Upgrading ShoreTel Communicator

Please exit Microsoft Outlook before upgrading ShoreTel Communicator. The upgrade should take approximately 5-10 minutes.

When ShoreTel Communicator is launched, you will be prompted to upgrade. Click on ‘Yes’ to begin the upgrade. Clicking ‘No’ will close ShoreTel Communicator and will not install the upgrade.

Installing ShoreTel Communicator
If prompted to allow ShoreTel to make changes to this computer, select ‘Yes’.

The installer will begin downloading.
Once the installer has finished downloading, a new InstallShield Wizard window will pop up.

Accept the end user license agreement and select ‘Next’.

Select ‘Next’ to begin the installation.
Select all of the default prompts by selecting ‘Next’
Select ‘Install’

It will take a few minutes to install the software
When the installation is complete, open ShoreTel Communicator to begin using it.

If you wish to confirm the upgrade was successful, click on ‘Help’ in the menu and select ‘About’

This will open a window that shows the version of ShoreTel Communicator you are now using.
The version that should appear is **ShoreTel 14.2  Build 19.46.7601.0**