

# SHORETEL APPLICATION NOTE

for  
DuVoice DV2000 Hospitality

Date:	June 29, 2017
App Note Number:	TC-17036
For use with:	DuVoice DV2000 Hospitality
Product:	ShoreTel Connect ONSITE
System:	ST Connect 21.82.2128.0

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*The ShoreTel Technical Support organization will provide Customers with support of ShoreTel's published software interfaces. This does not imply any support for the Member's solution directly. Customers or reseller partners will need to work directly with the Member to obtain support for their solution.*

## Introduction

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This document describes the configuration procedures for integrating the DuVoice DV2000 Hospitality solution with the ShoreTel Connect Onsite system. In addition to guest and staff voice messaging, DuVoice provides an interface between the ShoreTel IP switch and the Property Management System (PMS), guest and staff controlled wake up calls, and staff administration access via a Web console. The ShoreTel “Hospitality Service” allows the DuVoice to change class of service on guest room extensions and add the guest name on their ShoreTel system based on information received from the PMS upon check in and check out.

### **DuVoice**

DuVoice has created messaging solutions since 1990. Since the mid-1990’s, DuVoice has placed a special focus on providing messaging solutions to the hospitality industry. Product development, technical support and professional services combine to make DuVoice a leader in the industry.

### *Features*

#### **Guest Messaging**

The DV2000 system provides guest mailboxes which are easy for any guest to use. Mailboxes will be reset automatically upon check out – archiving messages, removing wake up calls, turning off message lights and routing callers to the operator from a checked out room.

#### **Staff Messaging**

DuVoice recommends using the ShoreTel voice messaging for staff but the DuVoice server can be used for staff messaging as well. Messaging features for staff include enterprise class staff messaging that provides voicemail messages to a staff member’s email.

#### **Guest Wake-up Calls**

Guests can schedule their own wake up calls from their telephone via touch-tones, or they can request staff to schedule the call for them. With the easy to use InnDesk Web console, staff can set the wake up call using any PC on the hotel network through the web console. Staff can also use a special staff Touch-tone User Interface (TUI) to set wake up calls from any telephone. The system can be configured to retry wake up calls for a preset number of attempts. In the event that all calls go unanswered, the system can generate a notification call to staff to alert them of the failed wake up call. A detailed report of wake up call activity is available to staff. The guest is presented a friendly wake up call announcement and even has the ability to snooze the wake up call for 10 minutes. The announcement can be recorded by hotel staff or professional studio talent.

### **Integration with any PMS**

DuVoice supports integration with any Property Management System. There are many different vendors and protocols that support various features. While DuVoice has relationships with many PMS companies, DuVoice can appear to the PMS software as a popular hospitality PBX. This allows compatibility with any PMS vendor. Basic features such as check in, check out and room clean/dirty are supported by most PMS companies. More advanced features such as setting wake up calls through the PMS are also available on some PMS integrations.

### **Track Housekeeping**

From a room, housekeeping staff can enter a special code using the guest room telephone to indicate that they are working in that room. Upon completion of room cleaning, staff can enter a code to indicate that the room is clean, still dirty or in need of maintenance. DuVoice can send that update information to the PMS depending on the system in use.

### ***Contact Information***

DuVoice Inc.  
608 State Street South  
Kirkland, WA 98033  
Tel: +1 425 889 9790

### ***Technical Support***

Tel: +1 425 250 2393  
Email: [support.DuVoice.com](mailto:support.DuVoice.com)

## **ShoreTel Hospitality Service**

An available ShoreTel designed service installed on the ShoreTel Connect server which enables the DuVoice system to change the name and User Group associated with a guest room phone when guests check in/out.

- Changing the name insures hotel staff phones display the guest's name on the phone's display.
- Changing the User Group enables control of the calling permissions for each room (e.g. reducing call permissions for unoccupied rooms, increasing them at check in).

The ShoreTel Hospitality Service enables these functions but requires a compatible DuVoice system to initiate the changes.

ShoreTel Professional Services has created the Hospitality Service solution to allow external property management systems to initiate user name and User Group changes on their ShoreTel system. This can ensure, for example, when a hotel guest checks into a room, the guest's name will appear on their ShoreTel room phone and the User Group of the phone will be changed to allow the desired calling access (i.e. to make external long distance calls). When a guest checks out, the name on the phone can be reset to a generic name (e.g. "Room 234") and the User Group can be reset to "house phone" access.

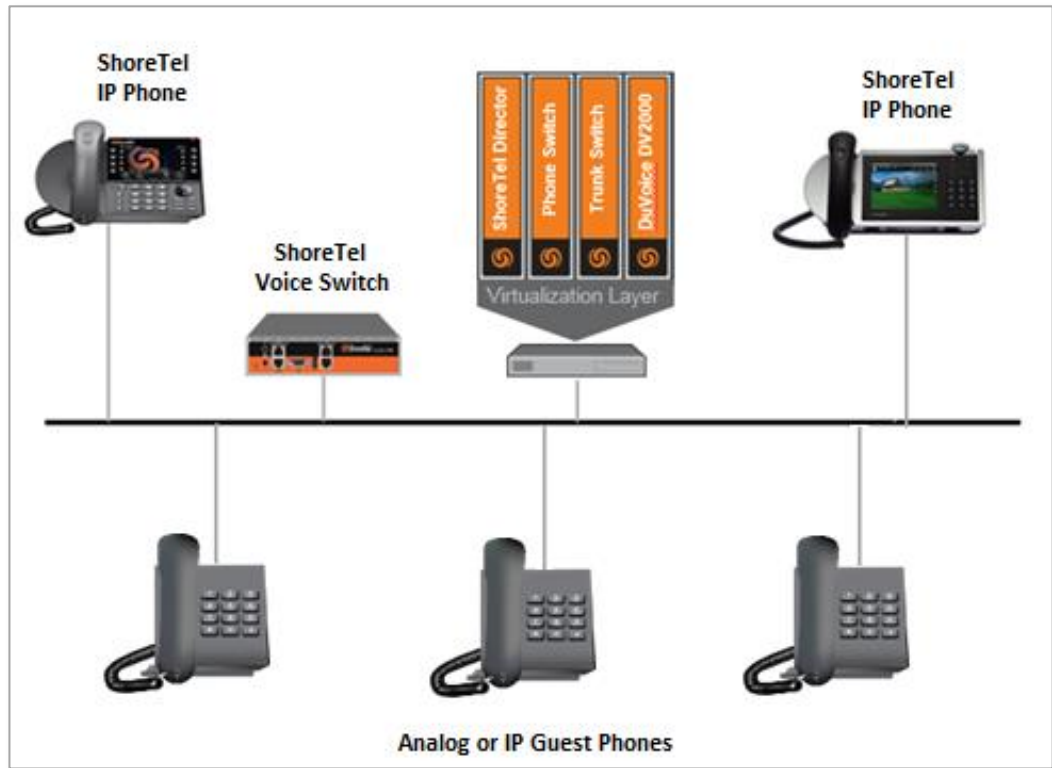
The Hospitality Service is a Windows install package consisting of `STHospitalitySetup.exe` and `STHospitalitySetup.msi` files. Copy both these files to a permanent location anywhere on the ShoreWare Director server and execute `STHospitalitySetup.exe`, accepting all defaults.

The default install location is "C:\Program Files\ShoreTel\Hospitality Service". The service itself will appear in the Windows Services Control Panel under the name "STPS Hospitality Service". This service must be running for the Hospitality Service to perform its function. It should begin running automatically upon install and upon server startup (e.g. after a reboot).

The Hospitality Service can function only when installed on the ShoreTel Connect server.

Requests to change the name and/or User Group of a ShoreTel user must be initiated by an external automated system such as a property management system. The ShoreTel Hospitality Service will not take any action without such external stimulus.

## Network Topology



### Test Environment

- ShoreTel Connect ONSITE Server
- ShoreTel Virtual Phone Switch
- ShoreTel Voice Switch
- ShoreTel IP Phones
- ShoreTel Hospitality Service (Version 1.6.6)
- ShoreTel Applications Licensing (Version 1.2.1)
- DuVoice DV2000 Hospitality Server (Version 6.00.57)

*NOTE: This Application Note assumes the setup, configuration and licensing of the Virtual/Physical Switches has already been completed. If you require additional information, please refer to the ShoreTel Connect Onsite Planning and Installation guide at the following location.*

[ShoreTel Connect Onsite Planning and Installation Guide](#)

## Special Notes

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The following considerations must be taken when implementing a DuVoice DV2000 system with ShoreTel's Hospitality Service on the ShoreTel Connect ONSITE system.

### **DuVoice DV2000 Server**

DV2000 turkey server or software only (Windows 7 stand alone or VMWare).

### **ShoreTel Hospitality Service**

The ShoreTel Hospitality Service is installed on the ShoreTel Connect server (SKU 18047 Hospitality Connector). The ShoreTel Applications Licensing Server must also be installed on the ShoreTel Connect server prior to installing the ShoreTel Hospitality Service application.

### **ShoreTel 3<sup>rd</sup> Party Voice Messaging License**

A ShoreTel External Unified Messaging SIP Link license (SKU 30080 SIP-based third party messaging integration License) if the DuVoice system is to be used for staff messaging. If ShoreTel is hosting the messaging for staff and guest, then this license is NOT required.

### **DV2000 Connectivity to PMS**

Serial or IP connection to PMS.

*NOTE: For additional information on SIP integration with a ShoreTel Connect ONSITE system, please refer to Chapter 19 of the ShoreTel Connect Onsite System Administration Guide.*

## ShoreTel Configuration

The configuration information below shows examples for configuring ShoreTel, and DuVoice as an External Voice Mail System via SIP. Even though configuration requirements can vary from setup to setup, the information provided in these steps, along with the ShoreTel Planning and Installation Guide and documentation provided by DuVoice should prove to be sufficient. However, every design can vary and some may require more planning than others.

### Call Control Options

This section describes the SIP settings required on the ShoreTel system to work with DuVoice. This is accomplished from ShoreTel Connect Director.

1. Navigate to Administration > Features > Call Control > Options
2. Verify the parameters located under the **SIP** section
3. **Realm:** The realm is used in authenticating all SIP devices. Changing this value will require a reboot of switches serving as SIP extensions. It is not necessary to modify this parameter
4. **Enable SIP Session Timer:** Ensure this parameter is checked
5. **Session interval:** Session interval value indicates the SIP session registration period. There is no need to modify the default value of 1800 seconds.
6. **Refresher:** The refresher setting decides if user agent client or user agent server refreshes the session. There is no need to modify the default value of "Caller (UAC)."
7. Click **SAVE**



**SIP:**

Realm:

Enable session timer

Session interval:  seconds (90-3600) 

Refresher:  



### SIP Proxy Settings – Allocating SIP Proxy Ports

This section describes the Switch configuration required on the ShoreTel system to work with the DuVoice. Depending on the switch type, ShoreTel Voice Switches, and Virtual Phone Switches support variable numbers of SIP Proxies and IP Phones, and can be verified on the Switch Edit page of ShoreTel Connect Director.

ShoreTel ShoreGear Switches with processing resources that support Digital and Analog ports can be reallocated to support 100 SIP Proxies. The ShoreTel Administrator can define one of the “Port Type” settings from the available ports to “100 SIP Proxy”, as well as sufficient “IP Phone” ports to support the total number of IP Phones. The following example shows Port allocation designated on a ShoreTel SG-90 for IP Phones and SIP Proxy resources

Port	Port Type	Trunk Group	Description	Jack Number
1	5 IP Phones	P01		
2	100 SIP Proxy	P02		

If the ShoreTel ShoreGear Switch that you have selected has “built-in” capacity (i.e., ShoreGear 50/90/220T1/E1, etc.) for IP phones and SIP trunks, you can also remove 5 ports from the total number available to provide the “100 SIP Proxy” configuration necessary. Every 5 ports you remove from the total available will result in “100 SIP Proxy” ports being made available. The following example shows 5 ports removed from total available resulting in 100 SIP Proxy ports being available.

**Built-in capacity:**

IP phone + SIP trunks = Total

### Site Settings

The next settings to address are the administration of Sites. The ShoreTel Administrator can designate up to two Proxy switches per site for redundancy and reliability: one switch is assigned as the primary Proxy server, and the other switch acts as the backup Proxy server in case the primary fails. A Virtual IP Address is the IP Address of the switch that is configured as the SIP Proxy server for the Site. The Virtual IP Address must be static. If you choose not to define a “Virtual IP Address,” you can only define one proxy switch, and there will be no redundancy or failover capabilities. The switches available in the “Proxy Switch 1 / 2” will only be shown if proxy resources have been enabled on the switch. This is accomplished from ShoreTel Connect Director.

1. Navigate to Administration > System > Sites
2. Select the name of the Site in which SIP Proxies will be assigned
3. In the General Tab, set **Proxy switch 1**: Select the ShoreTel switch configured with SIP Proxies for the Site
4. Click **SAVE**

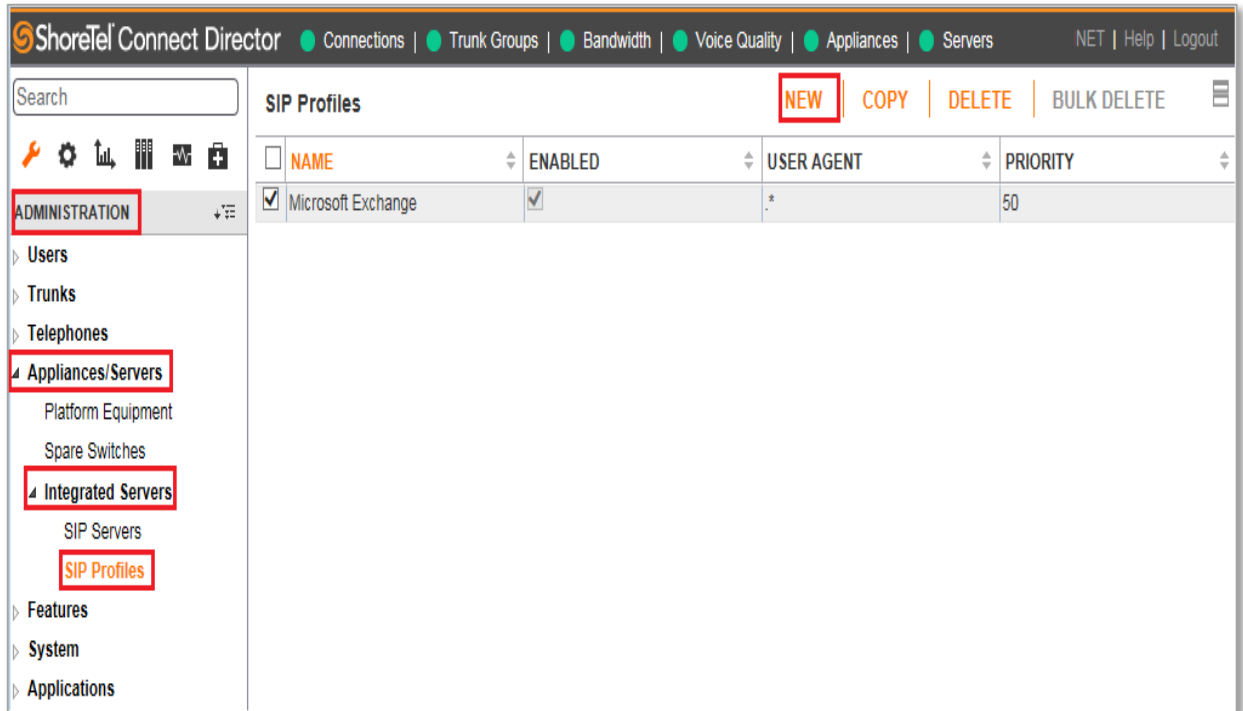
Virtual IP address:	<input type="text"/>
Proxy switch 1:	vPhone ▼
Proxy switch 2:	<None> ▼

*NOTE: Once the ShoreTel switch has been selected to support SIP Proxies, please note the IP Address of the switch as it will be used later in the DuVoice configuration under the SIP configuration.*

### Configure a SIP Profile

This section describes the steps required to configure the DuVoice system as SIP Server on the ShoreTel system. This is accomplished from ShoreTel Connect Director.

1. Navigate to Administration > Appliances/Servers > Integrated Servers > SIP Profiles
2. Click **New**, to create a new SIP Profile



3. In the General Tab, define a **Name**: In our example, we entered “DuVoiceHospitality”.
4. For the parameter **User agent**:, enter “.” (without quotes, enter a period followed by the asterick).
5. For the parameter **Priority**: The default is 100, no change is required.
6. Enable the profile by checking (enabling) the **Enable** option.

**SIP Profiles** NEW | COPY | DELETE | BULK DELETE

**DuVoiceHospitality** SAVE | RESET | CANCEL

**GENERAL**

Name: DuVoiceHospitality

User agent: \*

Priority: 100

Enable

System parameters:

```
acceptMWI=notify
Accept302=sip
HoldSupport=no
AddrSupport=diversion
EnableSymmetricDtmf=yes
UseSipProxyOut=yes
OAEMedialessPort=8600
AllowedCodecs=PCMU/8000
OptionsPing=1
```

Custom parameters:

7. Click **SAVE**

## Configure a SIP Server

This section describes the steps required to configure the DuVoice system as SIP Server on the ShoreTel system. This is accomplished from ShoreTel Connect Director.

1. Navigate to Administration > Appliances/Servers > Integrated Servers > SIP Servers
2. Click **New**, to create a new SIP Server

The screenshot shows the ShoreTel Connect Director interface for configuring a new SIP Server. The left sidebar shows the navigation menu with 'Administration' > 'Appliances/Servers' > 'Integrated Servers' > 'SIP Servers' highlighted. The main content area is titled 'SIP Servers' and shows the configuration for a server named 'DuVoice'. The configuration fields are as follows:

- Name:** DuVoice
- Site:** Headquarters
- Protocol:** UDP
- Host (name / address / domain):** 10.140.5.115
- Override default port:** (empty)
- Allow external voice mail for Extension-Only user
- Allow fax redirect to this server
- Extension:** 131
- Assigned user group:** Executives
- SIP profile:** DuVoiceHospitality
- Digest authentication:** -None-
- Username:** (empty)
- Password:** (masked with dots, 6-26 characters)

Buttons for 'NEW', 'COPY', 'DELETE', 'BULK DELETE', 'SAVE', 'RESET', and 'CANCEL' are visible at the top right. A 'SHOW REFERENCES' button is also present on the right side of the form.

3. Define a **Name**: In our example, we configured “DuVoice”.
4. Define a **Site**: Select the appropriate site location.
5. For the parameter **Protocol**: Click on the drop-down arrow and select “UDP”.
6. **Host (Name/Address/Domain)**: Enter the IP Address of the DuVoice Server
7. **Allow external voice mail for Extension-Only user** Check (enable) this parameter. Checking the parameter “Allow external voice mail for Extension-Only user” will require the ShoreTel External Unified Messaging SIP Link license from ShoreTel.
8. **Extension**: ShoreTel Connect Director will automatically assign the next available extension number, but it can also be modified to any available extension number.
9. **Assigned User Group**: Assign an appropriate user group that has access to the necessary trunks, in our example we selected the “Executives” user group.
10. **SIP Profile**: Click on the drop-down arrow and select the SIP profile created in the previous section (in our example, we configured “DuVoiceHospitality”).
11. Click **SAVE**

## User Groups

This section describes the steps to configure two user groups for the hotel room phones. The user groups will be changed by DuVoice upon hotel guest “Check-In” and “Check-Out” from a room. This is accomplished from ShoreTel Connect Director.

1. Navigate to Administration > Users > User Groups
2. Click New, to create a new User Group
3. Define a Name: In our example, we configured “Restricted”, this User Group will be set when a hotel guest checks out of a room.
4. **COS – Call Permissions:** Set the restriction accordingly, in our example we configured “Local Only”.
5. **Voice mail interface mode:** Click on the drop-down arrow and select “External Voice Mail, SIP”, in our example DuVoice is configured as the External Voice Mail System.

**User Groups** NEW | COPY | DELETE

**Restricted** SAVE | RESET | CANCEL

**GENERAL** PROFILE

Name:

COS - Telephony:  [View Class of Service](#)

COS - Call Permissions:  [View Class of Service](#)

COS - Voice Mail:  [View Class of Service](#)

Send caller ID as caller's emergency identification (CESID)

Send DID as caller's emergency identification (CESID)

Account code collection mode:

Show ShoreTel Connect client users a list of account codes when dialing

Voice mail interface mode:

Music on hold:

**Outgoing trunk groups (Access Code):**

Available:

NAME	ACCESS CODE	TYPE	SITE
Analog Loop Start	9	Analog Loop Start	Headquarters
Digital Loop Start	9	Digital Loop Start	Headquarters
Digital Wink Start	9	Digital Wink Start	Headquarters
ShoreTel SIP Trunks	9	SIP	Headquarters

Selected:

NAME	ACCESS CODE
Analog Loop Start	9

Page 1 of 1 Rows / page: 10 View 1 - 8 of 8

6. Click **SAVE**
7. From within the User Groups menu (Administration > Users > User Groups)
8. Click **New**, to create the second User Group

9. Define a **Name**: In our example, we configured “Unrestricted”, this User Group will be set when a hotel guest checks into a room.
10. **COS – Call Permissions**: Set the restriction accordingly, in our example we configured “No Restrictions”.
11. **Voice mail interface mode**: Click on the drop-down arrow and select “External Voice Mail, SIP”, in our example DuVoice is configured as the External Voice Mail System.

**User Groups**
NEW | COPY | DELETE

SAVE
RESET
CANCEL
☰

**Unrestricted**

GENERAL

PROFILE

Name: Unrestricted

COS - Telephony: Fully Featured View Class of Service

COS - Call Permissions: No Restrictions View Class of Service

COS - Voice Mail: Large Mail Box View Class of Service

Send caller ID as caller's emergency identification (CESID)

Send DID as caller's emergency identification (CESID)

Account code collection mode: None

Show ShoreTel Connect client users a list of account codes when dialing

Voice mail interface mode: External Voice Mail, SIP

Music on hold: <System Default>

**Outgoing trunk groups (Access Code):**

Available:

NAME	ACCESS CODE	TYPE	SITE
Analog Loop Start	9	Analog Loop Start	Headquarters
Digital Loop Start	9	Digital Loop Start	Headquarters
Digital Wink Start	9	Digital Wink Start	Headquarters
ShoreTel SIP Trunks	9	SIP	Headquarters

>
<

Selected:

NAME	ACCESS CODE
ShoreTel SIP Trunks	9

Page 1 of 1 Rows / page: 10 View 1 - 8 of 8

12. Click **SAVE**

## Users

This section describes the steps to configure users, guests, with ShoreTel phones in their rooms to access the DuVoice voice messaging system by pressing the Voicemail button on their ShoreTel phones. This is accomplished from ShoreTel Connect Director.

1. Navigate to Administration > Users > Users
2. Click **New**, to create a new user
3. Define the **First name:** and **Last name:** Enter the appropriate user information
4. Define an **Extension:** ShoreTel Connect Director will automatically assign the next available extension number, but it can also be modified to any available extension number
5. Define the **License type:** In our example, we chose “Extension-Only”, since the DuVoice system will be hosting the voice messaging.
6. Define the **User group:**
7. For the parameter **Mailbox server:** Select the name of the DuVoice SIP Server created previously (Administration > Appliances/Servers > Integrated Servers > SIP Servers)
8. Click **SAVE**

The screenshot displays the 'Users' configuration interface. At the top, there are navigation links: NEW, COPY, DELETE, EXPORT..., BULK DELETE, and BULK EDIT. Below these are tabs for GENERAL, TELEPHONY, VOICE MAIL, ROUTING, MEMBERSHIP, APPLICATIONS, and DNIS. The 'GENERAL' tab is active, showing fields for First name (Room 120), Last name, Extension (120), Email address, and Client username. There are checkboxes for 'Include in System Dial by Name directory' (checked) and 'Make extension private'. Below this are DID Settings, PSTN failover (None), and Caller ID. The 'License type' dropdown is set to 'Extension-Only' and is highlighted with a red box. The 'Access license' is 'Connect Client'. The 'User group' dropdown is set to 'Unrestricted' and is also highlighted with a red box. Other fields include Site (Headquarters), Language (English(US)), Primary phone port (00-10-49-31-10-7B), Current port (00-10-49-31-10-7B), Jack #, Mailbox server (DuVoice, highlighted with a red box), Client password, and SIP phone password. A 'SAVE' button is highlighted with a red box at the top right.

*NOTE: The DuVoice system will initiate user name and User Group changes on the ShoreTel phones/system. If the “License type” is configured as “Extension-Only”, then “Any IP Phone” cannot be selected, but instead must be set to “SoftSwitch”.*

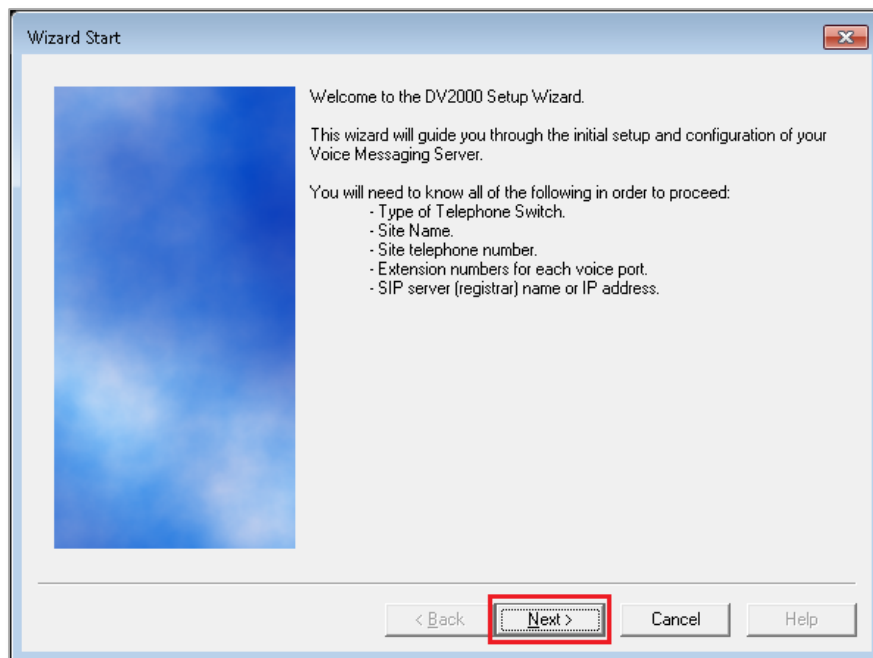


## DuVoice Configuration

The following steps detail the installation process of the DuVoice DV2000 setup wizard, followed by the DuVoice System Configuration used to connect as SIP Server with a ShoreTel Connect Onsite system.

*NOTE: This Application Note assumes the licensing of the DuVoice software and the Dialogic PowerMedia (referred to as HMP) has already been completed. For additional information on licensing, please consult with your DuVoice representative or your reseller. Please refer to the DuVoice DV2000 v6 System Reference Guide for system requirements and installation procedures of Dialogic PowerMedia.*

1. Install the DuVoice software from the DV2000 Setup Wizard.
2. Review the information required for the installation, then click on the **Next** button.



3. Define the **Site Name**: In our example, we configured “ShoreTel Lab”.
4. Complete the remaining fields, and click on the **Next** button.

Site Information

Site Name is required. All other entries should be filled

Site Name: ShoreTel Lab

Site Telephone	5551212
Dealer Name	ShoreTel
Dealer Telephone	5551212
Address	123 456 blvd
Address	suite 100
State	CA
Zip	94560
City	Newark
Country	USA

< Back **Next >** Cancel Help

5. Define the **Operator extension or huntgroup**: In our example, we did not modify the default value “0”, then click the **Next** button.

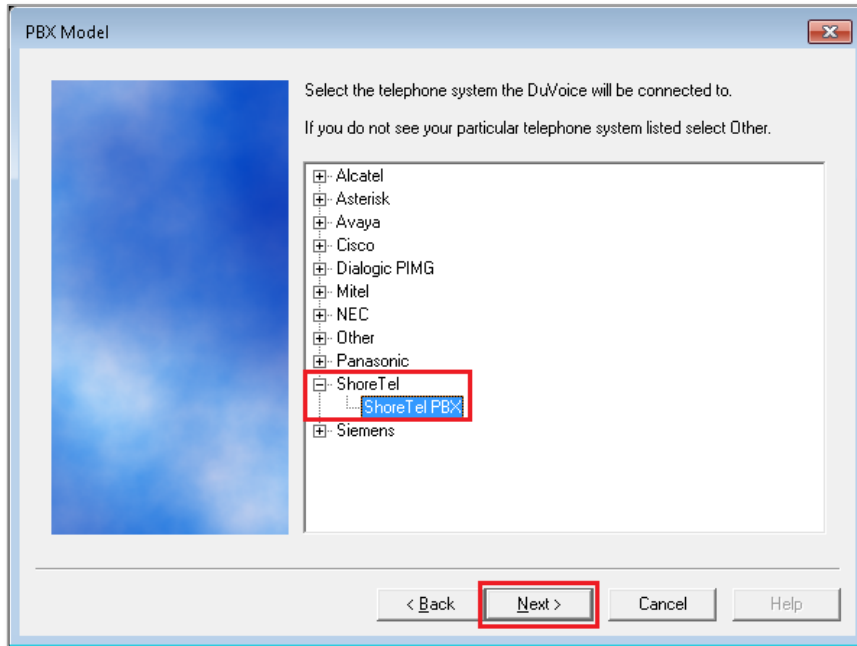
Tenant Information

Operator extension or huntgroup: 0

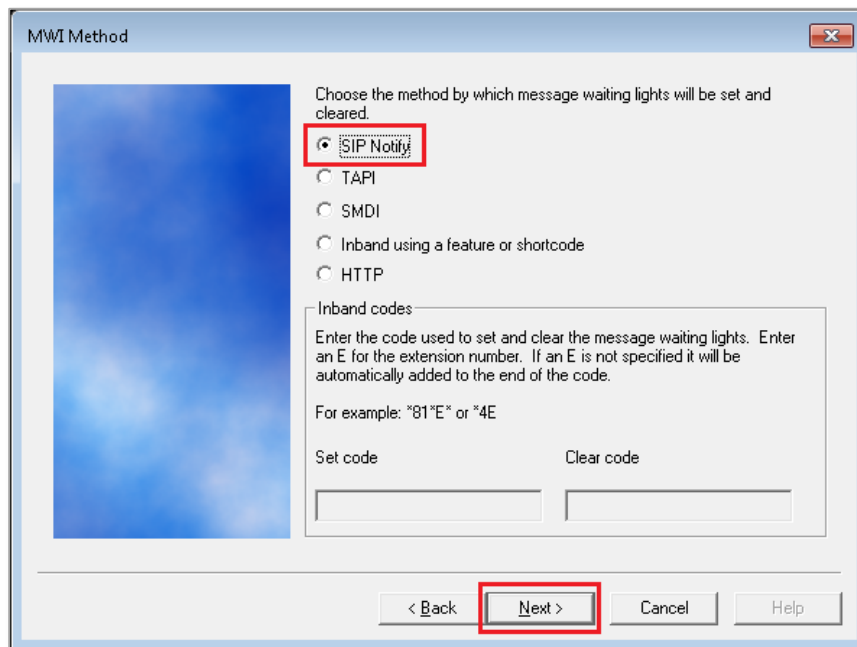
Enable operator to send/receive voice messages and receive VeiMail.

< Back **Next >** Cancel Help

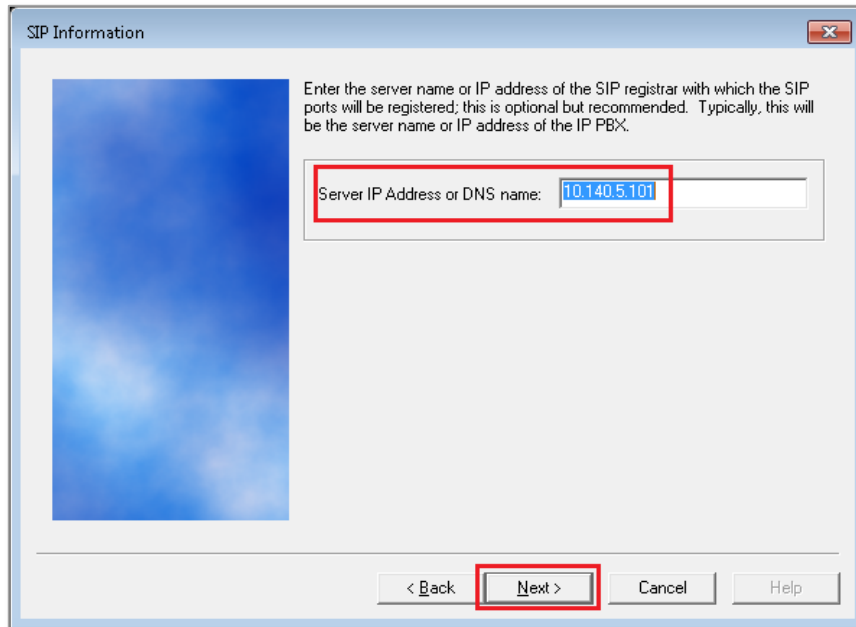
6. For the PBX Model, select **ShoreTel** from the list of telephone systems, then select **ShoreTel PBX**. Click on the **Next** button.



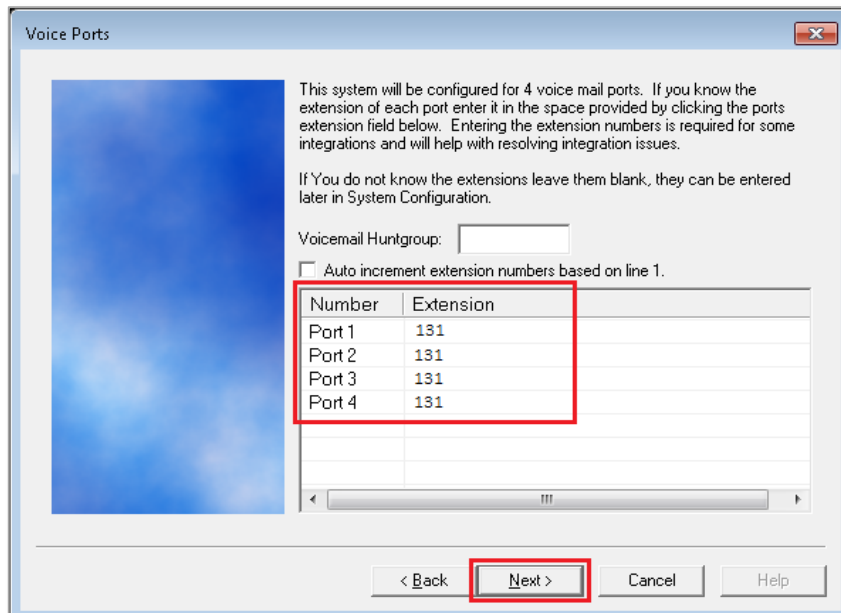
7. For MWI Method, verify the parameter **SIP Notify** (Default value) is selected. Click on the **Next** button.



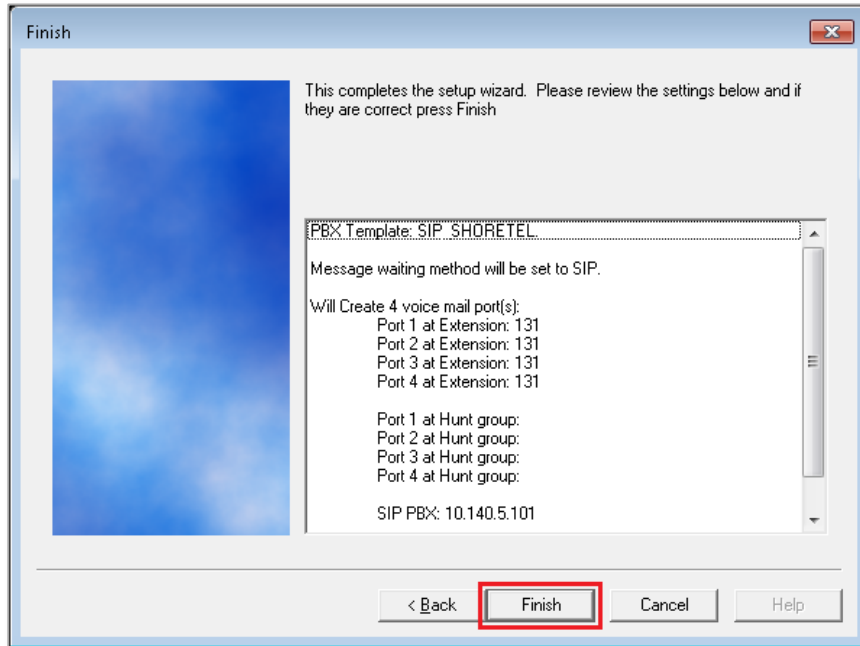
- For the SIP Information parameter, **Server IP Address or DNS name**: Enter the IP Address of the ShoreTel Proxy switch (defined earlier in the ShoreTel Connect Director under Administration > System > Sites). Click on the **Next** button.



- For the Voice Ports, click on the **Extension** field for each Port number and enter the extension number of the DuVoice SIP Server (defined earlier in the ShoreTel Connect Director under Administration > Appliances/Servers > Integrated Servers > SIP Servers). Click on the **Next** button.



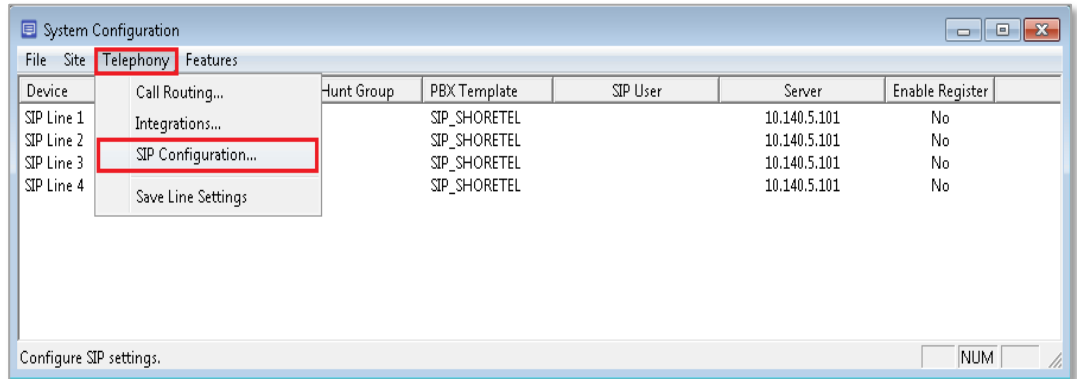
10. Review the setup wizard settings, then click on the **Finish** button to save the configuration and complete the wizard installation.



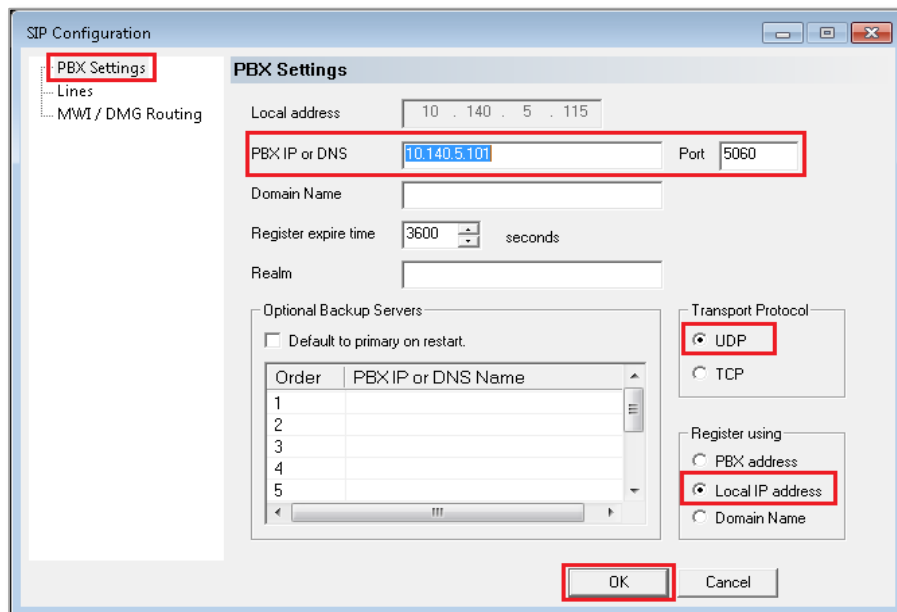
### Configure the System Configuration Parameters

This section describes the steps required to configure the System Configuration parameters on the DuVoice system.

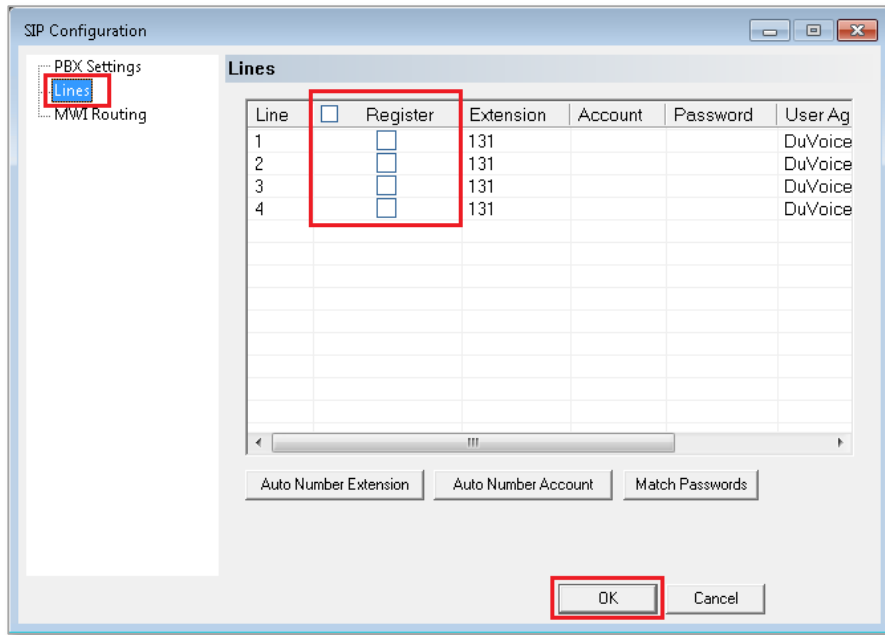
1. Open the DuVoice System Configuration, then select **Telephony > SIP Configuration** from the menu bar.



2. Select PBX Settings, for the parameter **PBX IP or DNS** enter the IP Address of the ShoreTel Proxy switch (defined earlier in the ShoreTel Connect Director under Administration > System > Sites), and verify the parameter **Port** is set to “5060”
3. Set **Transport Protocol** to “UDP”.
4. Set **Register using** to “Local IP address”, then click on the **OK** button to save the changes.



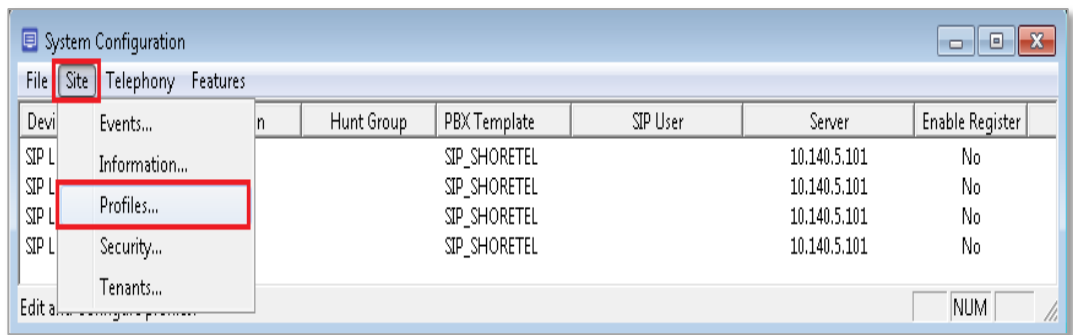
- From the **Telephony > SIP Configuration** menu bar, select Lines and confirm the parameter **Register**, as well as all other Line numbers are not checked. Click on the **OK** button to save the changes.



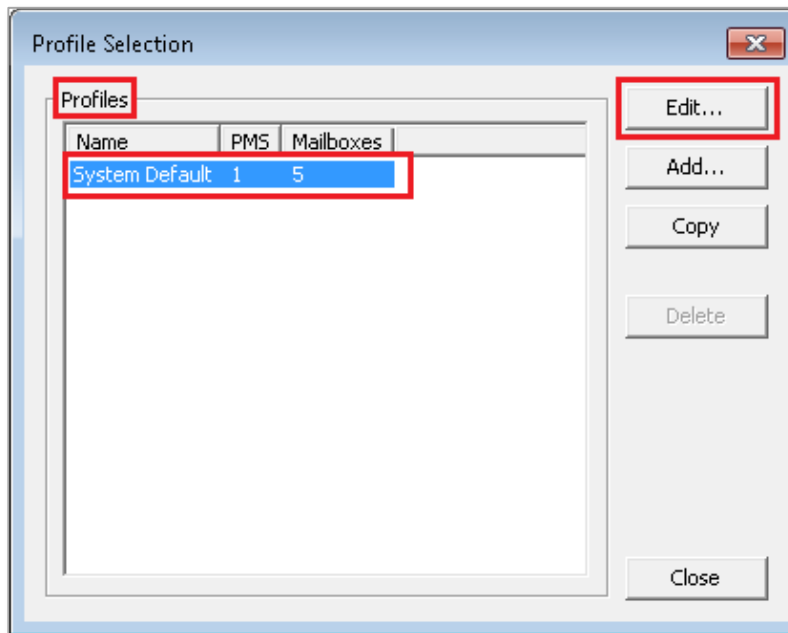
### Configure the Hospitality Configuration Parameters

This section describes the steps required to configure the Hospitality Configuration parameters on the DuVoice system. This configuration is used by the DuVoice system to change the ShoreTel user names and User Groups via the ShoreTel Hospitality Service.

1. Open the DuVoice System Configuration, then select **Site > Profiles** from the menu bar.

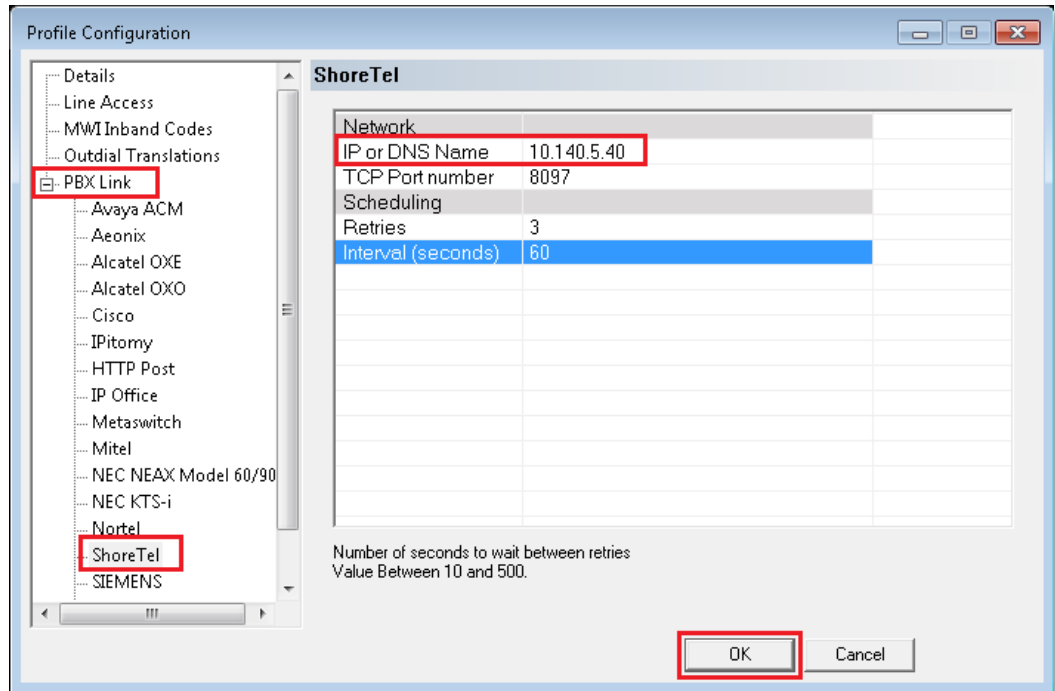


2. On the Profiles menu, select the profile name **System Default**, and click on the **Edit** button.





3. The Profile Configuration dialog will be displayed.

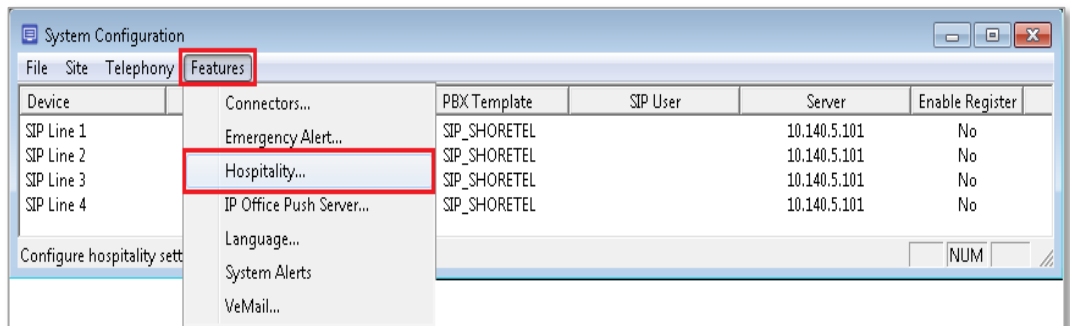


4. Click and expand the category PBX Link, and select **ShoreTel**. For the parameter **IP or DNS Name**, enter the IP Address of the ShoreTel Connect ONSITE Server.
5. Click the **OK** button to save the changes.

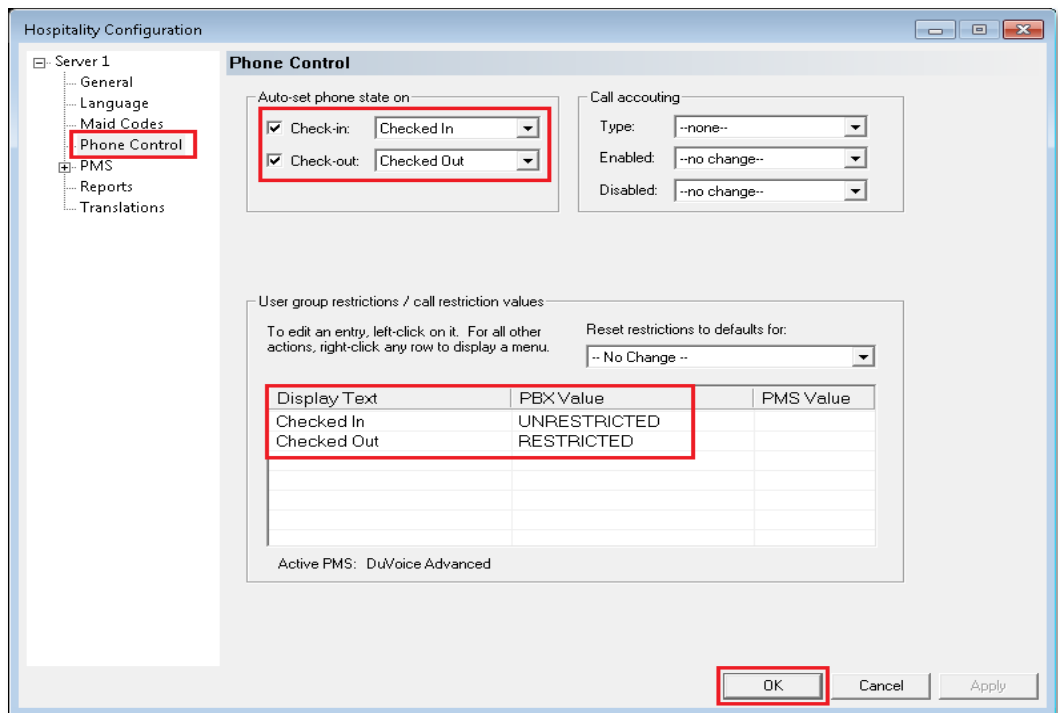
### Configure the Hospitality Phone Control Parameters

This section describes the steps required to configure the Hospitality Phone Control on the DuVoice System. This configures the DuVoice Hospitality interface for sending changes to the ShoreTel Connect server when interfacing with a Property Management System (PMS).

1. Open the DuVoice System Configuration, then select **Features > Hospitality** from the menu bar.



2. On the Hospitality Configuration dialog, select the category Phone Control and verify the parameter **Auto-set phone state on** has both Check-in and Check-out boxes checked.



3. For the parameter **Display Text**, enter a description for the user group restrictions.

4. **PBX Value**, enter the name of the ShoreTel User Groups (defined earlier in the ShoreTel Connect Director under Administration > Users > User Groups).
5. Click the **OK** button to save the changes.

## Summary of Tests and Results

*N/S = Not Supported N/T= Not Tested N/A= Not Applicable*

ID	Result	Name	Description	Notes
1.1	PASS	Call each voicemail port in turn	Each port answered	
1.2	PASS	Leave new message in mailbox	Verify MWI ON	
1.3	PASS	Retrieve last new message in a mailbox	Verify MWI OFF	
1.4	PASS	Room Extension User Group	Use the Front Desk application to check the guest in and out, then confirm the room User Group in the ShoreTel changes upon check in and check out.	
1.5	PASS	Wake Up Call	Set an automatic wake up while in a room to call back in a few moments.	

## Conclusion

DuVoice DV2000 Hospitality was successfully validated and approved with ShoreTel Connect ONSITE.

## Additional Resources

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[ShoreTel Connect ONSITE System Administration Guide](#)

[ShoreTel Connect ONSITE Planning and Installation Guide](#)

[DuVoice DV2000 v6 Reference Guide](#)

Version	Date	Contributor	Content
1.0	June 2017	J.Rodriguez	Original App Note

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## ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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