



# ShoreTel Connect Director



## Extended Browser Support

Internet Explorer 10.0 and 11.0

Firefox 34.0.3/2

Google Chrome 39 and 40

Safari 6.1.3 / 7

## Redesigned layout

Menus of the left

Current parameters on top

Editing and details on bottom



# Integrated Director and Diagnostic & Monitoring



ShoreTel Connect Director Connections | Trunk Groups | Bandwidth | Voice Quality | Appliances | Servers David Garcia | Help | Logout

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MAINTENANCE

- Dashboard
- Topology
- Connectivity
- Status
- Alerts
- Call Quality
- Events
- Event Filters
- Configuration

### Call Volume (Total for System)

Time	Good Calls	Bad Calls
11:00AM	2.0	0.0
11:10AM	2.0	0.0
11:20AM	4.0	0.0
11:30AM	3.0	0.0
11:40AM	2.0	0.0
11:50AM	1.0	0.0

### Call Quality

Time	Worst (MOS)	Average (MOS)
11:00AM	4.5	4.5
11:10AM	4.5	4.5
11:20AM	4.5	4.5
11:30AM	4.5	4.5
11:40AM	4.5	4.5
11:50AM	4.5	4.5

### Bandwidth Utilization (% by Site)

Time	ICS HQ (%)
11:00AM	0
11:10AM	0
11:20AM	0
11:30AM	0
11:40AM	0
11:50AM	0

### Highest Trunk Group Usage (%)

Time	PRI (%)	Digital Wink Start (%)	Digital Loop Start (%)	Analog Loop Start (%)	Mobility Trunk (%)
11:00AM	10	0	0	0	0
11:10AM	5	0	0	0	0
11:20AM	10	0	0	0	0
11:30AM	5	0	0	0	0
11:40AM	10	0	0	0	0
11:50AM	5	0	0	0	0

### Highest Feature Usage

Time	Headquarters	SG90	SG220T1A	Linux DVS	SG60
11:00AM	0	0	0	0	0
11:10AM	1	0	0	0	0
11:20AM	0	0	0	0	0
11:30AM	1	0	0	0	0
11:40AM	1	0	0	0	0
11:50AM	0	0	0	0	0

### Highest Average CPU Usage (%)

Time	SG220T1A (%)	SG90 (%)	SA-100 (%)	Linux DVS (%)	Headquarters (%)
11:00AM	10	0	0	0	0
11:10AM	10	0	0	0	0
11:20AM	10	0	0	0	0
11:30AM	10	0	0	0	0
11:40AM	10	0	0	0	0
11:50AM	10	0	0	0	0

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# Enhanced Alerts

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Command:

<input type="checkbox"/>	<input type="checkbox"/>	TIME CREATED	LAST UPDATED	CATEGORY	SITE	SWITCH	TRUNK GROUP	STATE	DESCRIPTION
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2/12/16 10:00:26 AM	2/16/16 11:54:17 AM	Servers				Cleared	ShoreTel-RPCAP is not running
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2/12/16 10:00:26 AM	2/16/16 11:54:17 AM	Servers				Cleared	ShoreTel-EventSvc is not running
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2/10/16 12:04:31 AM	2/16/16 11:54:17 AM	TrunkGroups		<a href="#">SG220T1A</a>		Cleared	Switch is experiencing issues with its trunks.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/18/16 09:04:33 PM	2/16/16 11:54:47 AM	Switches		<a href="#">Oaisys</a>		Cleared	Switch has lost connection to the network.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/18/16 09:01:34 PM	2/16/16 11:54:47 AM	Switches		<a href="#">SG220T1A</a>		Cleared	Switch has lost connection to the network.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/18/16 09:00:36 PM	2/16/16 11:54:47 AM	Switches		<a href="#">SG90</a>		Cleared	Switch has lost connection to the network.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/18/16 08:58:08 PM	2/16/16 11:54:47 AM	Switches		<a href="#">SG220T1A</a>		Cleared	Switch has lost connection to the network.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/18/16 08:56:09 PM	2/16/16 11:54:47 AM	Switches		<a href="#">Contact Center</a>		Cleared	Switch has lost connection to the network.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/18/16 08:40:43 PM	2/16/16 11:54:47 AM	Switches		<a href="#">SG60</a>		Cleared	The switch is not running a sufficient firmware version.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/18/16 08:40:43 PM	2/16/16 11:54:47 AM	Switches		<a href="#">SG90</a>		Cleared	The switch is not running a sufficient firmware version.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/18/16 08:40:43 PM	2/16/16 11:54:47 AM	Switches		<a href="#">SG220T1A</a>		Cleared	The switch is not running a sufficient firmware version.

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**EVENTS** | ALERTS | CALLS

TIME CREATED	LOG NAME	EVENT ID	SERVER	SOURCE	TASK CATEGORY	SEVERITY	DESCRIPTION
There is no data to display							



# Administration



- Search
- ADMINISTRATION
  - Users
  - Trunks
  - Telephones
  - Appliances/Servers
  - Features
  - System
  - Applications

NEW   COPY   DELETE   EXPORT...   BULK DELETE   BULK EDIT													
<input type="checkbox"/>	FIRST NAME	LAST NAME	EXTENSION	MOBILE EXTENSION	CLIENT USER NAME	SITE	USER GROUP	ACCESS LICENSE	PRIMARY SWITCH	VM SERVER	SERVER TYPE	PRIMARY PORT	STATUS
<input checked="" type="checkbox"/>	Aaron	Betts	110	210	ABetts	ICS HQ	Executives	Connect Client	SG220T1A	Headquarters	Regular	00-10-49-3E-88-35	Home
<input type="checkbox"/>	Aaron	Godinez	105	214	aaron	ICS HQ	Executives	Connect Client	SG90	Headquarters	Regular	00-10-49-0A-29-3C	Home
<input type="checkbox"/>	Admin	Mailbox	194		AMailbox		Executives	Connect Client	Headquarters	Headquarters	Regular		Home
<input type="checkbox"/>	Alarm	Line	455		ALine	ICS HQ	Executives	Connect Client	SG60		Regular	6	Home
<input type="checkbox"/>	Cheryl	Chapman	117		CChapman	ICS HQ	Executives	Connect Client	SG90	Headquarters	Regular	00-10-49-11-32-49	Home
<input type="checkbox"/>	Conference	Room	134		SRoom	ICS HQ	Executives	Connect Client	SG220T1A	Headquarters	Regular	00-10-49-35-A0-BC	Home
<input type="checkbox"/>	Corey	Ahia	128	215	corey	ICS HQ	Executives	Connect Client	SG90	Headquarters	Regular	00-10-49-15-75-D9	Home
<input type="checkbox"/>	Credit	Card Machine	452		CCardMachine	ICS HQ	Executives	Connect Client	Headquarters	Headquarters	Regular	Any IP Phone	Home
<input type="checkbox"/>	Credit	Card	485		CCard	ICS HQ	Executives	Phone Only	SG60		Regular	3	Home
<input type="checkbox"/>	Dave	Modem	294		DModem	ICS HQ	Executives	Phone Only	SG220T1A	Headquarters	Regular	SIP-294-013091245...	Home
<input type="checkbox"/>	David	Garcia	102	202	David	ICS HQ	Copy of Executives	Connect Client	SG90	Headquarters	Regular	00-10-49-2D-1D-A1	Home
<input type="checkbox"/>	Debbie	Kleinman	109		DKleinman	ICS HQ	Executives	Connect Client	Headquarters	Headquarters	Regular	Any IP Phone	Home
<input type="checkbox"/>	Denny	File	114	212	DFile	ICS HQ	Executives	Connect Client	SG220T1A	Headquarters	Regular	00-10-49-07-74-6A	Home

**Extension 110: Aaron Betts**

GENERAL | TELEPHONY | VOICE MAIL | ROUTING | MEMBERSHIP | DNIS | APPLICATIONS

Active Directory user

Account(domain\username):  [SHOW FROM AD](#) [SYNC FROM AD](#)

First name:  Last name:

Extension:

Email address:  [Edit System Directory record](#)

Include in System Dial by Name directory

Make extension private

DID Settings: +19098027338 [change settings...](#)

PSTN fallback:

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

License type:

Access license:

User group:  [Go to this user group](#)



# Advanced Search



Due to license violation, access to Director will be locked in 45 days. Take proper action before the grace period has expired. Note that there are additional charges if you need to recover from a locked Director.

NEW | COPY | DELETE | EXPORT... | BULK DELETE | BULK EDIT

- Password
- Auto-Attendant
- Password Policy
- Platform Equipment
- Route Points
- SIP Servers
- Synchronization
- System Parameters
- Telephone Options
- Trunk Groups
- Users
- Voice Mail Options
- Voice Mail Permissions
- Workgroups

### Users

<input type="checkbox"/> FIRST NAME	EXTENSION	MOBILE EXTENSION	CLIENT USER NAME	SITE	USER GROUP	ACCESS LICENSE	PRIMARY SWITCH	VM SERVER	SERVER TYPE	PRIMARY PORT	STATUS
<input checked="" type="checkbox"/> Aaron	210		ABetts	ICS HQ	Executives	Connect Client	SG220T1A	Headquarters	Regular	00-10-49-3E-88-35	Home
<input type="checkbox"/> Aaron	214		aaron	ICS HQ	Executives	Connect Client	SG90	Headquarters	Regular	00-10-49-0A-29-3C	Home
<input type="checkbox"/> Admin			AMailbox		Executives	Connect Client	Headquarters	Headquarters	Regular		Home
<input type="checkbox"/> Alarm			ALine	ICS HQ	Executives	Connect Client	SG60		Regular	6	Home
<input type="checkbox"/> Cheryl			CChapman	ICS HQ	Executives	Connect Client	SG90	Headquarters	Regular	00-10-49-11-32-49	Home
<input type="checkbox"/> Conference			SRoom	ICS HQ	Executives	Connect Client	SG220T1A	Headquarters	Regular	00-10-49-35-A0-BC	Home
<input type="checkbox"/> Corey	215		corey	ICS HQ	Executives	Connect Client	SG90	Headquarters	Regular	00-10-49-15-75-D9	Home
<input type="checkbox"/> Credit			CCardMachine	ICS HQ	Executives	Connect Client	Headquarters	Headquarters	Regular	Any IP Phone	Home
<input type="checkbox"/> Credit			CCard	ICS HQ	Executives	Phone Only	SG60		Regular	3	Home
<input type="checkbox"/> Dave			DModem	ICS HQ	Executives	Phone Only	SG220T1A	Headquarters	Regular	SIP-294-013091245...	Home
<input type="checkbox"/> David	202		David	ICS HQ	Copy of Executives	Connect Client	SG90	Headquarters	Regular	00-10-49-2D-1D-A1	Home
<input type="checkbox"/> Debbie			DKleinman	ICS HQ	Executives	Connect Client	Headquarters	Headquarters	Regular	Any IP Phone	Home

ShoreTel Connect Director

- Password
- Auto-Attendant
- Password Policy
- Platform Equipment
- Route Points
- SIP Servers
- Synchronization
- System Parameters
- Telephone Options
- Trunk Groups
- Users
- Voice Mail Options
- Voice Mail Permissions
- Workgroups

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### Extension 110: Aaron Betts

SAVE RESET CANCEL

- GENERAL
- TELEPHONY
- VOICE MAIL
- ROUTING
- MEMBERSHIP
- DNIS
- APPLICATIONS

Active Directory user

Account(domain/username):  [SHOW FROM AD](#) [SYNC FROM AD](#)

First name:  Last name:

Extension:

Email address:  [Edit System Directory record](#)

Include in System Dial by Name directory

Make extension private

DID Settings: +19098027338 [change settings...](#)

PSTN failover:

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

License type:

Access license:



# Schedules



ShoreTel Connect Director ● Connections ● Trunk Groups ● Bandwidth ● Voice Quality ● Appliances ● Servers David Garcia | Help | Logout

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Search NEW | COPY | DELETE

NAME	DAY(S)	TIME ZONE
1pm-5pm Mon-Fri	Monday, Tuesday, Wednesday, Thursday, Friday	Pacific Standard Time
5pm-12am Mon-Fri	Monday, Tuesday, Wednesday, Thursday, Friday	Pacific Standard Time
8am-12pm Mon-Fri	Monday, Tuesday, Wednesday, Thursday, Friday	Pacific Standard Time
Lunch	Monday, Tuesday, Wednesday, Thursday, Friday	Pacific Standard Time
On-Hours	Monday, Tuesday, Wednesday, Thursday, Friday	Pacific Standard Time

ADMINISTRATION +

- Users
- Trunks
- Telephones
- Appliances/Servers
- Features ←
  - System Directory
  - Auto-Attendant
  - Call Control
  - Music On Hold
  - Extension Lists
  - Voice Mail
  - Workgroups
  - Schedules ←
    - On-Hours ←
    - Holiday
    - Custom
  - Client
  - System
  - Applications
    - Enhanced Reports
    - Licenses

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SAVE RESET CANCEL

**On-Hours**

GENERAL

Name: On-Hours

Time zone: (UTC-08:00) Pacific Time (US & Canada), Pacific Standard Time

Day

Day	Start time (HH:MM:SS am/pm)	Stop time (HH:MM:SS am/pm)	
Monday	ALL DAY	8:00:00 AM	5:00:00 PM <a href="#">Remove</a>
Tuesday	ALL DAY		5:00:00 PM <a href="#">Remove</a>
Wednesday	ALL DAY		5:00:00 PM <a href="#">Remove</a>
Thursday	ALL DAY	08:00:00 AM	5:00:00 PM <a href="#">Remove</a>
Friday	ALL DAY		5:00:00 PM <a href="#">Remove</a>



## Embedded Applications

ShoreTel Connect Direct

Search

ADMINISTRATION

- ▶ Users
- ▶ Trunks
- ▶ Telephones
- ▶ Appliances/Servers
- ▶ Features
- ▶ System
- ▶ Applications
  - Enhanced Reports
  - Licenses

ShoreTel™

**Professional Services Enhanced Reports**

There are 7 ShoreTel Enhanced Reports available:

- [CallHistoryReport](#) [[CallHistoryReport.pdf](#)]
- [CallsByDialedParty](#) [[CallsByDialedParty.pdf](#)]
- [CallsByOrigin](#) [[CallsByOrigin.pdf](#)]
- [WorkgroupAgentDailyLogin](#) [[WorkgroupAgentDailyLogin.pdf](#)]
- [WorkgroupAgentRingTime](#) [[WorkgroupAgentRingTime.pdf](#)]
- [WorkgroupCustomSLA](#) [[WorkgroupCustomSLA.pdf](#)]
- [WorkgroupExceptionReport](#) [[WorkgroupExceptionReport.pdf](#)]