

ShoreTel Converged Conferencing



Enhancing communications with multimedia collaboration



BENEFITS

- Enhance collaboration with a combination of real-time audio and Web-based information sharing
- Eliminate conferencing expenses with an easy-to-manage solution that integrates with your ShoreTel Unified Communications
- Dramatically reduce support calls with ShoreTel's intuitive user interface and advanced features
- Keep information secure with an internal Web conferencing solution

When employees can communicate easily across an organization—whether sharing information in a presentation, collaborating on a document or instant messaging (IM) each other—business performance improves. By combining voice and data over the enterprise phone system, ShoreTel® Converged Conferencing provides rich conferencing and collaboration features, cost-effectively. Built on a secure, Linux-based appliance, the system delivers a full range of capabilities, including:

- Audio conferencing
- Document sharing
- Application sharing
- Enterprise IM
- Ability to schedule one-time, recurring, and reservationless calls
- Integrated audio and visual recording

Simplify collaboration for better business results

ShoreTel Converged Conferencing delivers these capabilities, and more, through a zero-footprint, Web-based interface that is compatible with a variety of popular browsers.

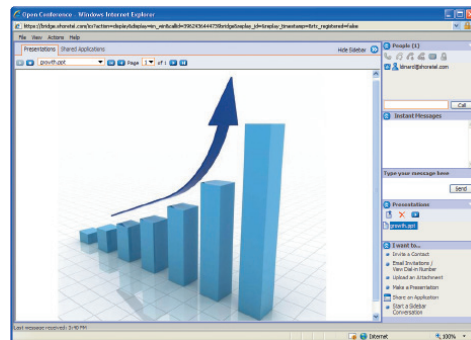
ShoreTel Converged Conferencing extends beyond the four walls of the enterprise to allow employees to collaborate with remote customers, business partners and other workers through presentations and proposals and live product demonstrations. Converged Conferencing functionality can even be used as a support tool to assist customers in using their PCs.

Reduce calls to the help desk

ShoreTel's intuitive user interface and advanced features simplify collaboration and reduce associated support calls. Intuitive to learn and easy to use, the ShoreWare® Conference Console brings all conferencing capabilities together in a single location. From that location users can start a conversation, schedule one for later, or review previous sessions.

ShoreWare Conference Console also simplifies communications by unifying the following features:

- Text chat
- Audio controls
- Presentation sharing
- Document file cabinet
- Application sharing windows



Conference moderators can move between the different tools to share an application, view a presentation, dial out to add someone to the call, or launch a separate, sidebar conference.

Reduce costs

ShoreTel Converged Conferencing can be used by anyone in the organization, eliminating the need for costly third-party audio and Web conferencing services. An optional port reservation feature further optimizes your investment by making sure your ports are fully utilized.

ShoreTel Converged Conferencing also includes Enterprise IM and Recording features that can also help reduce costs. In many competitive solutions, these features require additional third party solutions or fees—in ShoreTel Converged Conferencing, they are both integrated into the standard solution.

To help simplify management, Converged Conferencing finds the ShoreTel UC system when connected to the network and adds its ports automatically. An administrator simply assigns extensions to the ports, imports the users, and the bridge is ready.

Keep information safe, internally

The Converged Conferencing system allows all audio and Web sessions to be recorded and stored internally. This helps ensure data security and regulatory compliance, while eliminating the costs and potential security issues of using a service provider.

SPECIFICATIONS

Conferencing

- Parties per call - up to 204
- Documents sharing support - MS Office documents
- Conference recording - up to 1,200 hours
- Call record archives - 6 months of data
- Browsers supported - Internet Explorer 7
- Document size limit - 30 MB
- Supported releases - ShoreTel 7.5 and above
- Early arrival allowed - up to 30 minutes before start
- Late arrival allowed - until the scheduled end time
- Late call grace period - calls are never disconnected
- Voice coding - 64 KBPS PCM

Software and Platform

- Base operating system - Linux
- Protocols used - MGCP, RTP, NTP
- Connectivity - 100 Base-T Ethernet
- Rack space/server size - 1U rack mount chassis
- Power requirements - 250W
- Dimensions - 1.7"x16.8"x22.6" (43mm x 427mm x 574mm)



World Headquarters:
960 Stewart Dr.
Sunnyvale, CA
94085 USA

+1 (800) 425-9385 Toll Free
+1 (408) 331-3300 Tel
+1 (408) 331-3333 Fax

info@shoretel.com

www.shoretel.com

EMEA:
00800 408 33133 Toll Free
+44 (1628) 826300 Tel

Asia Pacific:
+61 (0)2 9959 8000 Tel

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ShoreGear Conference Bridge

This plug-and-play appliance delivers high reliability and integrates seamlessly with the UC system via the IP network. The ShoreGear® Conference Bridge is an embedded appliance built on the Linux operating system. It supports any number of conferences with up to 204 ports.

ShoreWare Conference Console

The ShoreWare Conference Console consolidates key contacts and provides an easy-to-use, intuitive interface that helps users manage current, future, and past conferences.

ShoreWare Conference Director

This Web-based management tool sets up and administers the enterprise-wide conference system. ShoreWare Conference Director provides a single interface that allows system administrators to:

- View the system configuration
- Manage users
- Set up alerts
- Access the system's advanced reporting features

Features

Audio Conferencing

From 2 to 204 participants
One-time or recurring calls
Reservationless, anytime calls
Instant, ad-hoc conference calls
Optional port reservation
Leader-required or leaderless calls
User-selected access codes
Auto-generated access codes
Project code call tracking
Mute one, multiple, all parties
Drop one, multiple, all parties
Hold one, multiple, all parties
Department code call tracking
Dial out to add parties via the Web
Touch-tone dial out to add parties
Web-based call back line to join
Touch-tone mute controls
Optional entry and exit tones
Announce names on joining
Roll call announcements
Lecture mode (parties muted)
Record conference calls
Listen to audio over the phone
Publish recordings via a Web link
Listen to audio using the PC
One-click e-mail invitations
View all parties on the call
Lock calls to unwanted parties
Participant audio controls
Active talker indicator
Mute, drop, and hold
Start call from invitations link
Start call from calendar link
Play recordings into conferences

Document Sharing

Share MS Office documents
Password and SSL protection
Leader controlled slide advance
Start and stop sharing dynamically
File cabinet to exchange documents
Keep for later for recurring calls
Record presentations with the audio
Publish recordings via a Web link

Application Sharing

Share individual windows
Share entire desktop
Collaborative document editing
Pass control to participants
All leaders can share their desktop
Take control of other leaders PC
16 bit color support

Conference Management

Schedule new conferences
Create instant conferences
Audio, IM, Web
View, change, and delete calls
View previous conference details
Access chat and conference archives
View personal call activity reports
Access and distribute recordings
Delegate for assistant scheduling
One click to start conferences
Secure, password-protected access
Change personal login credentials
Integrated online help system
Set your current phone number

About ShoreTel

ShoreTel is a leading provider of *Pure IP* Unified Communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit www.shoretel.com.



Web-based Instant Messaging and Presence

Buddy list with presence
Arrange buddies into groups
Multiple concurrent IM sessions
Block specific user messages
Block messages when set to busy
Multi-party IM
All party text chat in conferences
Private, side-bar text chat

Instant Messaging and Presence Server

Compatible with Call Manager IM feature
Up to 10,000 configured users
Up to 500 active IM users

Seven user controlled presence states

View who is logged into the server
View who is on a conference call
Manage who can view your status
Auto set to idle on no PC activity

Telephone Interface (DTMF)

Option list
Return to the conference
Mute or unmute your line
Add someone to the conference
Listen to a list of names or the number of callers
Start /stop recording of the conference

Reporting

Predefined end-user reports
Predefined administrator reports
Report by project or department code
Export full call details (CSV or XML)
Traffic and network statistics
Alarm and event logs

Security and Compliance

Optional HTTPS transport
Individual user authentication
One-time conference access codes
Password-protected documents
Local database authentication
LDAP/LDAPS database authentication
Individual user privileges
IM text logged to SMTP
SNMP v3 with privacy

Management

All IP—no tie line integration
Password-protected access
Reserved executive ports
Port usage level alerts
E-mail alerts to administrator
Automatic port configuration
One button database backups
Bulk provision to add initial users
LDAP integration for authentication
Configurable voice prompts
Resource availability display
User class of service levels

Language support

US English
UK English

Others

Browser, zero install applications
Reliable, embedded, appliance
Linux operating system
Local system—not services based