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SHORETEL CALL MANAGER™ Installation Instructions:

Before you begin:
Ensure you have an updated copy of your Operating system including Direct X9.0 or higher. You can download this update free of charge from Microsoft at the following links. Click here for Windows 98/ME or click here for Windows 2000/XP to download the latest version.

Hint: Windows XP, Vista or 7 users and anyone who has the latest Windows Updates will not have to do this step.

Step 1:
Install the SHORETEL CALL MANAGER Client on your PC. You may need the assistance of your IT department to setup and configure SHORETEL CALL MANAGER in your environment.

Step 2:
Download and install Eutectics SHORETEL CALL MANAGER™ integration software. Follow this link http://www.eutecticsinc.com/download23/DISK1/IPP_ShoretelSoftPhone.htm to install the software. If you have a CDROM in your package you may also install from the CD.

Step 3:
Plug in the Eutectics IPP Phone to the PC and let it install itself. If you are prompted for the location of the drivers, enter "C:\program files\eutectics\ShoretelSoftphone-IPP "as the file path.

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Step 4:
Configure the SHORETEL CALL MANAGER™ software to use the IPP Phone.

1. Open the SHORETEL CALL MANAGER Options and Preferences->Softphone Menu.

2. An Audio configuration dialog box will open.
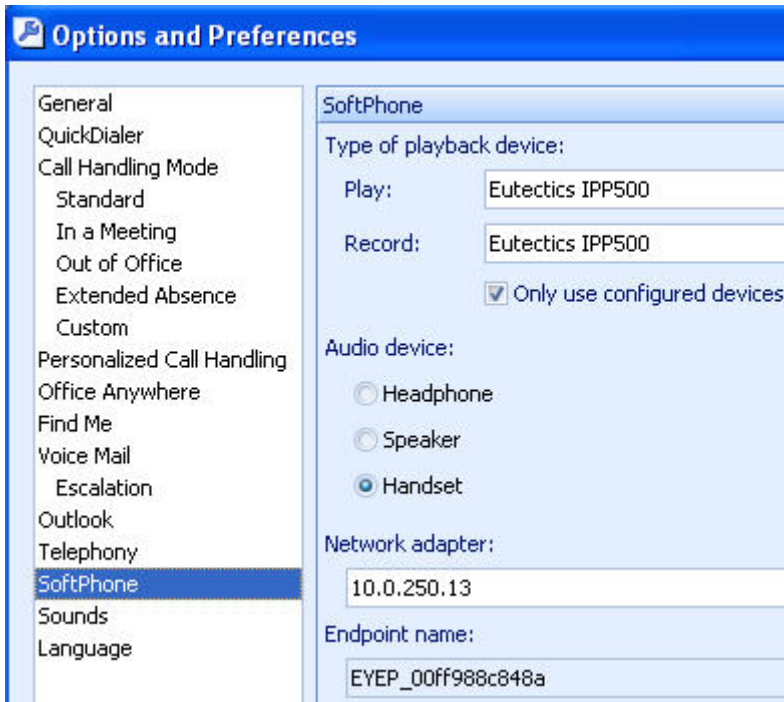
3. Set the Play and Record to the Eutectics device id (IPP500 or any of the IPP Internet Power Phone devices).
4. For IPP400, IPP520, IPP2000 and IPP700 models the INTERNAL RINGER of the phone device will ring – regardless of the PC Sound Card setting.

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Using the Phone

1. Using the SHORETEL CALL MANAGER with the Eutectics IPP phone is very simple. To Call a number just lift the handset and dial. The SHORETEL CALL MANAGER client will pop up and the numbers will appear in the dial window. TO start the call press the '#' (POUND) key.

2. For the IPP200 series of telephones (Models IPP200, IPP200T and IPP201) you just take the IPP phone off hook – the SHORETEL CM client will pop up. You can call by double-clicking on the contact you want. You will hear ringing in the handset. When the other party answers you just enjoy the conversation.
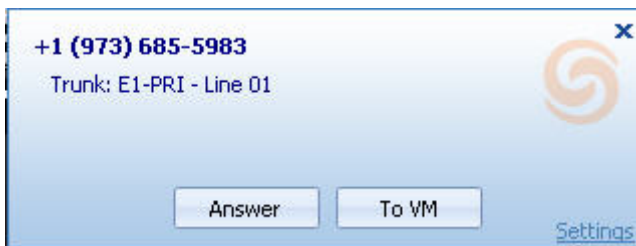
3.
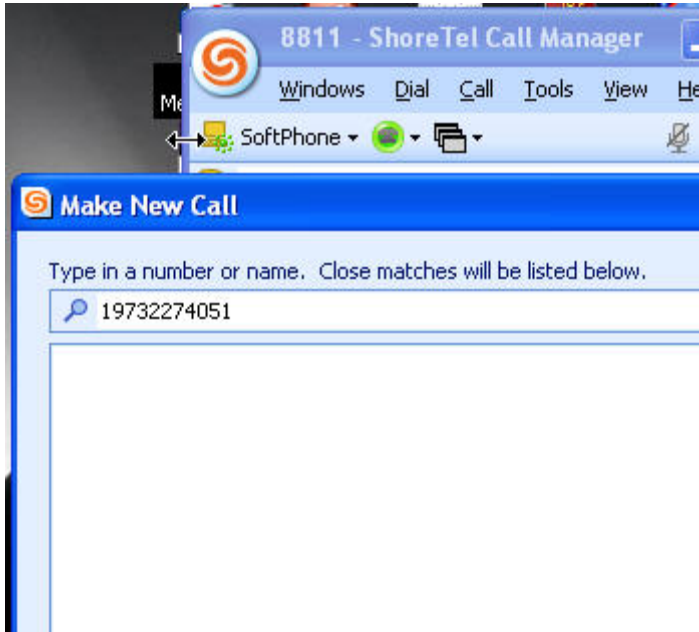
4. To end the call, simply replace the handset into the phone cradle.

Answering a Call

If some person is calling you will hear a RING from your PC speakers or the IPP device and you will see the indication on the SHORETEL CALL MANAGER™ client as below.

To answer the call simply lift the handset from the cradle. The call is automatically answered and you will be talking with the person who called you.

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Setting the Sound Levels
If you are having trouble hearing the called party or they are having trouble hearing you please check the Sound Levels on your PC. You can check the levels using the following procedure:

To check and adjust the Master Volume Control on windows XP please use the following procedure:

Select the SPEAKER icon from the system Tray (right hand corner) and RIGHT CLICK the mouse button on it. You may also select the SPEAKER icon from the Control Panel window.

Choose Adjust Audio Properties - the following dialog will appear.

In the Audio tab - choose the SOUNDCARD device as the PLAYBACK (so your normal PC sounds will come from the Speakers of the PC)

Also check the **Use Only Default Devices** box in the lower left corner.

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In the Voice tab choose the Eutectics Device (IPP200 in the above example) as the Playback and Recording - also click on the Volume Button and adjust the master volume to the highest level (you can make it lower later if desired).

The Sound Levels adjustment is complete – you can close the dialog. You should now have no problem hearing the other party.

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Vista or Windows 7 Users

Windows Vista has some additional settings required for proper operation of the Eutectics Devices.
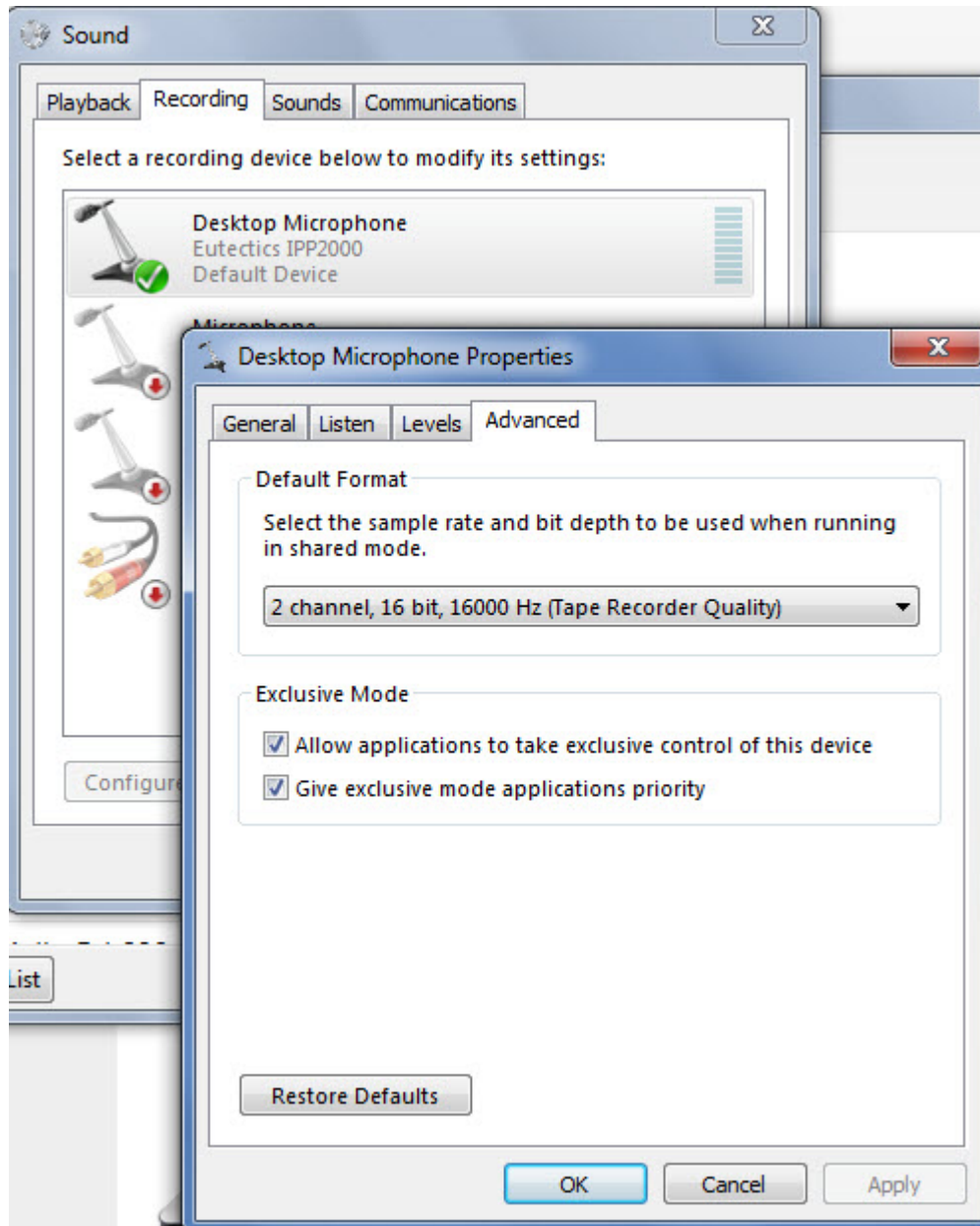
The microphone device must be configured as default STEREO capture mode.

Using the dialog below – please select the Default Format as **2 channel, 16 bit** in shared mode.
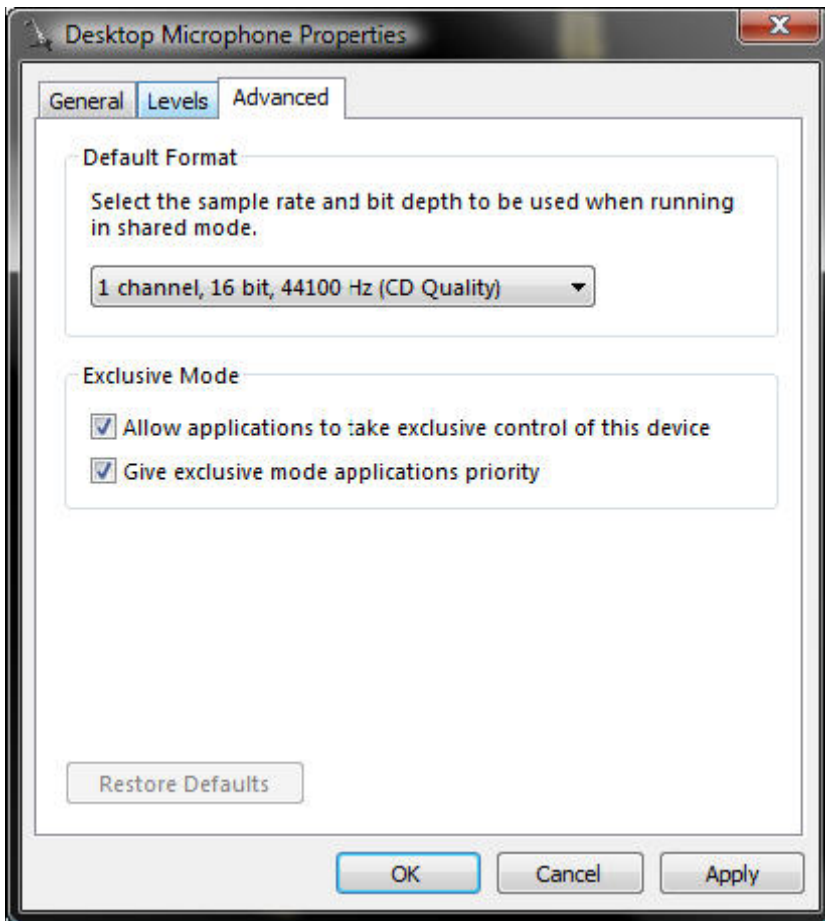
This setting is important to ensure proper operation of the integration on Windows Vista or Windows 7.

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Windows 7 Microphone Properties:

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Also the Setting of the IPP device as the Default Communications device should be verified as shown below:
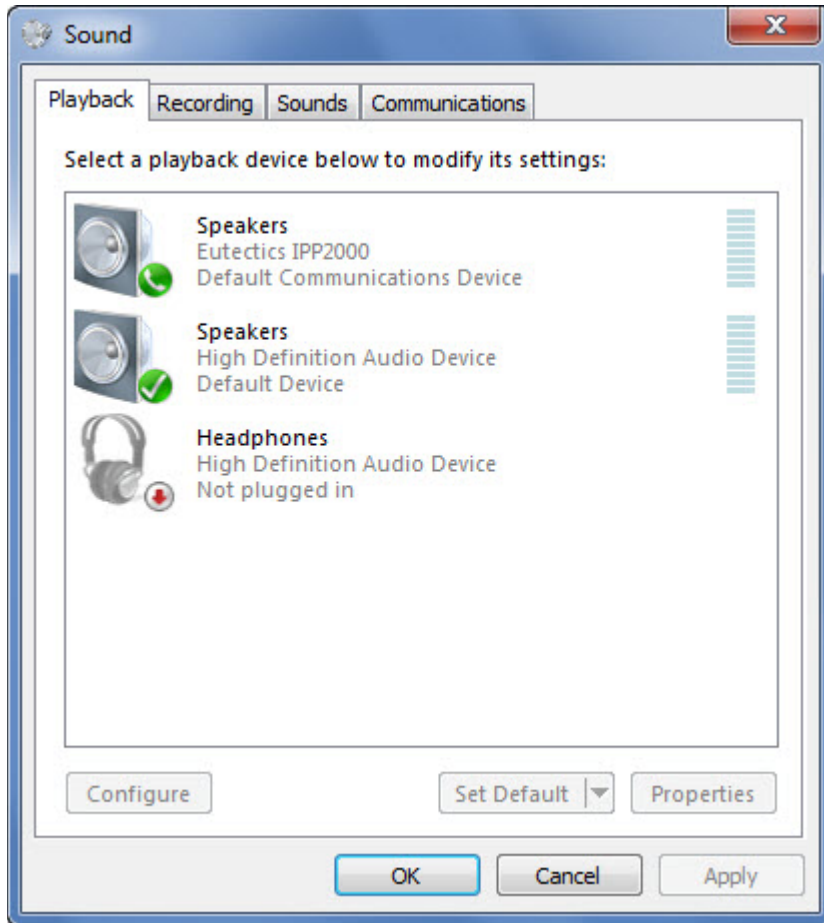
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