

FEATURE SUMMARY

ShoreGear® Voice Switches

Telephone Features

Answer
Bridged Call Appearance
Call barge in
Call forward, busy
Call forward, external
Call forward, no answer
Call hold
Call join
Call park/unpark
Call pickup extension
Call pickup group
Call recording
Call stack (1-16 calls)
Call redirect
Call transfer, blind
Call transfer, consultative
Call transfer, intercom
Call transfer, mailbox
Call transfer whisper
Call waiting
Caller ID name
Caller ID number
Caller ID blocking
Conference (6-party)
Conference blind
Conference consultative
Conference intercom
Dial number (speed dial)
Directory dialing
Distinctive dial tone
Distinctive ringing
E911
Group paging
Handsfree
Hang up
Hold
Hot key pad
Huntgroups
InstaDial
Intercom
Integrated voicemail
Night bell
Message waiting
Missed call
Multiple emergency numbers
Multiple line appearance
Music-on-hold
Operator ("0")
On hold reminder ring
Office Anywhere
Outbound caller ID
Paging
Park and Page
Paging extension in paging group
Pick up night bell
Redial
Ringdown
Ring tone selection
Ring tone personalization
Send digits over call
Silent monitor
SIP
Voicemail ("#")

Whisper page
Whisper page mute

Trunk Types

Analog loop start
Analog wink start
TBR 21 support
T1 loop start
T1 wink start
T1 PRI
• NI2
• 4ESS
• 5ESS
• DMS 100
• QSIG master
• QSIG slave
• CAS
E1 PRI
EURO-ISDN
• QSIG
• Hong Kong Variant
• QSIG Basic Call
E1 PRI
• EURO-ISDN
• New Zealand Telecom
• QSIG Basic Call
SIP
• RFC 3261 - SIP
• RFC 2976 - SIP INFO
• RFC 3891 - SIP Replace
• RFC 3515 - SIP Refer
• RFC 2396 - URI
• RFC 2388 - DTMF

Trunk Features

ANI
Automatic trunk maintenance
Caller ID name
Caller ID number
Caller ID blocking
Centrex flash
Dial-in prefix
Dial-out prefix
DID
Digit translation
DNIS
Network call routing
Network/User side PRI
Off-system extensions
SIP
Tandem trunking
Trunk groups

IP Phone Support

10/100/1000 switch
802.1x
802.3af PoE
BV-16 codec
BV-32 codec
Custom ring tones
G.711uLaw
G.722 codec
G.729A
Headset compatible (built-in electronic headset lifter)

Hearing-aid compatible
LLDP-MED
MGCP
Phone API
Programmable buttons
SIP (RFC 2833)
Speaker phone (full duplex)
ToS/Diff Derv
UDP 5004 (patent pending)
VLAN (DHCP)

DSP Features

Dynamic echo cancellation
Dynamic jitter buffer
Lost packet handling
Voice compression
• BV-16 codec
• BV-32 codec
• Linear
• G.711
• ADPCM
• G.722
• G.729a


System Features

500 switches per system
Account codes
ACD (workgroups)
Admission control
AES media encryption
AMIS
Auto attendant
Backup auto-attendant
Bridge call appearance
Call permissions
Extension length (3-5 digits)
Fax redirection
Feature permissions
IP phone failover
Integrated voicemail
Office Anywhere (on-net)
Office Anywhere (external assignment)
On-net dialing (1-7 digits)
Power fail transfer
PSTN failover
PSTN short circuit
SMDI
SNMP
VPN Phone

Hunt Groups

Simultaneous hunt
Top down hunt
Single or multiple calls per extension
Busy out group
Busy out extension
16 extensions max. per switch
8 groups max. per switch
Call forward busy
Call forward no answer
Scheduled modes

ShoreGear Voice Switches







						
MODEL	ShoreGear 120	ShoreGear 90/ ShoreGear 90V	ShoreGear 90BRI/ [†] ShoreGear 90BRIV [†]	ShoreGear 50/ ShoreGear 50V	ShoreGear 30	
Telephones						
IP phones	120	90	90	50	30	
Analog phones	24	4	4	2	2	
Analog Ports						
Loop start trunks	8*	8	–	4	2	
DID trunks*	8*	4	–	2	2	
Extensions (telephones)	24	4	4	2	2	
Digital Trunks						
Digital trunk channels			8 BRI Channels			
Integrated CSU						
Line and payload loopbacks						
Facilities data link						
Voicemail						
Voicemail storage		- / 56 hours	- / 56 hours	- / 22 hours		
Mailboxes		- / 90	- / 90	- / 50		
Conference						
Make Me Conference Ports	24	12	4	6	-	
System Capacity						
Port capacity	10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports	
Switch capacity	500 switches	500/100 switches	500/100 switches	500/100 switches	500 switches	
Front Panel						
10M/100M Ethernet (RJ-45)	2	2	2	2	2	
Analog	RJ-21X	RJ-21X	RJ-21X	RJ-21X	RJ-21X	
Audio input and output (mini)	•	•	•	•	•	
T1 / E1 (RJ-48C)						
T1 / E1 monitor (RJ-48C)						
Maintenance (DB-9)	•	•	•	•	•	
Mechanical						
19" rack mount	•	•	•	•	•	
Dimensions	17.2 x 1.7 x 14.3 in. 43.6 x 4.4 x 36.3 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	
Weight	9 lb (4.1 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	
Power						
Input voltage, frequency	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	
Input current	2A max.	1A max.	1A max.	1A max.	1A max.	
Consumption / Dissipation	63 W max.	31/33 W max.	23/25 W max.	23/25 W max.	23 W max.	
Environmental						
Operating temperature	0° to 50° C	0° to 50° C	0° to 50° C	0° to 50° C	0° to 50° C	
Operating humidity	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	
Storage temperature	-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C	

[†] Availability varies based on geography. Please contact your local ShoreTel Representative for availability information.

* Loop start trunks on ShoreGear 120 and DID trunks on all switches are supported in the US and Canada only.

Note: Caller ID and Message Waiting on analog ports use FSK signalling.

ShoreGear Voice Switches cont.

					
ShoreGear 30BRI [†]	ShoreGear 24A	ShoreGear T1k	ShoreGear 220T1/ ShoreGear 220T1A	ShoreGear E1k	ShoreGear 220E1
30			220		220
2	24		- / 4		
-	-	-	- / 2	-	-
-	-	-	- / 4	-	-
2	24	-	- / 4	-	-
2 BRI Channels		24/23B+D	24/23B+D	30B+D+F	30B+D+F
		•	•	•	•
		•	•	•	•
		•	•	•	•
-	24	-	-/6	-	-
10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports
500 switches	500 switches	500 switches	500 switches	500 switches	500 switches
2	2	2	2	2	2
RJ-21X	RJ-21X		-/RJ-21X		
•	•	•	•	•	•
		•	•	•	•
		•	•	•	•
•	•	•	•	•	•
•	•	•	•	•	•
8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	17.2 x 1.7 x 14.3 in. 43.6 x 4.4 x 36.3 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm
5.3 lb (2.4 kg)	9 lb (4.1 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)
100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz
1A max.	2A max.	1A max.	1A max.	1A max.	1A max.
22 W max.	63 W max.	18 W max.	18/29 W max.	18 W max.	18 W max.
0° to 50° C	0° to 50° C	0° to 50° C	0° to 50° C	0° to 50° C	0° to 50° C
0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing
-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C-30

[†] Availability varies based on geography. Please contact your local ShoreTel Representative for availability information.

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Note: Caller ID and Message Waiting on analog ports use FSK signalling.

ShorePhone® Telephones

    				
SPECIFICATIONS	IP 565g	IP 560 / IP 560g	IP 265	IP 230 / IP 230g
FUNCTIONS				
Call appearance	6 (Tri-color LEDs)	6 (Tri-color LEDs)	6 (Tri-color LEDs)	3 green LEDs (230) 3 tri-color LEDs (230g)
Feature keys	8 (Transfer, conference, hold intercom, redial /history, voice-mail, options, directory)	8 (Transfer, conference, hold intercom, redial /history, voice-mail, options, directory)	8 (Transfer, conference, hold intercom, redial /history, voice-mail, options, directory)	8 (Transfer, conference, hold intercom, redial /history, voice-mail, options, directory)
Soft keys	4	4	4	4
Display	24 characters x 7 lines 320 x 240 pixels Backlit, color	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale	24 characters x 7 lines 320 x 240 pixels Backlit, color	24 characters x 5 lines 120 x 35 pixels
Speakerphone (full duplex)	Yes (LED indicator)	Yes (LED indicator)	Yes (LED indicator)	Yes (LED indicator)
Mute	Yes (LED indicator)	Yes (LED indicator)	Yes (LED indicator)	Yes (LED indicator)
Volume controls	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings
Headset compatibility	RJ-22 (LED indicator) Bluetooth headset option	RJ-22 (LED indicator)	RJ-22 (LED indicator)	RJ-22 (LED indicator)
Color	Silver, black	Silver, black	Silver, black	Silver, black
Features				
Call redirect	Yes	Yes	Yes	Yes
Call timer	Yes	Yes	Yes	Yes
Caller ID name, number	Yes	Yes	Yes	Yes
Conference call mgmt.	6 party	6 party	6 party	6 party
Directory	Unlimited (system)	Unlimited (system)	Unlimited (system)	Unlimited (system)
Message waiting (LED)	Yes	Yes	Yes	Yes
Missed call indicator	Yes	Yes	Yes	Yes
Redial / history	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last 20 numbers
Ring tone selections	4	4	4	4
Speed dial	Unlimited	Unlimited	Unlimited	Unlimited
Time and date	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)
Transfer to voicemail	Yes	Yes	Yes	Yes
On hook dialing	Yes	Yes	Yes	Yes
Option Management				
Call handling mode	Yes	Yes	Yes	Yes
Call forwarding	Yes	Yes	Yes	Yes
Handsfree mode	Yes	Yes	Yes	Yes
Ring tone	Yes	Yes	Yes	Yes
Agent state	Yes	Yes	Yes	Yes
IP Telephony				
Protocol	MGCP	MGCP	MGCP	MGCP
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004
Supported codecs	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A
Power (standard) Power (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional-560 only)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)
Ethernet	10/100/1000 switch	10/100 switch, 10/100/1000 switch	10/100 switch	10/100 switch, 10/100/1000 switch
IP addressing	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static
Technical Specifications				
Size	11.6 x 7.5 x 5.3 in 29.5 x 19.1 x 13.5 cm	11.6 x 7.5 x 5.3 in 29.5 x 19.1 x 13.5 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm
Weight	2.6 lb (1.2 kg)	2.6 lb (1.2 kg)	2.1 lb (1.0 kg)	2.1 lb (1.0 kg)
Power (idle/active)	Class 3 PoE (4.2 W/6.9 W)	Class 2 PoE (560), Class 3 PoE (560g) 3.4 W / 6.4 W (560), 4.1 W / 7.1 W (560g)	Class 2 PoE (3.5 W / 5.9 W)	Class 2 PoE (230), Class 2 PoE (230g) 2.9 W / 4.4 W (230) 4.0 W / 5.9 W (230g)
Interfaces	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack
Loop length	100 meters	100 meters	100 meters	100 meters
Hearing-aid compatible	Yes	Yes	Yes	Yes

Note: Product availability varies according to geography. Please contact your local ShoreTel Representative for availability in your area.

ShorePhone Telephones cont.

			
IP 212k	IP 115	BB 24	IP 8000 Conference Phone
12 (Tri-color LEDs)	1	24 (Tri-color LEDs)	1
8 (Transfer, conference, hold, intercom, redial /history, voicemail, options, directory)	6 (Transfer, conference, hold, intercom, redial, voicemail)		2 (Conference, redial)
2	No	N/A	6
13 characters x 8 lines 65 x 56 pixels	16 characters x 1 line 80 x 7 pixels	12 characters x 14 line 80 x 168 pixels Backlit, grayscale	240 x 64 pixels Backlit, grayscale
Yes (LED indicator)	Half-duplex (LED indicator)	N/A	Yes (4 LED indicators)
Yes (LED indicator)	Yes	N/A	Yes (4 LED indicators)
Handset, speakerphone, headset, alert / rings	Handset, speakerphone, alert / rings	N/A	Speakerphone, alert/rings
RJ-22 (LED indicator)	External	N/A	N/A
Silver, black	Silver, black	Silver, black	Black
Yes	No	N/A	N/A
Yes	No	N/A	Yes
Yes	Yes	N/A	Yes
6 party	3 party	N/A	3 party
Unlimited (system)	No	N/A	N/A
Yes	Yes	N/A	N/A
Yes	No	N/A	N/A
Last 20 numbers	Last number	N/A	Last number
4	4	N/A	1
Unlimited	N/A	N/A	N/A
Yes (SNTP sync)	Yes (SNTP sync)	N/A	N/A
Yes	No	N/A	N/A
Yes	Yes	N/A	Yes
Yes	Via voice mail	N/A	N/A
Yes	No	N/A	N/A
Yes	No	N/A	N/A
Yes	No	N/A	N/A
Yes	Via voice mail	N/A	N/A
MGCP	MGCP	MGCP	SIP
VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS,UDP5004	VLAN, DiffServ/ToS,UDP5004	DiffServ, IntServ
Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	N/A	G.711 G.729A
802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional) PoE power forwarding	802.3af PoE Local adapter (optional)
10/100 switch	10/100 switch	10/100 switch	10/100
DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static
9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 c	5.9 x 5.7 x 4.0 in 15.0 x 14.5 x 10.2 cm	H 1.61 in, Diameter 11.27 in H 41 mm, Diameter 286 mm
2.1 lb (1.0 kg)	1.6 lb (0.7 kg)	1.1 lb (0.5 kg)	3.0 lb (1.34 kg)
Class 2 PoE (3.1 W / 5.1 W)	Class 2 PoE (2.6 W / 3.7 W)	Class 3 PoE (2.9 W / 4.6 W)	Class 3 PoE (4.3W / 8.2W)
RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink	RJ-45 Ethernet
100 meters	100 meters	100 meters	100 meters
Yes	Yes	Yes	N/A

Note: Product availability varies according to geography.
Please contact your local ShoreTel Representative for availability in your area.

ShoreWare® Management

Minimum Hardware Requirements

2.4 GHz Pentium 4 PC 1 GB RAM
 300 MB hard disk space for software
 30 MB hard disk space per hour of voice mail storage
 100 Base-T Ethernet NIC

Software Requirements

Microsoft® Windows Server 2000™ or Microsoft Windows Server 2003, Standard and Enterprise Edition

Installation

Installation wizards
 Integrated software distribution
 License management
 Silent client install
 Copy programable buttons
 Global Programmable Toolbars

Administration

Active Directory integration
 Browser-based interface
 Centralized administration:
 Call control
 Voice mail
 Automated attendant
 Hunt groups
 Workgroups
 Work group interflow
 Work group overflow
 Call detail reporting
 Multi-user access

Multi-level access control
 User ID and password protection
 User groups
 Call permissions
 Telephony permissions
 Voice mail permissions
 Trunk groups
 Dialing plans
 Dynamic configuration
 Automatic synchronization
 Unattended restart
 Online help
 Online user guides
 User import tool
 Extension Lists
 Batch update utility
 Account codes
 Route points
 System distribution lists
 User notifications
 Converged conference bridge
 Distributed routing services
 Administrator preference profiles

Maintenance

Real-time monitoring
 Event reporting
 E-mail event notification
 SNMP
 Online help
 Trunk test tool

Call Detail Reporting

CDR database

Integrated archival
 Bundled reports:
 Media stream statistics
 User activity
 Trunk activity
 Workgroup agent activity
 Workgroup queue activity
 WAN activity
 Third party integration
 Space-delimited CDR output
 Send CDR over SMDR interface
 Remote CDR viewing
 CDR output

Dial Plan Support

Australia	Mexico
Austria	New Zealand
Belgium	Portugal
Brazil	Germany
Canada	Singapore
Denmark	Spain
France	Switzerland
Singapore	Sweden
Hong Kong	The Netherlands
Ireland	United Kingdom
Italy	USA
Malaysia	

Language Support

Danish	French (France)
Dutch	German (Germany)
English (UK)	Spanish (Spain)
English (US)	Spanish (CALA)
Italian	Swedish

ShoreWare System Monitor

Installation and Setup Requirements

SNMP read-only community string and IP address for each monitored device
 Network-attached PC that conforms to the hardware and OS specification

Hardware Requirements

Pentium 200 MHz processor or faster
 100 MB of free disk space
 100 MB of RAM for the service (permits monitoring of 1,000 network interfaces)
 Network interface card

OS Requirements

Windows 2003 Server
 Windows XP Professional
 Windows 2000 Server or Professional

Web Console Requirements

Internet Explorer v6.0 or later

Network Device Requirements

Works with any SNMP manageable device
 SNMP v1
 SNMP v2c
 Supports fetching multiple OIDs per packet to minimize traffic on the network if the manageable device supports this capability

ShoreWare Messaging

Minimum Hardware Requirements

2.4 GHz Pentium 4 PC
1 GB RAM
300 MB hard disk space for software
30 MB hard disk space per hour of voicemail storage
100 Base-T Ethernet NIC

Software Requirements

Microsoft® Windows Server 2000™ or
Microsoft Windows Server 2003,
Standard and Enterprise Edition

Branch Office Solution Integrated Server:

1.6 MHz Celeron D or better
512 MB RAM or better
80 GB hard disk or better
CD ROM or better
100 Ethernet NIC or better
One or more USB ports
No monitor, keyboard or mouse
Microsoft® Windows® Server 2003, for
Telecommunications Systems

Dial Plan Support

Austria	Mexico
Australia	Netherlands
Belguim	New Zealand
Brazil	Portugal
Canada	Germany
Denmark	Singapore
France	Spain
Germany	Switzerland
Hong Kong	Sweden
Ireland	United Kingdom
Italy	USA
Malaysia	

Language Support

English (UK)	German (Germany)
English (US)	Italian
Danish	Spanish (CALA)
Dutch	Spanish (Spain)
French (France)	Swedish

Voicemail

10,000 mailboxes
21 servers
3,000 mailboxes/main server
2,000 mailboxes/distributed server
1,000 system distribution lists
99 personal distribution lists
254 calls/server
Unlimited storage
Messaging controls:

- Play
- Record
- Pause
- Rewind
- Fast forward
- Delete
- Auto delete by number of days
- Save
- Skip
- Reply
- Reply to additional targets
- Reply all
- Reply with call back
- Call sender
- Forward

Compose features:

- Mark urgent
- Address by extension
- Address by name
- Address by distribution list
- Broadcast
- Call handling modes

Call handling modes

Five personal modes:

- Standard
- In a meeting
- Out of office
- Extended absence
- Custom

Call forwarding

- Greeting
- Transfer to personal assistant
- Recorded name
- Find Me

Message notification:

- Stutter dial tone
- FSK message waiting
- Dial pager
- Dial extension
- Dial external number
- Escalation notification
- Export WAV file

Management features:

- Login security
- Change password
- Force password changes
- Force change from default password
- Password-length limits
- Voicemail permissions
- Message length
- Number of messages
- Mail box full notification
- Broadcast
- Message notification
- Automatic message forwarding
- Automatic delete after forwarding

Legacy integration:

- SMDI
- AMIS

Auto Attendant

- 256 menus
- 256 levels
- 256 schedules
- 254 calls/server
- Extension access
- DID access
- DNIS access
- Play and record prompts over Telephone or PC
- Scheduled modes per menu (4):
 - On-hours
 - Off-hours
 - Holiday
 - Custom

Single digit actions:

- Dial by first name
- Dial by last name
- Go to extension
- Go to menu
- Hang up
- Repeat prompt
- Take a message
- Take a message by first name
- Take a message by last name
- Transfer to extension

Multi-digit actions:

- Go to extension
- Go to menu
- Take a message
- Transfer to extension

Other actions:

- Time out (configurable)
- Too many errors
- Invalid entry

Personal Call Manager™

Standard Call Management

- Answer, hang up
- Transfer
- Send to voicemail
- Send to auto-attendant
- Park
- Hold
- New call
- Redial
- Speed dial

Advanced Call Management

- Intercom
- Park
- Page
- Pickup
- Pickup night bell
- Silent monitor
- Barge in
- Whisper transfer
- Whisper page

Call Handling Modes

- Five modes
- Call forward (always, no answer, busy)
- Customized greetings by mode
- Call handling mode delegation

Audio Conferencing

- Up to six parties on conference
- Add-on conference
- Join a conference

Bridge Call Appearance

- Multiple viewing options
- Multiple docking options
- Call appearance name, number
- Call state
- Calling name, number
- Call duration
- Call Pick-up
- Call notes
- Call properties

Standard Integrated Voicemail

- Caller ID, date, time, duration display
- Play
- Delete
- Call Sender

Advanced Voicemail Playback

- Caller ID name and number
- Date, time and duration
- Call back
- Compose
- Delete
- Forward
- Forward via e-mail
- Move backward, forward
- Play
- Reply, reply all
- Save
- Sort with folders
- Play on phone or play on PC

Advanced Voicemail Management

- Matching contact name display
- Move backwards, forwards
- Play
- Date, time and duration

Message Notification and Escalation

- Notify on any, urgent or never
- Notify at an extension or external number
- Notify to a pager or via e-mail
- E-mail message header
- E-mail full message (wave file)
- Configurable re-try options

Outlook Voicemail Inbox

- Compose
- Date, time and duration
- Delete
- Forward
- Move backward, forward
- Play
- Reply
- Save
- Sort with folders
- Play on phone or play on PC

Outlook Contact Integration

- Phone, IM, e-mail imported contacts
- Personal imported contacts
- Public import contacts
- Pop Outlook contact on incoming call
- Show contact information on IP phone

Office Anywhere

- Assign number to internal numbers
- Assign number to external telephones (cell, home, etc.)

Find Me

- Forward to any two numbers
- Caller ID delivered on Find Me
- Announce callers on Find Me
- Answer call with key press
- Send to voicemail with key press

Others

- Ad-hoc web conferencing session
- Contact center toolbar integration
- Integrated just-in-time presence
- Message notification and escalation
- Personal call recording
- Programmable buttons
- Third party contact import API

Recommended Platform

- Pentium 3-800 MHz
- 100 MB of available RAM
- 100 MB of disk space

Software Requirements

- Windows XP Pro SP2 and 3, Vista Business and Enterprise editions
- Windows 2003 Terminal Server R2
- Microsoft Outlook 2002/XP SP2, Outlook 2003 SP2, Outlook 2007
- Microsoft Windows 2003 Terminal Server SP2 (32 and 64 bit)
- Citrix Presentation Server (XenApp) R4.0, 4.5 (limited support)

Language Support

- English (US)
- French (France)
- Spanish (Spain)
- German (Germany)
- Double Byte Character Support

Standard Call Management

Answer, hang up
Transfer
Send to voicemail
Send to auto-attendant
Park
Hold
New call
Redial
Speed dial

Advanced Call Management

Intercom
Park
Page
Pickup
Pickup night bell
Silent monitor
Barge in
Whisper transfer
Whisper page

Call Handling Modes

Five modes
Call forward (always, no answer, busy)
Customized greetings by mode
Personalized call handling
Call handling mode delegation

Audio Conferencing

Up to six parties on conference
Add-on conference
Join a conference

Bridge Call Appearance

Multiple viewing options
Multiple docking options
Call appearance name, number
Call state
Calling name, number
Call duration
Call Pick-up
Call notes
Call properties

Standard Integrated Voicemail

Caller ID, date, time, duration display
Play
Delete
Call Sender

Advanced Voicemail Playback

Caller ID name and number
Date, time and duration
Call back
Compose
Delete
Forward
Forward via e-mail
Move backward, forward
Play
Reply, reply all
Save
Sort with folders
Play on phone or play on PC

Advanced Voicemail Management

Matching contact name display
Move backwards, forwards
Play
Date, time and duration

Message Notification and Escalation

Notify on any, urgent or never
Notify at an extension or external number
Notify to a pager or via e-mail
E-mail message header
E-mail full message (wave file)
Configurable re-try options

Outlook Voicemail Inbox

Compose
Date, time and duration
Delete
Forward
Move backward, forward
Play
Reply
Save
Sort with folders
Play on phone or play on PC

Outlook Contact Integration

Phone, IM, e-mail imported contacts
Personal imported contacts
Public import contacts
Pop Outlook contact on incoming call
Show contact information on IP phone

Office Anywhere

Assign number to internal numbers
Assign number to external telephones
(cell, home, etc.)

Find Me

Forward to any two numbers
Caller ID delivered on Find Me
Announce callers on Find Me
Answer call with key press
Send to voicemail with key press

Contact Viewer

Telephony presence
Instant messaging presence
Person-to-person chat
Client side IM logging
Multi-party IM and tabbed chat
IM presence privacy management
Presence change alert

Video

Integrated high quality, low latency video
Network congestion resiliency
High resolution video (optional feature)

Mobility

Office AnyWhere
Find Me
SoftPhone

Others

Contact Center toolbar integration
Message notification and escalation
Personal call recording
Programmable buttons
Third party contact import API

Recommended Platform

Pentium 4-2.0 GHz,
Pentium 4-3.0 GHz with up to 500 monitored
contacts, dual core 1.6 GHz for video
150 MB of available RAM
100 MB of disk space

Software Requirements

Windows XP Pro SP2 and 3, Vista Business
and Enterprise editions
Windows 2003 Terminal Server R2
Microsoft Outlook 2002/XP SP2,
Outlook 2003 SP2, Outlook 2007
Microsoft Windows 2003 Terminal Server SP2
(32 and 64 bit)
Citrix Presentation Server (XenApp) R4.0, 4.5
(limited support)

Requirement for IM and IM Presence

ShoreTel Converged Conferencing 7.1 or
Microsoft OCS 2007

Requirements for the High Resolution Video Option

uEye XGA camera, Core 2 Quad 2.4 GHz,
2 GB of RAM with one USB port

Language Support

English (US)
French (France)
Spanish (Spain)
German (Germany)
Double Byte Character Support

Operator Call Manager™

Standard Call Management

Answer, hang up
Transfer
Send to voicemail
Send to auto-attendant
Park
Hold
New call
Redial
Speed dial

Advanced Call Management

Drag and drop of calls into
 Contact Viewer
Intercom
Park
Page
Pickup
Pickup night bell
Silent monitor
Barge in
Whisper transfer
Whisper page

Call Handling Modes

Five modes
Call forward (always, no answer, busy)
Customized greetings by mode
Call handling mode delegation
Call handling for operator/
 executive assistant
Personalized call handling

Audio Conferencing

Up to six parties on conference
Add-on conference
Join a conference

Bridge Call Appearance

Multiple viewing options
Multiple docking options
Call appearance name, number
Call state
Calling name, number
Call duration
Call Pick-up
Call notes
Call properties

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Delete
Call Sender

Advanced Voicemail Playback

Caller ID name and number
Date, time and duration
Call back
Compose
Delete
Forward
Forward via e-mail
Move backward, forward
Play
Reply, reply all
Save
Sort with folders
Play on phone or play on PC

Advanced Voicemail Management

Matching contact name display
Move backwards, forwards
Play
Date, time and duration

Message Notification and Escalation

Notify on any, urgent or never
Notify at an extension or external
 number
Notify to a pager or via e-mail
E-mail message header
E-mail full message (wave file)
Configurable re-try options

Outlook Voicemail Inbox

Compose
Date, time and duration
Delete
Forward
Move backward, forward
Play
Reply
Save
Sort with folders
Play on phone or play on PC

Outlook Contact Integration

Phone, IM, email imported
 contacts
Personal imported contacts
Public import contacts
Pop Outlook contact on
 incoming call
Show contact information on IP
 phone

Office Anywhere

Assign number to internal
 numbers
Assign number to external
 telephones (cell, home, etc.)

Find Me

Forward to any two numbers
Caller ID delivered on Find Me
Announce callers on Find Me
Answer call with key press
Send to voicemail with key press

Contact Viewer (Extension Monitor)

Multi-Party IM and Tabbed Chat
IM Presence Privacy
 Management
Presence Change Alert
Telephony presence
Detailed telephony presence
Instant messaging presence
Person-to-person chat
Client side IM logging
Monitor up to 500 contacts

Video

High resolution, low latency video
Network congestion resiliency
High resolution video
 (optional feature)

Mobility

Office AnyWhere
Find Me
SoftPhone

Workgroup Agent Functions

Display of calls in your queue
Call pick up from queue
Call information display
Previous call log display

Others

Personal call recording
Programmable buttons
Message notification and escalation
High resolution video
 (optional feature)
Third party contact import API

Recommended Platform

Pentium 4-2.0 GHz,
Pentium 4-3.0 GHz with up to 500
 monitored contacts, dual core
 1.6 GHz for video
150 MB of available RAM
100 MB of disk space

Software Requirements

Windows XP Pro SP2 and 3, Vista
 Business and Enterprise editions
Windows 2003 Terminal Server R2
Microsoft Outlook 2002/XP SP2,
 Outlook 2003 SP2, Outlook 2007
Microsoft Windows 2003 Terminal
 Server SP2 (32 and 64 bit)
Citrix Presentation Server (XenApp)
 R4.0, 4.5 (limited support)

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 7.1 or Microsoft OCS 2007

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uEye XGA camera, Core 2 Quad
 2.4 GHz, 2 GB of RAM with one
 USB port

Language Support

English (US) Spanish (Spain)
French (France) German (Germany)
Double Byte Character Support

Mobile Call Manager™

Mobile Phone Support¹

BlackBerry 7290
BlackBerry 81xx (Pearl)
BlackBerry 83xx (Curve)
BlackBerry 8700
BlackBerry 88xx
BlackBerry 9000 (Bold)
HTC Mogul PPC-6800 (Sprint)
Motorola Razr V3
Motorola Razr V3xx
Nokia E65
Nokia E61i, E90, N95

Mobile Network Support (All)

Country Support (All)

200 User System Support

Language Support

English (US)	French
English (UK)	Italian
Danish	Dutch
German	Norwegian
Spanish	Swedish
Portuguese (Brazil)	Portuguese

Main Screen Details

Unplayed Voicemail Indicator
Office Anywhere Mode Indicator
New call indicator
Default OA selected indicator
Location Based Service status
indicator
Incoming Call History Indicator
Call Handling Mode Indicator
Main Menu

Main Screen Quick Settings

Office Anywhere
Call Handling Mode

QuickDialer

Corporate Contacts
Diacritical Character Support
Personal Address Book integration
Wildcard first and last name
Lookup/Call by First Name
Lookup/Call by Last Name
Lookup/Call by Phone Number

Visual Voicemail

Preview	
Full Play	Delete
Navigate	Call Sender

Call History

Call Back Delete All

Settings

Call Handling Modes
Location Based Services
QuickDialer
Language
Keyboard
Office Anywhere
Default Start Page
Network Speed
Online Help
Reset Settings
User Information

Keyboard Type

QWERTY AXERTY
QWERTZ

¹Please note that mobile network operators may restrict the download and installation of third party software at any time.

Agent Call Manager

Standard Call Management

Answer, hang up
Transfer
Send to voicemail
Send to auto-attendant
Park
Hold
New call
Redial
Speed dial

Advanced Call Management

Intercom
Park
Page
Pickup
Pickup night bell
Silent monitor
Barge in
Whisper transfer
Whisper page

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Five modes
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Call handling notes
Call handling mode delegation

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Join a conference

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Call state
Calling name, number
Call duration
Call Pick-up
Call notes
Call properties

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Matching contact name display
Move backwards, forwards
Play
Date, time and duration

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Notify on any, urgent or never
Notify at an extension or external number
Notify to a pager or via e-mail
E-mail message header
E-mail full message (wave file)
Configurable re-try options

Outlook Voicemail Inbox

Compose
Date, time and duration
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Reply
Save
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Office Anywhere

Assign number to internal numbers
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Find Me

Forward to any two numbers
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Contact Viewer (Extension Monitor)

Telephony presence
Instant messaging presence
Person-to-person chat
Client side IM logging

Workgroup Agent Functions

Display of calls in your queue
Call pick up from queue
Call information display
Previous call log display

Mobility

Office AnyWhere
Find Me
SoftPhone

Others

Personal call recording
Programmable buttons
Message notification and escalation
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Requirement for IM and IM Presence

ShoreTel Converged Conferencing 7.1 or Microsoft OCS 2007

Language Support

English (US)
French (France)
Spanish (Spain)
German (Germany)
Double Byte Character Support

Supervisor Call Manager

Standard Call Management

Answer, hang up
Transfer
Send to voicemail
Send to auto-attendant
Park
Hold
New call
Redial
Speed dial

Advanced Call Management

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E-mail message header
E-mail full message (wave file)
Configurable re-try options

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Announce callers on Find Me
Answer call with key press
Send to voicemail with key press

Contact Viewer (Extension Monitor)

Telephony presence
Instant messaging presence
Person-to-person chat
Client side IM logging

Workgroup Agent Functions

Display of calls in your queue
Call pick up from queue
Call information display
Previous call log display

Workgroup Supervisor Functions

Display agents in your workgroup
Manage queue alerts
Manage Workgroup thresholds
Manage agent states
Change workgroup call handling mode

Mobility

Office AnyWhere
Find Me
SoftPhone

Others

Personal call recording
Programmable buttons
Message notification and escalation
3rd party contact import API

Recommended Platform

Pentium 4-2.0 GHz,
Pentium 4-3.0 GHz with up to 500 monitored contacts, dual core 1.6 GHz for video
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Citrix Presentation Server (XenApp) R4.0, 4.5 (limited support)

Requirement for IM and IM Presence

ShoreTel Converged Conferencing 7.1 or Microsoft OCS 2007

Language Support

English (US)
French (France)
Spanish (Spain)
German (Germany)
Double Byte Character Support

Converged Conferencing

Audio Conferencing

- From 2 to 204 participants
- One-time or recurring calls
- Reservation-less, 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

Conference Management

- Schedule new conferences
- Create instant conferences
- Audio, Instant Message, 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

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 instant messaging
- All party text chat in conferences
- Private, side-bar text chat
- 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

Instant Messaging and Presence Server

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

Document Sharing

- Share PowerPoint® presentations
- Password and SSL protection
- Leader controlled slide advance
- Start and stop sharing dynamically
- Share MS Office documents
- 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
- Get control of other leaders PC
- 16 bit color support

Telephone Interface (DTMF)

- Option list
- Return to the conference
- Mute or Un-mute 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

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
- SNMP v3 with privacy

Language Support

- US English
- UK English

Others

- Browser, zero install applications
- Reliable, embedded, appliance
- Uses the Linux Operating System
- Local system – not services based

Contact Center Solutions

Specifications	Workgroup	Contact Center	Enterprise Contact Center
System			
Graphical real-time displays	Yes	Yes	Yes
Universal Queue	No	No	Yes
Inbound (voice)	Yes	Yes	Yes
Outbound Campaign Dialing (voice)	No	Callback, Abandoned Callback	Callback, Abandoned Callback, Campaigns (dial from list)
Enterprise Resource Matching	No	Basic	Advanced
Inbound (web chat)	No	No	Optional
Inbound (e-mail)	No	No	Optional
Skills-based routing	No	Skill group routing	Agent capabilities, management preferences
Routing by DNIS	Yes	Yes	Yes
Routing by ANI or caller ID	No	ANI	Yes
Routing by type of day	Holiday routing	Holiday routing	Schedule-based routing
Routing by time of day (schedule)	Two shifts	Two shifts	Schedule-based routing
Routing by customer information	No	No	SQL databases via ODBC
Priority Routing	No	No	Yes
Overflow on wait	Single level	Single-level, multiple groups	Multi-level, multiple groups
Interflow on wait	Single level	Actual wait	Actual wait, estimated wait
Wrap-up code (Call coding)	No	Yes	Yes
Maximum calls in queue / server	254	254	254
Wall Board support	Queue Monitor only	Optional	Desktop Wall Board; external via COM port
Operating system (server)	Integrated with ShoreWare server	Dedicated Windows 2003 Server	Dedicated Windows 2003 Server
Redundant Server	Optional	Optional	Optional
Agent			
Screen pop	Outlook; client-based (TAPI)	Outlook; client-based (DDE, AcitveX, triggers)	Outlook; client-based (DDE, ActiveX, triggers)
Graphical user interface	Yes	Yes	Yes
Calls in queue display	Yes	Yes (COS permission)	Yes (COS permission)
Graphical threshold alerts	Yes (also audio)	Yes (Wall Board - Optional)	Yes (Wall Board)
Call picking from queue	Yes	Yes (COS permission)	Yes (COS permission)
Individual group login	No	Yes (COS permission)	Yes (COS permission)
On-screen wall board	No	Optional	Yes
Call information display	Yes	Yes	Yes
Previous call log display	Yes	Yes	Yes
Supervisor			
Supervisors	128	128	128
Real-time statistics	Yes (Queue monitor)	Yes	Yes
Historical reports	No (on ShoreWare server)	Yes (if permitted)	Yes (if permitted)
Supervisor Real-Time Monitoring			
Default refresh rate	Real time	One second	One second
Color-coded notifications	Yes	Two levels	Two levels
Available report formats	Tabular	Tabular	Tabular
Agent status and statistics	No	Yes	Yes
Group status and statistics	Login and call status	Yes	Yes
Group calls in queue status	Yes	Yes	Yes
Agent requires help notifications	No	Yes	Yes
Agent log in / log out status / control	Yes	Yes	Yes
Call monitor and barge in	Yes	Yes	Yes
Historical Reporting			
Reporting formats	Tabular	Tabular, graphical	Tabular, graphical
Automatic reports scheduler	No	Print or save to file	Print or save to file
Export data in multiple formats	Yes	Yes	Yes
Add / remove report columns	No	Yes	Yes
Custom formulas	No	Optional	Yes
Agent performance reports	Yes	Yes	Yes
Group performance reports	Yes	Yes	Yes
ACD call distribution reports	Yes	Yes	Yes
Abandoned call reports	No	Yes	Yes
Wrap-up code reports	No	Yes	Yes
Wall Board Director			
Free text messages	No	Optional	Yes
Real-time statistics messages	Queue Monitor	Optional	Yes
System alarms	Queue Monitor	Optional	Yes

