Install Instructions
SterlingVOICE™ 15
ShoreTel Connect Client for Mac

ShoreTel Connect Client for Mac is a native macOS application, which offers Personal Features, plus additional Mac specific elements.

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

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

ShoreTel Connect provides the following Mac specific features:

- Dial contacts directly from Mac Address Book
- Import contacts from Mac Address Book to the ShoreTel server so that personal contacts can be accessible from the user's other instances of Connect Client.
- Allows dialing from many applications using macOS services
- Can be kept in Dock and opened at startup like any Mac application.
- Dock icon displays a Badge with missed call and unheard voicemail counts
- Background notifications of incoming calls and voicemails

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 Applications folder and locate the ShoreTel Communicator Icon.

3. Right click on the ShoreTel Communicator Icon and select 'Move to Trash'.
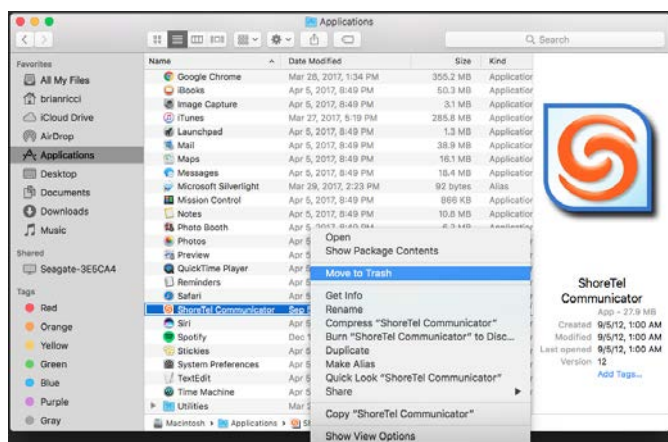
1. Download the Connect Client installation software for Mac at:
   http://www.sterling.net/Support/v15upgrade/Downloads

2. Please save all your work. Close all applications.

3. Run the installation software.

4. To install ShoreTel Connect for Mac, click and drag ShoreTel Connect to your Applications folder.

5. When the install completes, find the new ShoreTel Connect App Icon in your applications folder and launch the program.
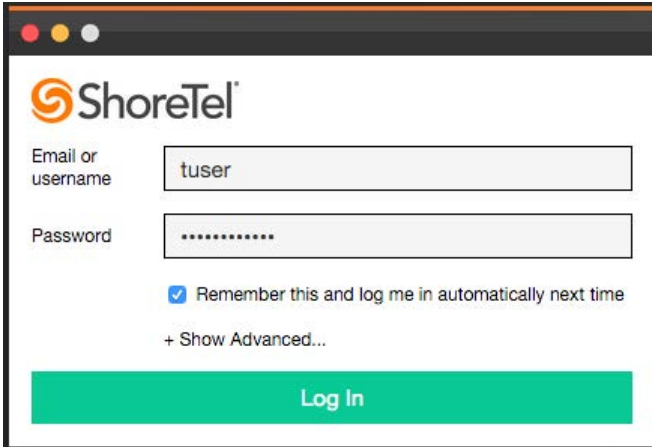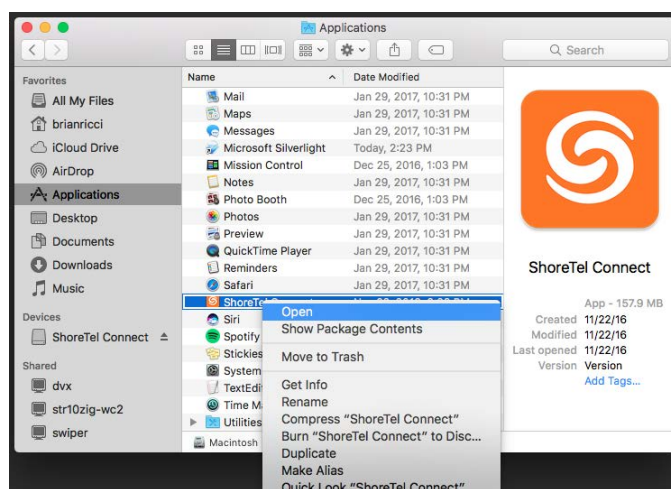
6. Enter your username and password.
   (An email address will not work)

   If you have forgotten your password, please contact our Support Team at 503-968-8998, option 2.

7. The next window will need the Server Address.

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

   Enter: client3.sterling.net

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