFTPHONE INTEGRATION AND FAQ

POST INSTALLATION STEPS

If you are using IBM Sametime client with Jabra Direct, the Jabra Sametime plug-in needs to be installed in the IBM Sametime softphone to have remote call control with Jabra device. Jabra Sametime plug-in installation can be done manually or automatically.

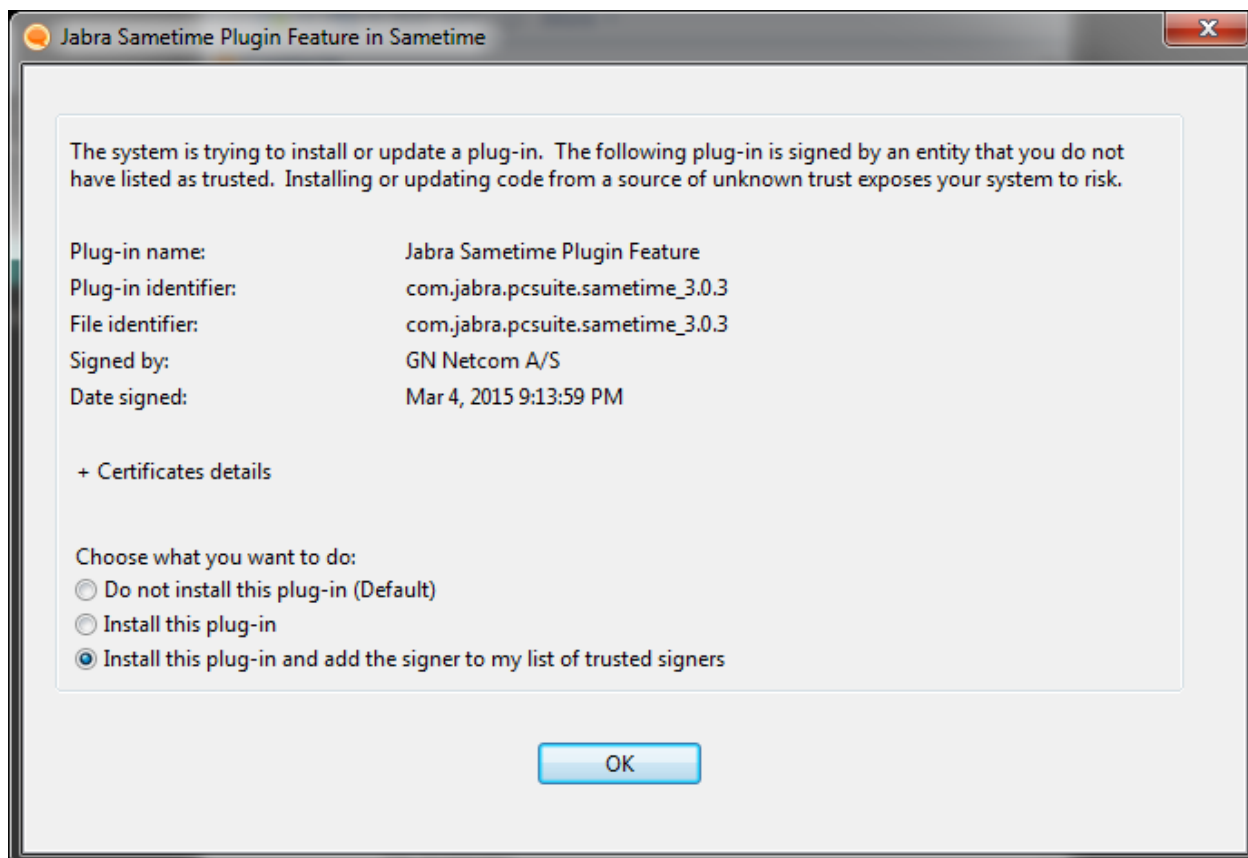
If you already have a previous version of the Jabra Sametime plug-in installed you must start by uninstalling the old version. See the last section of this document for instructions on how to uninstall the plug-in.

Note: *Automatic installation is only supported for Sametime client version 8.5.2 IFR-1 or above and IBM Sametime Embedded client installed in Lotus Notes 9.0 or above.*

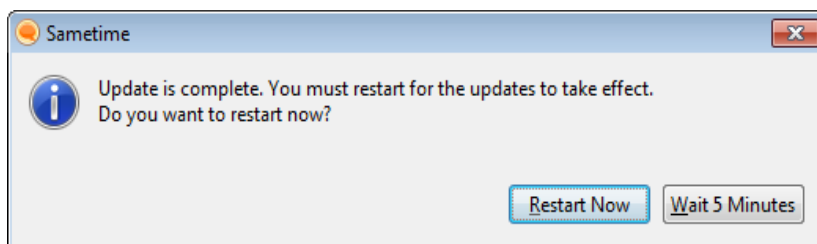
Automatic installation of Jabra Sametime plug-in:

To automatically install the Jabra Sametime plug-in into IBM Sametime follow below steps:

1. Start IBM Sametime client
2. Start Jabra Direct and a Sametime plug-in installation pop up will come as shown in below image.



3. Select “Install this plug-in” or “Install this plug-in and add the signer to my list of trusted signers” from the options and press OK button.
4. A Sametime restart dialog appears as shown below. Press the “Restart Now” button.



5. After Sametime client is restarted, you can see IBM Sametime softphone integration **Ready** state in Jabra Direct home screen.

Test the installed Jabra Sametime plug-in:

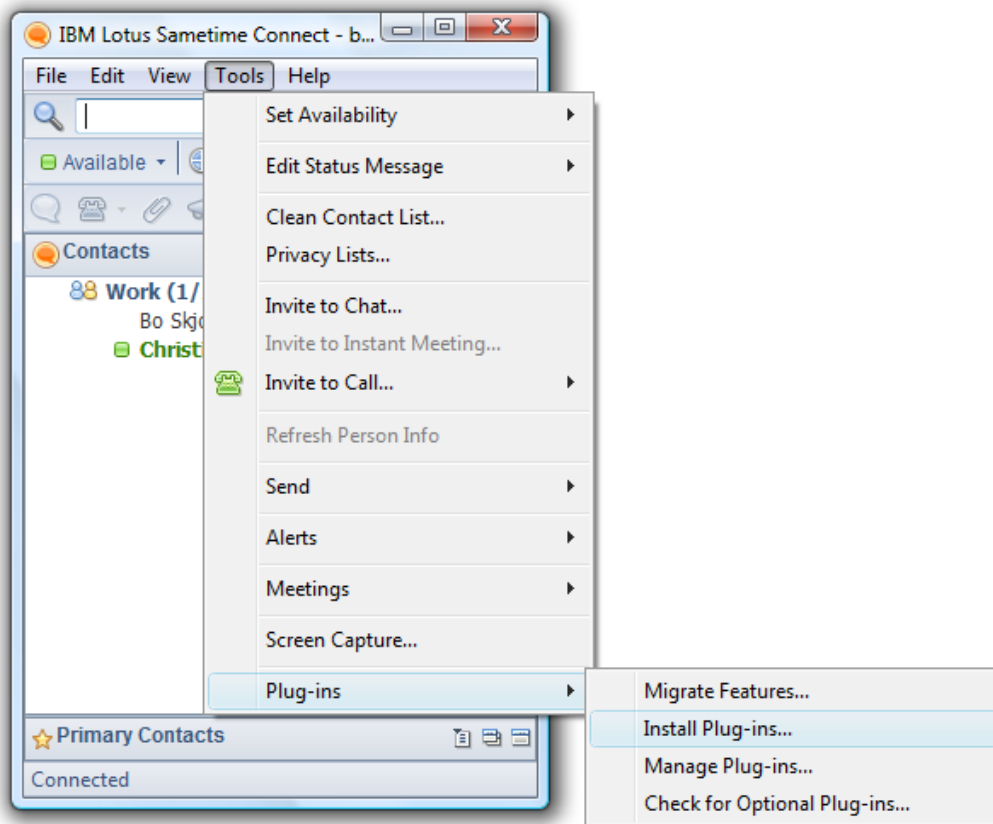
When you have installed the Jabra Sametime plug-in, Jabra Direct home screen shows IBM Sametime as **Ready** to work with connected Jabra device.

Now you can able to perform remote call control with Jabra device and IBM Sametime softphone client.

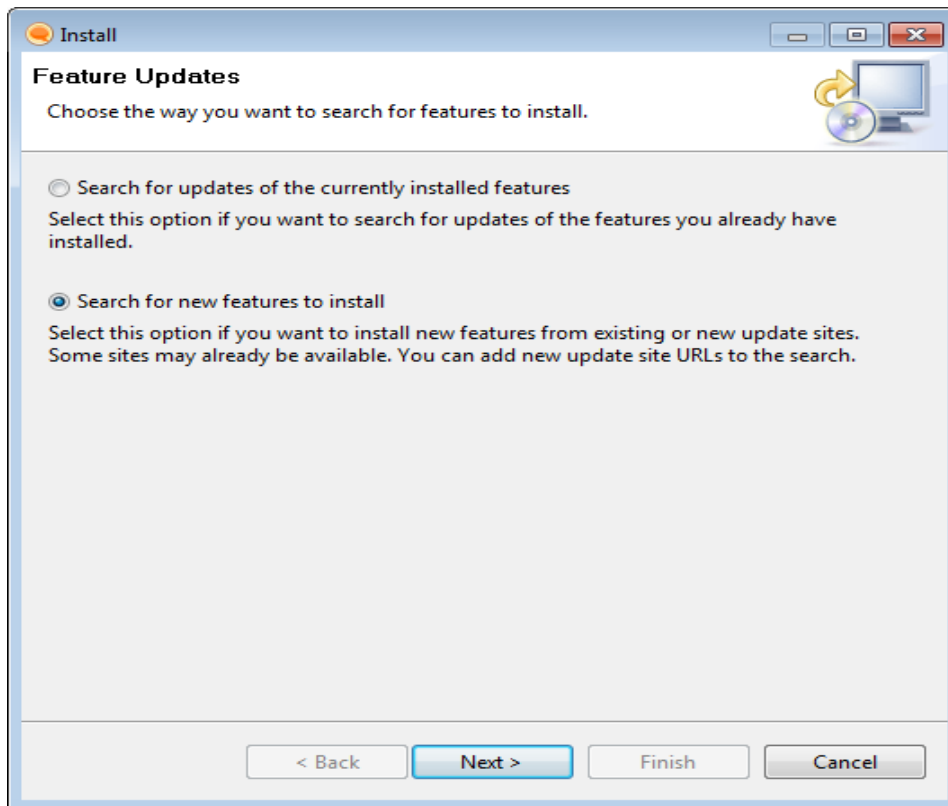
Manual installation of Jabra Sametime plug-in:

If automatic installation of Jabra Sametime plug-in fails, follow below steps for manual installation.

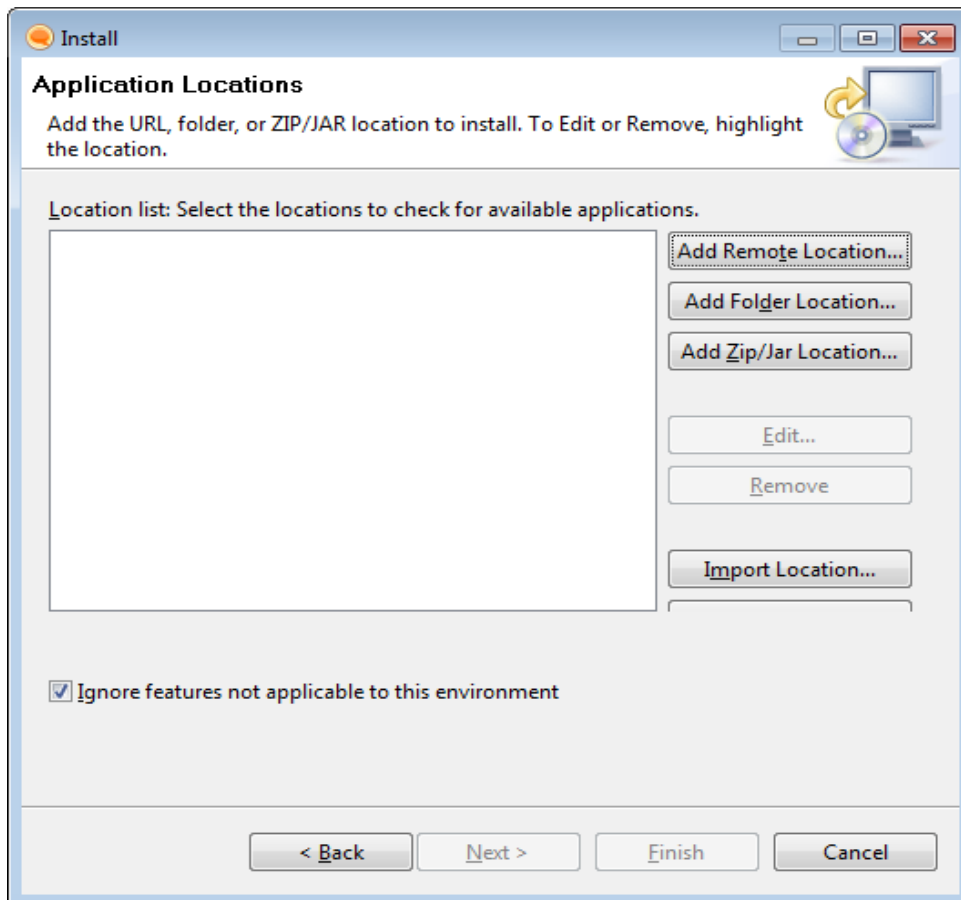
1. Start IBM Sametime and login.
2. Open the **Tools** menu and select Plug-ins, **Install Plug-ins...**



3. In the Install/Update wizard you select “Search for new features to install” and click Next.

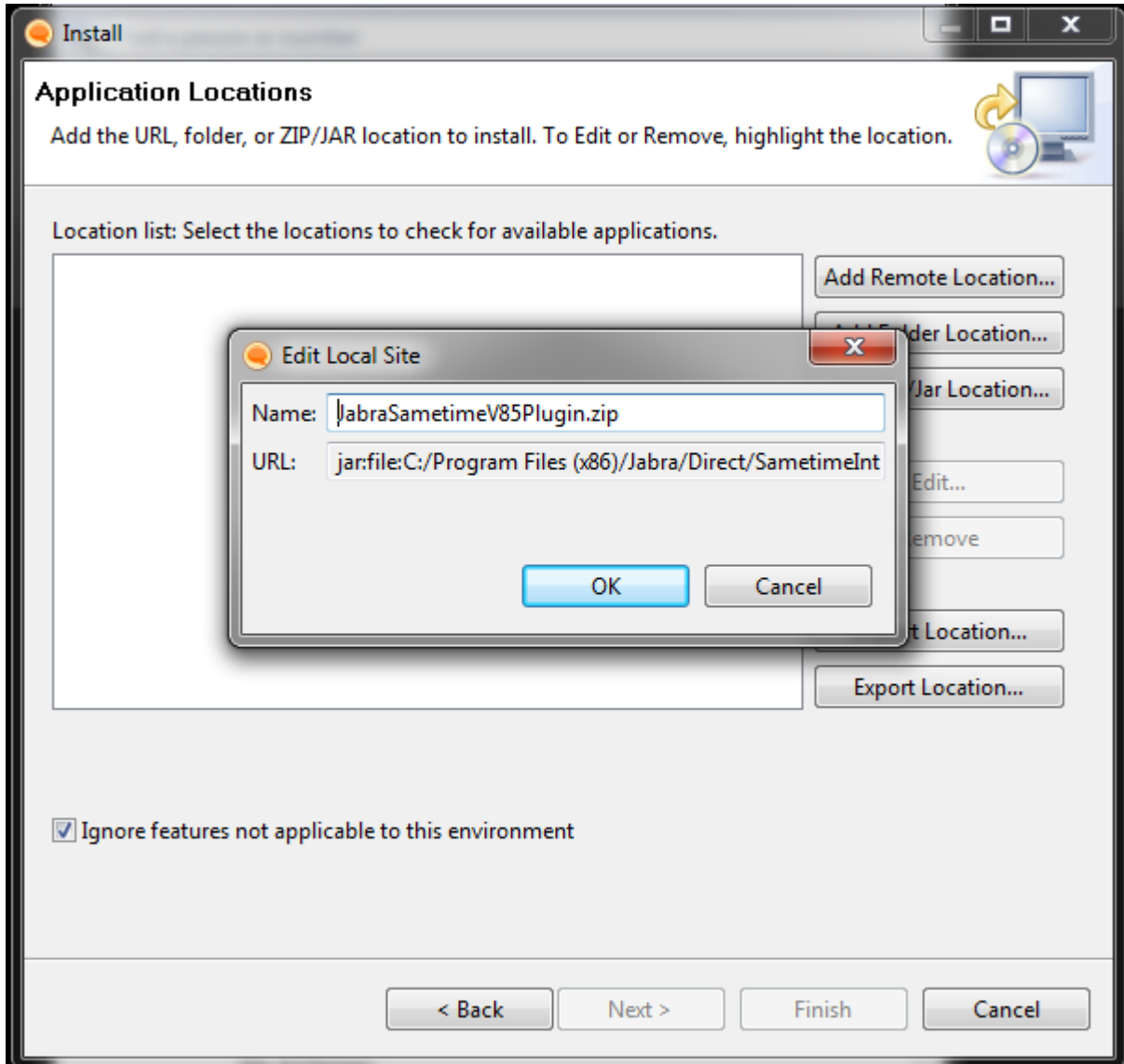


4. In the next step you click on the Add Zip/Jar Location... button.

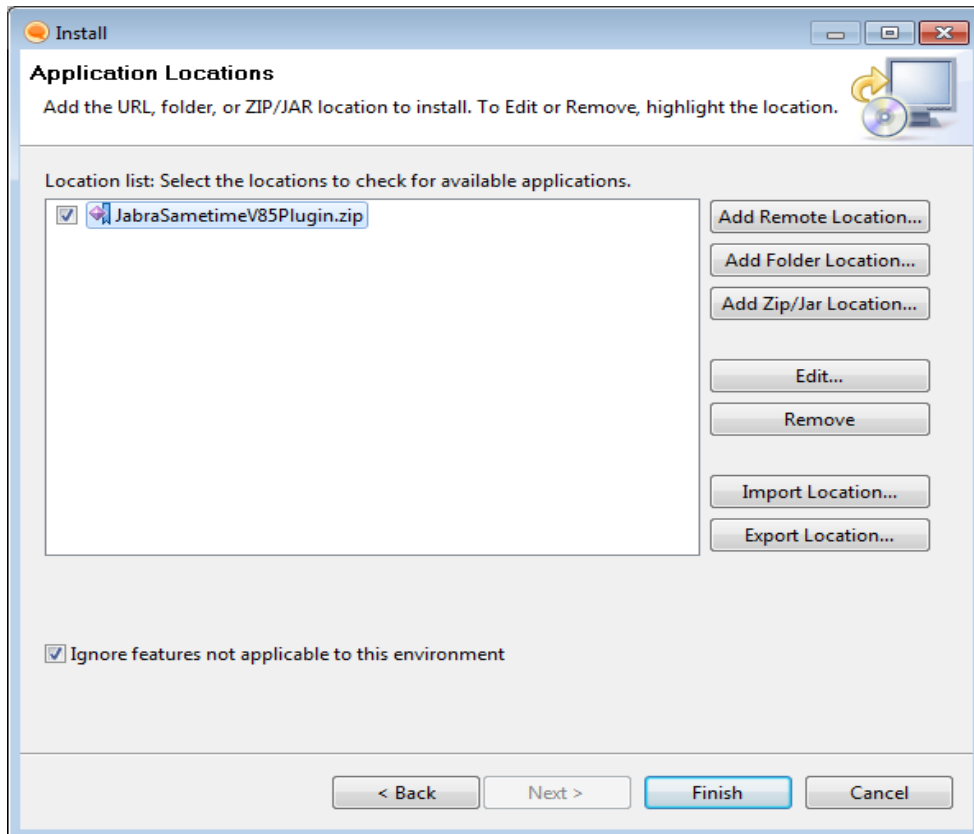


In the **Select Local Site Archive** dialog that opens, you browse to the Jabra Direct installation folder path

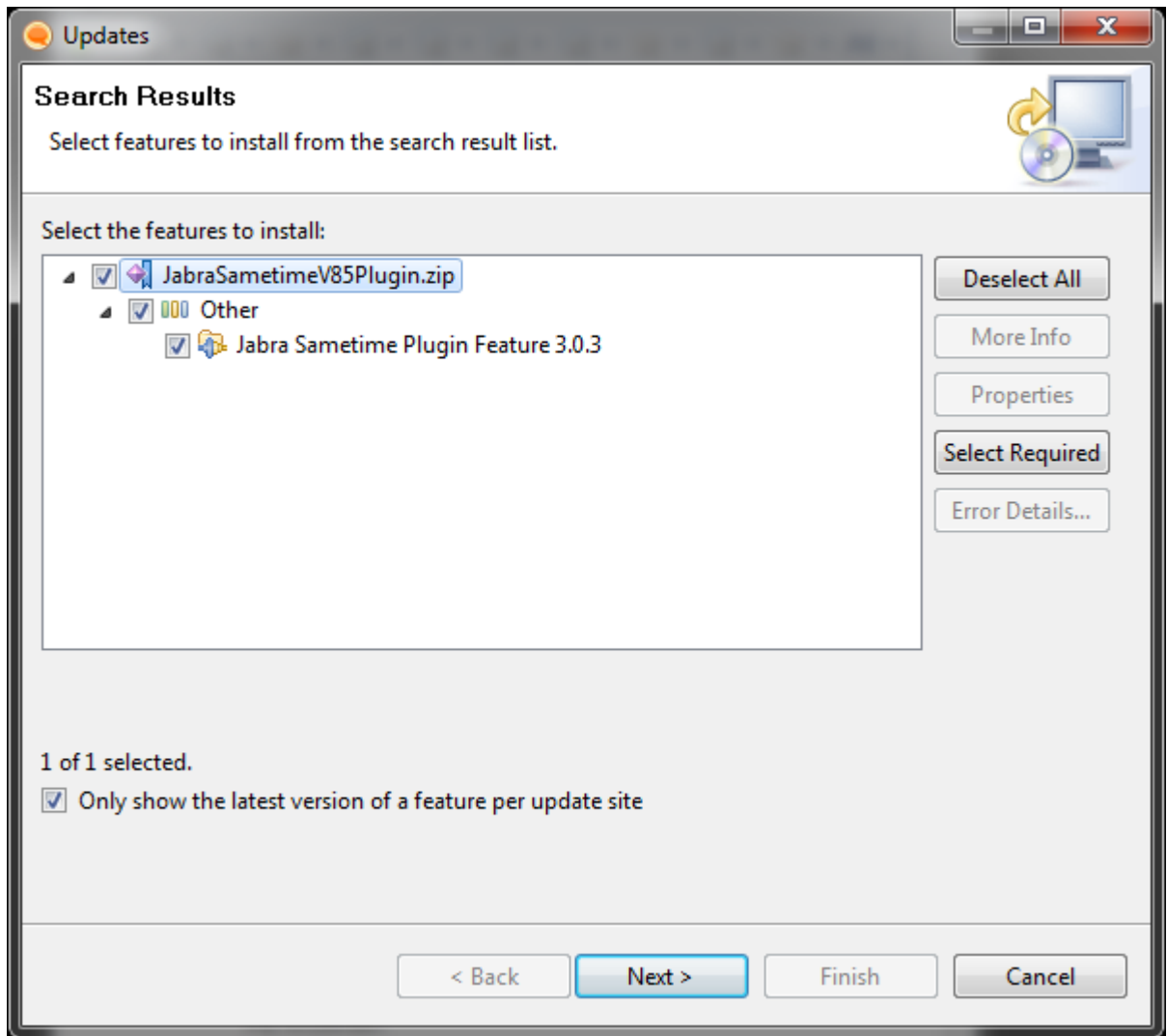
C:\Program Files x86)\Jabra\Direct\SametimeIntegration\JabraSametimeV85Plugin and select the Jabra plug-in ZIP archive and click OK. Click OK again in the Edit Local Site dialog box as shown in below image.



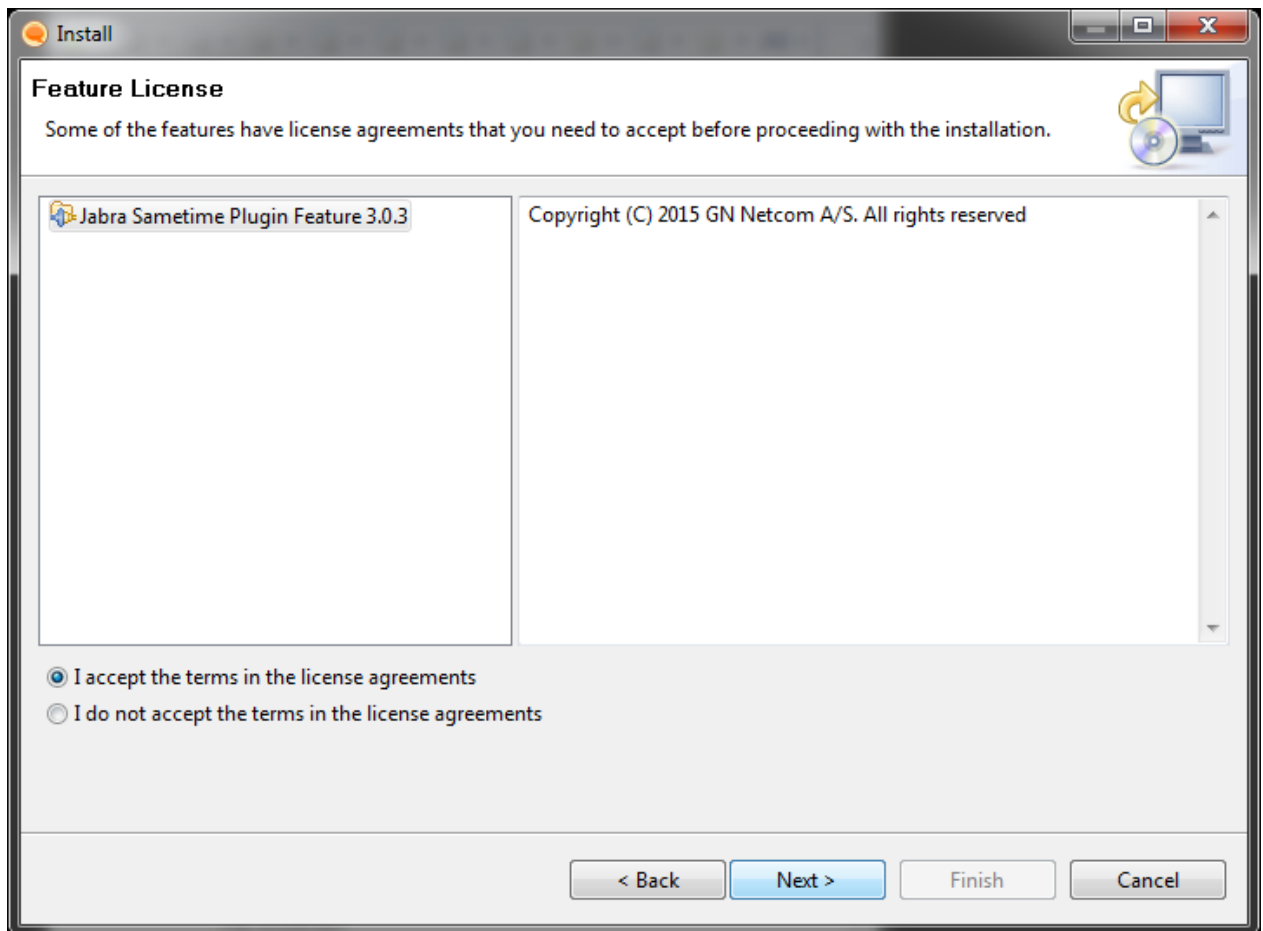
5. Make sure check box is checked and click Finish.



- The Updates wizard now launches, starting with the Search Results page, which shows the contents of the ZIP file you selected. Make sure all check boxes are selected and press Next.



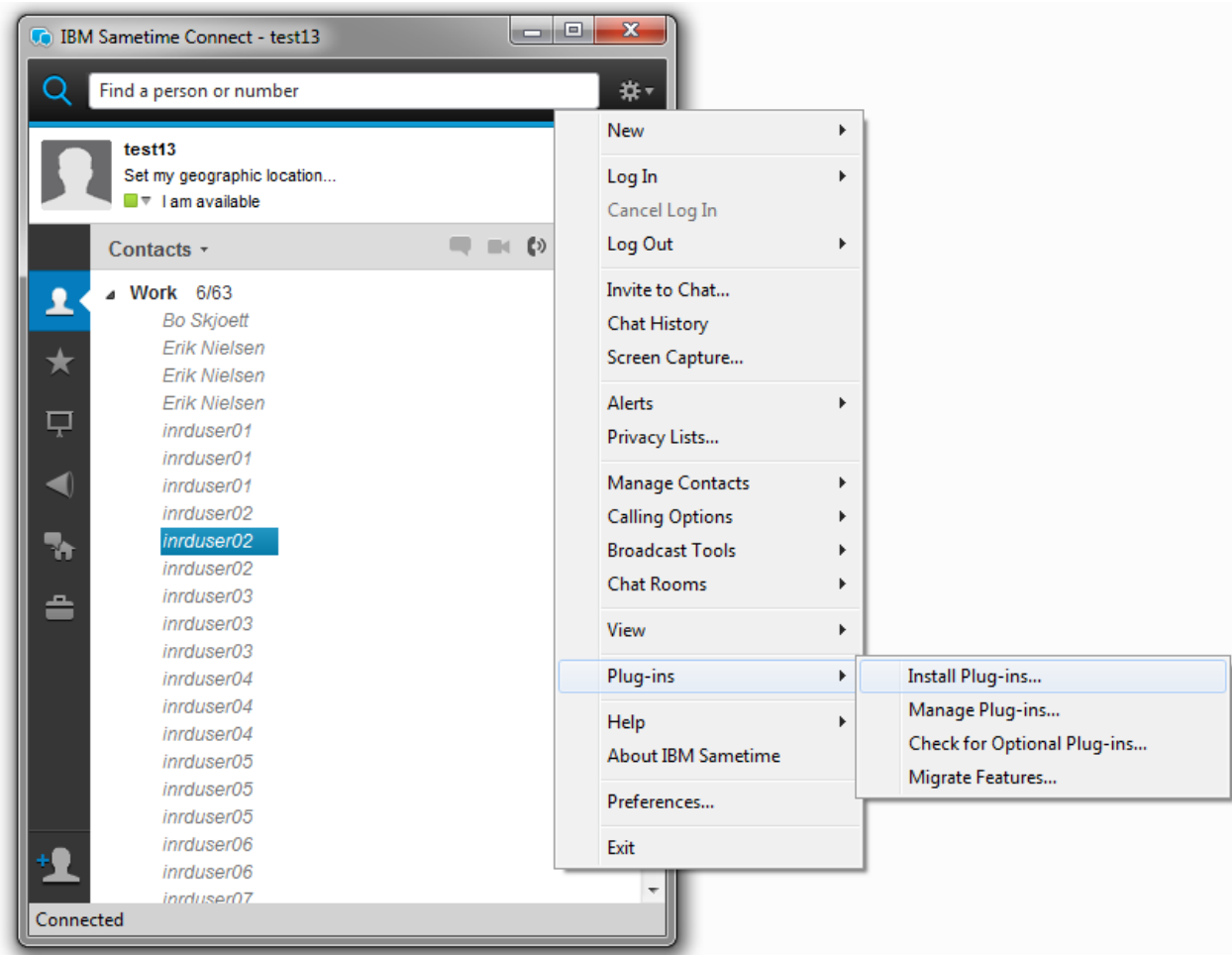
7. Accept the license agreement and click Next.



8. Complete the remaining steps in the wizard, following the instructions on your screen and restart IBM Sametime to activate the plug-in.
9. After Sametime client is restarted, you can see IBM Sametime softphone integration **Ready** state in Jabra Direct home screen.

For IBM Sametime client V9.0 or above follow below steps:

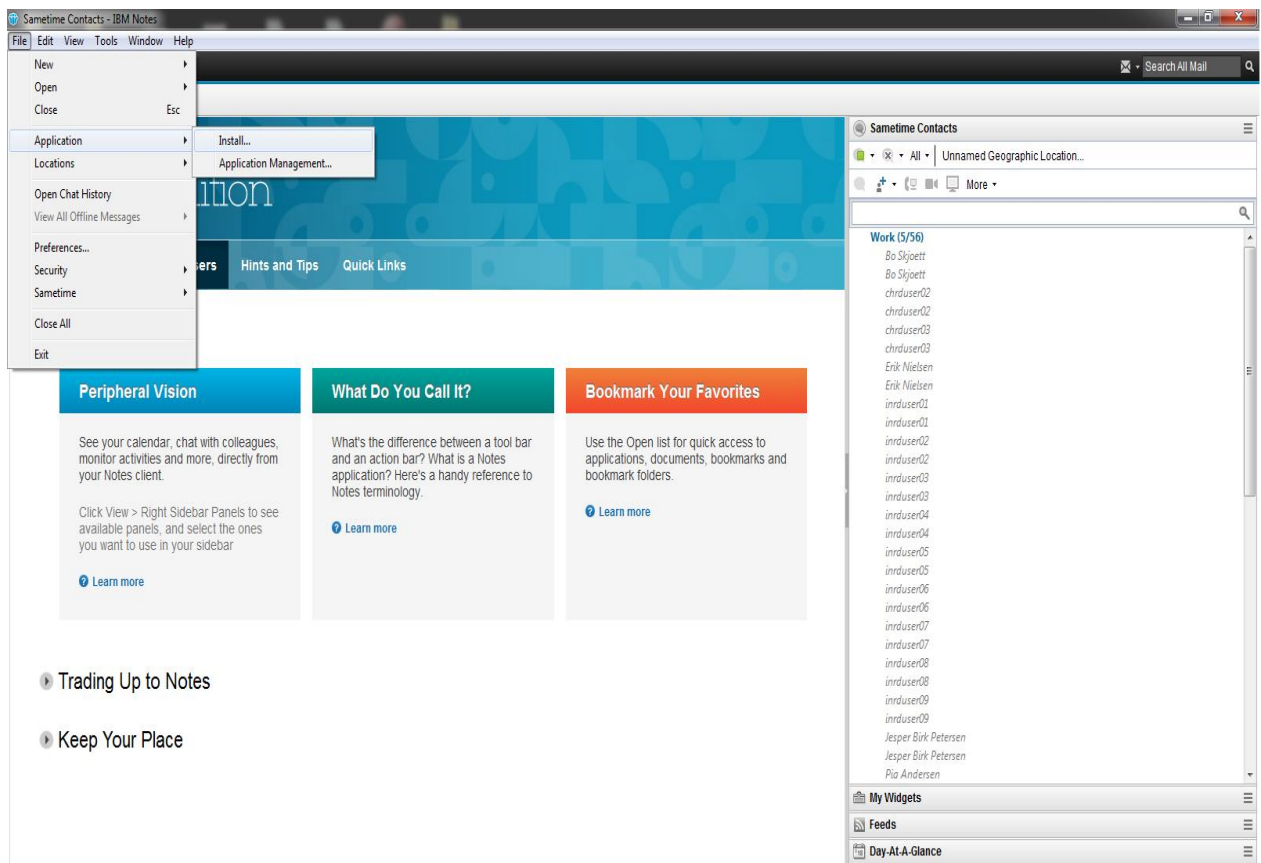
1. Start IBM Sametime and login.
2. Open the **Actions and Preferences** menu and select Plug-ins, **Install Plug-ins...**



3. Follow step 3 to step 9 from “Manual installation of Sametime plug-in” section.

For IBM Sametime Embedded client in Lotus Notes 9 or above:

1. Start IBM Sametime embedded client and login.
2. Open the **File** menu and select **Application** and **Install...**



3. Follow step 3 to step 9 from “Manual installation of Sametime plug-in” section.

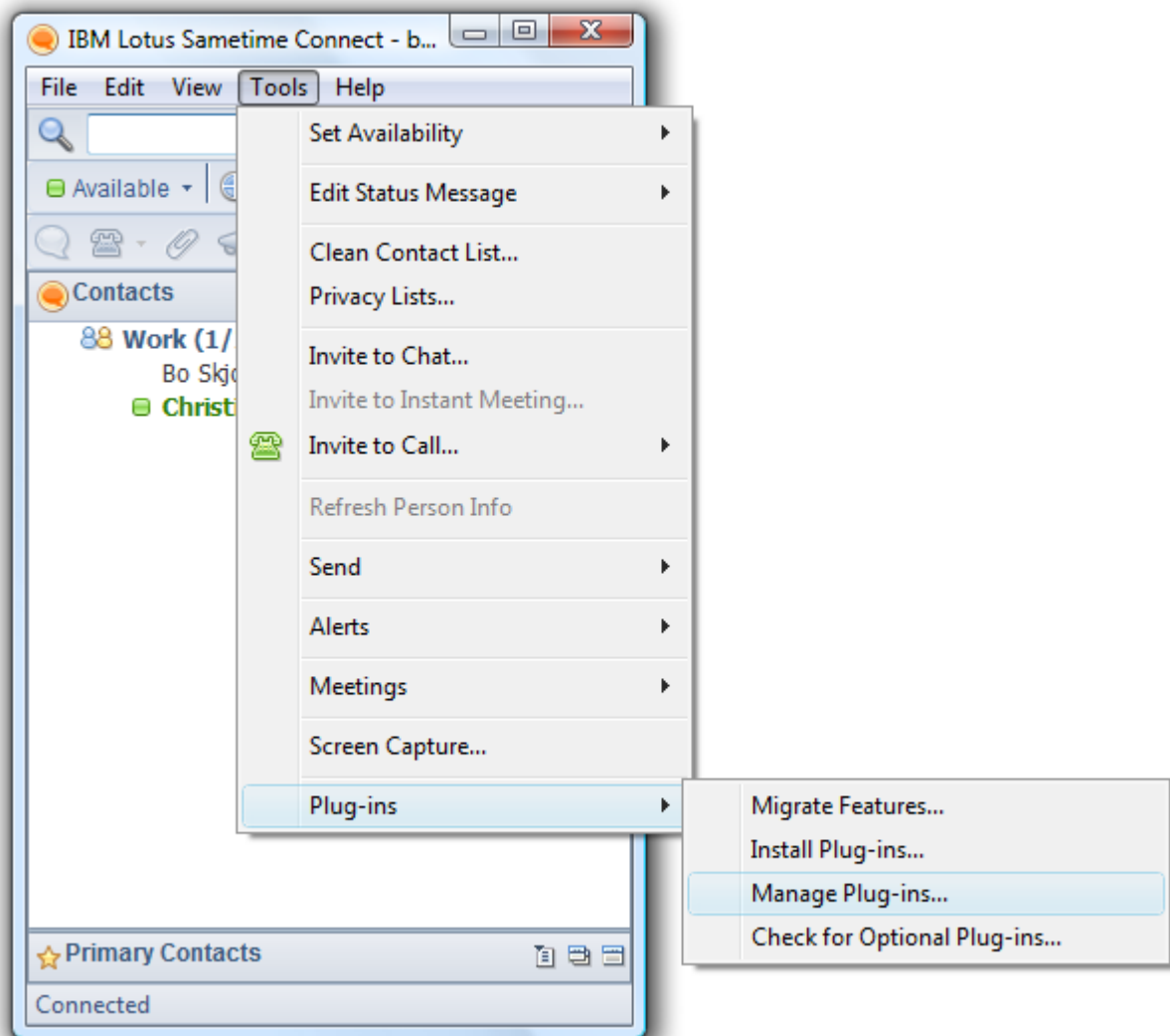
Note:

If the **Application** option is not visible under the **File** menu, follow these steps to make it visible.

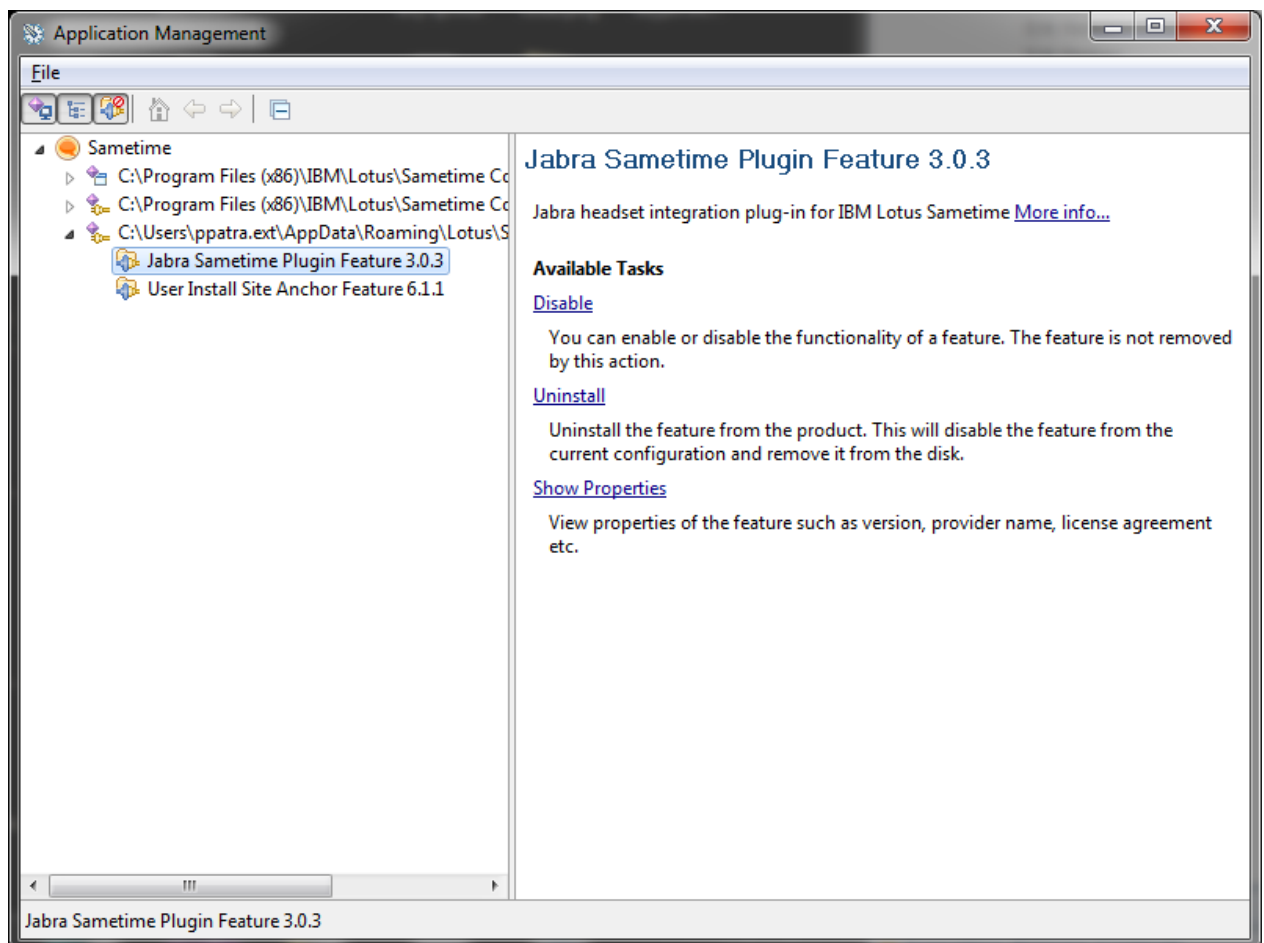
1. Navigate to IBM Notes installation folder path `C:\Program Files\IBM\Notes\framework\rcp`
2. Open the **plugin_customization.ini** file in a text editor.
3. Add **com.ibm.notes.branding/enable.update.ui=true** and save the file.
4. Application option should now be visible under the File menu.

Jabra plug-in uninstallation from IBM Sametime client.

1. Start IBM Sametime and login.
2. Open the **Tools** menu and select **Plug-ins, Manage Plug-ins...**

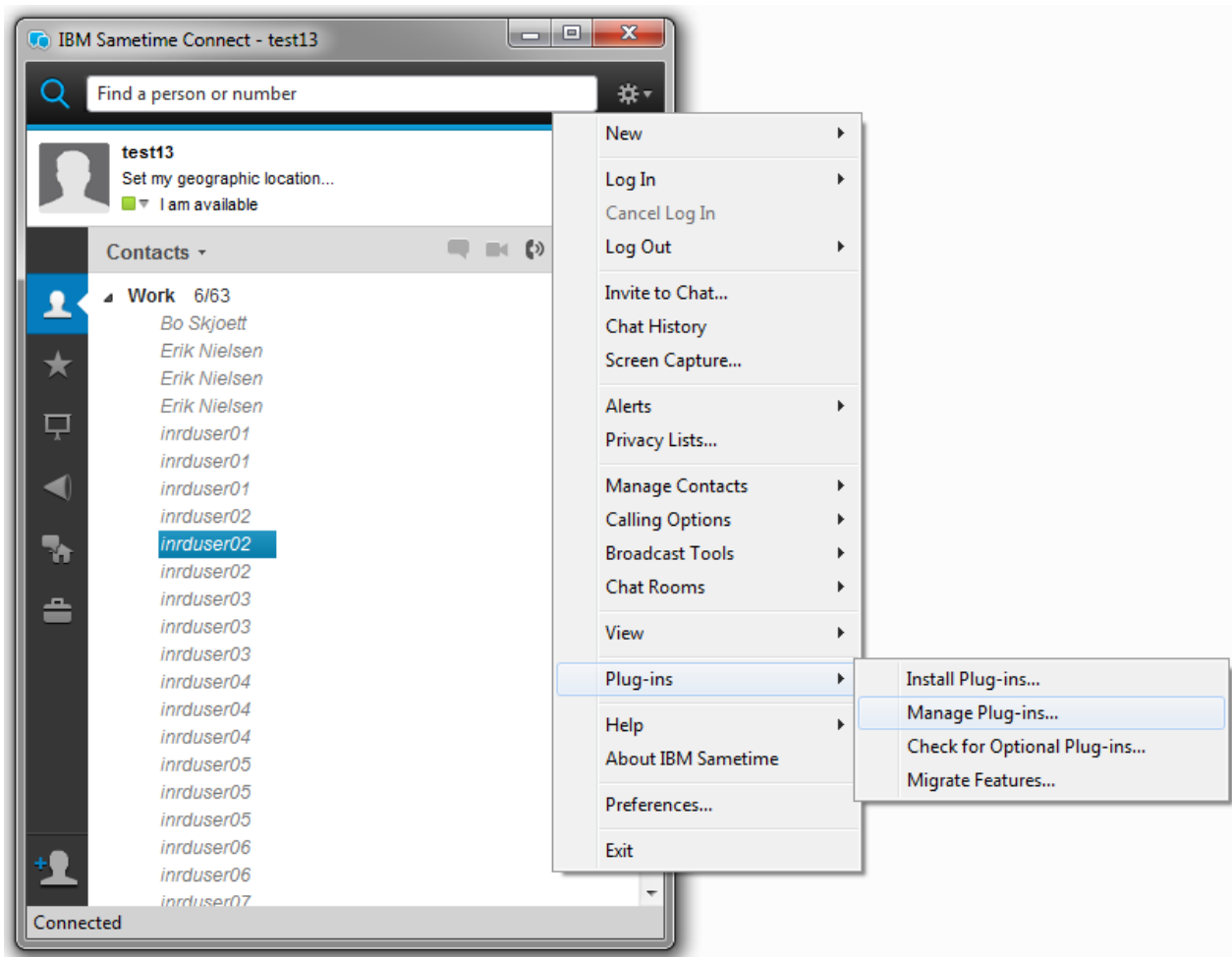


3. In the window below find and select the “Jabra Sametime Plugin” feature in the tree view on the left hand side. Click on **Uninstall** from ‘Available Tasks’ section as shown in below image.



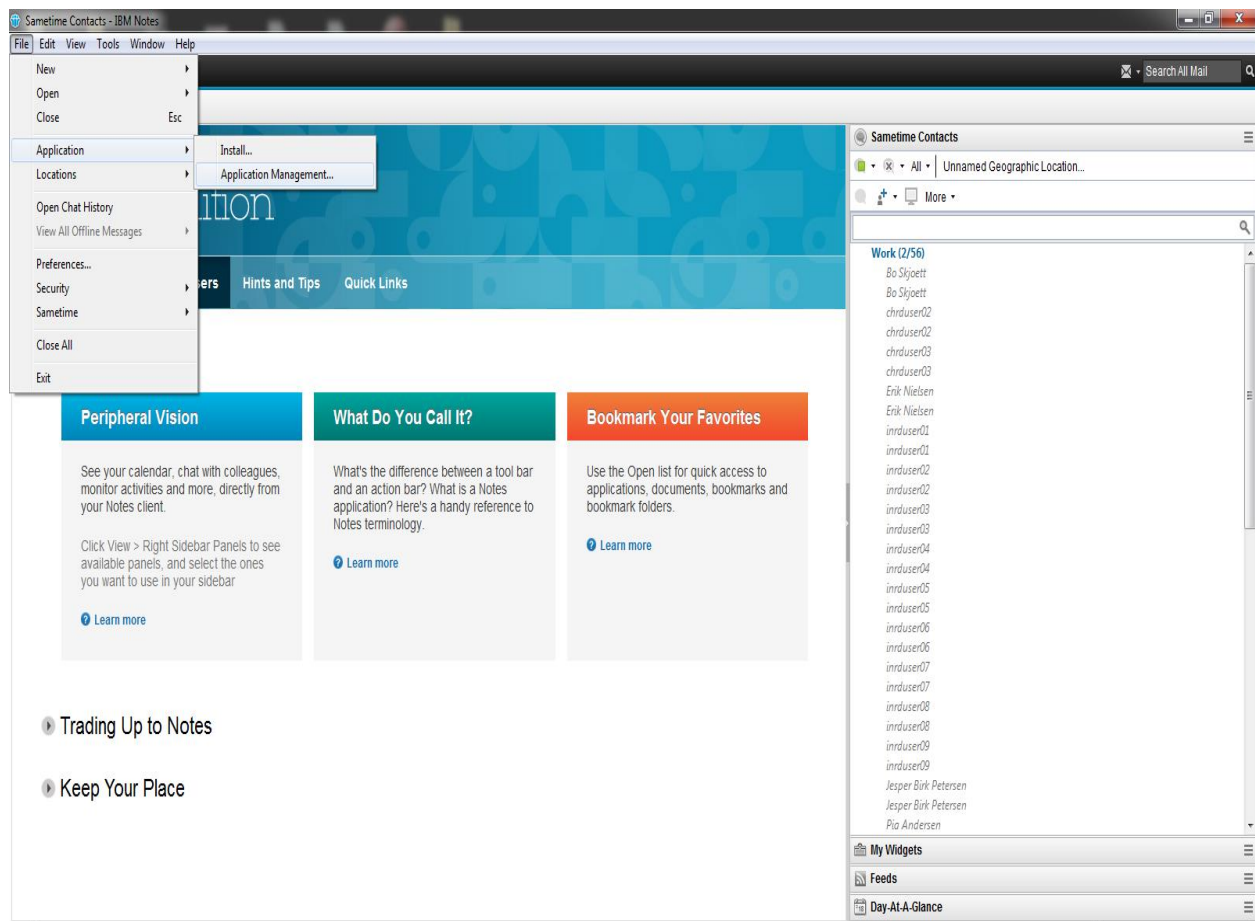
For IBM Sametime client V9.0 or above:

1. Start IBM Sametime client and login.
2. Open the **Actions and Preferences** menu and select **Plug-ins, Manage Plug-ins ...**
3. Click on **Uninstall** as shown in step 3 of Manual installation of Jabra Sametime plug-in section.



IBM Sametime Embedded client in Lotus Notes 9 or above:

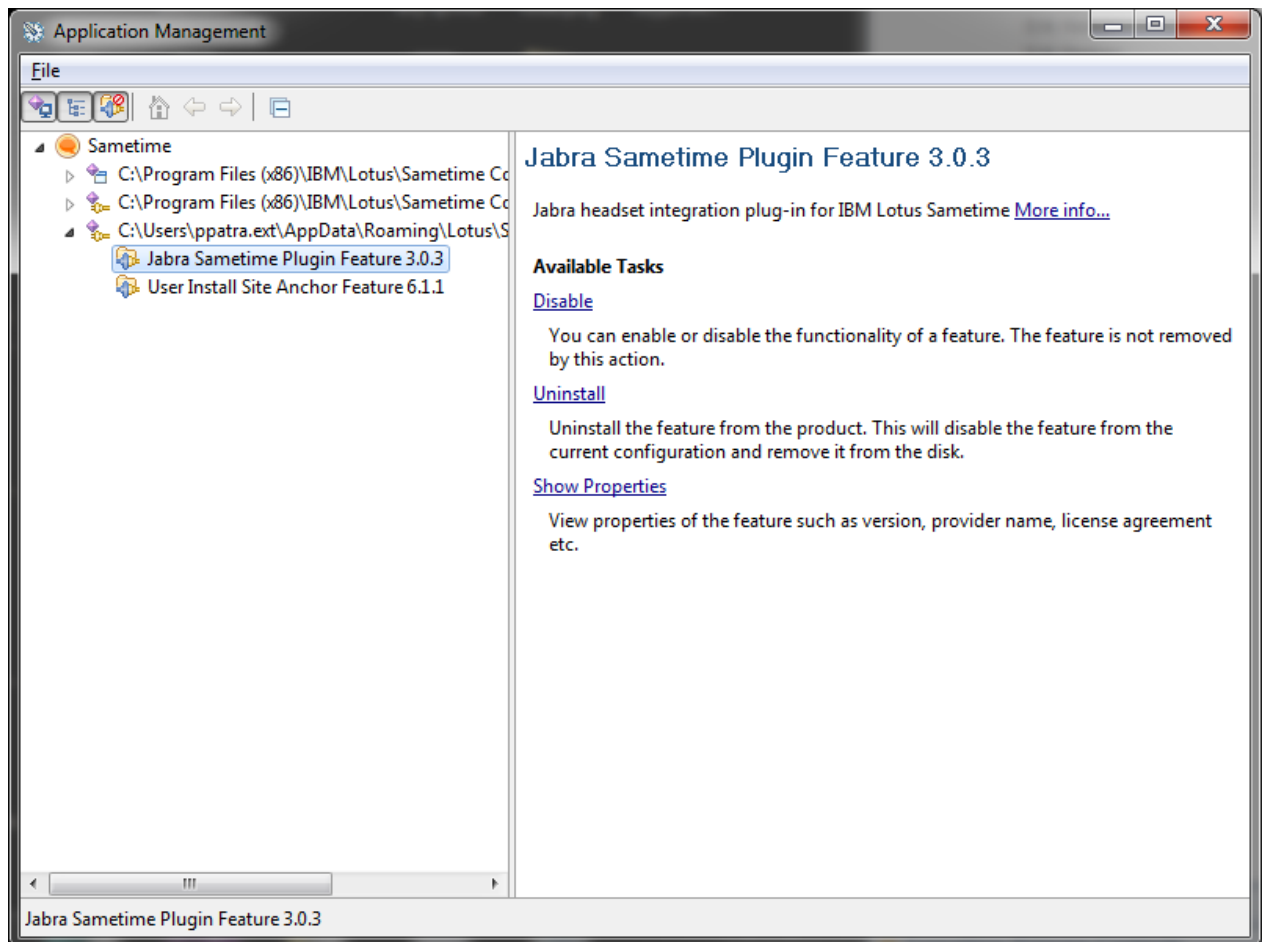
1. Start IBM Sametime embedded client and login.
2. Open the **File** menu and select **Application, Application Management...**
3. Click on **Uninstall** as shown in step 3 of Manual installation of Jabra Sametime plug-in.



SOFTPHONE ISSUES

Q I have installed Jabra Sametime plug-in automatically with IBM Sametime softphone. Why remote call control is not working with my Jabra device.

- Sometimes the plug-in will get installed, but the call control with headset might not work. If the user goes to the plug-in installed path, an error symbol is shown against the plug-in name. This means Sametime plug-in is not installed properly.



Workaround suggested:

User has to manually uninstall the Jabra Sametime plug-in from Sametime client and restart the Jabra Direct.