



Trunk ID Programming with ShoreTel

Trunk Ids in ShoreTel can be an alphanumeric string of up to 50 characters while the Voice Assistant Tracer allows a 10 character numeric string. In order to avoid potential problems please follow the required numbering convention below.

Overview

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

This Application Note describes the Trunk Numbering requirements when using Tracer integration with ShoreTel.

Required Numbering Convention

- Trunk Ids must be 5 digits or less.
- Trunk Ids must be numeric only.
- Trunk Id's must be unique across nodes when there are multiple PBX's.
- You can choose one of two Trunk ID Programming schemes:
 - Consecutive Numbering
 - All Trunk Ids are numbered consecutively starting with 1. Trunk Ids will be numbered from 1 to 192.
 - Consecutive Numbering by span and channel
 - Include the span number and the channel number.
 - Span 1 Channels 1 through 24 would be 1001 through 1024.
 - Span 2 Channels 2 through 24 would be 2001 through 2024.
 - If you have four POTS lines they could be 3001 through 3004.

ShoreTel ShareWare Director

There are two places you must enter the Trunk ID's or Trunk Numbers. First, open the ShoreTel ShareWare Director. Select the appropriate Switch. Enter your Trunk Numbers in the Name/Number field.

Below is an example of a T1 or PRI.

The screenshot shows the ShoreTel ShareWare Director web interface. The 'Type' dropdown menu is set to 'T1'. The 'Name/Number' column in the table below is highlighted with a red circle, and the values '1001', '1002', and '1003' are visible.

Select T1 or PRI.

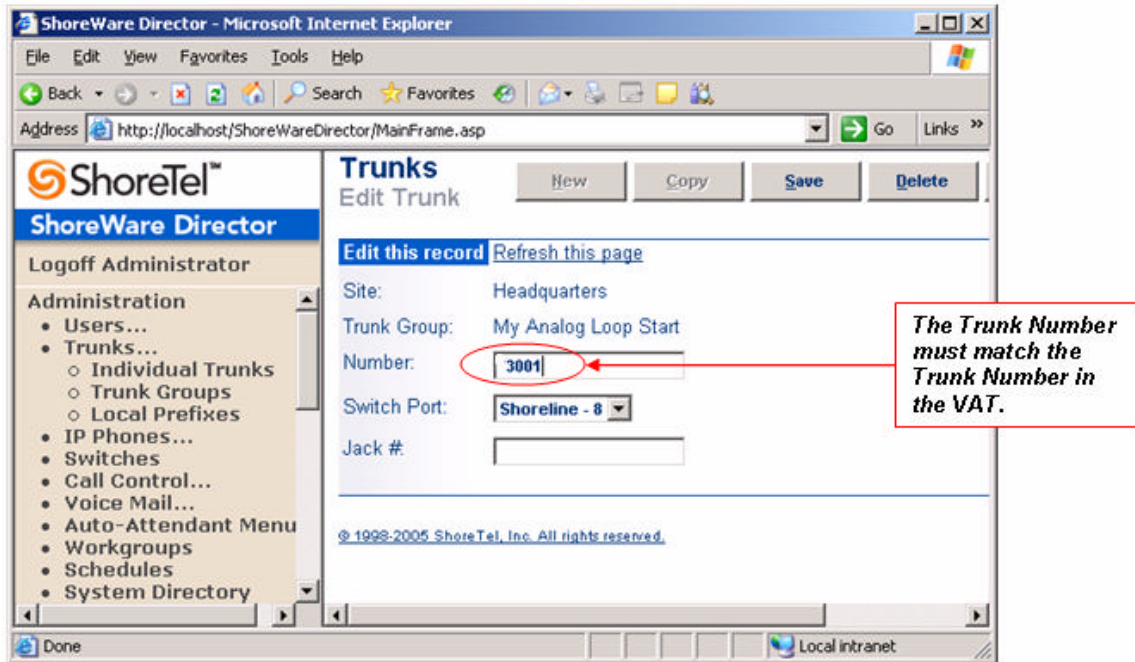
Select T1 or PRI.

This is where you number your trunks.

The Trunk Number must match the Trunk Number in the VAT.

Channel	Trunk Group	Name/Number	Jack #	Tx Gain (
1	Available	1001		0
2	Available	1002		0
3	Available	1003		0

Below is a numbering example of an Analog Trunk.



The screenshot shows the ShoreWare Director web interface in Microsoft Internet Explorer. The browser address bar shows `http://localhost/ShoreWareDirector/MainFrame.asp`. The page title is "ShoreTel™ ShoreWare Director". The left sidebar contains a navigation menu with "Administration" expanded, showing options like "Users...", "Trunks...", "Individual Trunks", "Trunk Groups", "Local Prefixes", "IP Phones...", "Switches", "Call Control...", "Voice Mail...", "Auto-Attendant Menu", "Workgroups", "Schedules", and "System Directory". The main content area is titled "Trunks" and "Edit Trunk". It features buttons for "New", "Copy", "Save", and "Delete". Below these are links for "Edit this record" and "Refresh this page". The form fields are: "Site: Headquarters", "Trunk Group: My Analog Loop Start", "Number: 3001" (circled in red), "Switch Port: Shoreline - 8" (dropdown menu), and "Jack #". A red arrow points from the "Number" field to a callout box containing the text: "The Trunk Number must match the Trunk Number in the VAT." The footer of the page includes the copyright notice: "© 1998-2005 ShoreTel, Inc. All rights reserved."

Voice Assistant Tracer (VAT)

The Trunk ID from the ShoreTel ShareWare Director must match the Trunk ID in the Voice Assistant Tracer. Follow the same numbering convention as noted above.

Voice Assistant Tracer

File Setup Help

House System: **NOT FOR RESALE** Ports Active: 27 of 51

Server Status Pgm VPorts **VPort Status** Pgm Misc Debug

Port #:

Prev 3 Next

Trunk ID: 1001

Port Type: **Digital (Pri)** Change Port Type

Enable Port For Use

Default Script: Standard Recording Script Recording Format: Microsoft GSM

Trunk Information

Trunk Type: B-Channel (PRI)

DNIS comes before ANI

ANI/DNIS separator: *

Periodic Tone

Send Periodic Tone

Every 15 Seconds

Enter the Trunk Number here.