



Install Instructions

SterlingVOICE™ 15

ShoreTel Connect Client for Windows

ShoreTel Connect Client for Windows offers many new dynamic features promising to deliver even more productivity.

ShoreTel Connect for Windows provides options for controlling the following features:

- Visual Call Control
- Visual Voicemail
- Call handling mode
- Call handling mode settings
- Voice mail notification delivery settings
- Find Me settings
- External Assignment settings
- Passwords for ShoreTel Connect and voicemail

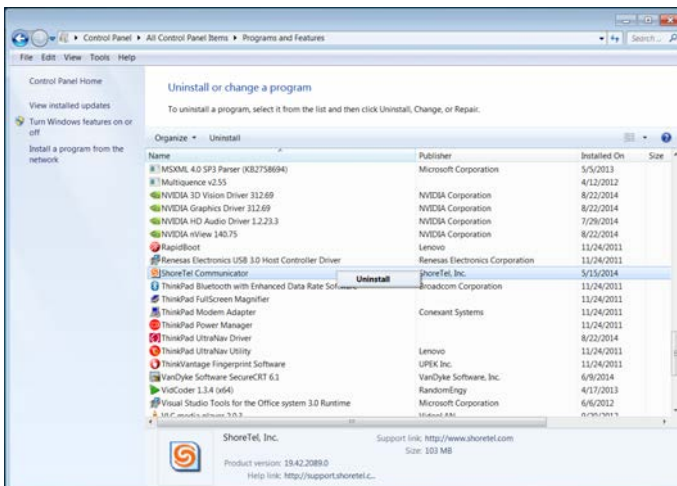
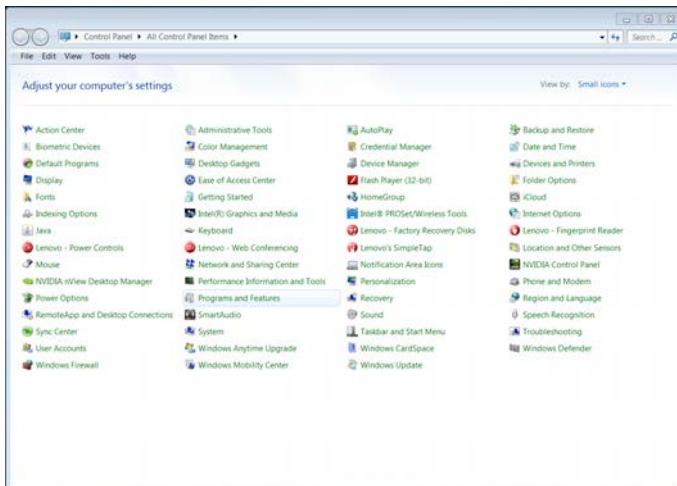
UNINSTALL INSTRUCTIONS

ShoreTel Connect Client for Mac

If you are currently running SterlingVOICE v14 with the Communicator, you will need to first UNINSTALL v14 before proceeding to install v15.

Here are the steps to uninstall v14:

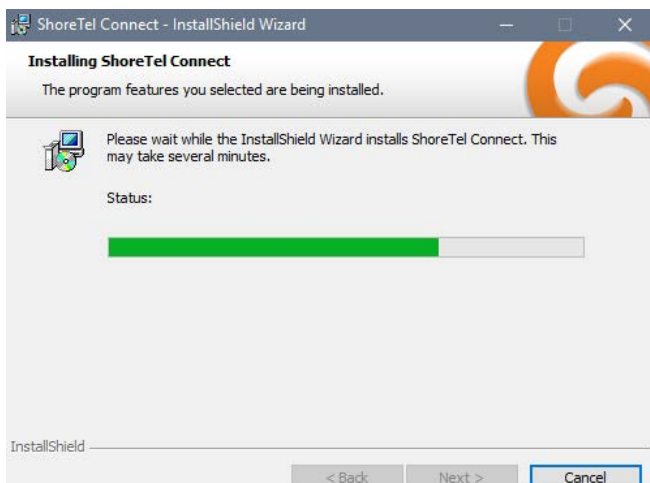
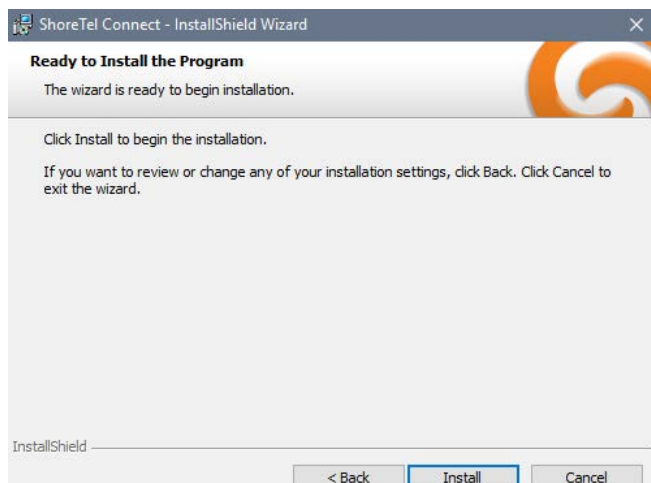
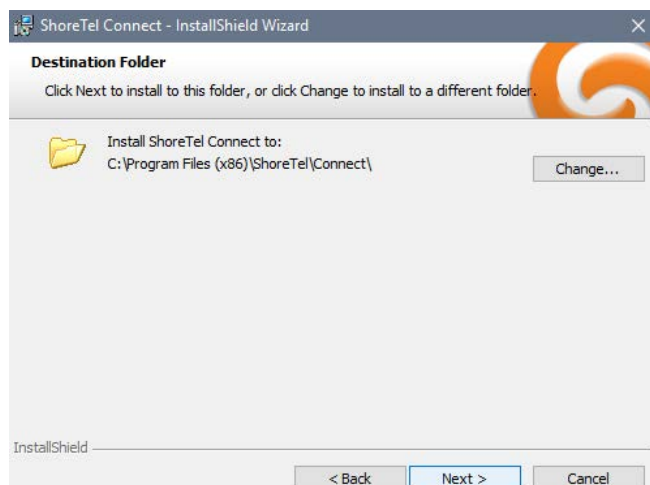
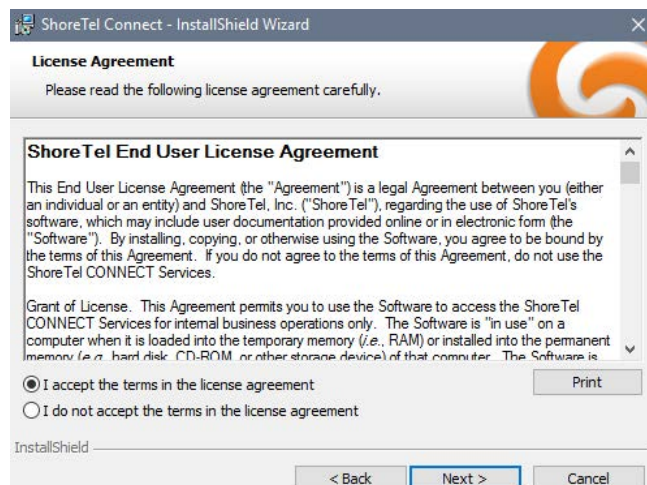
1. Please save all your work. Close all applications.
1. Open up the Control Panel. Click on Programs and Features.
2. Locate the ShoreTel Communicator Icon.
3. Right click on the ShoreTel Communicator Icon and select 'Uninstall'.



INSTALL INSTRUCTIONS

ShoreTel Connect Client for Windows

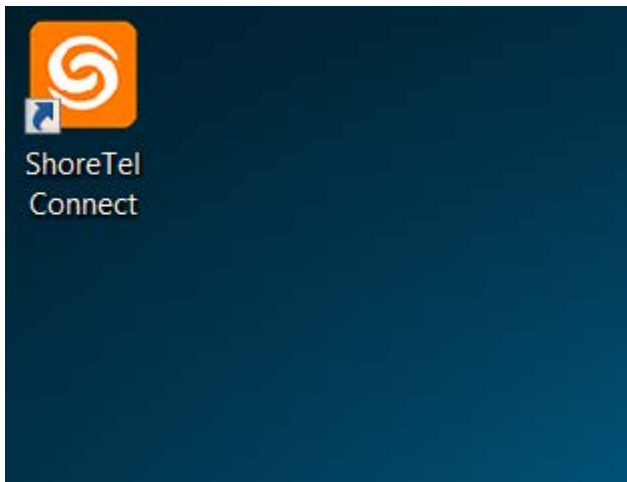
1. Download the Connect Client installation software for Windows at:
<http://www.sterling.net/Support/v15upgrade/Downloads>
2. Please save all your work.
Close all applications.
3. Run the installation software.
4. Accept the license agreement.
Then click Next.
5. Click Next.
Then click Install.



INSTALL INSTRUCTIONS CONTINUED

ShoreTel Connect Client for Windows

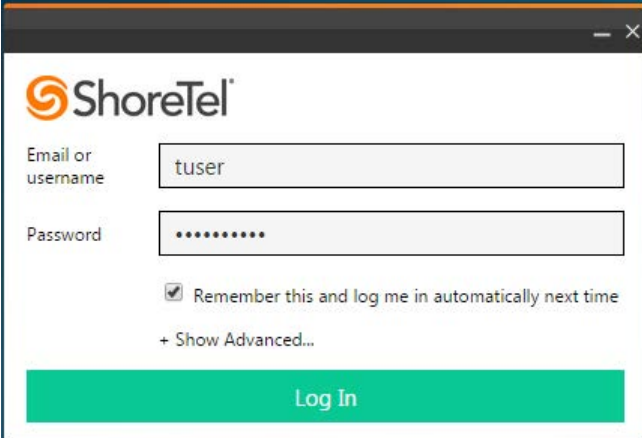
6. After install completes, find the ShoreTel Connect App Icon on your desktop and launch the program.



INSTALL INSTRUCTIONS CONTINUED

ShoreTel Connect Client for Windows

7. Enter your username and password. **(An email address will not work)** If you have forgotten your password, please contact our Support Team at 503-968-8908, option 2.



The screenshot shows the ShoreTel login window. It features the ShoreTel logo at the top left. Below the logo, there are two input fields: "Email or username" containing the text "tuser" and "Password" containing a series of dots. Below the password field is a checked checkbox labeled "Remember this and log me in automatically next time" and a link "+ Show Advanced...". At the bottom of the window is a large green button labeled "Log In".

8. The next window will need the Server Address.

Do NOT check the box
"Use Windows Credentials"
(Domain needs to remain blank)

Please contact support to get
your server name.



The screenshot shows the second step of the ShoreTel login process. The "Email or username" and "Password" fields are still present. Below the password field, there is a red error message: "Password can't be blank." Below this, there is a checkbox labeled "Use Windows Credentials" which is circled in red. Below that is a checked checkbox labeled "Remember this and log me in automatically next time". Below the checkboxes is a "Domain" field containing the text "Optional for added security". Below the domain field is a "Server" field containing the text "your server name", which is also circled in red. At the bottom of the window is a large green button labeled "Log In".

8. Your installation is complete! If you have any questions or concerns, please call our Support Team at 503-968-8908, option 2.