

Title:	Local Prefix Lists (Prefix Site and Importing Lists)		
Category:	Technical Bulletin		
Technical Note Number:	0143		
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Products Affected:	Hardware: <input type="checkbox"/>	Software: <input checked="" type="checkbox"/>	
	SG-8: <input type="checkbox"/>	SG-12: <input type="checkbox"/>	ShoreTel 5, R1.2: <input type="checkbox"/> ShoreTel 6 <input type="checkbox"/>
	SG-24: <input type="checkbox"/>	SG-T1: <input type="checkbox"/>	ShoreTel 6.1 <input type="checkbox"/>
	SG-E1: <input type="checkbox"/>	ShoreTel Converged Conference Bridge: <input type="checkbox"/>	
	Teleworker: <input type="checkbox"/>	IP Phones: <input type="checkbox"/>	

Description of Problem: In certain dialing areas callers are required to dial some local numbers as long distance based on the prefix of the number they are dialing. Dialing Local Area Codes numbers with prefixes that are considered Long Distance can be managed in the ShoreTel system by entering a Local Prefix List.

Step:

You will need to enter a LOCAL PREFIX LIST within your trunk group(s). Any number not listed in this list will be considered a Long Distance Call.

Web Site for Comprehensive List:

<http://www.localcallingguide.com/>

See Next Page for screen shots

Local Calling Guide Home Page

STEP 2:

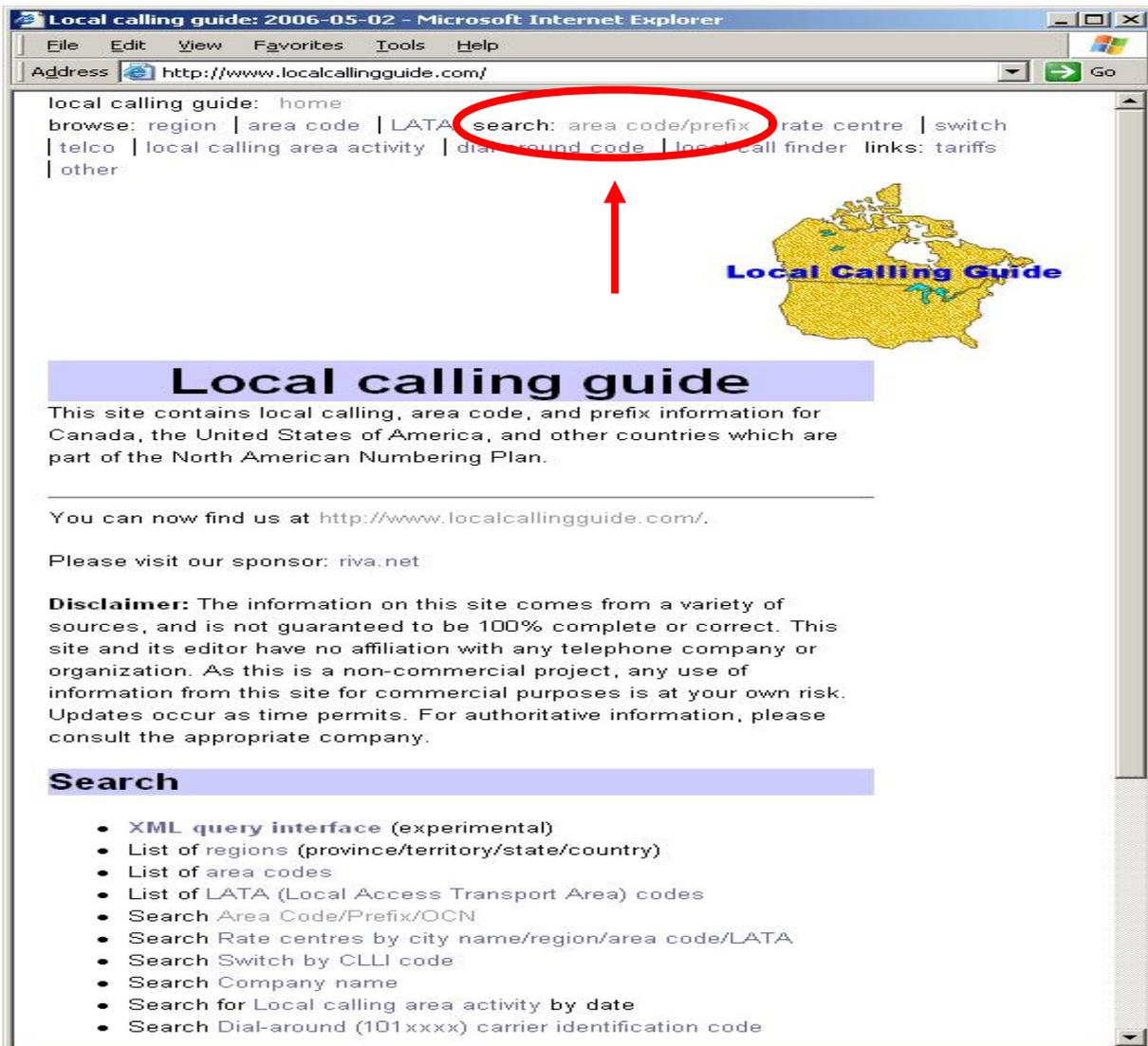


Figure 1A: Local calling guide Home Page

From the home page select SEARCH Area Code / Prefix to pull up a search engine as seen in Figure 2A.

Area Code / Prefix Search

STEP 3:

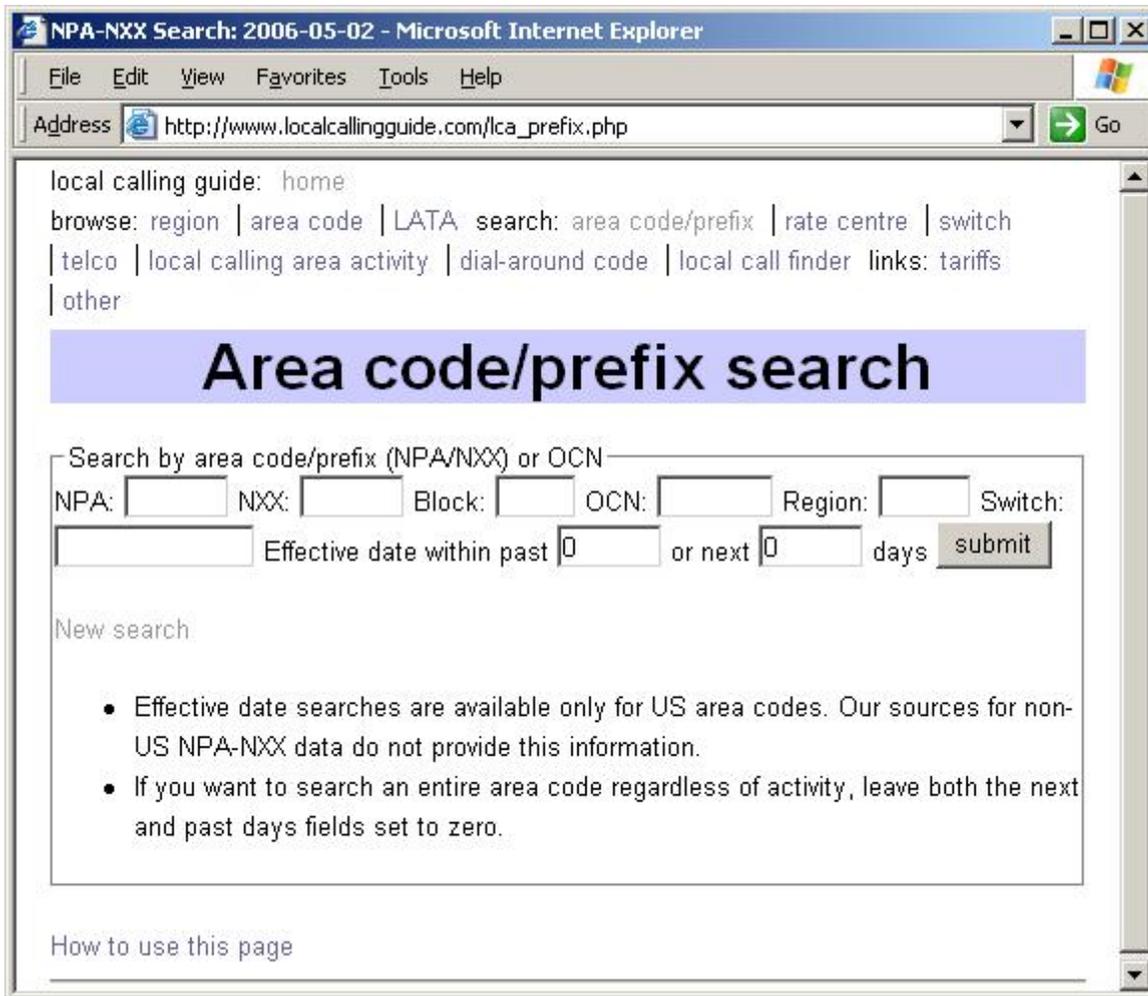


Figure 2A: NPA/NXX is where you would place your Local Area Code and Prefix.

Entering Local Area Code and Prefix:

On this page (Figure 2A) you will want to enter your local area code and first three digits of your main phone number and click "SUBMIT"

LOCAL PREFIX LISTS

STEP 4:

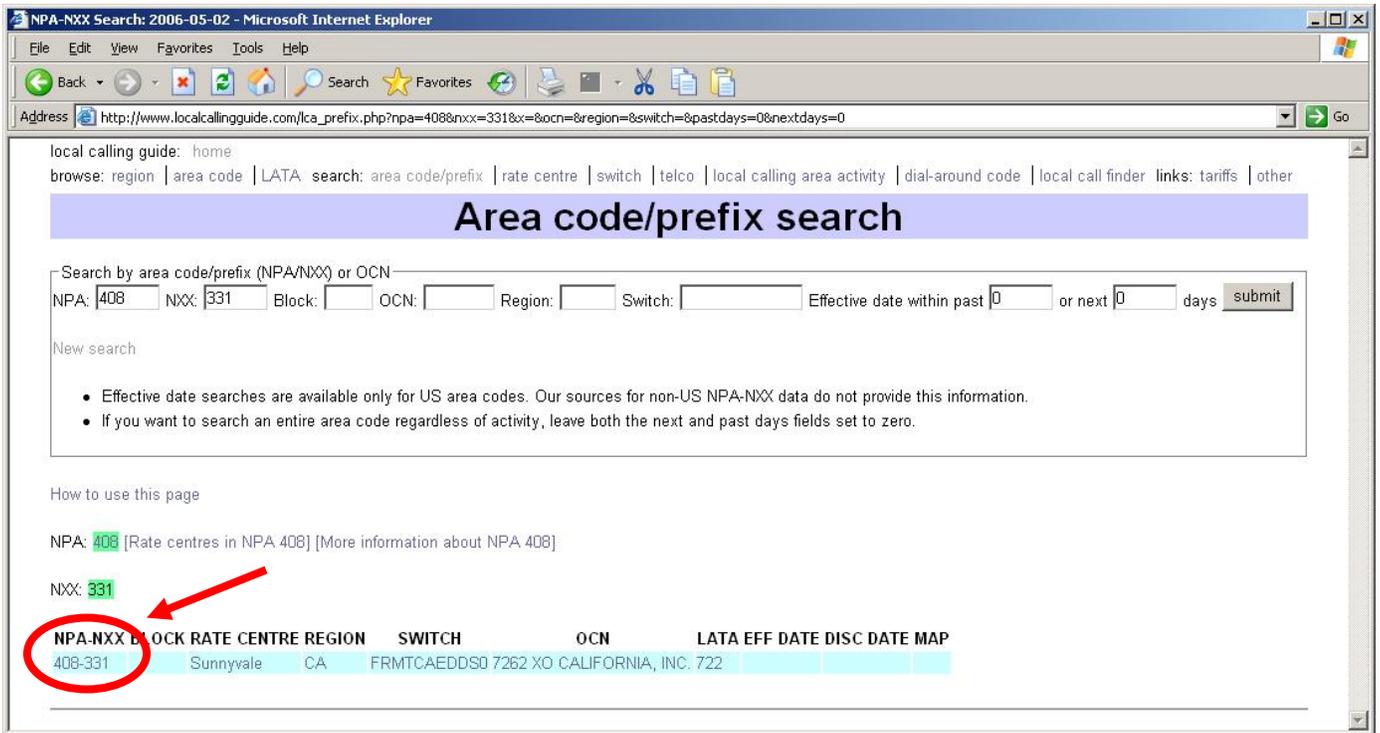


Figure 3A: In the example above local Area Code of (408) was entered with a prefix 331

Expanding the Local Area Code and Prefix:

The page will now display your NPA/NXX highlighted in blue as a hyperlink. Click on this NPA-NXX hyperlink to expand the list.

See Figure 4A

Local Prefix List

STEP 5:

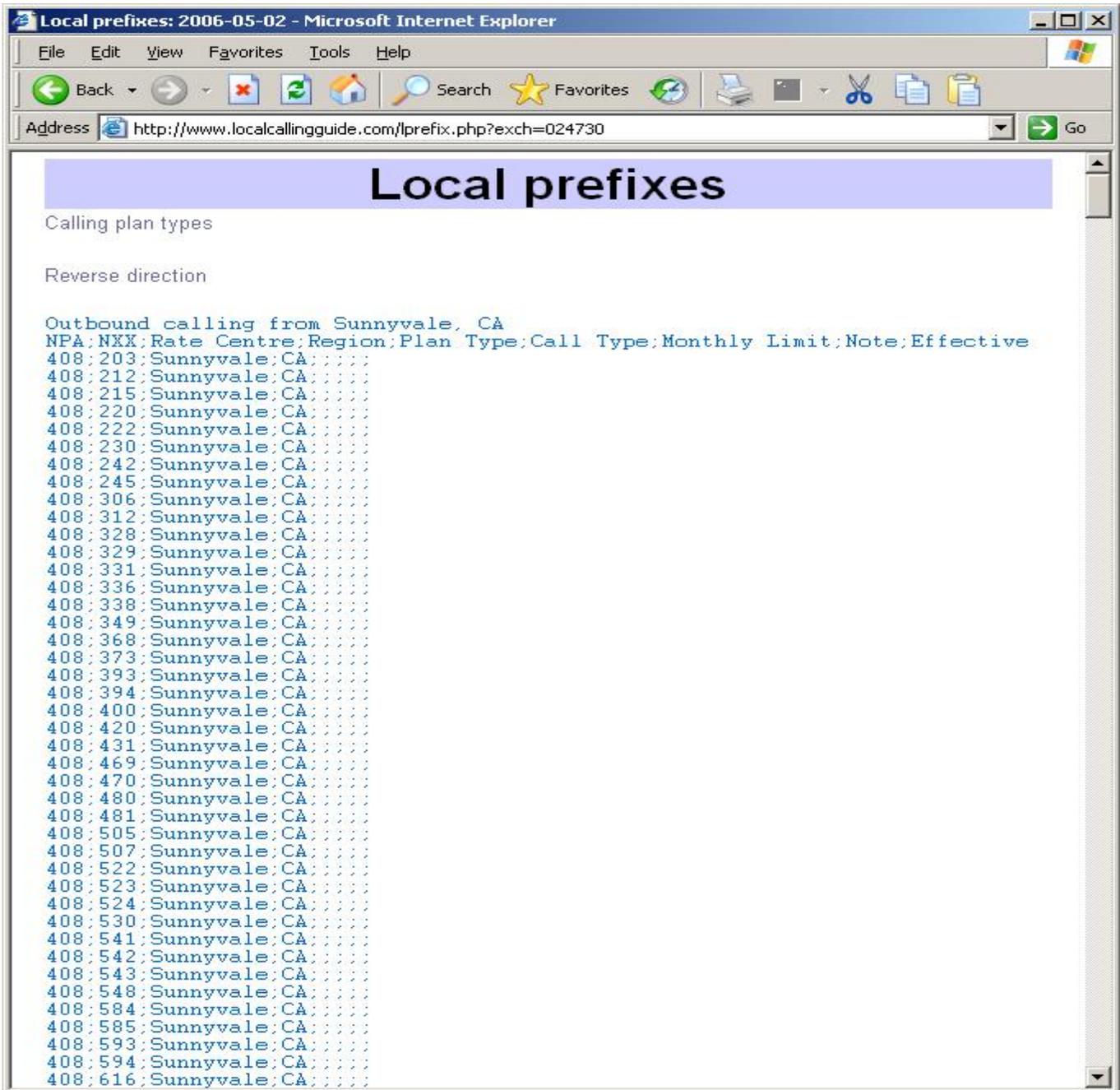


Figure 4A: A list will all prefixes considered as LOCAL will now be presented.

All prefixes that you may dial as a LOCAL call will appear. This list may be rather extensive but it can be imported into ShoreWare Director rather easily.

Importing Prefix List

STEP 6:

To import this rather extensive list, simply highlight the entire text or select "EDIT" "SELECT ALL" and copy to "NOTEPAD" as seen in Figure 5A below.

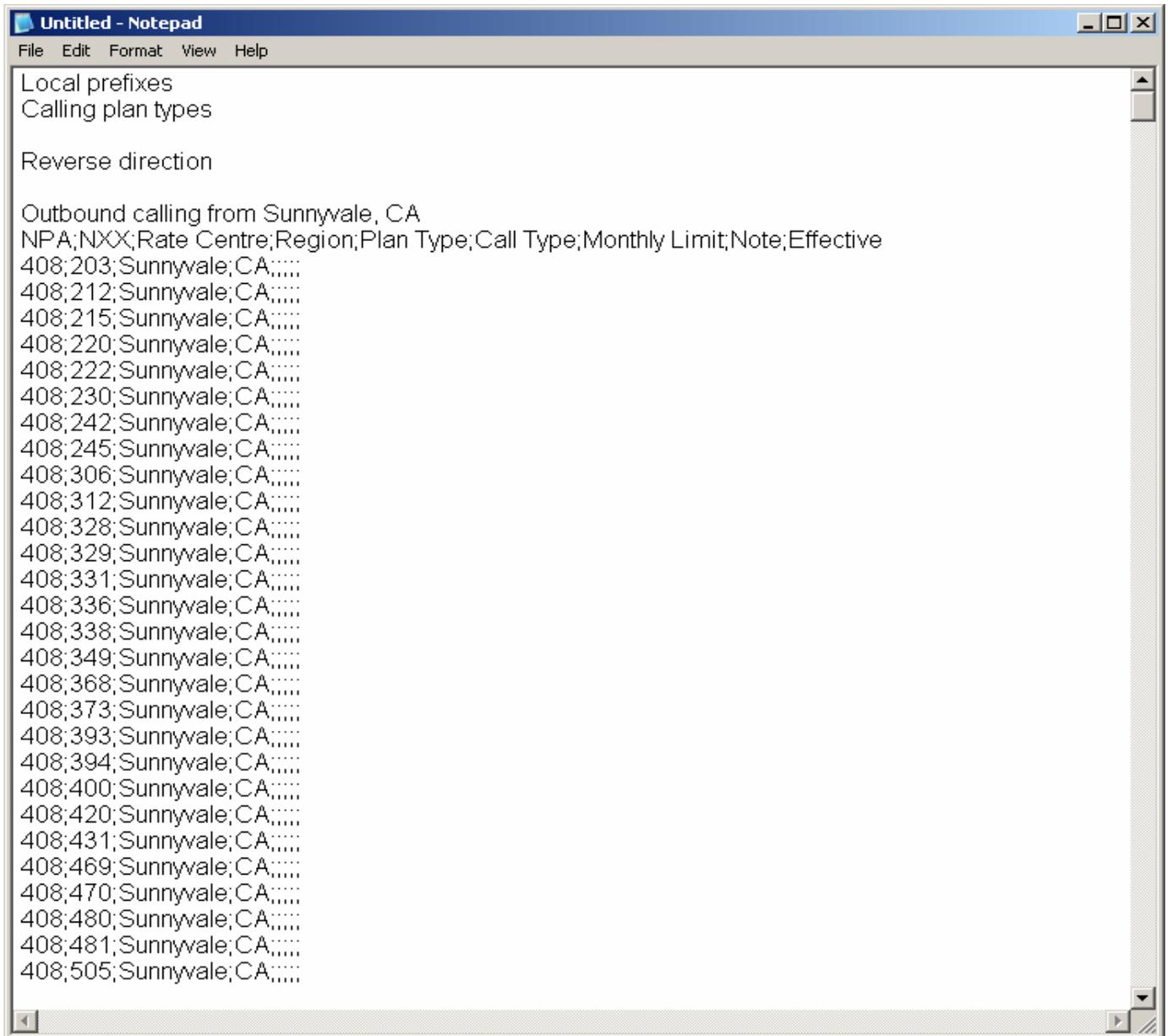


Figure 5A: List copied to Notepad

IMPORTING THE PREFIX LIST

STEP 7:

Once your list has been copied to "Notepad" you will need to prepare it for import by deleting all headings. See Figure 6A.

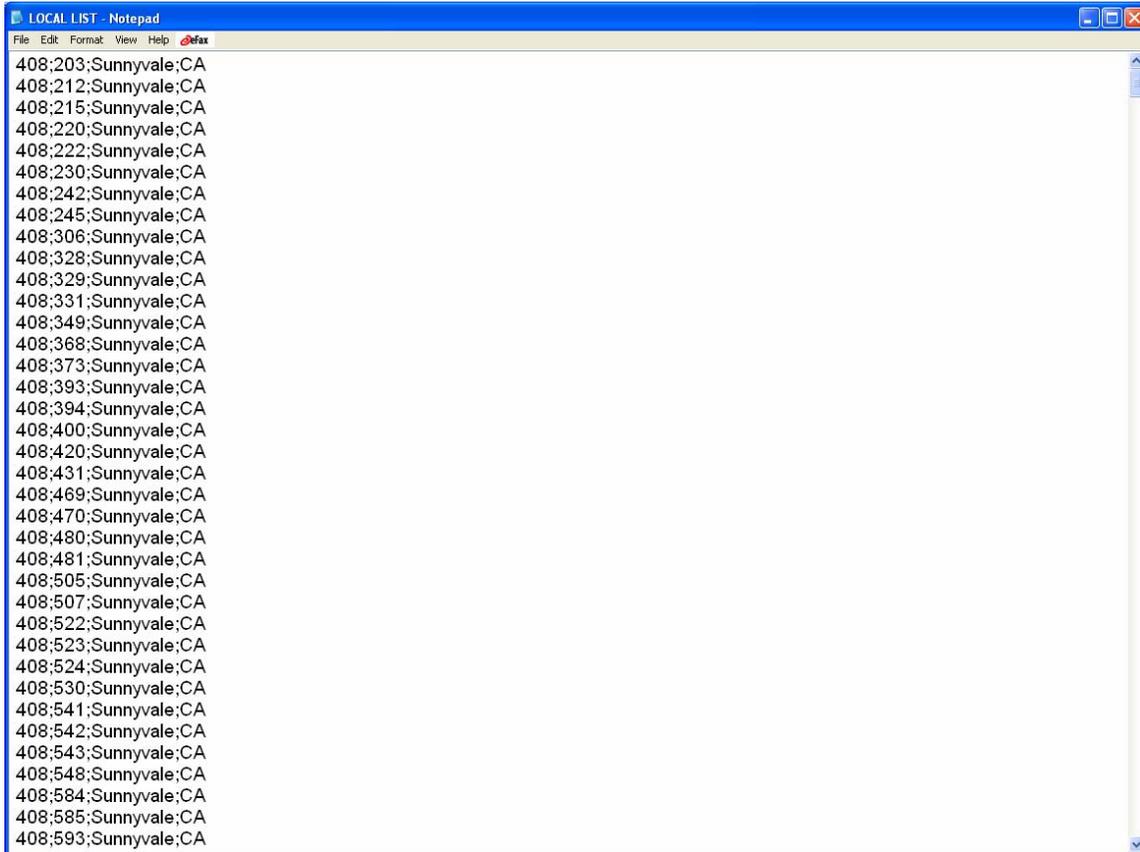


Figure 6A: List prepared for import

Importing Prefix List into ShoreWare Director

STEP 8:

Save the list onto your desktop or on your network.

From ShoreWare Director / Administration / Trunks / Local Prefixes give your list a name and use the Import button as seen in Figure 7A

NOTE: ShoreTel System Administration Guide - Chapter 7 for more information.

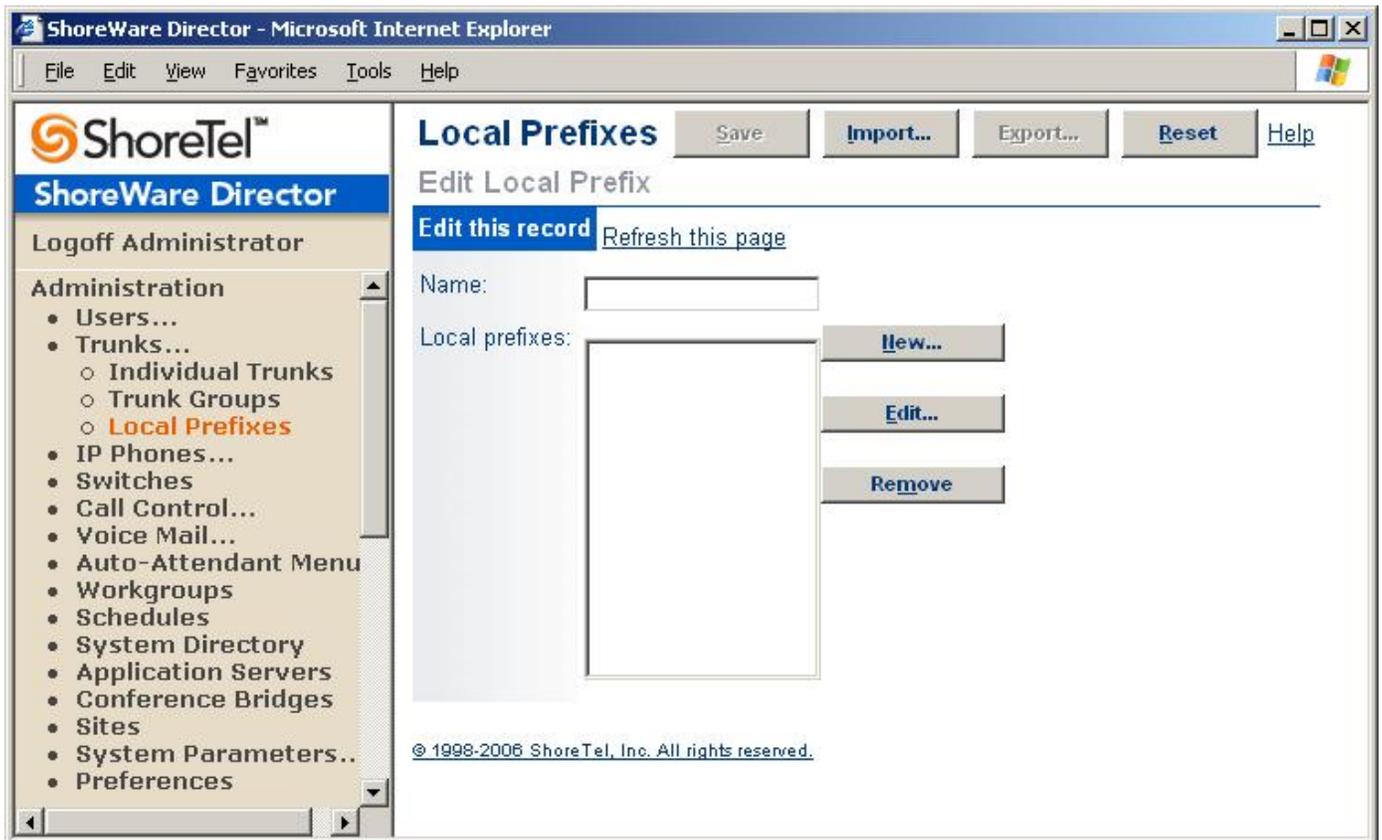


Figure 7A: ShoreWare Director / Local Prefix Edit Page

Importing List into ShoreWare Director

STEP 9:

Find the Prefix list you saved to your desktop or on your network and upload the file into ShoreWare Director. See Figure 8A

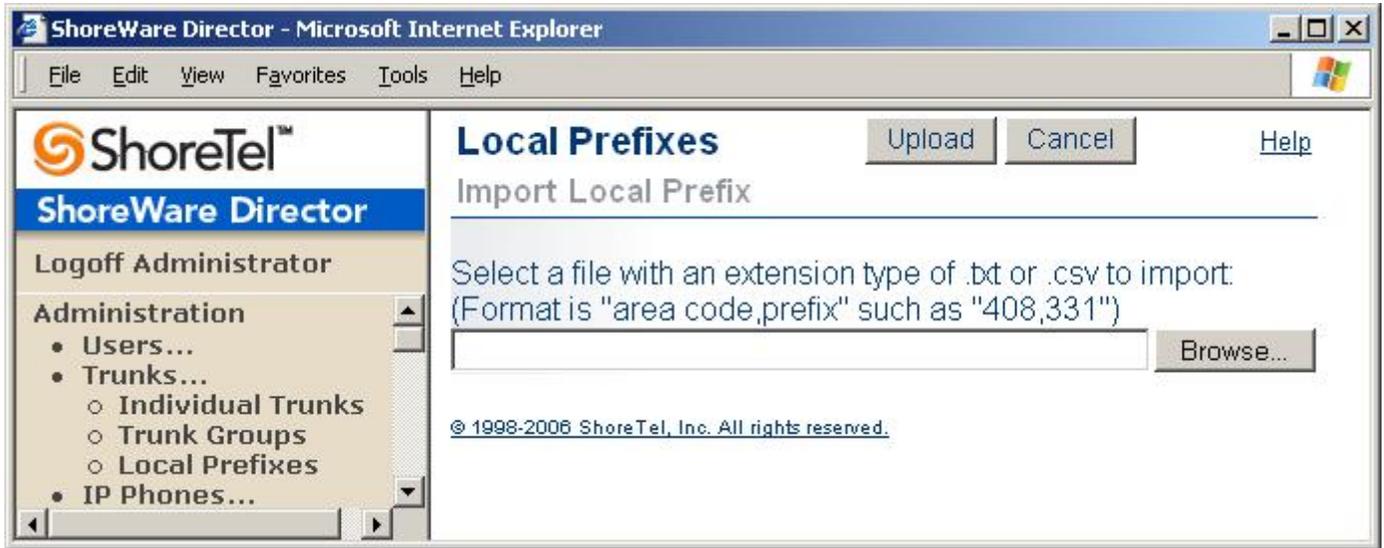


Figure 8A: Upload your Local Prefix List

Associating Prefix List with Trunk Group

STEP 10:

In ShoreWare Director open the Trunk Group Edit Page for the appropriate trunk group. See Figure 9A.

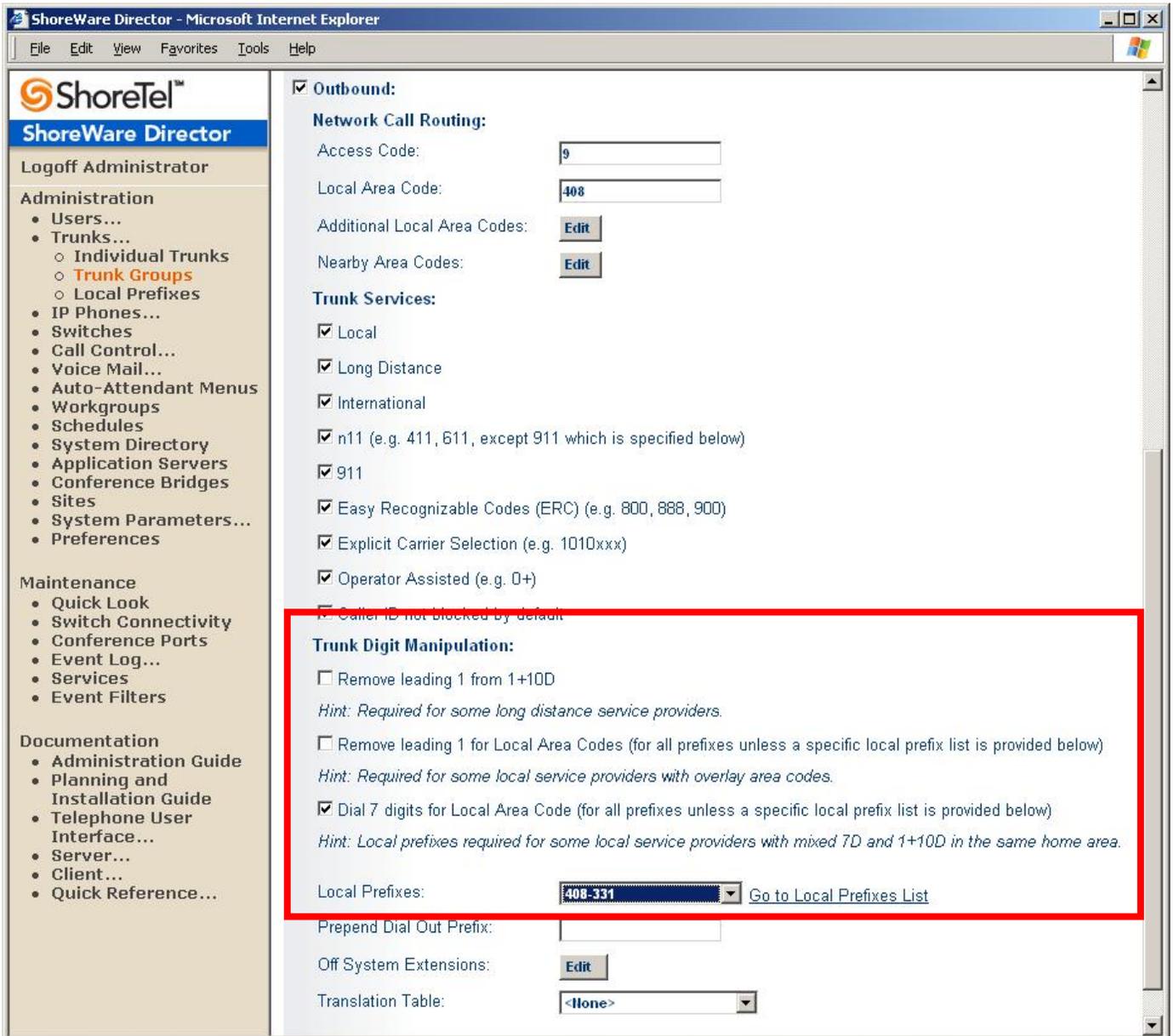


Figure 9A: Trunk Group Edit Page

On this page (Figure 9A) under Trunk Digit Manipulation check the appropriate dialing rule and from the Local Prefixes drop down window select your Local Prefix List.