



## ShoreTel TAPI WAV Integration Guide

1/27/2014

### **Americas Headquarters**

OAISYS

7965 S. Priest Drive, Suite 105

Tempe, AZ 85284

USA

[www.oaisys.com](http://www.oaisys.com)

(480) 496-9040



---

# 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.



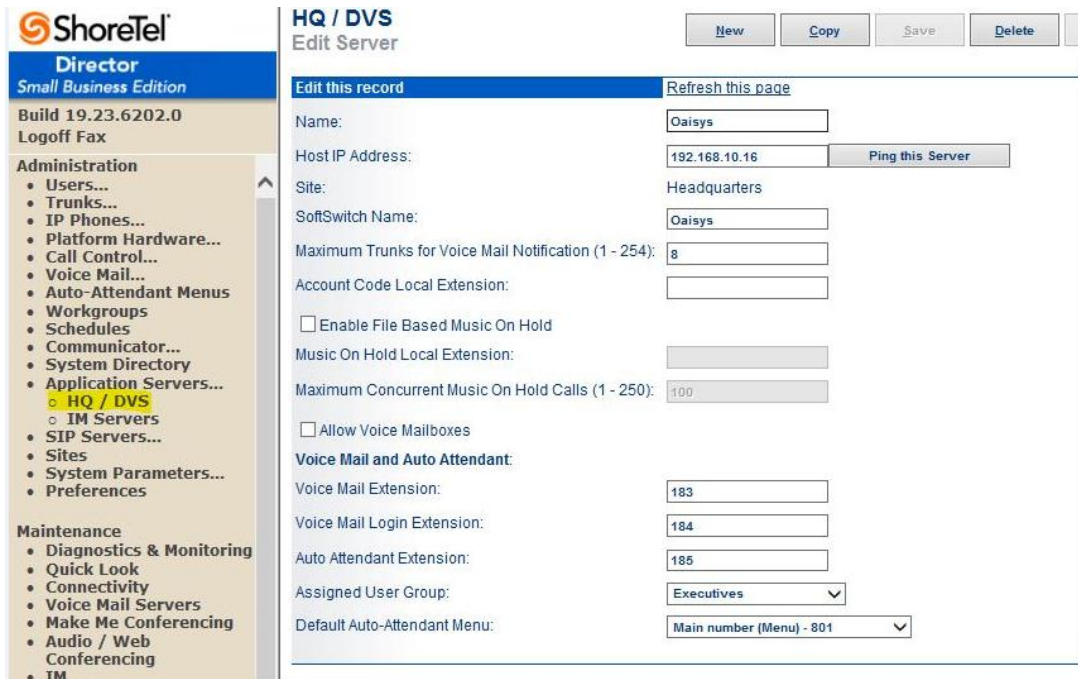
---

## 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 is titled 'HQ / DVS Edit Server' and contains a form for editing server records. The form includes fields for Name, Host IP Address, Site, SoftSwitch Name, and various configuration options like Music On Hold and Voice Mail settings. Buttons for 'New', 'Copy', 'Save', and 'Delete' are visible at the top right of the form area.

| HQ / DVS Edit Server   |  |
|--|--|
| <input type="button" value="New"/> <input type="button" value="Copy"/> <input type="button" value="Save"/> <input type="button" value="Delete"/> |  |
| <input type="button" value="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   |  |
| <b>Voice Mail and Auto Attendant:</b>  |  |
| 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 tree with 'Route Points' highlighted under 'Call Control'. The main content area is titled 'Route Points Edit Route Point' and includes several sections:

- General Information:** Name (Oaisys), Extension (444), DID Range (dropdown), DID Number, DNIS (Edit DNIS Map), Language (English(UK)), User Group (Executives), and Route Point Server (Oaisys).
- Options:** Checkboxes for Mailbox Server, Accept Broadcast Messages, Include in System Dial By Name Directory, Make Number Private, and Fax Redirect.
- Call Stack Depth:** Set to 200.
- Recording:** Recorded Name (Record, Play, Erase, Import, Go to preferences) and Voice Mail Password (masked).
- Scheduling:** Tabs for On-Hours, Off-Hours, Holiday, and Custom. Includes Escalation Profile (<None>) and Schedule (<None>).
- Call Handling:** Call Forward options: Always, No Answer/Busy, and Never (selected). Each option has fields for Extension and External numbers with search buttons.
- Other Settings:** No Answer Number of Rings (4).

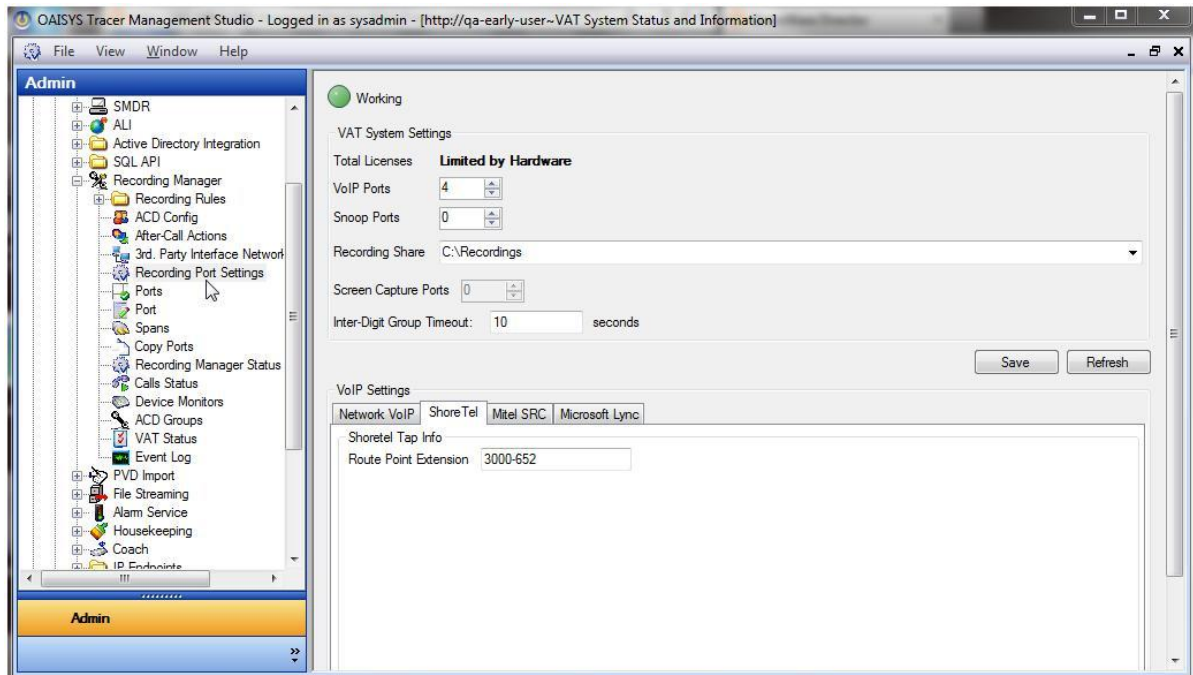
## NOTES

- 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

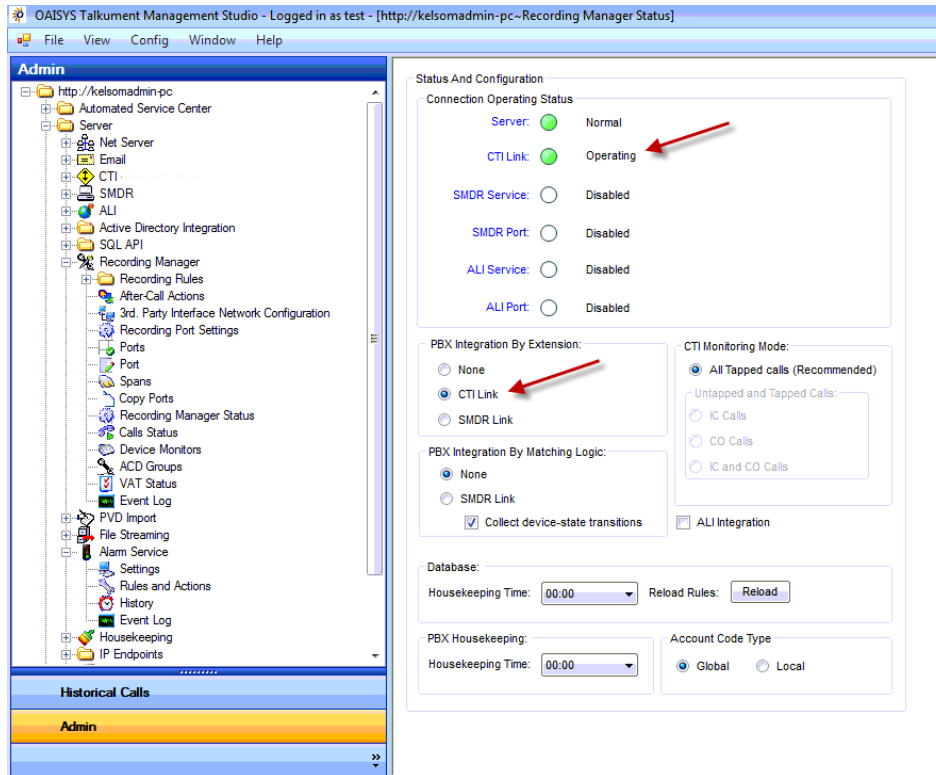
The system should come pre-installed with Windows 2008 and all the ShoreTel software.

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](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.*