



POST INSTALLATION STEPS FOR SHORETEL COMMUNICATOR AND FAQ

POST INSTALLATION STEPS

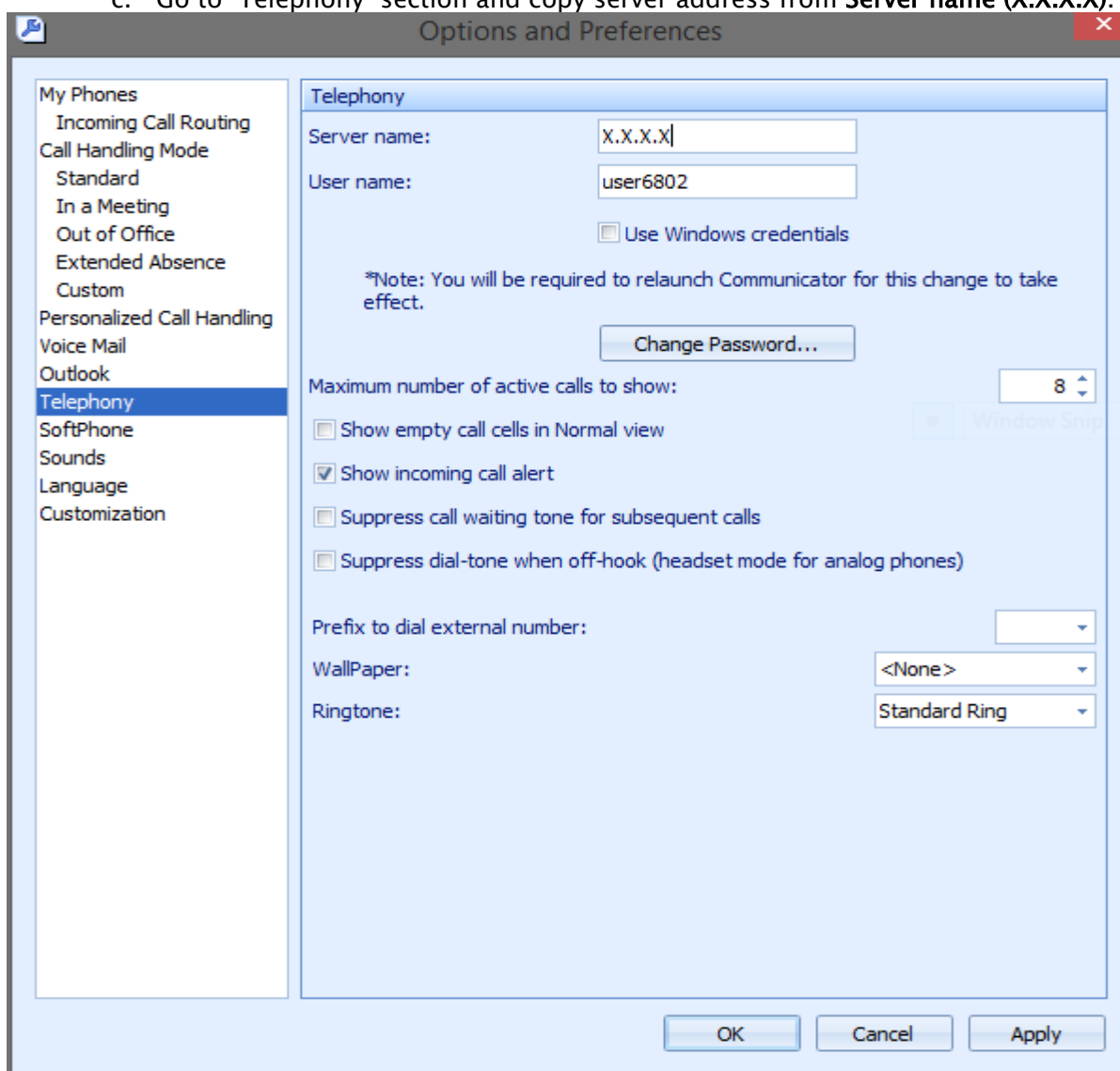
If you are using ShoreTel Communicator with Jabra Direct then you need follow below steps after installing ShoreTel Communicator.

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.

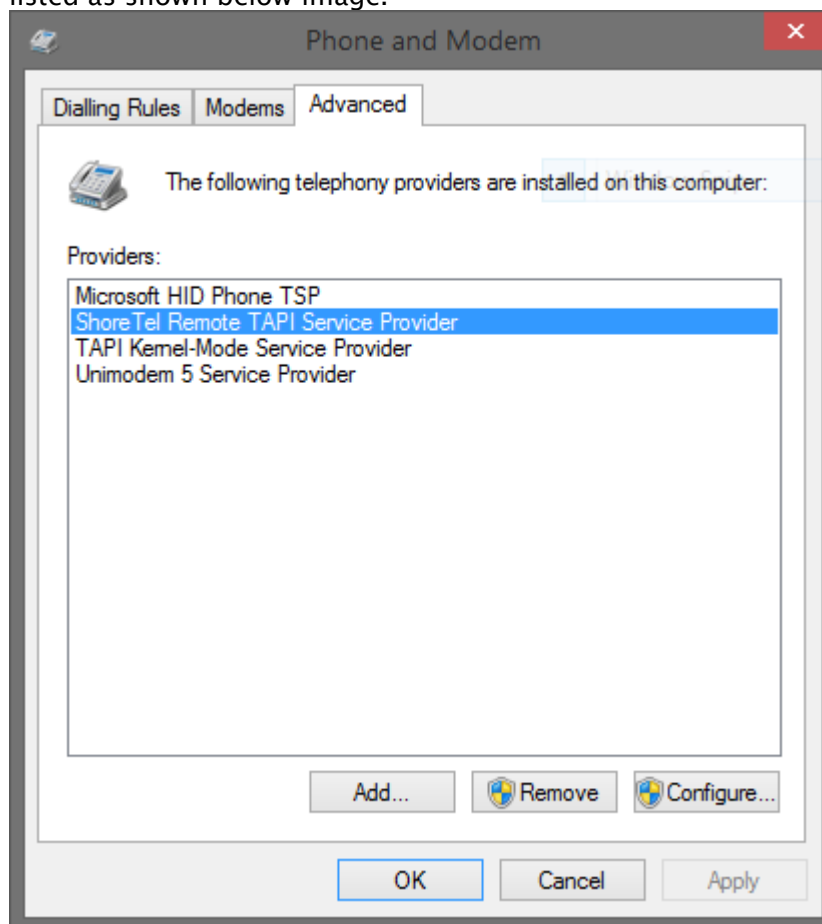
SOFTPHONE ISSUES

Q I have installed Jabra Direct and ShoreTel Communicator 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 communicator 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

The screenshot shows the 'ShoreTel Remote TSP' dialog box. It features a 'Device' tab with a ShoreTel logo. The 'Provider ID' is set to '4'. There is an unchecked 'Application Server' checkbox. The 'Server' field contains 'X.X.X.X', 'Login' contains 'X', and 'Password' and 'Owned Numbers' are empty. The 'Provider Status' section displays a scrollable list with the following information: 'Connection type: ShoreTel User', 'Server: x.x.x.x', 'CurSrv: x.x.x.x', 'Login: x', 'Connect: 02:26:51 01-04-2015', and 'Devices: 1 line, 1 phone'. Below the status list are 'Refresh' and 'Save As...' buttons. The 'Provider Usage' section has a dropdown menu currently set to 'Use this service provider (enable)'. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

- 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 communicator.