



Integration

Title	ShoreTel SIP Extension Integration
Document	shoretel-sip-in
Last update	2011/06/09
DuVoice Versions	5.00.032 and above
Switch Versions	11.1

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Overview

This document outlines how to configure the DuVoice system as a single extension when not using the ShoreTel third party voicemail license. This document does not cover the installation of either product and assumes ShoreTel has sufficient SIP licenses for the DuVoice system.

Theory of Operation

The DuVoice will connect to the ShoreTel as a single user with multiple appearances. Regardless of how many channels the DuVoice voicemail is configured for it will act as a single extension. The DuVoice system will only use a single SIP license on the ShoreTel.

Features Supported

Message Lights	Yes
Forward to personal greeting RNA	Yes
Forward to personal greeting Busy	Yes
Forward to personal greeting DND	Yes
Different busy greeting	Yes
Auto login to a mailbox	Yes

Caller ID with message	Yes
Trunk to trunk transfer (unsupervised)	Yes
Supervised transfers	No
Integrated transfers	No
Call screening	No
Caller queuing	No

Hospitality Features Supported

Property management integration (PMS)	Yes
Room phone control	Yes
Wakeup calls	Yes
Failed wakeup alerting	Yes
Guest name changes	Yes
Room Clean - Room Dirty Status	Yes

Requirements

- DuVoice 5.00 or above.
- ShoreTel version 11.0 or above.
- ShoreTel Hospitality Server Interface purchased from ShoreTel.
This is required for performing name and group changes for hospitality.
- Minimum of one SIP extension license purchased from ShoreTel.

ShoreTel Configuration

To configure these settings for the ShoreTel system, log into ShoreWare Director and select Administration.

SIP Profile

We must create a SIP profile specific for the DuVoice system. This gives the DuVoice the ability to set message waiting indicators and support for call forwarding.

Select Administration | IP Phones | SIP Profiles | New

SIP Profile

Edit SIP Extension Profile

New

Copy

Save

Delete

Reset

[Help](#)

Edit this record

[Refresh this page](#)

Name:	<input type="text" value="DuVoice"/>
User Agent:	<input type="text" value="DuVoice"/>
Priority:	<input type="text" value="100"/>
<input checked="" type="checkbox"/> Enable	
System Parameters:	OptionsPing=0 SendEarlyMedia=0 MWI=none 1CodecAnswer=1 StripVideoCodec=0
Custom Parameters:	<input type="text" value="acceptMWI=notify
AddrSupport=diversion"/>

1. Enter **DuVoice** for the Name or any suitable name.
2. Enter **DuVoice** for the User Agent.
3. Under Custom Parameters enter:
 1. acceptMWI=notify
 2. AddrSupport=diversion

Click **Save**.

Create DuVoice user

Select Administration | Users | Individual Users

To add a new user select your site then press Go.

Users

Edit User

[New](#) [Copy](#) [Save](#) [Delete](#) [Reset](#)

[Help](#)

* modified

General ▶ Personal Options ▶ Distribution Lists ▶ Workgroups [Refresh this page](#)



First Name:

Last Name:

Number:

License Type:

Access License: Enable Contact Center Integration

Caller ID: (e.g.  +1 (408) 331-3300 )

DID Range:

DID Number:

PSTN Failover:

User Group: [Go to this User Group](#)

Site:

Language:

Primary Phone Port:

IP Phones

Ports

SoftSwitch

Current Port: [Go Primary Phone](#)

Jack #:

1. Enter the extension number you wish to use for the DuVoice.
2. Set the License Type to Extension-Only.
3. Set Primary Phone Port to SoftSwich.

Mailbox Server: Headquarters [Escalation Profiles and Other Mailbox Options](#)

Accept Broadcast Messages

Include in System Dial By Name Directory

Make Number Private

Fax Support: User - No Redirect

Allow Video Calls: None

Allow Telephony Presence

Shared Call Appearances

Associated BCA:

Allow Use of Soft Phone

Allow Phone API

Allow Mobile Access

Delayed Ringdown

Extension:

External Number: (e.g. 9+1 🇺🇸 (408) 331-3300 📞)

Ringdown Delay: sec

Client User ID: VMail

Client Password:

Voice Mail Password: Must Change On Next Login

SIP Password:

Email Address:

Conference Bridge:

Server: None

User ID:

Password:

[Edit System Directory Record](#)

1. Enter a SIP Password. The form display stars regardless of whether the field has a value or not.

Click **Save**.

Configure call forwarding

Select Administration | Users | Call Handling Mode Defaults

Choose the call handling assigned to Rooms. In this example we are using Standard.

Standard Mode

Edit Default Values

[Save](#)

[Reset](#)

[Help](#)

* modified

Edit this record	Refresh this page
Call Forward Condition:	<input type="radio"/> Always <input checked="" type="radio"/> No Answer/Busy <input type="radio"/> Never
Always Destination:	<input type="text" value="5101 : Voice Mail"/> Search
Busy Destination:	<input type="text" value="5101 : Voice Mail"/> Search
No Answer Destination:	<input type="text" value="5101 : Voice Mail"/> Search
No Answer Number of Rings:	<input type="text" value="5"/>
Personal Assistant:	<input type="text"/> Search
<input type="checkbox"/> Enable Find Me	
<input checked="" type="checkbox"/> Enable Message Notification	
<input type="checkbox"/> Enable Calling Additional Phones	
Schedule:	<input type="text" value="<None>"/> Edit this schedule
Call Handling Note:	<input type="text"/>

Enter the DuVoice extension for the Always, Busy and No Answer destinations. It is suggested to use a value greater than 3 rings for No answer, otherwise wakeup calls might be forwarded to the DuVoice system if the guest does not answer quickly.

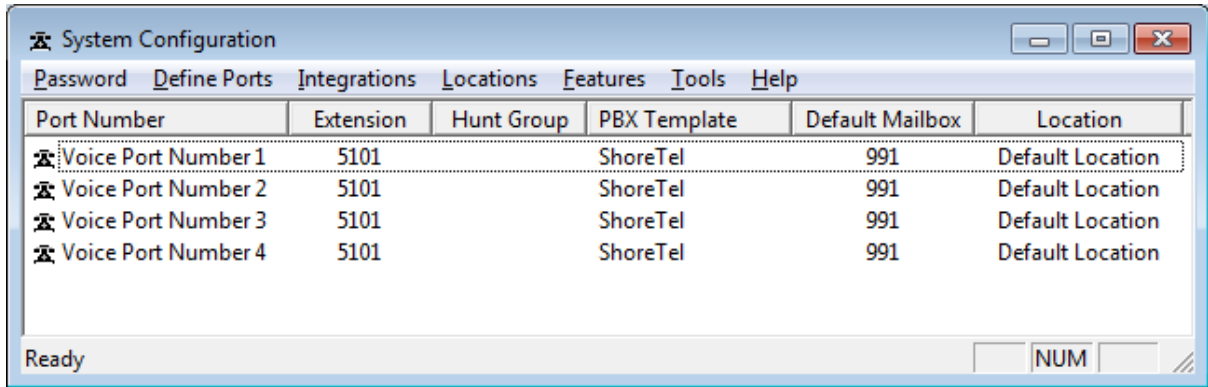
Click **Save**.

DuVoice Configuration

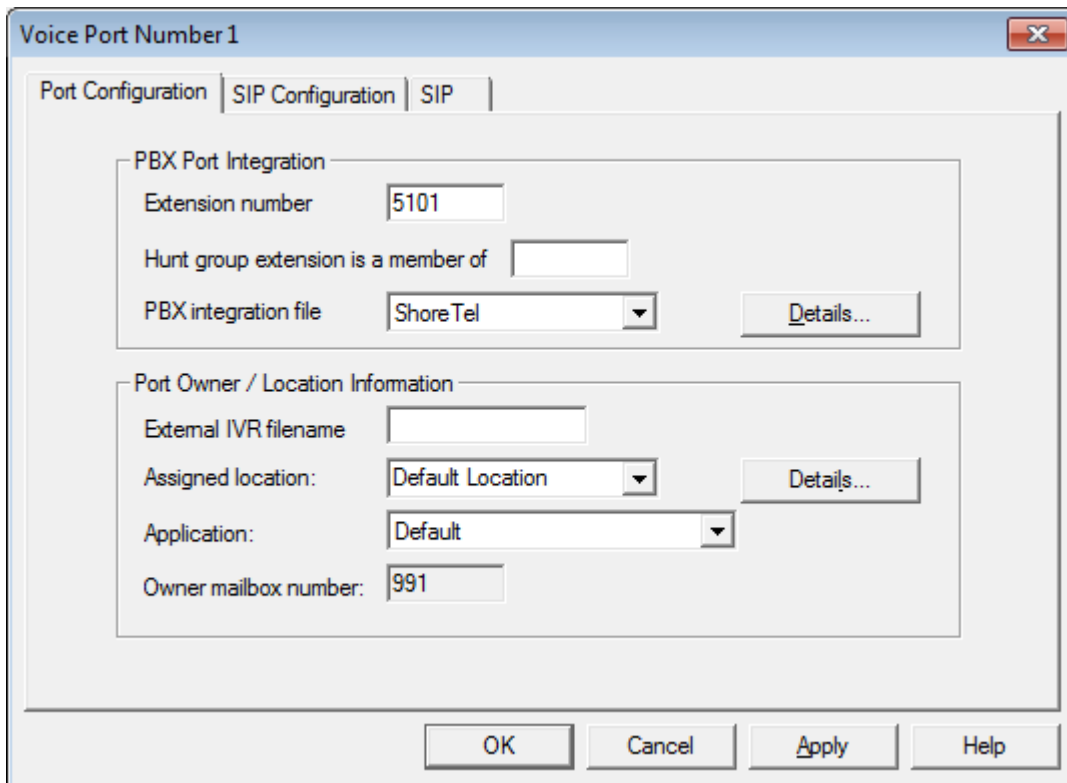
These steps will guide you through configuring your system to connect with the ShoreGear SIP Proxy via SIP. For more information please see the DuVoice Manual located on the system desktop, also located in the DuVoice folder in the Start Menu or online at <http://manual.duvoice.com>.

Port Configuration

Run System Configuration from the start menu located in the DuVoice folder.



Double click Voice Port Number 1.



Enter the extension number create in Shoreware Director associated with the DuVoice.

Click **SIP Configuration** tab.

The screenshot shows a dialog box titled "Voice Port Number 1" with a close button (X) in the top right corner. It has three tabs: "Port Configuration", "SIP Configuration", and "SIP". The "SIP" tab is selected. The dialog contains the following fields and controls:

Display name	<input type="text"/>	Account name	<input type="text" value="5101"/>
User agent	<input type="text" value="DuVoice"/>	Password	<input type="text" value="12345678"/>
Local Port	<input type="text" value="5060"/>	Realm	<input type="text" value="duvoice.lan"/>

Below the fields is a checked checkbox labeled "Enable Register". At the bottom of the dialog are four buttons: "OK", "Cancel", "Apply", and "Help".

1. Enter the extension number assigned to the DuVoice system under **Account name**.
2. Enter the password for the extension under **Password**.
3. Enter the Realm configured in Shoreware Director under **Realm**.
4. Check **Enable Register**.

Click **SIP** tab.

This tab duplicates the settings found under Features | Connectors | SIP.

Voice Port Number 1

Port Configuration | SIP Configuration | SIP

Location: Default Location

Registrar address: 192.168.11.46

Local address: 192.168.11.25

Register expire time: 3600 seconds

SIP Trunk

OK Cancel Apply Help

1. Enter the IP address of the ShoreGear SIP Proxy Switch for **Registrar address**.
2. Confirm the IP address located in the **Local Address** field is that of the network connection currently being used on the system. If the system has multiple network connections this might be different.

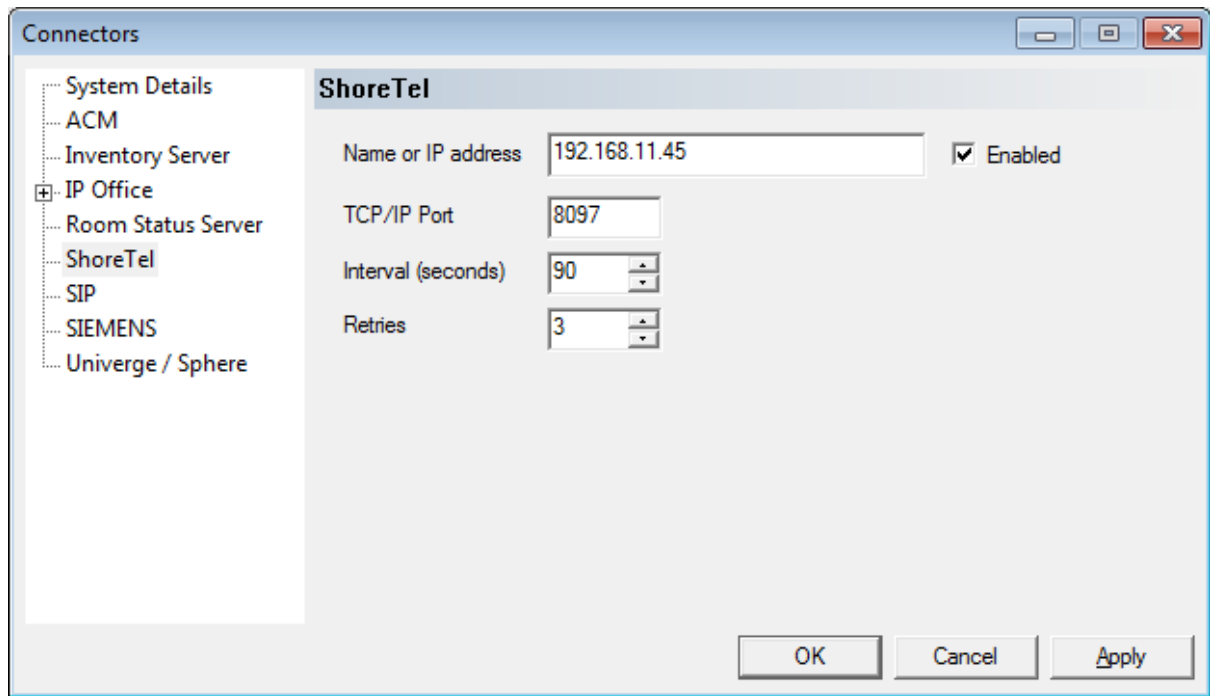
Click **Ok** to save changes.

For all other channels enter the same extension number as port 1 and confirm **Enable Register** is not checked.

Hospitality Configuration

Hospitality Connector

Select Features | Connectors | ShoreTel



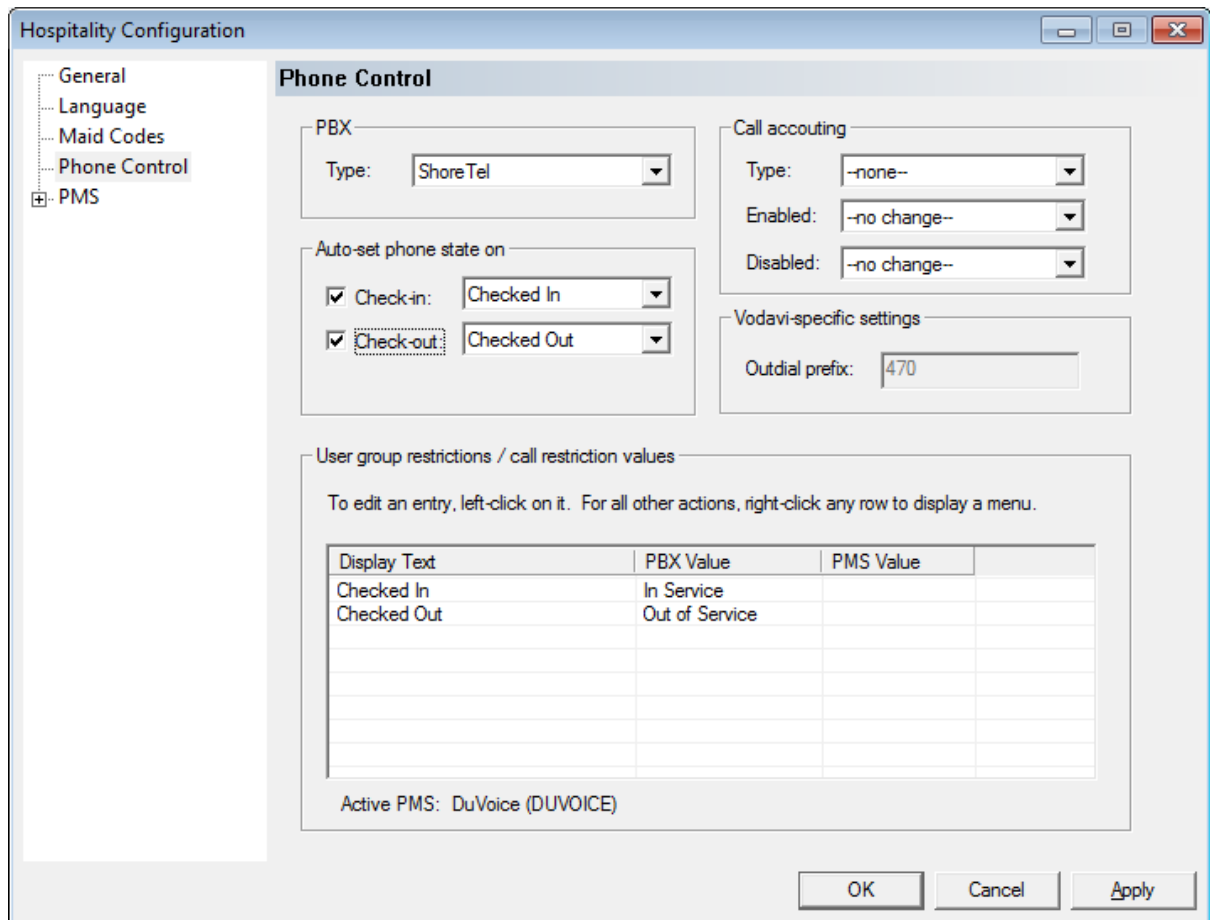
This configures the DuVoice for changing user names and User Groups via the ShoreTel Hospitality Server Interface provided by ShoreTel.

1. Check Enable.
2. Enter the IP address of the ShoreTel Headquarter Server.

Click **Ok** to save changes.

Phone Control

Choose Features | Hospitality | Phone Control



This configures the DuVoice Hospitality interface for sending changes to the ShoreTel Headquarter Server when interfacing with a Property Management System (PMS).

1. Select **ShoreTel** for **PBX type**.
2. Enter User Groups associated with guest rooms under User group restrictions.
 - a. **Display Text** field is used for staff only.
 - b. **PBX Value** must be set to the exact case sensitive name of the User Groups configured on the ShoreTel Headquarter Server.
 - c. **PMS Value** varies depending on your installed PMS and is not covered in this document. Please see the DuVoice manual for more information.
3. If phones should be automatically configured at check in or check out choose the appropriate groups under **Auto-set phone state on**.

Click **Ok** to save changes.