DeSilva Gates Click2Call Installation Guide

Ensure that a Shoretel phone is physically connected to the desktop.

Install Shoretel communicator.

Install TAPI from [\\dgc1\installs\!shoretel\tapi setup.exe](file:///\\dgc1\installs\!shoretel\tapi%20setup.exe)

Restart desktop

Register the callto protocol to Windows by running the registry file at \\hcss\share\TagusWeb\ChromeExt\Click2Call.reg

Test from the command line by running \\hcss\share\TagusWeb\ChromeExt\Click2CallWindows\Release\Click2CallWindows.exe 91925xxxxxxx. This should place a call. If this works, then the Click2Call utility is working from a Windows level. Now we need to install the chrome extension.

Next, open chrome and navigate to chrome://extensions in the URL bar.

Toggle Developer mode ON in the top right corner.

A bar with options should appear near the top of the page, select the “Load unpacked option”.

Navigate to [\\hcss\share\TagusWeb\ChromeExt](file:///\\hcss\share\TagusWeb\ChromeExt) and select the folder titled “c2c-chrome-extension” and load this folder.

Test by navigating to <http://zipline.dgc.com/c2c.html> and click on one of the Click2Call icons to ensure the utility works as expected.