



ShoreTel TAPI WAV Integration Guide

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SHORETEL TAPI WAV INTEGRATION

ABOUT THIS GUIDE

This manual, *ShoreTel TAPI WAV Integration*, explains how to set up devices for monitoring with the OAISYS recording solution. It enables people, teams, and organizations to capture greater insight into their phone-based interactions, providing more efficient management of their overall business operations.

INTENDED AUDIENCE

The information provided in this manual is written for experienced technical support representatives and IT/Networking administrators. Users should be familiar with ShoreTel terminology and programming procedures.

PLEASE NOTE

Recording SIP trunks with TAPI Wav requires media proxy ports. Customers must plan for the appropriate quantity of SIP trunk and proxy feature capacity. Please work with ShoreTel Sales Engineering if additional resource planning assistance is needed.



REQUIREMENTS

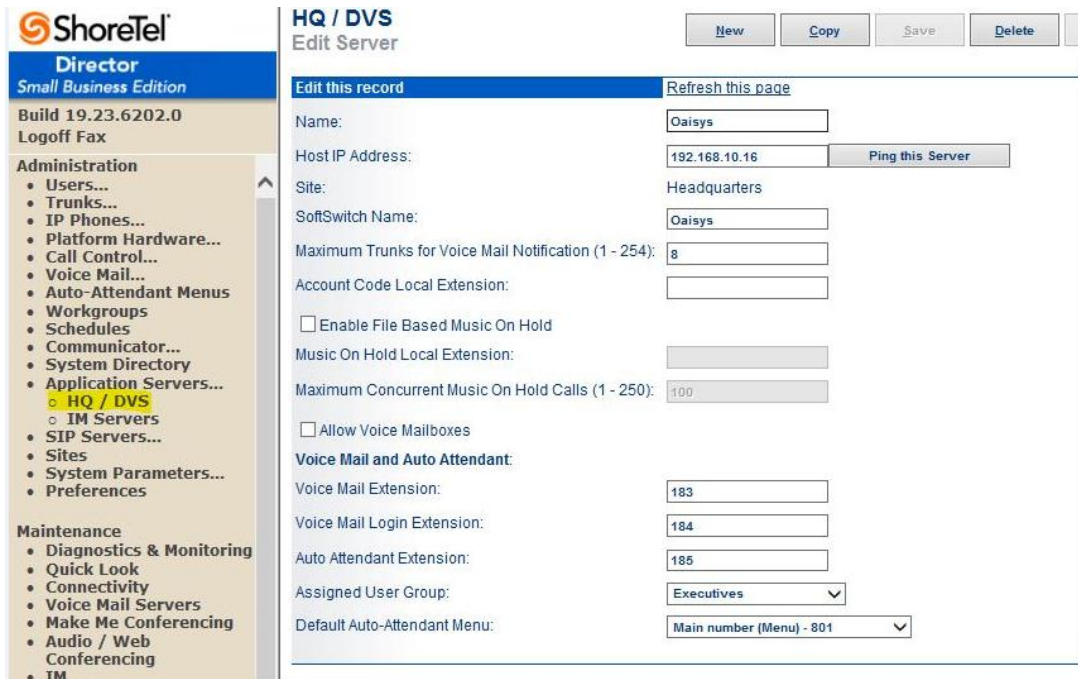
- Windows Server 2008 or later OS
- G711 or G729 packet protocol
- ShoreTel Route Point extension
 - Call stack depth set to 200
 - Call forwarding rules set to Never
 - Mailbox server needs to be unchecked in most cases
- Extensions to be recorded must be in a COS that has permissions to Record Own Calls
- Verify all Windows Audio Devices are disabled
 - Window Audio Device is accessible through the Device Manager

INSTALLATION

1. Install the Client Application Server software on the OAISYS Server
 - a. You can access the ShoreWare Remote Server software directly from the main HQ server by directing your browser to (for ShoreTel 10.2 and prior) <http://servernameoripaddress/shorewaredirector/remotestall>
For ShoreTel 11.x to current, please download from the ShoreTel website

2. Configure/Setup a Recording Route Point in ShoreTel Programming
 - a. This information will need to be programmed in the OAISYS software

3. You must define OAISYS as an Application Server



The screenshot shows the ShoreTel Director web interface. On the left is a navigation menu with categories like Administration and Maintenance. The main area displays the configuration for an 'HQ / DVS Edit Server'. The configuration includes fields for Name, Host IP Address, Site, SoftSwitch Name, and various Music On Hold settings. There are also checkboxes for 'Enable File Based Music On Hold' and 'Allow Voice Mailboxes'. The 'Voice Mail and Auto Attendant' section includes fields for Voice Mail Extension, Voice Mail Login Extension, Auto Attendant Extension, Assigned User Group, and Default Auto-Attendant Menu.

HQ / DVS Edit Server		New	Copy	Save	Delete
Edit this record		Refresh this page			
Name:	<input type="text" value="Oaisys"/>				
Host IP Address:	<input type="text" value="192.168.10.16"/>	<input type="button" value="Ping this Server"/>			
Site:	Headquarters				
SoftSwitch Name:	<input type="text" value="Oaisys"/>				
Maximum Trunks for Voice Mail Notification (1 - 254):	<input type="text" value="8"/>				
Account Code Local Extension:	<input type="text"/>				
<input type="checkbox"/> Enable File Based Music On Hold					
Music On Hold Local Extension:	<input type="text"/>				
Maximum Concurrent Music On Hold Calls (1 - 250):	<input type="text" value="100"/>				
<input type="checkbox"/> Allow Voice Mailboxes					
Voice Mail and Auto Attendant:					
Voice Mail Extension:	<input type="text" value="183"/>				
Voice Mail Login Extension:	<input type="text" value="184"/>				
Auto Attendant Extension:	<input type="text" value="185"/>				
Assigned User Group:	<input type="text" value="Executives"/>				
Default Auto-Attendant Menu:	<input type="text" value="Main number (Menu) - 801"/>				



4. Once you have an Application Server defined you can set up a Route Point
 - a. Administration → Call Control → Route Points

The screenshot shows the ShoreTel Director web interface for configuring a Route Point. The left sidebar contains a navigation menu with categories like Administration, Maintenance, Reporting, and Documentation. The 'Route Points' option is highlighted under Administration. The main content area is titled 'Route Points' and 'Edit Route Point'. It features a top bar with buttons for 'New', 'Copy', 'Save', 'Delete', 'Reset', and 'Help'. Below this is a 'Refresh this page' link. The configuration fields include: Name (Oaisys), Extension (444), DID Range (with a 'View System Directory' link), DID Number, DNIS (with an 'Edit DNIS Map' button), Language (English(UK)), User Group (Executives), and Route Point Server (Oaisys). There are several checkboxes for Mailbox Server, Accept Broadcast Messages, Include in System Dial By Name Directory, Make Number Private, and Fax Redirect. The Call Stack Depth is set to 200. Recorded Name and Voice Mail Password fields are present, with buttons for Record, Play, Erase, and Import. Below these are tabs for On-Hours, Off-Hours, Holiday, and Custom. The On-Hours tab is active, showing an Escalation Profile (None), a Schedule (None), and Call Handling options. Under Call Forwarding, 'Never' is selected, and there are three rows for 'Always', 'Busy', and 'No Answer', each with radio buttons for 'Extension' and 'External' and search fields. The 'No Answer Number of Rings' is set to 4.

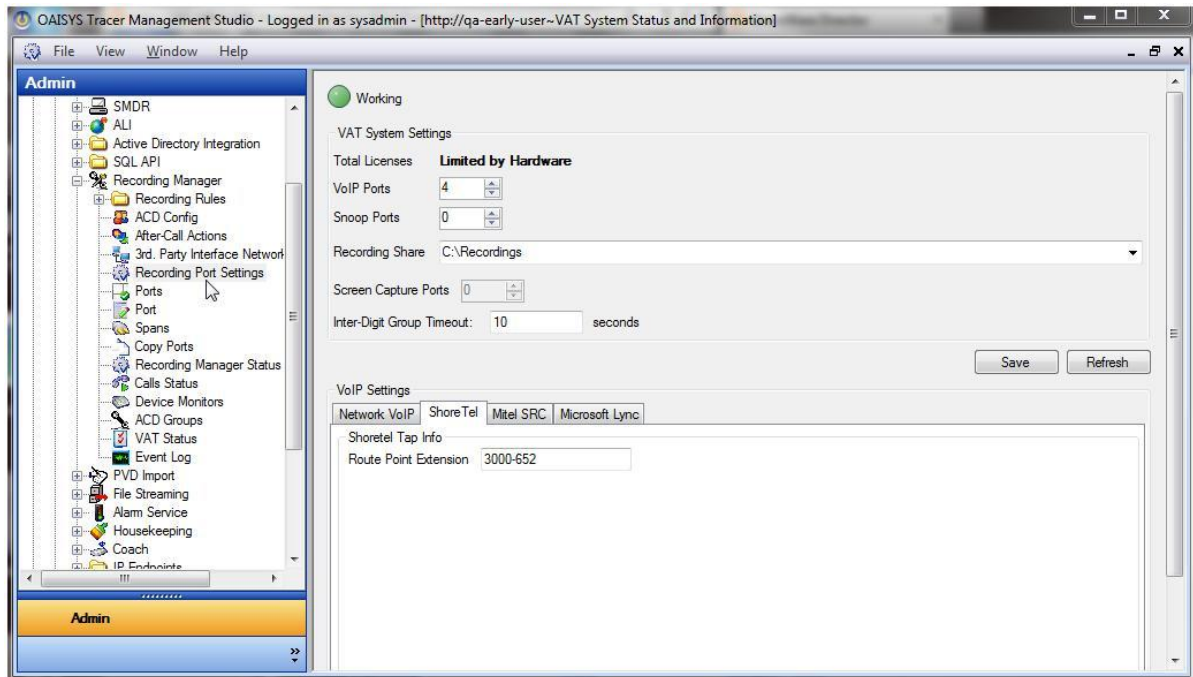
NOTES

- IC calls cannot be recorded as they use a Peer to Peer IP connection and the events are not available in TAPI WAV connection
- SIP trunks can be recorded using TAPI WAV integration. This requires ShoreTel Version 13 or higher.
- Stations being tapped must have permissions to record their own calls
 - This is set up in the ShoreTel software under the COS Settings

OAISYS SETUP

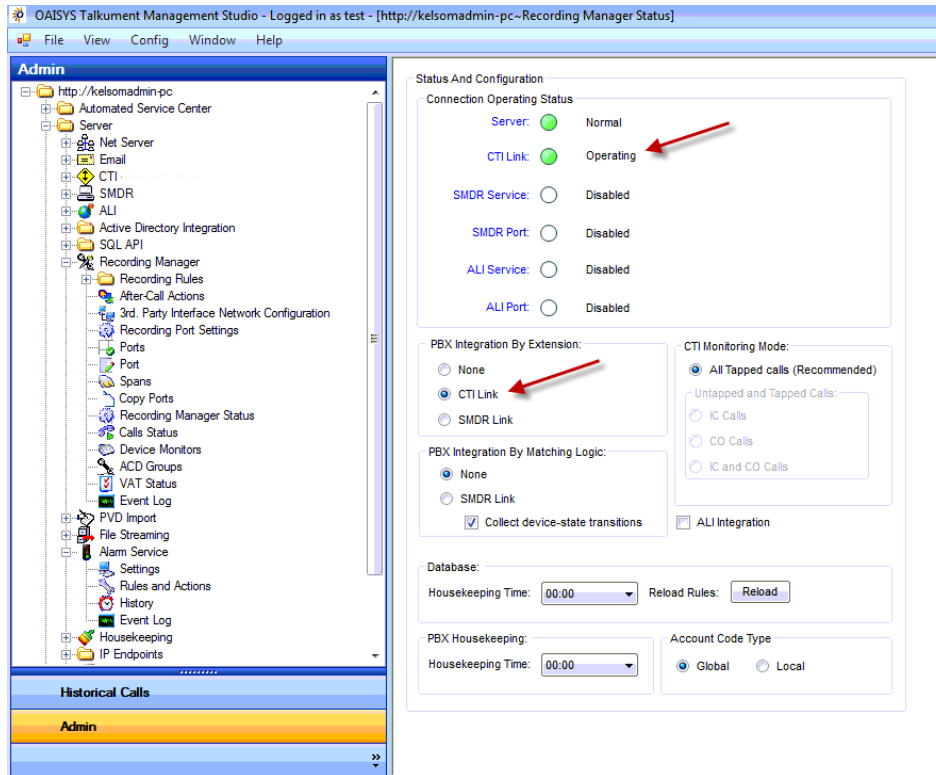
The system should come pre-installed with Windows 2008 and all the ShoreTel software.

1. Verify the settings are appropriate for your configuration.





2. Navigate to Recording Manager → Recording Manager Status
 - a. Program CTI mode



We recommend using the OAISYS Installation Guide to review the configuration and setup of the Recording Server:

http://www.oaisys.com/downloads/OAISYS_Installation_Configuration_Guide.pdf

We also have training available to help use, understand, and admin the server. Please see our training website for available options:

<http://www.oaisys.com/tracer7presentations.aspx>

If Technical Assistance is required, please call 888-496-9040, Option 4 for Support.