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1. Introduction & System requirements:

I. Introduction:

This guide describes how to install the Sennheiser Call Control Plug-in for IBM Sametime on windows. This plug-in enables users to do call control from Sennheiser headsets on a Sametime softphone. Users can perform accept, end, mute, unmute, hold & resume operations.

II. <u>System requirements:</u>

- ➢ Windows XP with SP3 & Above.
- > IBM Sametime Softphone v8.5.2 and above
- > Latest version of the Sennheiser softphone SDK should be installed.
- USB-Sennheiser headset, dongle or base station supported by Sennheiser SDK

2. Manual Installation of Sennheiser plug-in for IBM Sametime.

In order to use Sennheiser headset for call control with Sametime client, Sennheiser PLI needs to be installed in Sametime client.

<u>Note:</u> In this document "<Install Location>" refers to the path on the target machine where the Sennheiser headset plug-in for IBM Sametime setup has been installed. Default location will be C:\Program files\Sennheiser\(32-bit OS) or C:\Program files (x86)\Sennheiser\(64-bit OS).

The following steps describe how to install the plug-in:

Step 1: Starting the installation

1. Click on , then "Plug-ins", and then select "Instlal Plug-ins..."





Step 2: Feature Installation

- 1. In the Install/Update window that is displayed, select the option "Search for new features to install".
- 2. Click "Next" to proceed.

🕼 Install/Update	
Feature Updates	
Choose the way you want to search for features to install.	
Search for updates of the currently installed features	
Select this option if you want to search for updates of the features you already have i	installed.
Search for new features to install	
Select this option if you want to install new features from existing or new update site	s. Some sites may
< <u>B</u> ack Next > Einish	Cancel



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Step 3: Selecting the Zip file to install

💿 Install	
Application Locations Add the URL, folder, or ZIP/JAR location to install. To Edit	or Remove, highlight the location.
Location list: Select the locations to check for available ap	plications.
	Add Remote Location
	Add Folder Location
	Add Zip/Jar Location
	<u>R</u> emove
	Import Location
	Export Location
Ignore features not applicable to this environment	
< <u>B</u> ack	lext > Einish Cancel

- 1. Click on the option "Add Zip/Jar location".
- 2. Navigate to "<Install Location>\IBMSametimePlugin\IBMSametimePlugin.zip" to select the zip file that will be used for installation.

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		Add Re		emote Location		
	(1. The second second			Add F	older Location
	Name:	IBMSametimePlu	ugin_1.6.0.zip		2.5	Jar Location
	URL: jar:file:C:/Program		m Files (x86)/Ser	nnheiser/IBMS	icel	Edit Remove
	φ.				Exp	ort Location
] Ignore feat	ure <mark>s not appli</mark>	cable to this envir	onment			

3. After the zip is selected, the plug-in zip appears in the Location list as shown below.

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✓ ✓ IBMSametimePlugin_1.6.0.zip	Add Remote Location.
	Add Folder Location
	Add Zip/Jar Location
	Edit
	Remove
	Import Location
	Export Location
] Ignore features not applicable to this environment	

4. Check in the box next to "IBMSametimePlugin.zip" in the Location list as displayed in the image above and click "Finish" to proceed further.



Step 4: Features to install

1. Select "IBMSametimePlugin_<Version Number>.zip" from the features to be installed list and click on "Next".

Updates	
Search Results Select features to install from the search result list.	
Select the features to install:	
▶ 📝 🔩 IBMSametimePlugin_1.6.0.zip	Deselect All
	More Info
	Properties
	Select Required
	Error Details
1 of 1 selected. ☑ Only show the latest version of a feature per update site	
< Back Next >	Finish Cancel

Step 5: License Agreement

- 1. Read the contents of the license agreement before proceeding.
- 2. Select the option "I accept the terms in the license agreements" and click on "Next" if continuing with the installation.



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Step 6: Completing the installation

1. In the "Install" window (see the image below), click on "Finish" to start the installation.

Feature Name	Feature Version	Feature Size
The Sennheiser IB	1.6.0	Unknown
equired space: Unknov	vn	



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Step 7: Validating the installation

1. Select the option "Install this plug-in" and click on "OK" to complete the installation.

I he system is trying to instal cannot be sure of the origin	I or update a plug-in. The following plug-in is not signed. This means that you of the code. Installing or updating unsigned code exposes your system to risk.
Plug-in name:	The Sennheiser IBM Sametime Plug-in CallControl Feature
Plug- <mark>i</mark> n identifier:	secom.sametime.callcontrolplugin.feature_1.6.0
File identifier:	secom.sametime.callcontrolplugin.feature_1.6.0
Choose what you want to d	0:
🔘 Do not install this plug-ir	ו (Default)
Install this plug-in	

Step 8: Restart the client to use the plug-in

- 1. Once the installation has been successfully completed, the Sametime client has to be restarted. The client displays a small window as depicted in the image below at the lower right corner of the screen.
- 2. Select the "Restart Now" option to restart the client.
- 3. Once the client has restarted, the plug-in can be used for call control.



<u>Note:</u> You must restart the Softphone after "Sennheiser headset plug-in for IBM Sametime" installation in order to do call control using the Sametime Plug-in.

3. Updating the plug-in

The following steps describe how to update the plug-in:

Step 1: Starting the update

1. From the menu Tools->Plug-ins, select the option "Install plug-ins".





Step 2: Features to update

- 1. In the Install/Update window that is displayed, select the option "Search for new features to install".
- 2. Click "Next" to proceed.

💿 Install/Update	
Feature Updates	
Choose the way you want to search for features to install.	
Search for updates of the currently installed features	
Select this option if you want to search for updates of the features you already have	ve installed.
Search for new features to install	
Select this option if you want to install new features from existing or new update s already be available. You can add new update site URIs to the search.	ites. Some sites may
< <u>B</u> ack Next > <u>F</u> inish	Cancel



Step 3: Selecting the Zip file

ocation list: Select the locations to check for available ap	Add Remote Location
	Add Folder Location
	Add Folder Location
	Add Zip/Jar Location
	Edit
	Remove
	Import Location
	Export Location
] Ignore features not applicable to this environment	

- 1. Since a previous version of the plug-in is already installed, the client will appear as displayed in the image above.
- 2. Click on the option "Add Zip/Jar location" to select the zip file of the updated version of the plug-in that is to be installed.

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🗸 ┥ IBMSa	metimePlugi	n_1.5.5.zip		Add Remote Location
	🕠 Edit	Local Site		Add Folder Location
	Name:	Name: BMSametimePlugin_1.6.0.zip		
		ОК	Cancel	Remove
				Export Location
] Ignore feat	ures not appli	cable to this environment		

3. Select the new version to be updated. After selecting, the new version will be shown in the Location list as below.

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🚺 Install	
Application Locations Add the URL, folder, or ZIP/JAR location to install. To Edit or	Remove, highlight the location.
Location list: Select the locations to check for available appli	cations.
IBMSametimePlugin_1.5.5.zip	Add Remote Location
IBMSametimePlugin_1.6.0.zip	Add Folder Location
	Add Zip/Jar Location
	Edit
	Remove
	Import Location
	Export Location
☑ Ignore features not applicable to this environment	
Seck New	t > Finish Cancel

- 4. Uncheck the previous version installed.
- 5. Checkthe box next to new version of the "IBMSametimePlugin_<New version>.zip" (as shown in the image above) in the Location list and click "Finish" to proceed further.



Step 4: Starting the update

1. Select "IBMSametimePlugin.zip" from the features to be installed list and click on "Next" to start the update.

Updates	
Search Results Select features to install from the search result list.	
Select the features to install:	
IBMSametimePlugin_1.6.0.zip	Deselect All
	More Info
	Properties
	Select Required
	Error Details
1 of 1 selected. ⑦ Only show the latest version of a feature per update site	
< Back Next >	Finish Cancel

Step 5: License Agreement

- 1. Read the contents of the license agreement before proceeding.
- 2. Select the option "I accept the terms in the license agreements" and click on "Next" if continuing with the installation.

Sametime Connect Client call control	Sennheiser Communications A/S Free License Agreement END USER LICENSE AGREEMENT FOR FREEWARE Unless stated otherwise, all documentation and software included in the HeadSetup package is copyrighted by Sennheiser Communications A/S. IMPORTANT – READ CAREFULLY: This License Agreement is a legal agreement between you (either an individual or a single entity) and Sennheiser Communications A/S for the HeadSetup Free software product identified above, which may include associated software components, media, printed materials, and "online" or electronic documentation ("Software"). By installing, copying, or
I accept the terms in the license agreen I do not accept the terms in the license	agreements



Step 6: Validating the installation

1. In the "Install" window, click on Finish to continue with the installation.

eature Name	Feature Version	Feature Size
Fine Sennheiser IB	1.6.0	Unknown
equired space: Unknov	vn	

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<u>Step 7:</u> Select the option "Install this plug-in" and click on "OK" to complete the installation.

The system is trying to ins cannot be sure of the origi	tall or update a plug-in. The following plug-in is not signed. This means that you in of the code. Installing or updating unsigned code exposes your system to risk.
Plug-in name:	The Sennheiser IBM Sametime Plug-in CallControl Feature
Plug-in identifier:	secom.sametime.callcontrolplugin.feature_1.6.0
F <mark>ile id</mark> entifier:	secom.sametime.callcontrolplugin.feature_1.6.0
Choose what you want to	do:
🔘 Do not install this plug	-in (Default)
Install this plug-in	

<u>Step 8:</u> Once the installation has been successfully completed, the Sametime client has to be restarted. The client displays a small window at the lower right corner of the screen as depicted in the image below. Select the "Restart Now" option to restart the client.



Once the client has restarted, the plug-in can be used for call control.

4. Automatic Installation of the Sennheiser plug-in for IBM Sametime.

The following steps describe how to automatically install the plug-in through a server: <u>Step 1: Starting the installation:</u>

After Sametime starts, users will see the login page.

💽 IBN	A Sametime Connect 📃 🔲 🗾
Q	Find a person or number #•
5	ST_test17 Set my geographic location You are offline
	Contacts
1	Log in to IBM Sametime
	Sametime server:
*	st9community.senntest.com
모	User name:
	ST_test17
	Password:
-	*****
	Remember password
4	Automatically log in
	Settings
	Availability status:
	Available
	I am available 🗸 🚽
	Open Sametime
	۰ III +
	Log In

Note: Change the sametime server to "st9community.senntest.com" in login page before logging in to softphone.

Change the Sametime server to "chat.meetingrite.com" on the login page before logging in to softphone.

Press settings... (Link available on login page), press on the Server menu, change the Host server name to "st9community.senntest.com"/ "chat.meetingrite.com", and go to the Connection menu and select "direct connection using HTTP protocol". Press "OK" button and try to login using a valid username & password.

erver community type: S	ametime	
erver community name:	st9community.senntest.com:	
nis is your default server cor	mmunity	
Log In Server Connect	tion Options	
Constitute Constant		-
Sameume Server		
Host server:	st9community.senntest.com	
Server community port:	1533	
Send keep alive signa	al after the following number of seconds: 60	
	OK	Cancel

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Connectivity for stcommunity.senntest.com	X
Server community type: Sametime	
Server community name: st9community.senntest.com:	
This is your default server community	
Log In Server Connection Options	
If you are not familiar with the following settings, do not change them unless instructed your system administrator. Use global connection settings (defined in main server communities preference page Connection	d by Je)
Server communities and plug-ins might use the global connection settings defined be Connection settings for each individual server community determine whether or not t these global connection settings.	low. o use
O Direct connection	
O Direct connection using TLS	
Original Direct connection using HTTP protocol	
O Use my Internet Explorer HTTP settings	
O Use proxy	
OK	el

<u>Step 2:</u> Wait for plug-in installation request pop-up.

Note: Pop-up will appear if there is a newer version of Sennheiser plug-in available on the server. If the softphone already has the latest version of the plug-in installed, then the softphone will not give any pop-up.

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The system is trying to ins cannot be sure of the orig	tall or update a plug-in. The following plug-in is not signed. This means that you in of the code. Installing or updating unsigned code exposes your system to risk.
Plug-in name:	The Sennheiser IBM Sametime Plug-in CallControl Feature
Plug-in identifier:	secom.sametime.callcontrolplugin.feature_1.6.0
File identifier:	secom.sametime.callcontrolplugin.feature_1.6.0
Choose what you want to O Do not install this plug Install this plug-in	do: -in (Default)
 Install this plug-in 	

Press **OK** button to install the latest plugin.

<u>Step 3:</u> Once the installation has successfully completed, the Sametime client has to be restarted. The client displays a small window on the screen as depicted in the image below. Select the "Restart Now" option to restart the client.

•••	IBM Sametime (Connect	×
0	New administrator updates have been foun Restart Sametime now for changes to take e	d and install <mark>e</mark> d for Sam ffect.	etime.
Featu	re ID	Version #	
secon	n.sametime.callcontrolplugin.feature	1.6.0	
		Restart Now	Wait 5 Minutes

Once the client has restarted, the plug-in can be used for call control.

Note: For call control with Sennheiser headsets, Sennheiser SDK must be installed to the system if the user directly installs the plug-in through a server.

5. Uninstalling the plug-in

The following steps define how to uninstall the plug-in.

Step 1: Starting un-installation

1. Click the button on Softphone, go to "Plug-ins", and select the option "Manage Plug-ins..."





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Step 2: Selecting the plug-in

1. Select the plug-in (named "The Sennheiser IBM Sametime Plug-in CallControl Feature X.X.X") from the list of plug-ins and click on option "Uninstall".

Standard Application Management	- 🗆 🗙
File	
 Sametime C:\Program Files (x86)\\BM\Sametime Connect\rcp\eclipse C:\Drogram Files (x86)\\BM\Sametime Connect\shared\eclipse C:\Users\Senncomm\AppData\Roaming\\BM\Sametime\applications\eclipse The Sennheiser IBM Sametime Plug-in CallControl Feature 1.6.0 User Install Site Anchor Feature 6.1.1 	The Sennheiser IBM Sametime Plug-in CallControl Feature 1.6.0 Callcontrol plugin Available Tasks Disable You can enable or disable the functionality of a feature. The feature is not removed by this action. Uninstall Uninstall the feature from the product. This will disable the feature from the current configuration and remove it from the disk. Show Properties View properties of the feature such as version, provider name, license agreement etc.



Step 3: Click "OK" on the message that is displayed to complete the un-installation.



<u>Step 4:</u> The client will have to be restarted after the un-installation. Select the option "Restart Now" in the small window that is displayed in the lower right corner of the screen to complete the process.

