

# Release Notes

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**ShoreTel**

**Version 14.1**

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These release notes provide important information about ShoreTel 14.1 and the 400-Series IP phones, as described in the following sections:

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# New Features and Changes

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This section describes new features and changes in the ShoreTel 14.1 release.

## Features Added from ShoreTel 13.1

ShoreTel 14.1 includes the following features from ShoreTel 13.1.

### ShoreTel Conferencing for iOS

Using the ShoreTel Conferencing for iOS app, you can attend and host ShoreTel Conferences from your iPhone or iPad. The ShoreTel Conferencing app is available from the Apple App Store.

For more information about the Conferencing app, see the *ShoreTel Conferencing User Guide*.

### File-Based Music on Hold

File-based music on hold is supported on the ShoreTel system. Audio files are uploaded as music on hold files using Director, and can then be assigned per DNIS, per User Group or as the system-wide default.

For more information about file-based music on hold, see the *ShoreTel System Administration Guide*.

### Quality of Service Enhancements

A Call Control Quality of Service setting is now available for setting the prioritization of traffic types. This setting configures DiffServ/ToS for call control traffic from/to ShoreTel switches, servers, and phones.

For more information about this setting, see the *ShoreTel System Administration Guide*.

### Call Detail Record Reports Enhancements

The option to include unanswered calls in CDR reports is now available. In addition, a registry key has been added that can be used to prevent duplicate calls from appearing in the reports.

For more information about the CDR enhancements, see the *ShoreTel System Administration Guide*.

### Include Unanswered Calls

The option to include unanswered calls in the CDR reports is now available. If you choose to include unanswered calls, the calls are reported with a duration of zero.

### Avoid Duplicate Calls

In the User Activity Detail Report, the WAN column is replaced with the WAN-VPN-Secured column. Including the WAN and VPN information can cause duplicate records in the report.

A new registry key has been added to help avoid duplicate calls in the report. When this registry key is disabled, the report only displays the Secured field; the WAN and VPN fields are not displayed.

## Features Added from ShoreTel 13.2

ShoreTel 14.1 includes the following features from ShoreTel 13.2.

### ShoreTel Communicator for Windows Support for WebRTC Voice Engine

ShoreTel enhances its UC portfolio by incorporating the best-in-class voice media engine, maintained in the WebRTC open source project, into its desktop clients.

For Communicator for Windows, the legacy engine is replaced by the more efficient engine.

Equivalent or better audio quality is expected in the release.

The supported codecs are G.711, G.729, and G.722.

### ShoreTel Communicator for Mac Support for SoftPhone

The Softphone for Mac contains an equivalent feature set as Communicator for Windows, including a keypad for DTMF entry and support for multiple codecs such as the wideband audio codec G.722.

## Features Added from ShoreTel 13.3

ShoreTel 14.1 includes the following feature from ShoreTel 13.3.

### Microsoft Office 2013 Support

ShoreTel 13.3 supports Microsoft Office 2013. Office 2013 is suitable for 32-bit and 64-bit systems, and requires Windows 7, Windows Server 2008 R2, or a later version of either.

## Windows Server 2012

ShoreTel 14.1 supports Windows Server 2012, Standard and Datacenter. For more information, see the *Planning and Installation Guide* for ShoreTel 14.1.

## Communicator for Windows on Windows Server 2012 Terminal Server

ShoreTel supports ShoreTel Communicator for Windows on Windows Server 2012 Terminal Server. For more information, see the *Planning and Installation Guide* for ShoreTel 14.1.

**Note**

Starting with Windows Server 2012, Microsoft changed the name of Windows Terminal Services (WTS) to Remote Desktop Services (RDS).

## Small Business Edition 100

ShoreTel 14.1 supports Small Business Edition (SBE) 100. For more information, see the *Planning and Installation Guide* for ShoreTel 14.1.

## Diagnostics and Monitoring

The Diagnostics & Monitoring system provides detailed status information about the components in your ShoreTel system.

The Diagnostics & Monitoring system also provides a system dashboard, a topology map, alerts, call quality information, and remote packet capture functionality.

In ShoreTel 14.1, you can use the Diagnostics and Monitoring system to reboot phones. For more information, see the “IP Phone Installation” chapter in the *ShoreTel Planning and Installation Guide*.

For more information about the Diagnostics & Monitoring system, see the “Monitoring and Diagnosing” chapter in the *ShoreTel System Administration Guide*.

## Diagnostics and Monitoring Requirements

The Diagnostics and Monitoring system has the following requirements:

- The Diagnostics and Monitoring web application runs on Internet Explorer 9.x, 10.0, and 11.0 and Mozilla Firefox 17.0 or higher.
- If you use Internet Explorer with an enhanced security configuration, to access the Diagnostics and Monitoring system on the Headquarters server ensure that the IP address of the Headquarters server is included in Internet Explorer’s “Trusted sites” list.
- To use the Topology feature, you must have Adobe Flash Player 11.5, or higher.
- JavaScript and cookies must be enabled.
- Minimum supported screen resolution is 1280 x 720.
- To collect call quality data, switches need active connections to phones and the call duration must be at least 30 seconds.
- ShoreTel recommends that you have at least 2 GB of physical memory.
- The Monitoring Service requires that the local time zone of the computer on which the Headquarters server is running be the same as the local time zone specified for the Headquarters site in ShoreTel Director.

## Using Diagnostics and Monitoring with Small Business Edition (SBE)

The Diagnostics and Monitoring web application runs on Microsoft Internet Explorer 9.x, 10.0, and 11.0 and Mozilla Firefox 17.0 or higher. Because Microsoft Windows Server for Telecommunications Systems 2003 does not support these browser versions, SBE users running this embedded operating system cannot directly access the Diagnostics and Monitoring system from the SBE server. However, SBE users can access the Diagnostics and Monitoring system from a remote system that supports these versions of Internet Explorer or Firefox as follows:

- On Internet Explorer, through ShoreTel Director
- On Internet Explorer or Firefox, through the following URL:  
`http://<server>/shorewaredirector/monitor_login.asp`

## Plantronics Wireless Headset Ring Indicator for the ShoreTel IP Phone 655

The ShoreTel 655 IP Phone now provides ring detection with the APD-80 Electronic Hook Switch (EHS) for Plantronics wireless headset base stations.

The APD-80 is a special cable that connects the Plantronics base station to the headset RJ-22 connector on the ShoreTel 655 IP Phone. With the ADP-80 cable, you no longer need the mechanical Ring Detector 1 (RD-1) device for hearing ring over the headset.

For more information, see the Application Note for the ShoreTel 655 IP Phone Plantronics Wireless Headset Ring Indicator.

## ShoreTel Director

A new version of Director is available in Preview mode. Please contact the field trials team for more details.

## ShoreTel IP Phone 930D

The ShoreTel IP Phone 930D solution is a state-of-the-art DECT (Digital Enhanced Cordless Telecommunications) system that seamlessly adds wireless handsets to any ShoreTel installation.

Ideally suited for users looking for a full telephony feature set along with in-building roaming capabilities, the IP930D allows users to step away from their desks without losing the ability to manage incoming inquiries or monitor shared extensions.

Easy to deploy and use, the IP930D system offers a handset display that emulates the user interface of a ShoreTel IP Phone 230, making it familiar for many users and providing a full ShoreTel feature set, including directory access and Communicator control. The IP930D handset provides a long standby/talk time to maximize productivity without the need for frequent battery charging. The DECT frequency band means excellent voice quality and no need to worry about radio interference with Wi-Fi or Bluetooth devices. DECT offers highly secure communication using a worldwide standard of advanced algorithms for voice and data encryption, ensuring that conversation is protected against eavesdropping.

IP930D components include handsets with charging cradles, repeaters (to extend wireless coverage) and base stations. The IP930D requires ShoreTel 14.1 or later. Each IP930D system can support up to 24 handsets on average in the US and Canada, and up to 48 handsets on average in Europe, New Zealand, and Australia. Note that these IP930D system capacities refer to a single site or airspace within which the handsets are used; a single ShoreTel system can support multiple IP930D systems so long as there is no airspace contention between them.

For more information, see the IP930D documentation set:

- *ShoreTel IP Phone 930D Planning and Installation Guide*
- *ShoreTel IP Phone 930D Base Station and Repeater User Guide*
- *ShoreTel IP Phone 930D Handset User Guide*
- *ShoreTel IP Phone 930D Quick Reference*

## Installer Enhancements

An installer has been added that allows you to install an instance of the Monitoring service on a remote server.

For more information about software installation, see the “ShoreTel Server Installation” chapter in the *ShoreTel Planning and Installation Guide*.

## ShoreTel Conferencing Enhancements

ShoreTel 14.1 includes the following enhancements to ShoreTel Conferencing:

- Mute on entry option in the Conference add/edit options.
- Participant options are removed from the Conference Options page.
- Full screen toggle button added to the toolbar.
- Downloaded reports and web reports show whether the attendee is a host.
- Both Java and Windows Presenter share the same locale setting as that of the browser locale.

## ShoreTel Communicator for Windows Enhancements

Communicator for Windows includes two new options on the Telephony Options page (**Tools > Options > Telephony**):

- Wallpaper
- Ringtone



### Note

These new options are not available in ShoreTel Communicator for Web.

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## Supported Operating Systems

ShoreTel 14.1 supports the following operating systems for ShoreTel servers:

- Microsoft Windows Server 2008, 32-bit, Standard or Enterprise
- Microsoft Windows Server 2008 R2, 64-bit, Standard or Enterprise
- Microsoft Windows Server 2012, Standard and Datacenter

ShoreTel 14.1 supports the following operating systems for ShoreTel Communicator for Windows:

- Windows XP Professional, 32 bit, SP32
- Windows Vista Business, 32-bit, SP2
- Windows Vista Enterprise, 32-bit, SP2
- Windows Vista Business, 64-bit, SP2
- Windows Vista Enterprise, 64-bit, SP2
- Windows 7 Professional, 32-bit, SPx1
- Windows 7 Enterprise, 32-bit, SPx1
- Windows 7 Professional, 64-bit, SPx1
- Windows 7 Enterprise, 64-bit, SPx1
- Unicode support (Double Byte Character)
- Windows 8 (all versions, including 32 and 64-bit)

For ShoreTel Communicator for Mac, ShoreTel 14.1 supports Mac OS 10.7, or later.

## Supported Internet Browsers

Supported browsers for ShoreTel Director:

- Microsoft Internet Explorer 10.0 or 11.0

Supported browsers for Diagnostics and Monitoring:

- Microsoft Internet Explorer 9.x, 10.0, or 11.0
- Mozilla Firefox 17.0, or later, for Windows

Supported browsers for ShoreTel Communicator for Web:

- Safari 5.1 or 6.0 or later on Mac OS X
- Microsoft Internet Explorer 8.0
- On Windows 8, Microsoft Internet Explorer 10.0 or 11.0
- Firefox 17 or later on Windows and Mac OS X

Supported browsers for ShoreTel Web Conferencing:

- Safari 5.1 or 6.0 or later on Mac OS X
- Microsoft Internet Explorer 8.0
- On Windows 8, Microsoft Internet Explorer 10.0 or 11.0
- Firefox 17 or later on Windows and Mac OS X



## ShoreTel Mobility Support

ShoreTel 14.1 supports the following versions of ShoreTel Mobility:

- Enterprise:
  - ShoreTel Mobility Routing 6.1
  - ShoreTel Mobility Routing 7.0
- Small Business Edition:
  - ShoreTel Mobility Routing 6.1
  - ShoreTel Mobility Routing 7.0
- ShoreTel Mobility Router Appliance
  - MR2000
  - MR4000
  - MR6000

## ShoreTel Enterprise Contact Center Support

ShoreTel 14.1 supports the following versions of ShoreTel Enterprise Contact Center:

- Contact Center 8
- Contact Center 9

## Upgrading to ShoreTel 14.1

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You can perform a single-step upgrade to ShoreTel 14.1 from the following ShoreTel releases:

- All CR/GA builds of ShoreTel 12, 12.1, 12.2, and 12.3
- All CR builds of ShoreTel 13, 13.1, 13.2, and 13.3
- All CR builds of ShoreTel 14

## Port 5004 Not Supported

The ShoreTel 14.1 release does not support port 5004. If you are upgrading from an older release with port 5004 enabled, the installer will display the warning shown in [Figure 1](#).

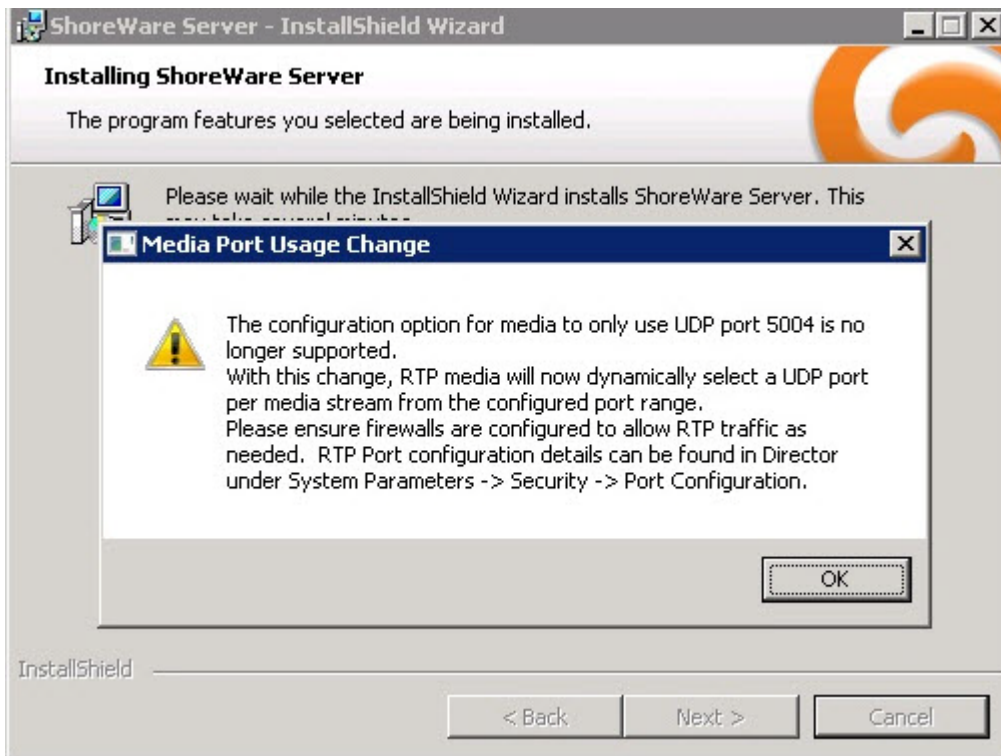


Figure 1: Media Port Usage Change

## RAM Requirements

Your server must be equipped with at least 2-GB RAM. If it has less than 2-GB RAM, the installer displays the message shown in [Figure 2](#) before it starts the installation or upgrade.

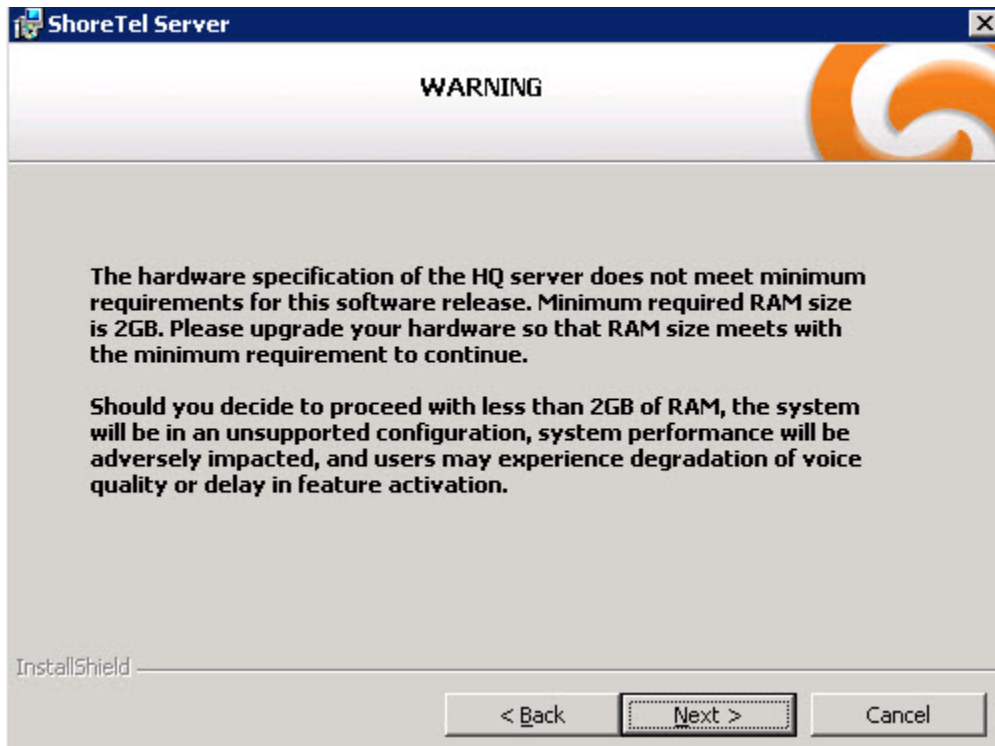


Figure 2: Minimum RAM Warning Message

## Microsoft .NET Framework Version 4

On Windows-based computers, ShoreTel Communicator requires the installation of .NET Framework version 4 or higher. When .Net Framework is not already installed on the target computer, the Communicator installer will automatically install or update the software if a copy is available in the Communicator installation files on the server or trigger a download from Microsoft before installing Communicator. The .Net Framework is not shipped with the product. The person doing the installation will be prompted to accept the end user license agreement from Microsoft to proceed with the .NET installation.

# ShoreTel 400-Series IP Phones

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ShoreTel has introduced a new line of IP phones: IP420, IP480, IP480g, and IP485g.

ShoreTel 400-Series IP phones differ from other ShoreTel IP phones in that they use the Session Initiation Protocol (SIP). While this difference requires administrators to use slightly modified configuration and maintenance procedures, the 400-Series IP phones provide telephony features similar to other ShoreTel IP phone models. Users who are familiar with other ShoreTel phone models should have an easy transition to using the ShoreTel 400-Series IP phones.

The following sections include important information about the new phones.

## New Process for Updating Phone Firmware

The process for updating firmware on ShoreTel 400-Series IP phones is different than for earlier ShoreTel phone models. While earlier ShoreTel phones automatically download available new firmware upon rebooting, updating firmware on the 400-Series IP phones is a process you manage through the new Diagnostics & Monitoring system that you access through ShoreTel Director.

With the new method, phones download new firmware only after you select the phones and apply the appropriate commands in the Diagnostics & Monitoring system. Because you can choose a particular firmware release and you can perform the download and update phases in separate steps, if desired, this new method provides flexibility and control in managing phone updates. For example, to minimize the impact of network bandwidth consumption, you can choose to download phone firmware updates during non-peak hours.

For 400-Series IP phones, the previous method used for updating firmware is not supported; rebooting the 400-Series IP phones does not update the phone firmware. Rebooting earlier ShoreTel phone models updates phone firmware, but the reboot process for these phones can also be managed through the Diagnostics & Monitoring system.

For details about updating firmware on 400-series IP phones, see the *ShoreTel Maintenance Guide*.

## VPN Support Not Provided for 400-Series Phones

ShoreTel 400-Series IP phones do not provide VPN support. VPN support will be provided in a later release of the 400-Series IP phones.

## Initial Boot Up

When factory-fresh 400-Series IP phones are plugged into a network for the first time, the initial connection takes a few seconds longer than for earlier ShoreTel phones. As part of the boot-up process, the phone displays “No Service” as the switches redirect phones to the appropriate host switch. This transitional state lasts a few seconds, and then the phone becomes operational.

## Reducing Glare on a Phone's Display

To reduce glare on a phone's display screen, you can adjust the tilt angle of the desk stand on the back of the phone. Detailed instructions are provided in the *Quick Install Guide* packaged with the phone.

## Headset Compatibility

Models of wired and wireless headsets compatible with the 400-Series phones might differ from the models compatible with earlier ShoreTel phones. Please contact the field trials team for more details.



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**Note**

Plantronics model A10 and A10-16 adapter cables used to attach Plantronics headsets to earlier ShoreTel phones are not compatible with 400-Series phones. A Plantronics #27190-01 cable is required for the 400-Series phones.

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## Language Displayed in Phone Interface

The language displayed in a phone's interface is controlled by both of the following parameters in ShoreTel Director:

- The Language parameter on the Administration > Sites > Edit Site page
- The Language parameter on the Administration > Users > Individual Users > Edit User page

A phone assigned to a user displays the language specified on the Edit User page, and this setting takes precedence over the language specified for the site. An unassigned phone displays the language specified for the site.

If different languages are specified for these parameters, when a user assigns his or her extension to a phone, the phone automatically resets (reboots) to download the appropriate language files. This behavior, if encountered unexpectedly, could confuse a user.

## USB Port on IP485g

The USB port on the ShoreTel IP485g is intended for future use. ShoreTel does not support undocumented use of the port.

## Administrative Out-of-Service Phones

When ShoreTel 400-Series IP phones have been put out of service by an administrator, users cannot make calls using the phones. Users might find it confusing that while a phone is in this state they can still access visual voicemail, Directory, and History. However, users cannot make calls using any of these entry points, and if calls are attempted the phone displays a "Service unavailable at this time" message.

## LifeSize 220 Series Firmware

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If you are using LifeSize 220 Series equipment with your ShoreTel system, be aware that ShoreTel only supports firmware version 4.7.19(3). Any other version may cause LifeSize Video to pause when you put a call on hold.

## ShoreTel Knowledge Base

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To access additional information or to resolve issues with the ShoreTel system, visit the ShoreTel Technical Knowledge Base. The Knowledge Base is accessible from the ShoreTel website.