



Tracer with ShoreTel Integration Known Issues

There are existing issues when using Tracer integration with the ShoreTel pbx. These issues are known as of 05/2006.

Overview

OAISYS Tracer integrates with the ShoreTel PBX to provide a robust call logging and call recording solution.

This Application Note describes the currently known issues when this integration is implemented.

Four or More Party Conference Call

Tracer 3.x supports recordings of conference calls involving three parties. When a four party conference call is established Tracer loses track of both the extensions and the trunks. Tracer loses track of both internal and external parties. Tracer is unable to record the conference when four or more parties are involved in the call.

Please refer to ShoreTel's ID 1-19756951 for more information regarding this issue.

Changing Trunk Name/Number

In order to change the name or number of a trunk port in the ShoreTel software, you must make your changes, then restart the TMS service.

From the ShoreTel Directory, go to the Service page under Maintenance. Search for the service called ShoreTel-TMS.

Select the TMS service, stop the service, and restart the service.