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1. Introduction & System requirements:

I. <u>Introduction:</u>

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

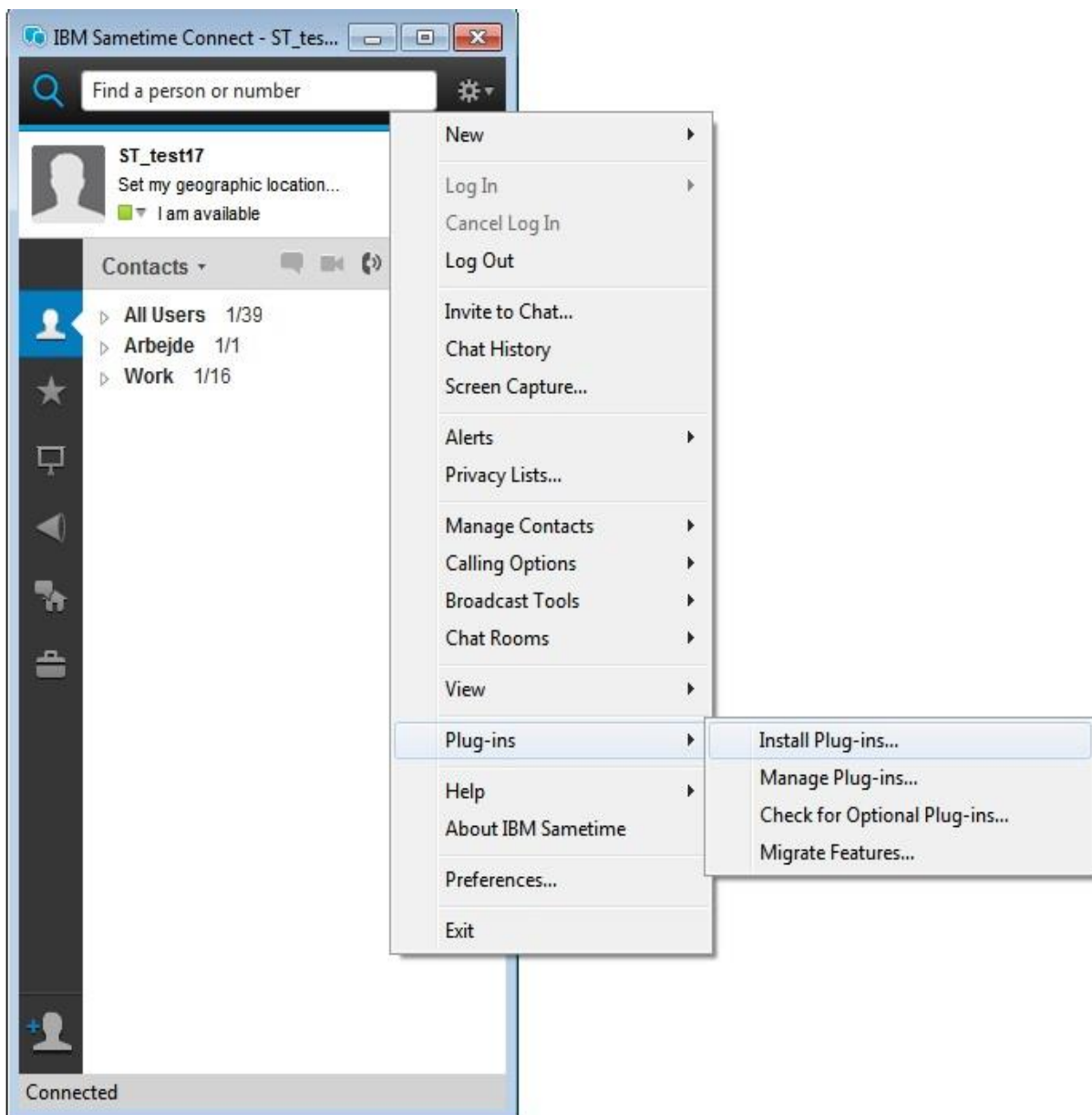## 2. Manual Installation of Sennheiser plug-in for IBM Sametime.

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

Note: 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).
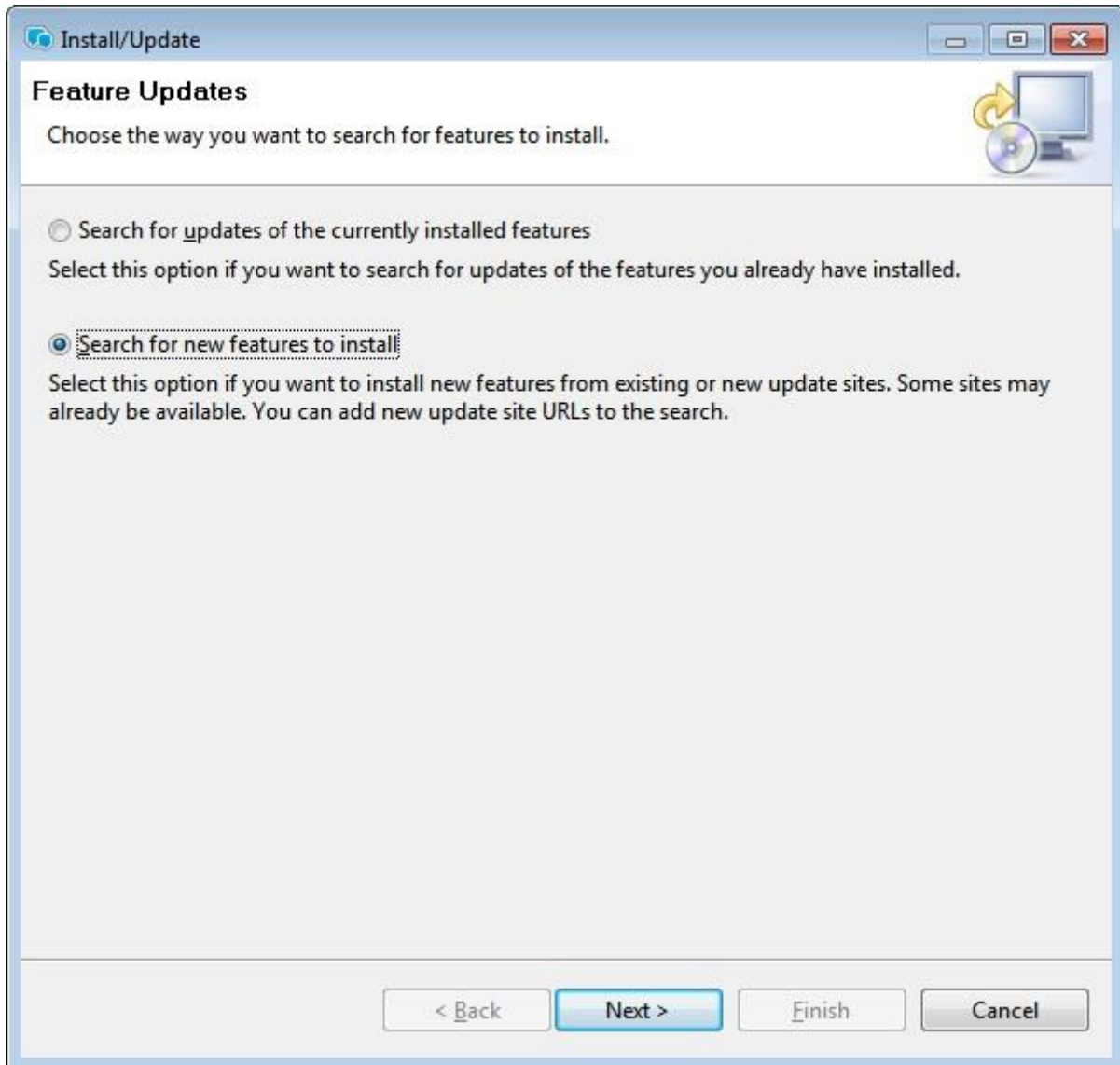
The following steps describe how to install the plug-in:
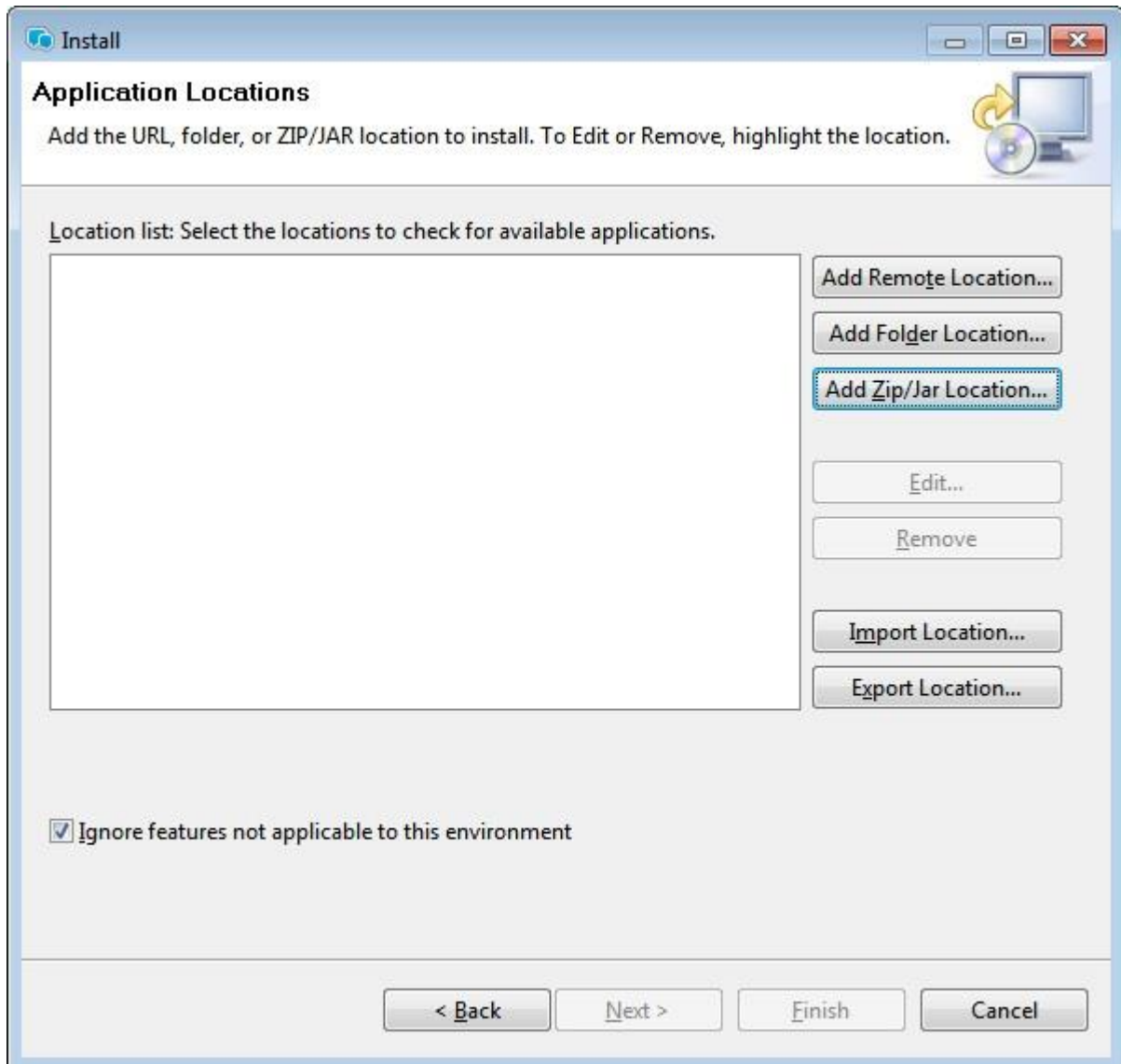
Step 1: Starting the installation

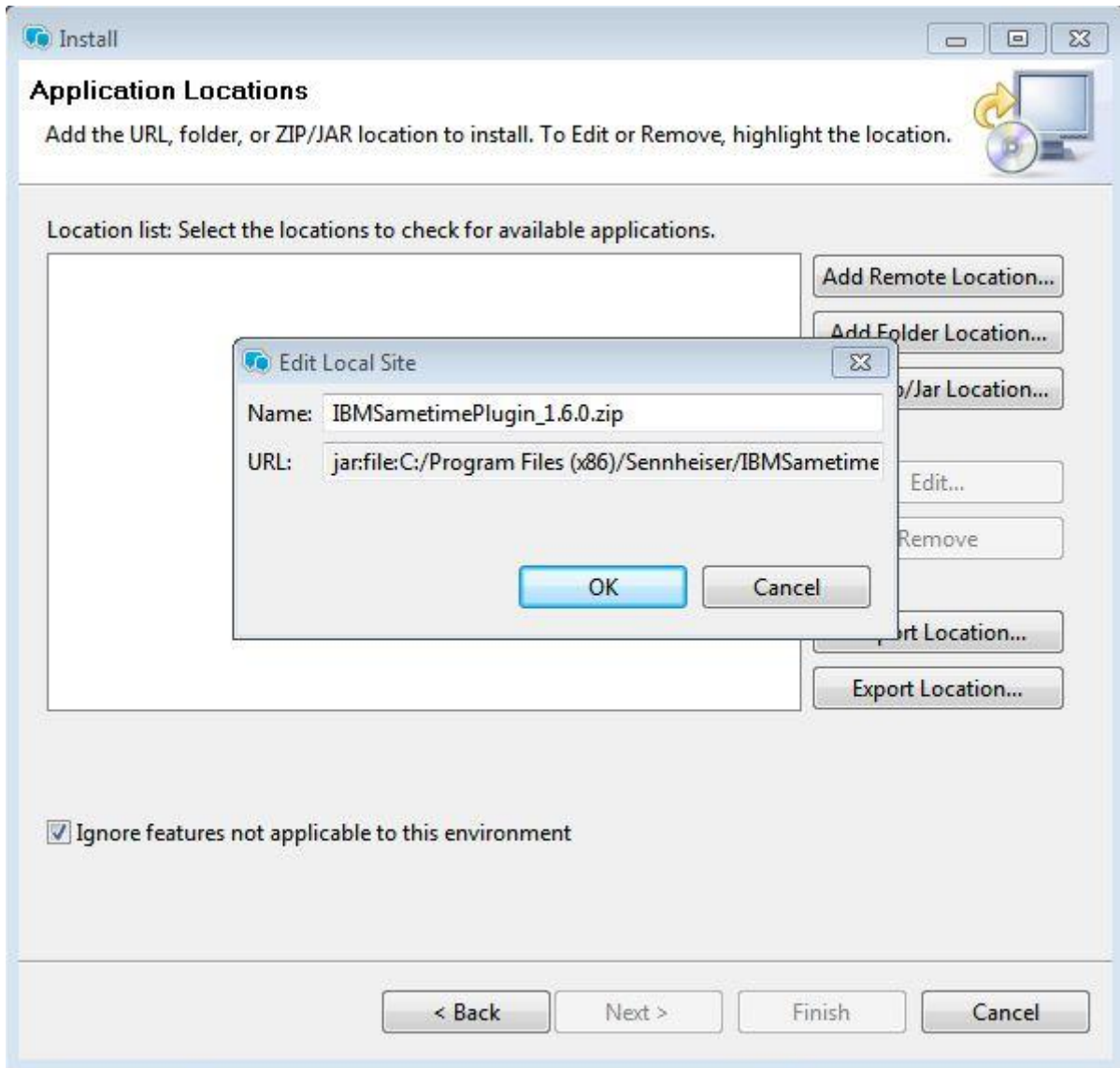1. Click on , then "Plug-ins", and then select "Instlal Plug-ins…"

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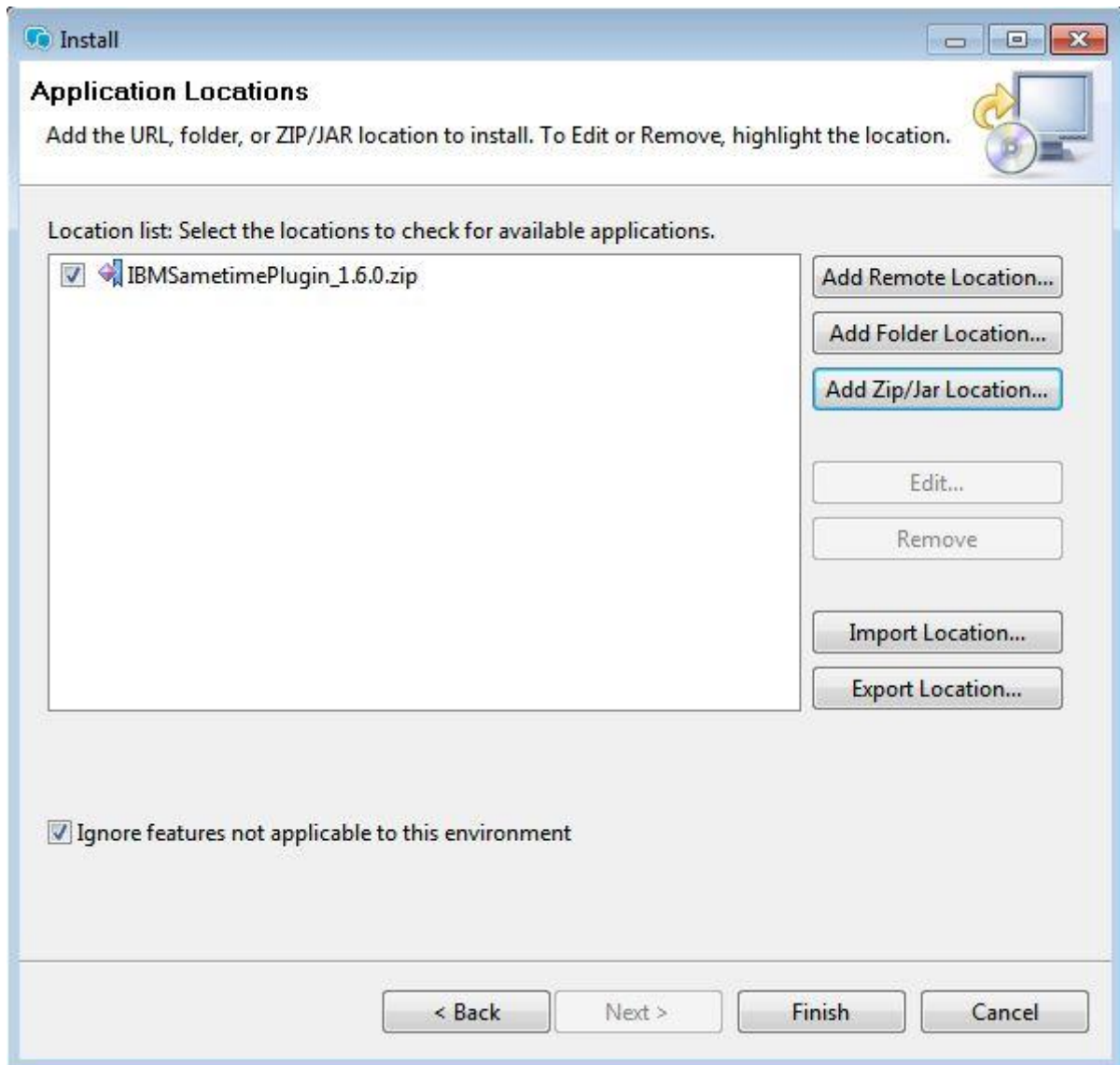2. Click "Next" to proceed.

Step 3: Selecting the Zip file to install

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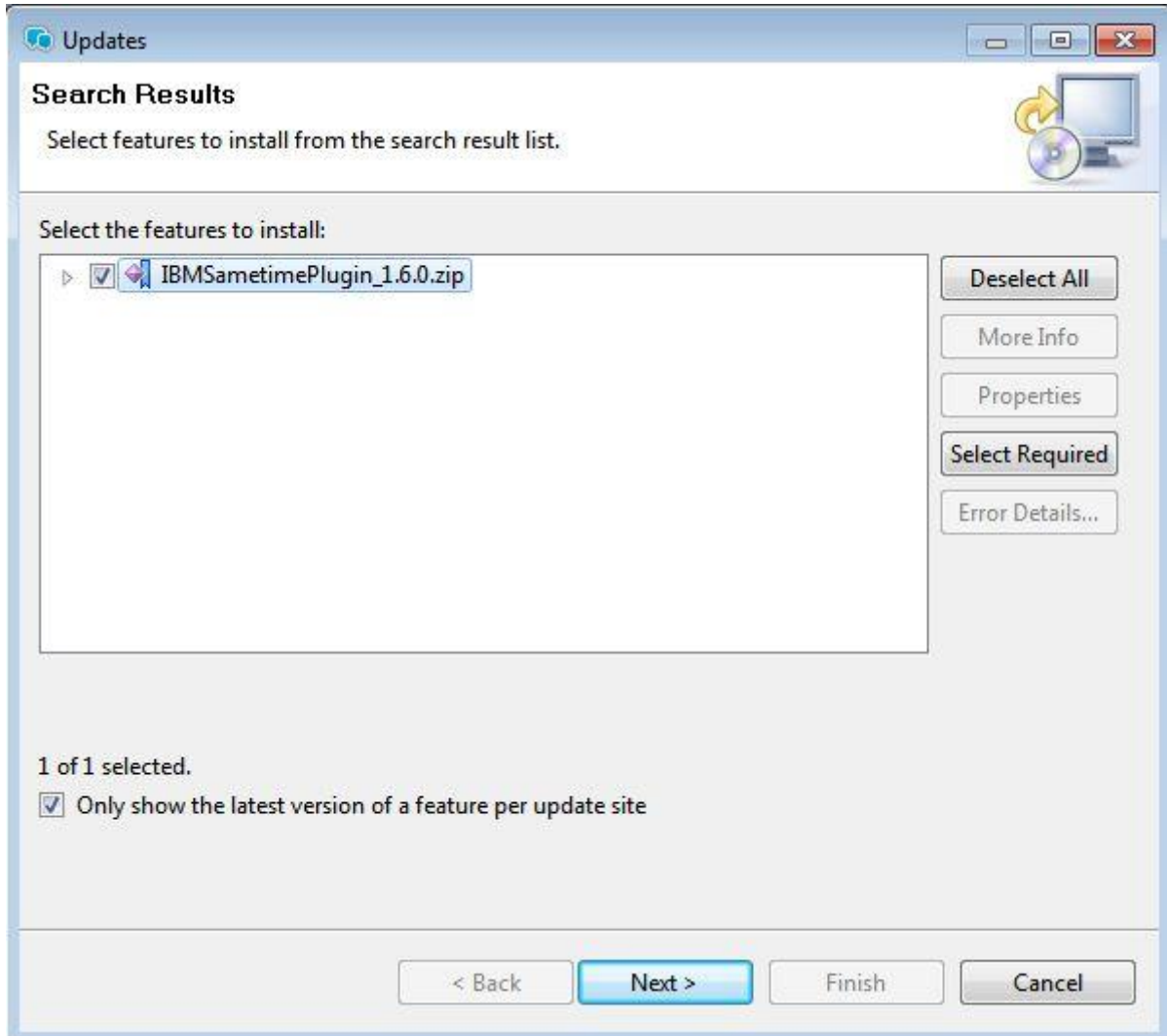
3. After the zip is selected, the plug-in zip appears in the Location list as shown below.

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.
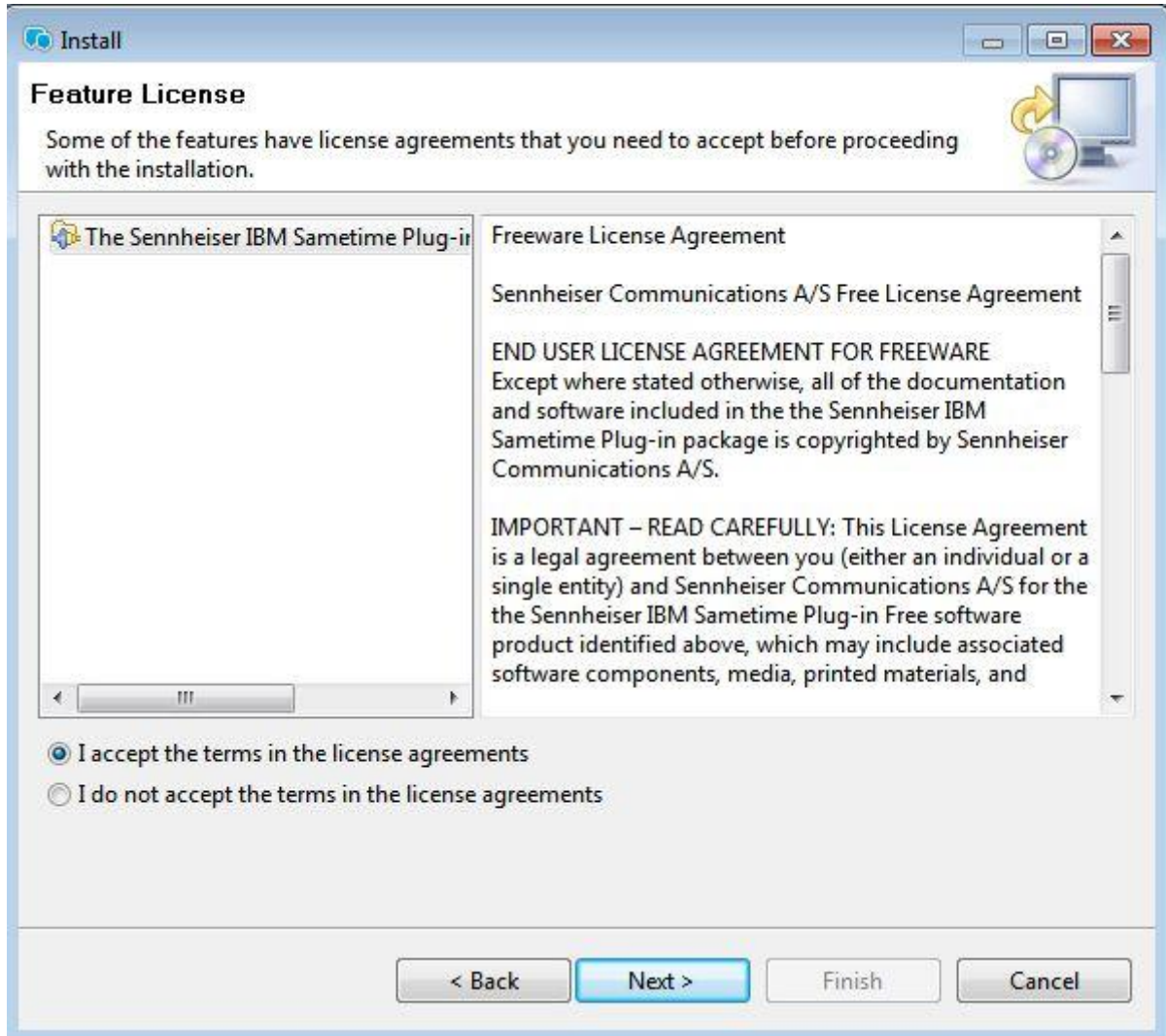
Step 4: Features to install
1. Select "IBMSametimePlugin_<Version Number>.zip" from the features to be installed list and click on "Next".
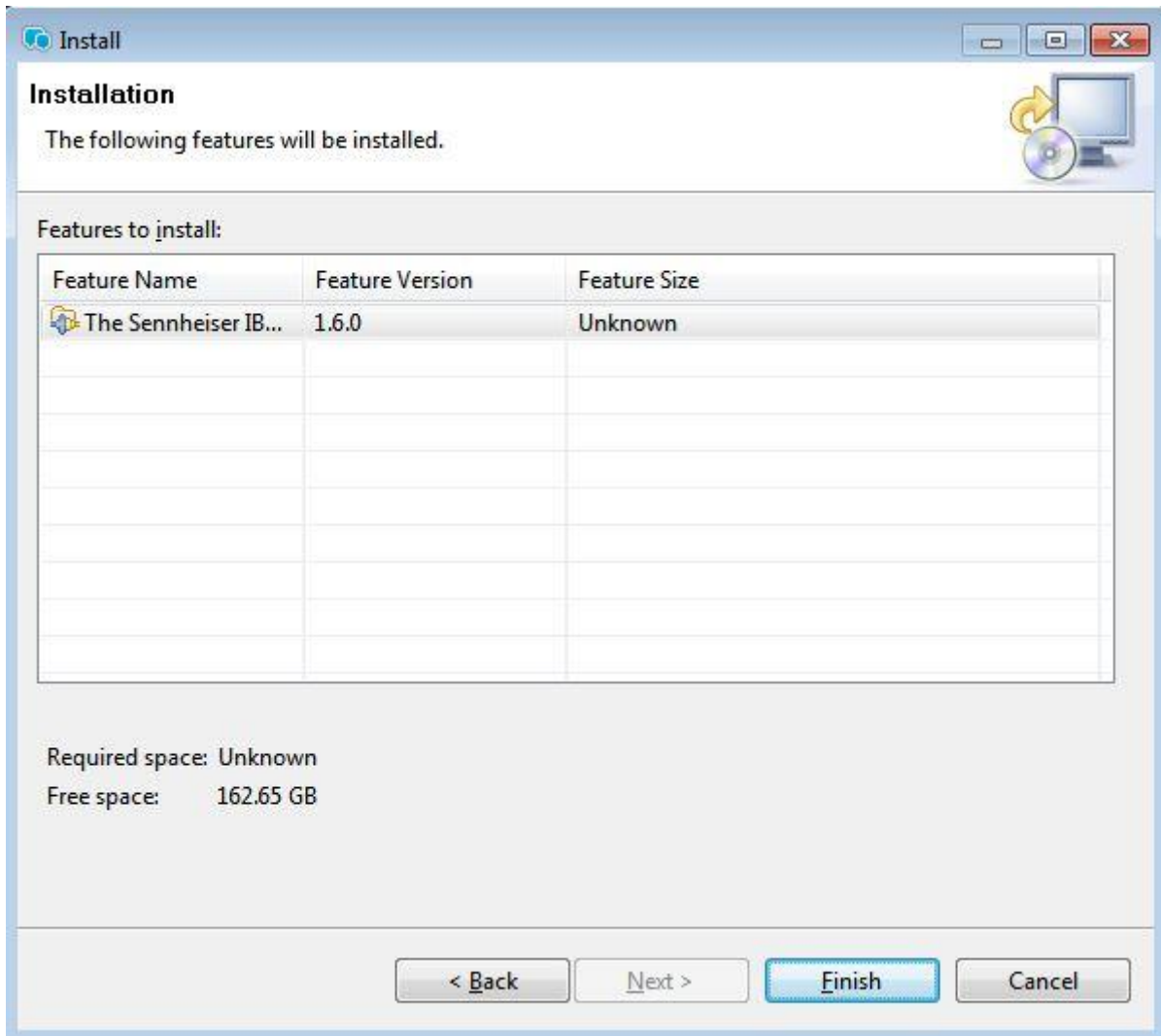
Step 5: License Agreement
1. Read the contents of the license agreement before proceeding.
2. Select the option "I accept the terms in the license agreements" and click on "Next" if continuing with the installation.
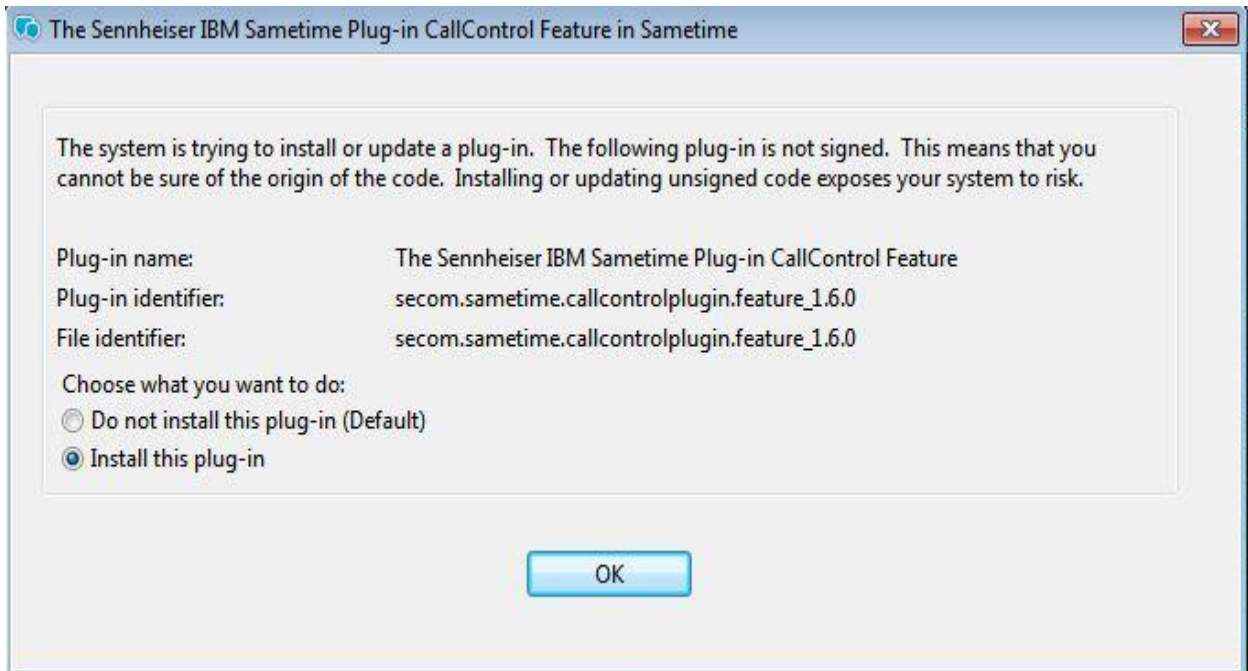
Step 6: Completing the installation
1. In the "Install" window (see the image below), click on "Finish" to start the installation.
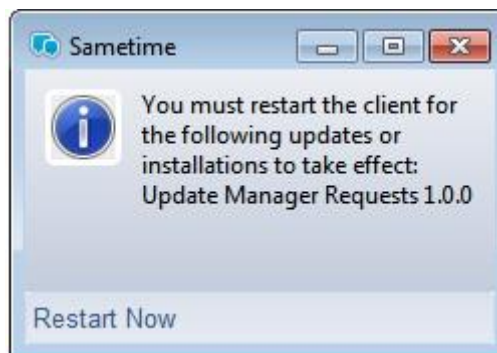
Step 7: Validating the installation

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

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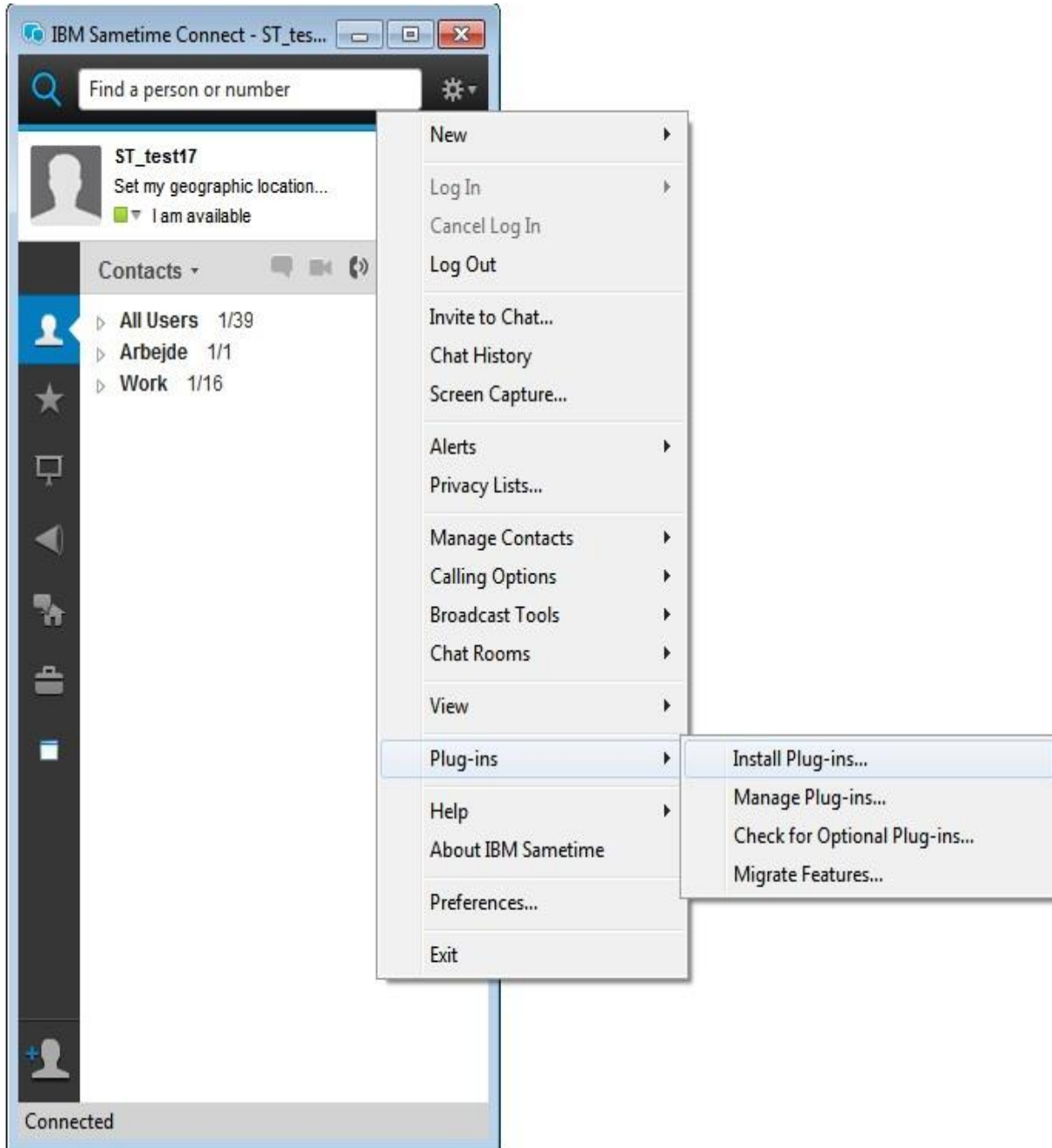3. Once the client has restarted, the plug-in can be used for call control.

Note: 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

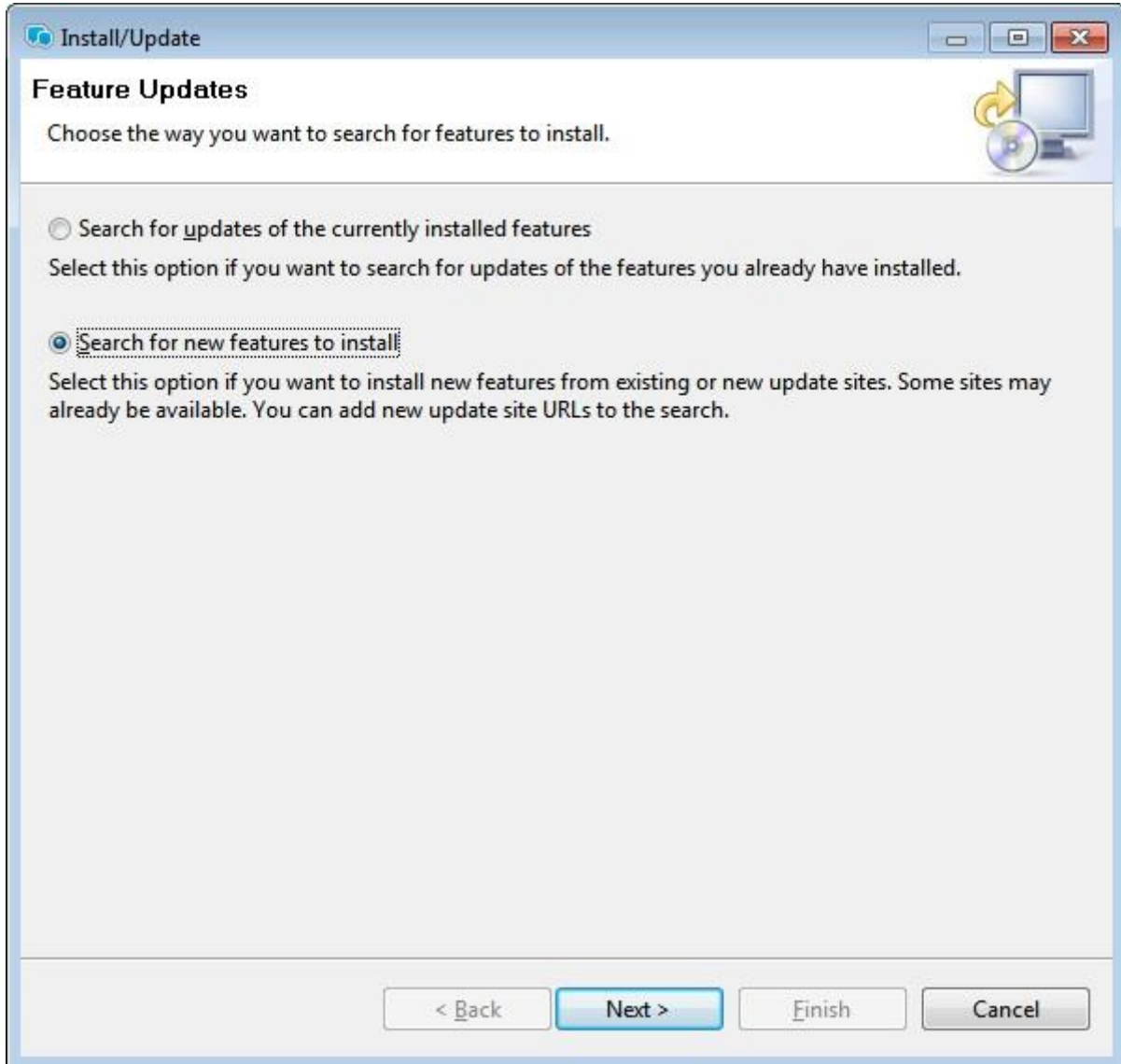The following steps describe how to update the plug-in:

Step 1: Starting the update
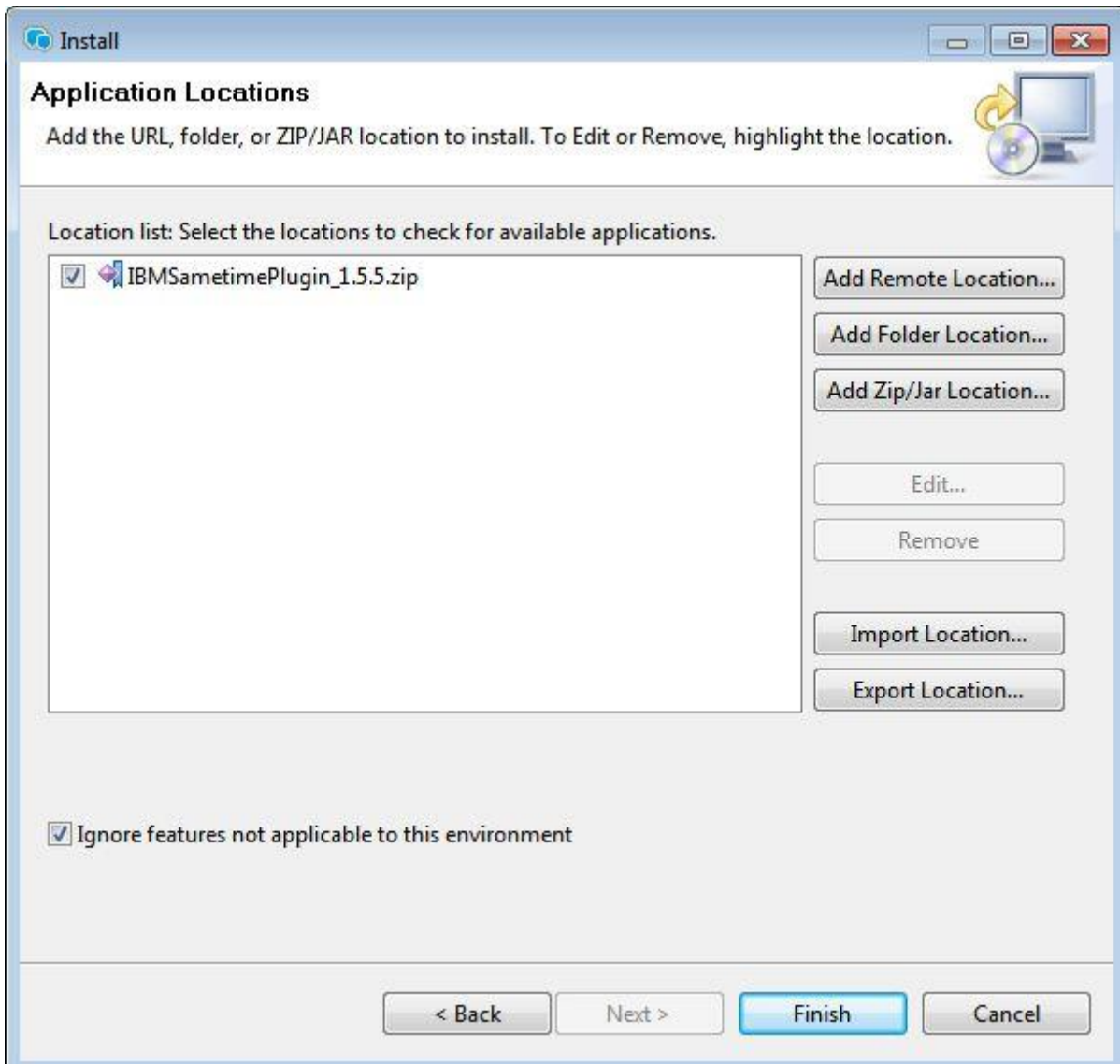1. From the menu Tools->Plug-ins, select the option "Install plug-ins".
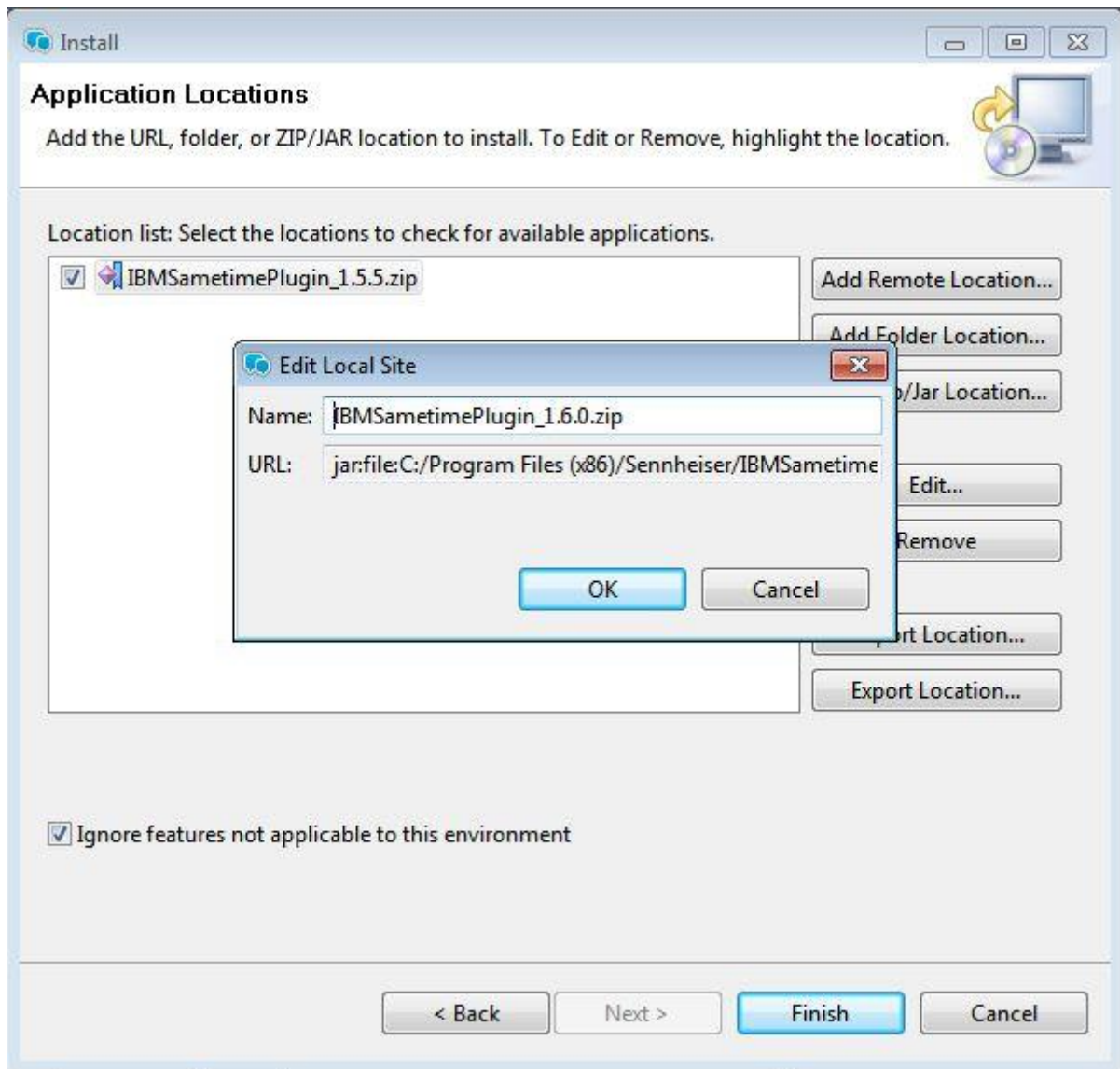
Step 2: Features to update
1. In the Install/Update window that is displayed, select the option "Search for new features to install".
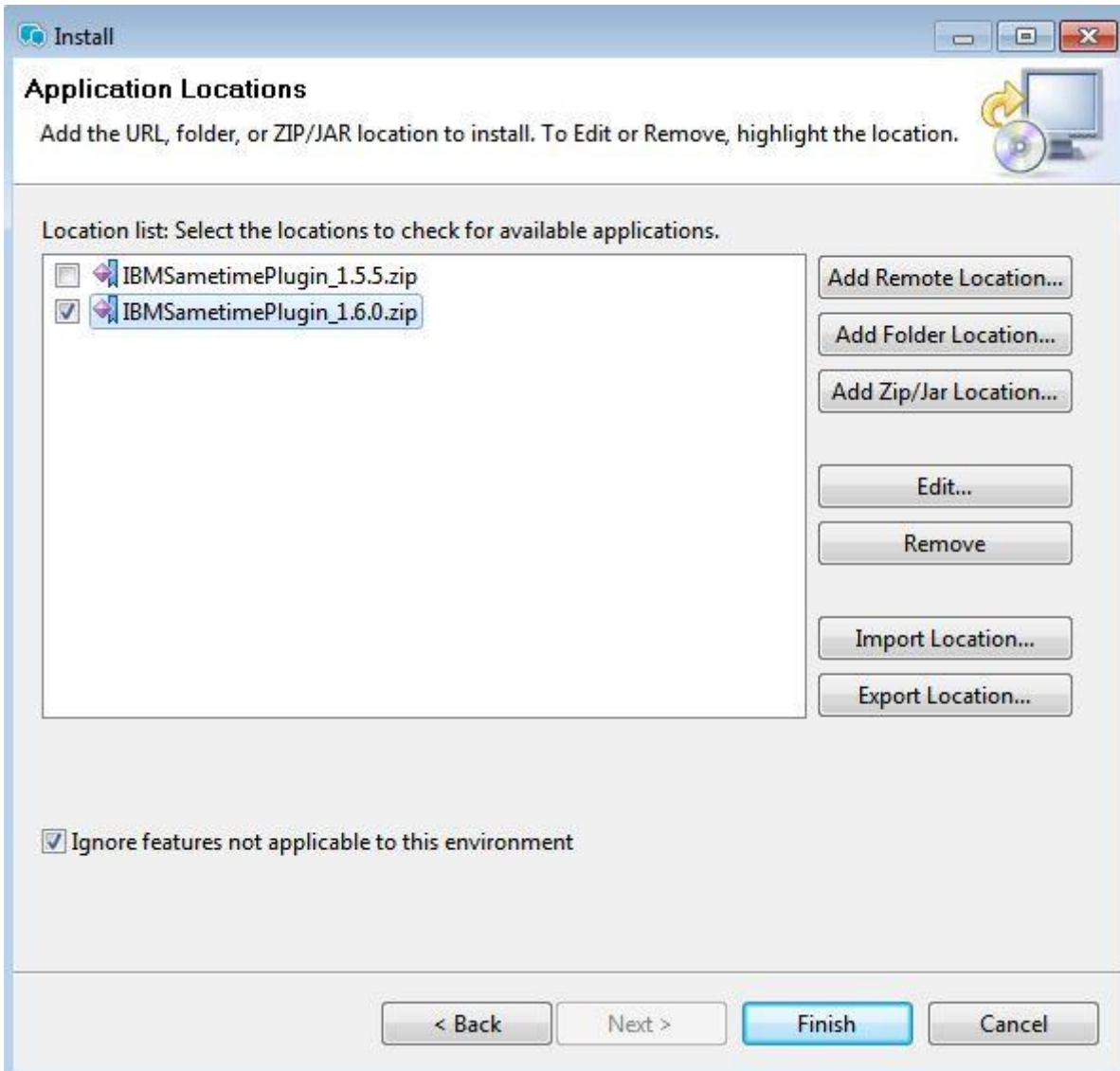2. Click "Next" to proceed.

Step 3: Selecting the Zip file

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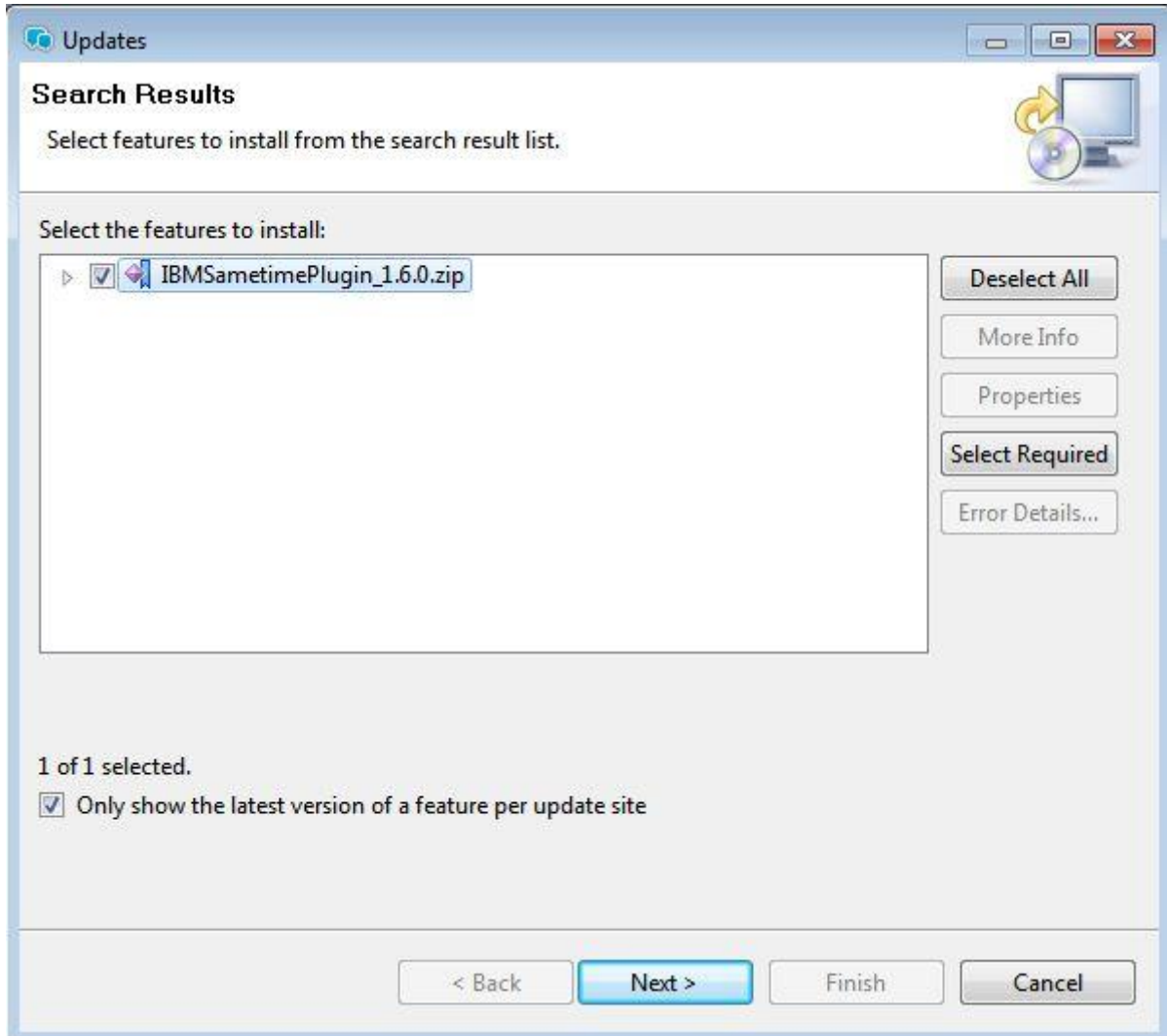
3. Select the new version to be updated. After selecting, the new version will be shown in the
    Location list as below.

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.
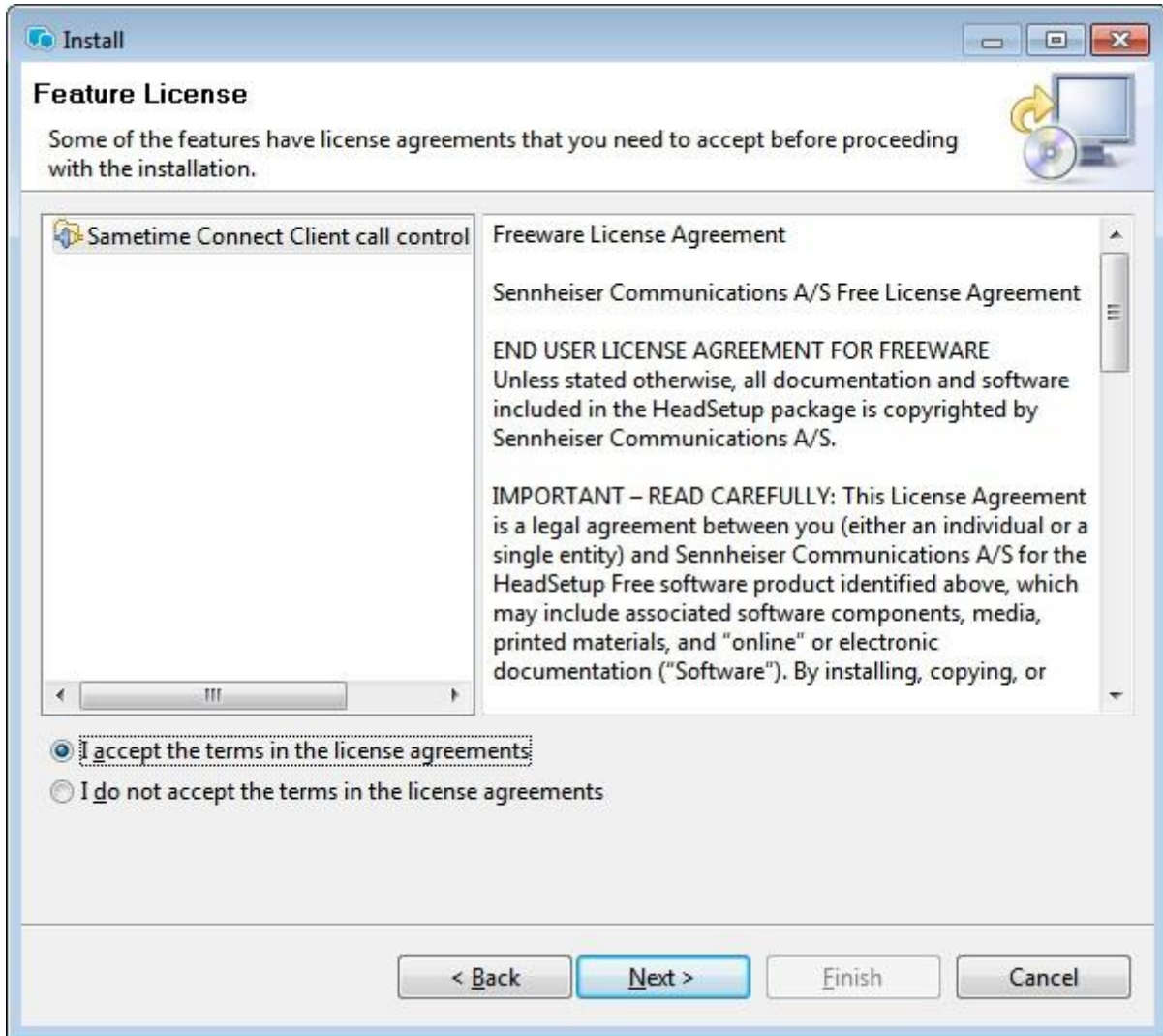
Step 4: Starting the update
1. Select "IBMSametimePlugin.zip" from the features to be installed list and click on "Next" to start the update.
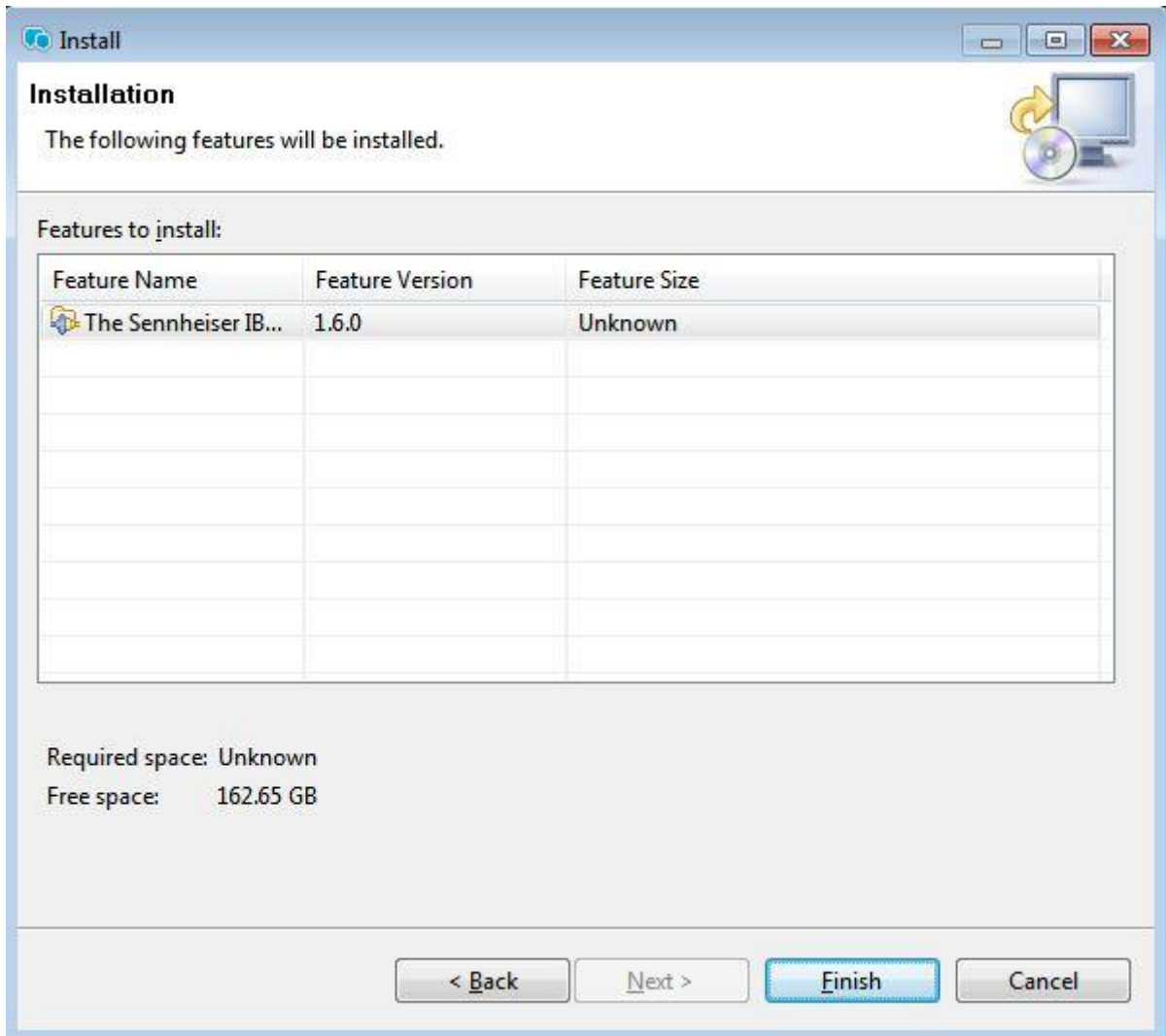
Step 5: License Agreement
1. Read the contents of the license agreement before proceeding.
2. Select the option "I accept the terms in the license agreements" and click on "Next" if continuing with the installation.
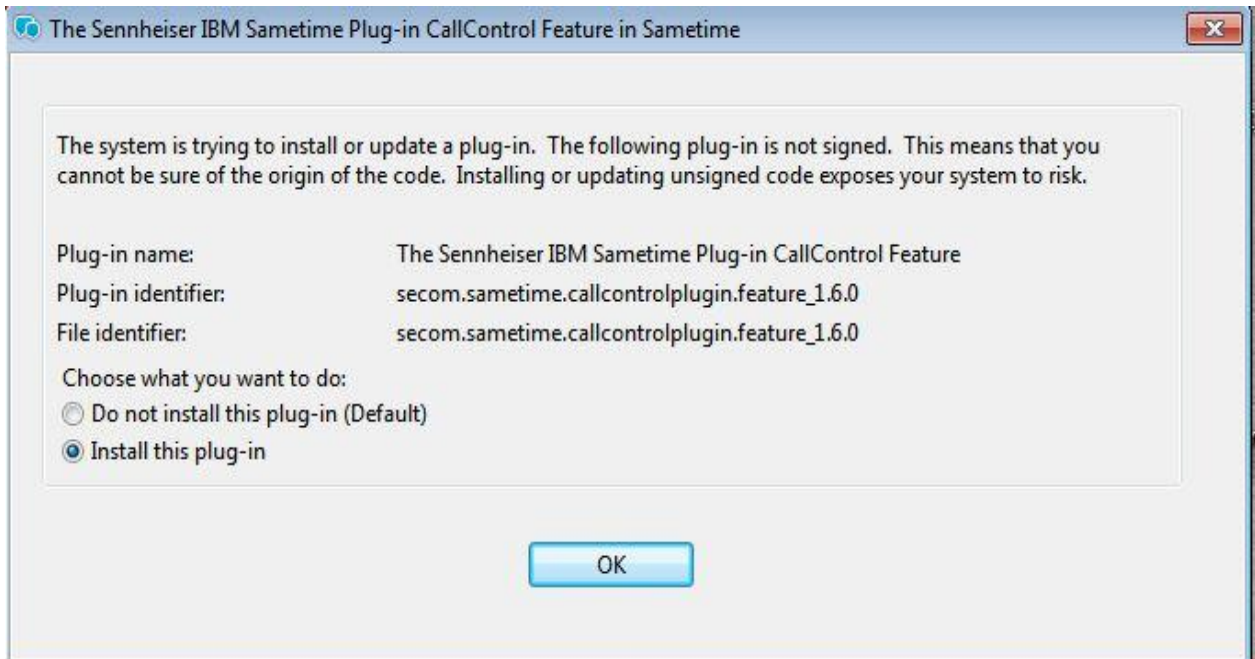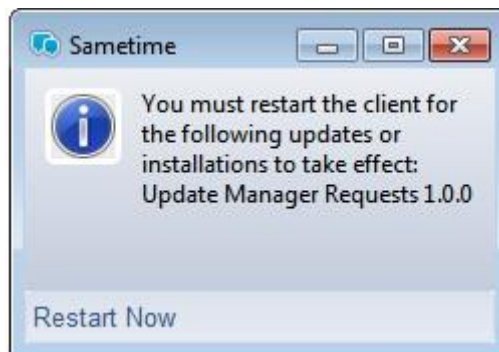
Step 6: Validating the installation
1. In the "Install" window, click on Finish to continue with the installation.

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

Step 8: 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.
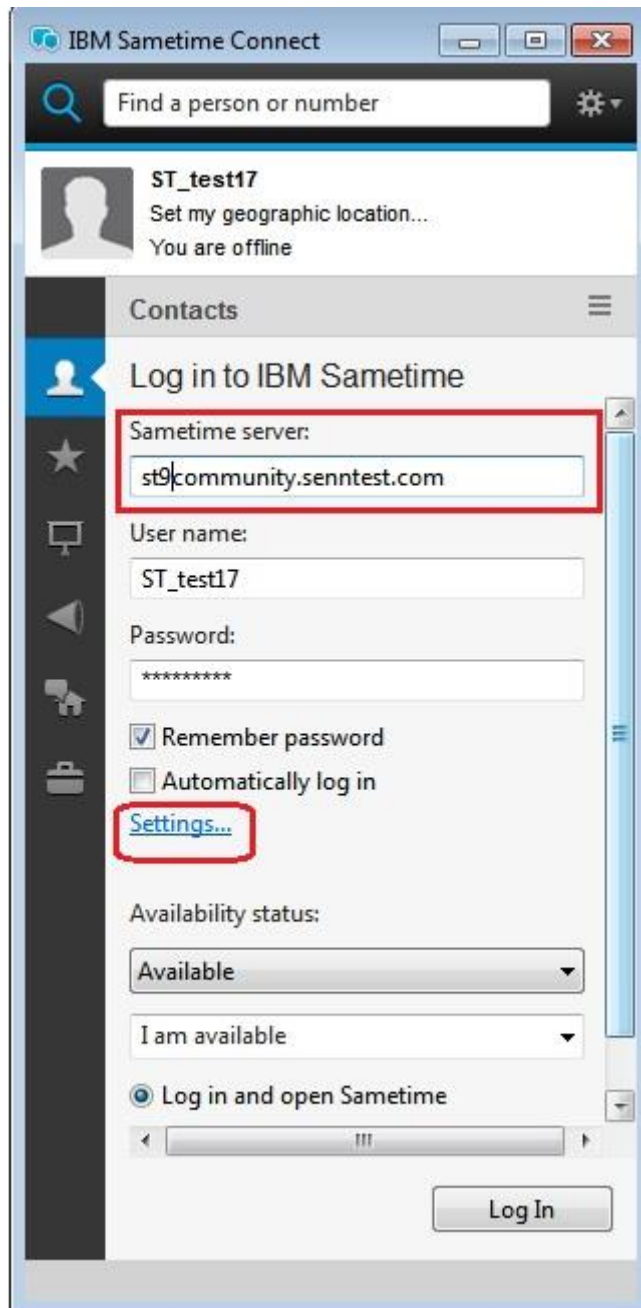

Once the client has restarted, the plug-in can be used for call control.

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:

Step 1: Starting the installation:

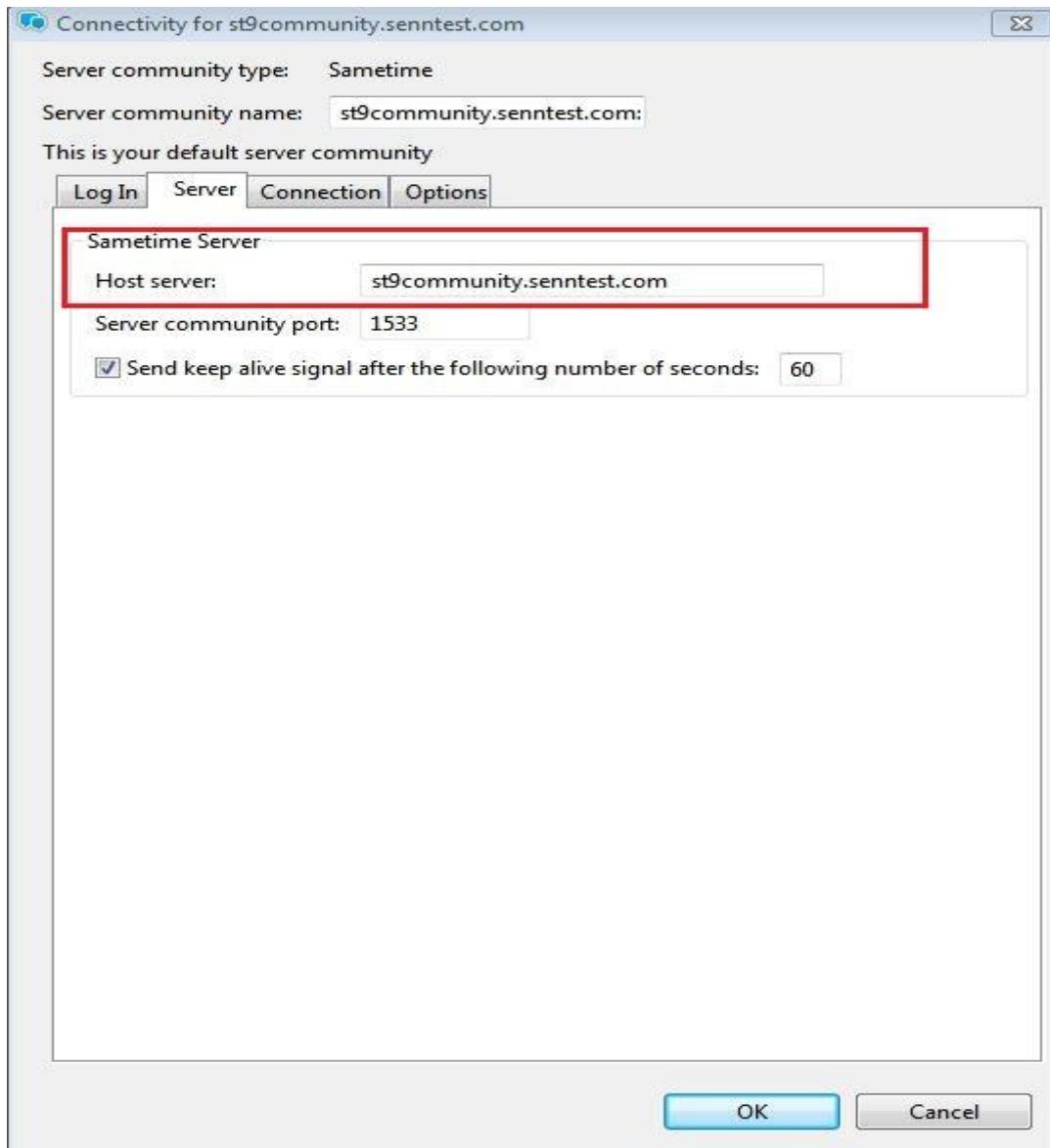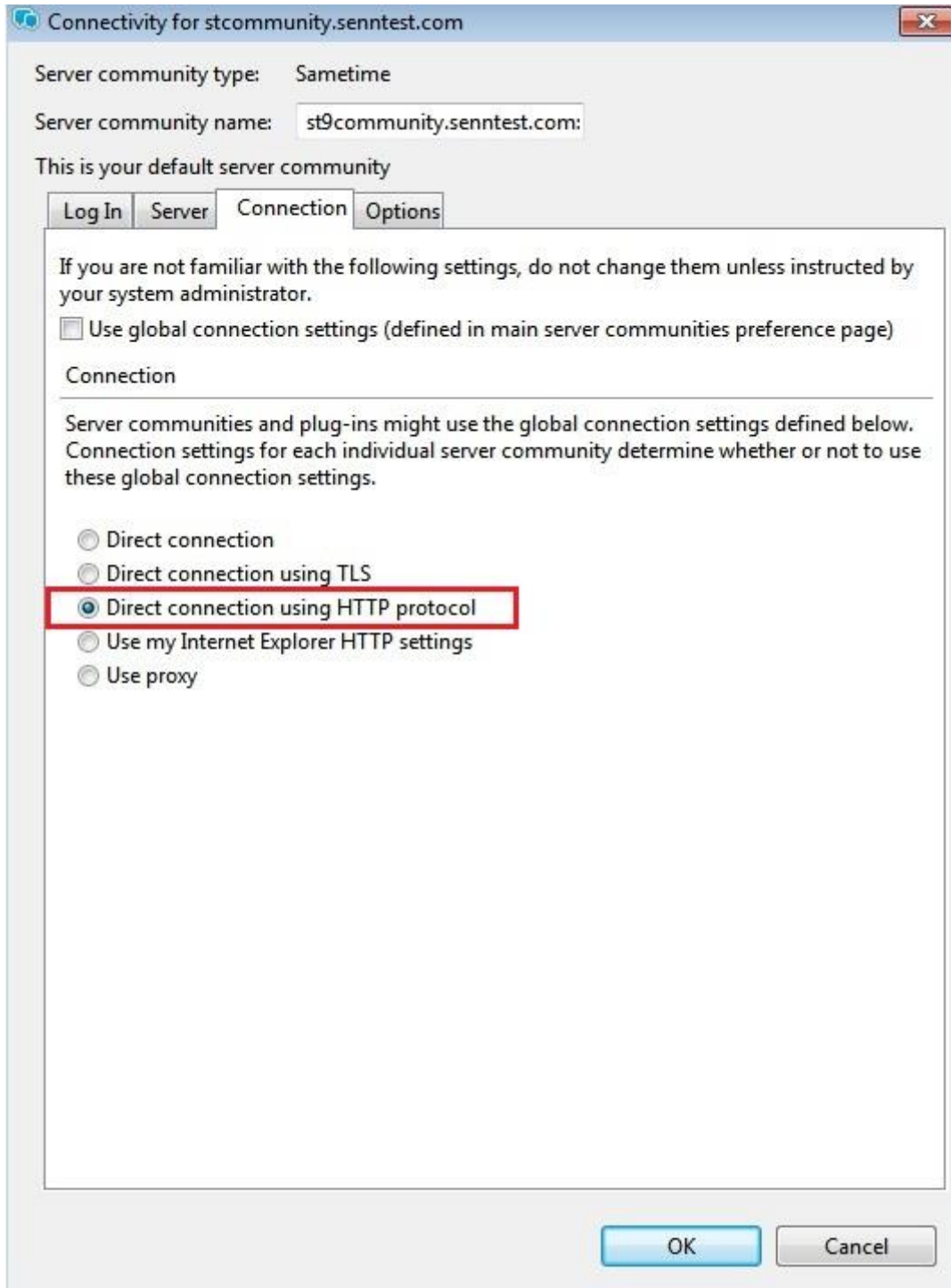After Sametime starts, users will see the login page.

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

<div align="center">OR</div>

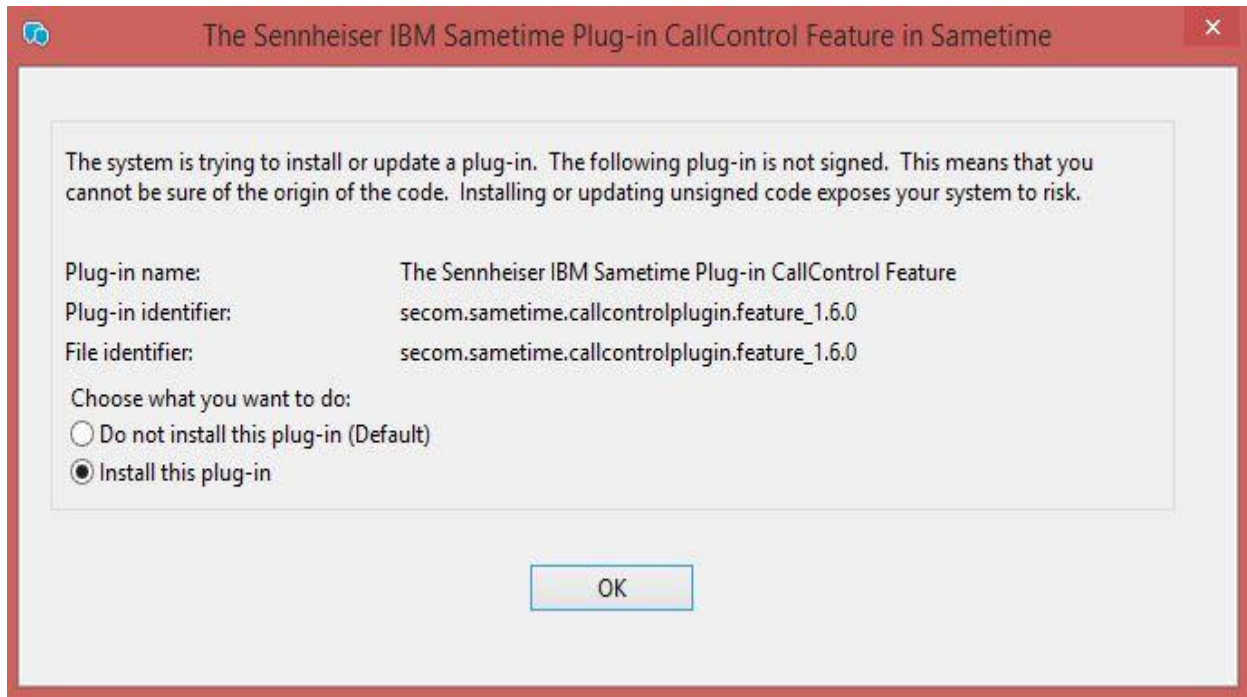Change the Sametime server to **"chat.meetingrite.com"** on the login page before logging in to softphone.

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.
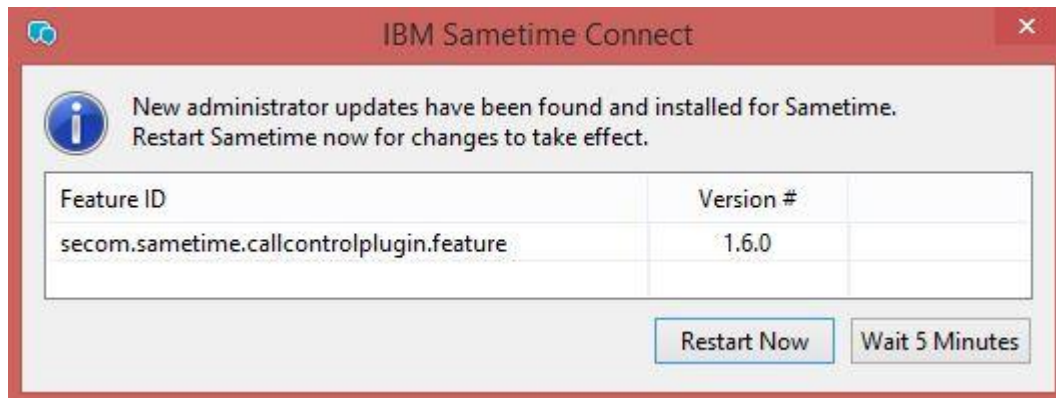
Step 2: Wait for plug-in installation request pop-up.
Note: Pop-up will appear if there is a newer version of Sennheiser plug-in available on the server. If the softphone already has the latest version of the plug-in installed, then the softphone will not give any pop-up.

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

Step 3: 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.

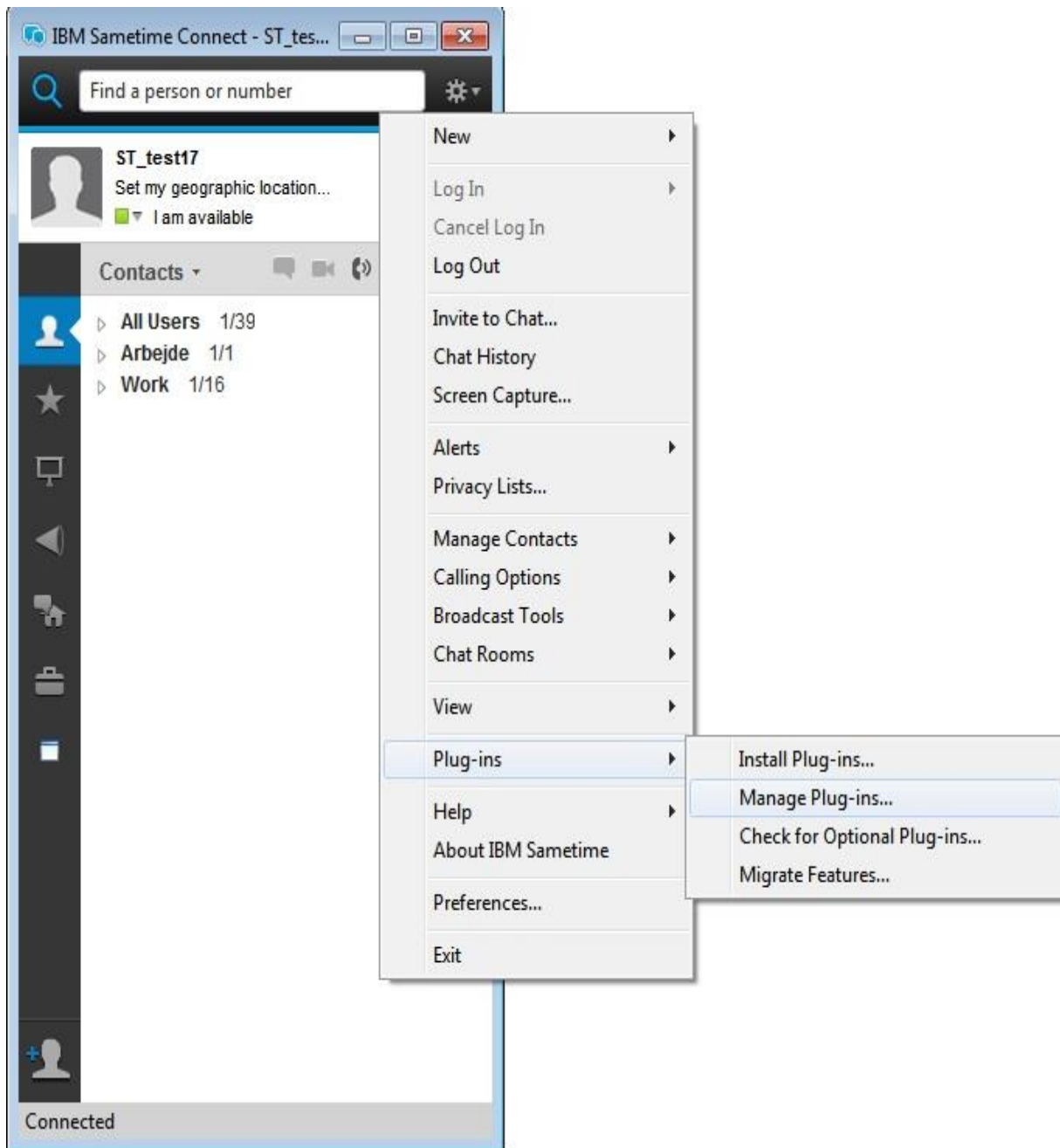Once the client has restarted, the plug-in can be used for call control.

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

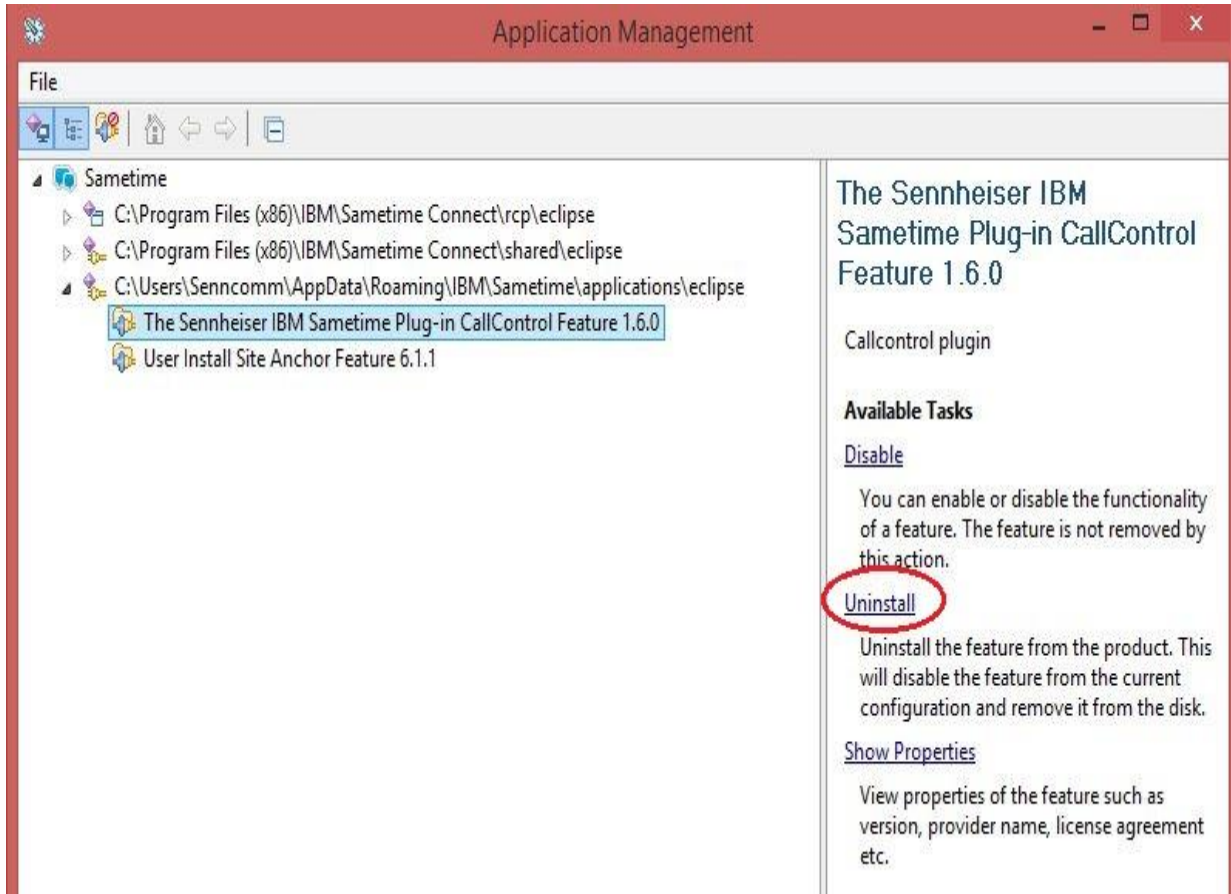The following steps define how to uninstall the plug-in.

Step 1: Starting un-installation

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

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".

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

Step 4: 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.