

ShoreTel - InGate SIParator 4.6.2 Interoperability Release Notice

Overview

InGate SIParator 4.6.2 has completed certification with ShoreTel 7.5, ShoreTel 8 and ShoreTel 8.1, this release notice will only detail the interoperability between ShoreTel and InGate, please refer to InGate web site (<http://www.ingate.com/>) for InGate SIParator 4.6.2 release information

Notes

Engineering Build Number: 4.6.2
Supported model: SIParator 19 and SIParator 50

The version of ShoreTel software has been certified:

ShoreTel 7.5 – 12.15.1800.0
ShoreTel 8 – 13.10.7702.0
ShoreTel 8.1 – 13.23.4801.0

Internet Telephony Service Provider support policy

ShoreTel requires that only certified Internet telephony service providers will be supported. Several providers have already obtained certification; for the most up-to-date list, please visit the ShoreTel Technology Partner Web site at:

http://www.shoretel.com/partners/technology/certified_partners.html

SIP Limitations

- A three-way conference on a SIP trunk call uses Make Me conference ports (minimum four ports required). Therefore, even only three ports are necessary, a minimum of four Make Me ports must be configured to support three-way conferencing.
- Silent monitoring is not supported on a SIP trunk call.
- Barge-in is not supported on a SIP trunk call.
- Call recording is not supported on a SIP trunk call. Call recording requires the physical presence of a trunk in the call.
- Park/unpark is not supported on a SIP trunk call.
- Fax and modem redirection is not supported with SIP trunks as only physical trunks can detect fax tones.
- Calls to Hunt group(HG) or Workgroup(WG) will not hear ring back tone when established in G.729

Known Issues

Known issues specific to InGate SIPParator 4.6.2 are as follows:

Defect Number	Description	Workaround	Releases Affected
1-26903115	One way media call occurs when SIP trunk calls coming through InGate which are routed to a Hunt Group (HG) or Work Group (WG) are answered by an agent in a remote site or has G.729 or any codec other than G.711 as preferred codec. Extension calls are not affected.	Select G.711 as the preferred codec	ShoreTel 8 and above
1-27344819	No audio between SIP trunk User and IP phone user after conference originator adding SIP trunk as 3rd party conference	Select G.711 as the preferred codec	ShoreTel 8.1 and above
1-27430841	No audio when SIP trunk Office Anywhere user receives inbound PSTN calls	Select G.711 as the preferred codec	ShoreTel 8.1 and above
1-27369733	Find Me not working over SIP trunk	Disable Music On Hold (MOH)	ShoreTel 8 and above