

# 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  
Night bell  
Message waiting  
Missed call  
Multiple line appearance  
Music-on-hold  
Operator ("0")  
On hold reminder ring  
Office Anywhere  
Outbound caller ID  
Paging  
Park and Page  
Pick up night bell  
Redial  
Ring tone selection  
Ring tone personalization  
Send digits over call  
Silent monitor

SIP  
Voice mail ("##")  
Whisper page  
Whisper page mute

### Trunk types

Analog loop start  
Analog wink start  
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  
Tandem trunking  
Trunk groups  
SIP

### IP phone support

MGCP  
VLAN (DHCP)  
ToS/Diff Derv

UDP 5004 (patent pending)  
Wideband codec  
G.711uLaw  
G.729A  
802.3af PoE  
10/100/1000 switch  
Headset compatible (built-in electronic headset lifter)  
Hearing-aid compatible  
Programmable buttons  
Speaker phone (full duplex)

### DSP features

Dynamic echo cancellation  
Dynamic jitter buffer  
Lost packet handling  
Voice compression  

- Wideband
- Linear
- G.711
- ADPCM
- G.729a

### System features

Account codes  
ACD (workgroups)  
Admission control  
AMIS  
Auto attendant  
Backup auto-attendant  
Bridge call appearance  
Call permissions  
Extension length (3-5 digits)  
Fax redirection  
Feature permissions  
IP phone failover  
Media encryption  
Office Anywhere (on-net)  
Office Anywhere (external assignment)  
On-net dialing (1-7 digits)  
Power fail transfer  
PSTN failover  
SMDI  
SNMP

### Hunt groups

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

## ShoreGear Voice Switches

Model	ShoreGear-120	ShoreGear-90	ShoreGear-60	ShoreGear-50	ShoreGear-40	ShoreGear-T1	ShoreGear-220T1	ShoreGear-E1	ShoreGear-220E1
<b>Telephones</b>									
IP Phones	120	90	60	50	40		100		70
Analog phones	24	4	12	2	6				
<b>Analog ports</b>									
Universal	8	–	8	–	2	–	–	–	–
Trunk-only (loop start)	–	8	–	4	2	–	–	–	–
Telephone-only	16	4	4	2	4	–	–	–	–
<b>Digital trunks</b>									
Digital trunk channels						24/23B+D	24/23B+D	30B+D+F	30B+D+F
Integrated CSU						•	•	•	•
Line and payload loop backs						•	•	•	•
Facilities data link						•	•	•	•
<b>System</b>									
Port capacity	10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports
Switch capacity	200 switches	200 switches	200 switches	200 switches	200 switches	200 switches	200 switches	200 switches	200 switches
<b>Front panel</b>									
10M/100M Ethernet (RJ-45)	2	2	2	2	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)	•	•	•	•	•	•	•	•	•
<b>Mechanical</b>									
19" rack mount	•	•	•	•	•	•	•	•	•
Dimensions	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm	8.39 in. x 1.69 in. x 14.88 in. / 21.3 cm x 4.3 cm x 37.8 cm	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm	8.39 in. x 1.69 in. x 14.88 in. / 21.3 cm x 4.3 cm x 37.8 cm	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm	8.39 in. x 1.69 in. x 14.88 in. / 21.3 cm x 4.3 cm x 37.8 cm	17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm	8.93 in. x 1.69 in. x 14.88 in. / 21.3 cm x 4.3 cm x 37.8 cm
Weight	9 lb / 4.1 kg	5.3 lb / 2.4 kg	9 lb / 4.1 kg	5.3 lb / 2.4 kg	9 lb / 4.1 kg	8 lb / 3.6 kg	5.3 lb / 2.4 kg	8 lb / 3.6 Kg	5.3 lb / 2.4 kg
<b>Power</b>									
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	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.	2A max.	1A max.	1A max.	1A max.	1A max.	1A max.	1A max.
Consumption	63 W max.	40 W max.	41 W max.	40 W max.	25 W max.	17 W max.	18 W max.	17 W max.	19 W max.
Dissipation	63 W max.	40 W max.	41 W max.	40 W max.	25 W max.	17 W max.	18 W max.	17 W max.	19 W max.
<b>Environmental</b>									
Operating temperature	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° 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	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	-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C

Specifications	IP 560 / IP 560g	IP 230	IP 212k	IP 110	BB 24	AP 100 (US and Canada Only)
<b>Functions</b>						
Call appearance	6 (Tri-color LEDs)	3 (Green LEDs)	12 (Tri-color LEDs)	1	24 (Tri-color LEDs)	1
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)	6 (Transfer, conference, hold, intercom, redial, voice mail)	N/A	8 (Hold, redial, goodbye, options, directory, history, redial, copy, services)
Soft keys	4	4	2	No	N/A	6
Display	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale	24 characters x 5 lines 120 x 35 pixels	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	20 characters x 5 lines 100 x 35 pixels
Speakerphone (full duplex)	Yes (LED)	Yes (LED)	Yes (LED)	No (speaker only)	N/A	Yes (LED)
Mute	Yes (LED)	Yes (LED)	Yes (LED)	Yes	N/A	Yes
Volume controls	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, alert / rings	N/A	Handset
Headset compatibility	RJ-22 (LED)	RJ-22 (LED)	RJ-22 (LED)	External	N/A	External
Color	Silver, black aluminum	Silver, black plastic	Silver, black plastic	Silver, black plastic	Silver, black plastic	Black plastic
<b>Features</b>						
Call redirect	Yes	Yes	Yes	No	N/A	No
Call timer	Yes	Yes	Yes	No	N/A	Yes
Caller ID name, number	Yes	Yes	Yes	Yes	N/A	Yes
Conference call mgmt.	6 party	6 party	6 party	3 party	N/A	3 party
Directory	Unlimited (system)	Unlimited (system)	Unlimited (system)	No	N/A	200 (local)
Message waiting (LED)	Yes	Yes	Yes	Yes	N/A	Yes
Missed call indicator	Yes	Yes	Yes	No	N/A	100 number list
Redial / history	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last number	N/A	Last 10 numbers
Ring tone selections	4	4	4	4	N/A	4
Speed dial	Unlimited	Unlimited	Unlimited	N/A	N/A	200
Time and date	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	N/A	Yes (Caller ID sync)
Transfer to voice mail	Yes	Yes	Yes	No	N/A	No
On hook dialing	Yes	Yes	Yes	No	N/A	No
<b>Option Management</b>						
Call handling mode	Yes	Yes	Yes	Via voice mail	N/A	Via voice mail
Call forwarding	Yes	Yes	Yes	No	N/A	No
Handsfree mode	Yes	Yes	Yes	No	N/A	No
Ring tone	Yes	Yes	Yes	No	N/A	Yes (local)
Agent state	Yes	Yes	Yes	Via voice mail	N/A	Via voice mail
<b>IP Telephony</b>						
Protocol	MGCP	MGCP	MGCP	MGCP	MGCP	N/A
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	N/A
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	N/A	N/A
Power (standard) Power (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional) PoE power forwarding	Local adapter
Ethernet	10/100, 10/100/1000 switch	10/100 switch	10/100 switch	10/100 switch	10/100 switch	N/A
IP addressing	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	N/A
<b>Technical Specifications</b>						
Size	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	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 cm	5.9 x 5.7 x 4.0 in 15.0 x 14.5 x 10.2 cm	4.75 x 6.0 x 5.5 in 12.1 x 15.2 x 14.0 cm
Weight	2.6 lb 1.2 kg	2.1 lb 1.0 kg	2.1 lb 1.0 kg	1.6 lb 0.7 kg	1.1 lb 0.5 kg	2.0 lb 0.9 kg
Power (idle/active)	Class 2 (560), Class 3 (560g) PoE 3.4W / 6.4W (560), 4.3 / 8.2 (560g)	Class 2 PoE (3.1 W / 5.1 W)	Class 2 PoE (3.1 W / 5.1 W)	Class 2 PoE (3.0 W / 3.9 W)	Class 3 PoE (2.9 W / 4.6 W)	16 VDC x 250 MA
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-45 Ethernet uplink RJ-45 Ethernet downlink	RJ-11 line jack RJ-22 handset jack
Loop length	100 meters	100 meters	100 meters	100 meters	100 meters	3000 feet or more
Hearing-aid compatible	Yes	Yes	Yes	Yes	Yes	Yes

## 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 2003 SP1  
 Microsoft® Windows Server 2003 R2, Standard and Enterprise Edition

### Installation

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

### Administration

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	Netherlands
Belgium	(the)
Brazil	New Zealand
Canada	Portugal
Denmark	Germany
France	Singapore
Singapore	Spain
Hong Kong	Switzerland
Ireland	Sweden
Italy	United Kingdom
Malaysia	USA

### 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 2003 SP1,  
Microsoft® Windows Server 2003 R2  
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

### Voice Mail

10,000 mailboxes  
21 servers  
3,000 mailboxes/main server  
2,000 mailboxes/distributed server  
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
- Voice mail permissions
- Message length
- Number of messages
- Mail box full notification
- Broadcast
- System distribution lists
- 99 Personal distribution lists
- 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™

### Customized Views

Compact view  
Docked view (top or bottom)  
Detailed view  
Programmable toolbars  
Contact Center integration

### Call Control: Make Call

New call  
Redial  
Speed dial  
Dial by name  
Dial vanity numbers  
Intercom  
Leave a message  
Page  
Pickup  
Pickup night bell  
Silent monitor  
Barge in  
Whisper page

### Dial by Name

Outlook contacts  
System directory  
Personal directory

### Call Presentation

Calling name  
Calling number  
Current call state  
Call duration  
Hold duration  
Hunt group name  
Trunk group or DNIS  
Routing slip  
Call note  
Play sound  
Bring to front  
Call stack (16 calls)  
Matching contact name

### Call Management

Answer  
Transfer  
Record (Silent)  
Record with tone  
Send to voice mail  
Send to auto-attendant  
Join to conference  
Add-on conference  
Park  
Hold  
Hang up

### Outlook Integration

#### Voice Mail Inbox Integration

Caller ID name and number  
Call sender  
Compose  
Date, time and duration  
Delete  
Forward  
Forward via e-mail  
Move backward  
Move forward  
Play  
Reply  
Reply all

Save  
Sort with folders  
Export WAV file

### Contact Integration

QuickDial by name  
Personal contacts  
Public contacts  
Selectable contact folders  
Matching contact name display  
Local contact caching  
Matching contact screen pop  
Create / edit matching contact

### Calendar Integration

Calendar call routing  
Converged conferencing meeting invites

### Mobility Options

**SoftPhone**  
Reassign extension to cell phone  
Reassign extension to home phone  
Turn PC to a phone  
Use with PC headsets  
Number pad for DTMF entry

### Find Me Call Handling

Auto 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 voice mail with key press

### Call Handling Modes

Five call handling modes  
Standard  
In a meeting  
Out of the office  
Extended absence  
Custom  
Call forward (always, no answer, busy)  
Customized greetings by mode  
Call handling note for operator/administrative assistant

### Message Notification

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

### Office Anywhere Extension Assignment

Assign number to internal numbers  
Assign number to external telephones (cell, home, etc.)  
Assign number to PC based softphone  
Return number back to desktop telephone

### Voice Mail Viewer

Caller ID name and number  
Call sender  
Compose  
Date, time and duration  
Delete  
Export WAV file  
Forward  
Move backwards  
Move forwards  
Play  
Reply  
Reply all  
Save  
Matching contact name display

### History Viewer

Caller ID name and number  
Matching contact name display  
Date, time and duration  
Trunk group or DNIS  
Detailed routing slip  
Call note  
One-click call back  
Create / edit contact from caller ID

### Redial List

Dialed calls  
Missed calls

### Directory Viewer

Export directory  
Import directory  
Open a text page  
View personal directory  
View system directory

### Personal Options

Handsfree operation  
Wireless hook switch integration  
Select personal assistant  
Disable call-waiting tones  
Record greeting  
Record name  
Select default trunk access  
Manage passwords  
Configure sounds  
Selectable "hot key"  
Play messages on the phone  
Play messages on the computer

### Integrated Conferencing

Up to six parties on conference  
Add / share documents  
Move pages forward  
Move pages backward

### Integrated Presence

Display call status  
Display call handling mode  
View call handling note

### Recommended Platform – Call Manager

800 MHz Pentium III  
256 MB RAM for Windows XP  
100 MB hard disk  
100 Base-T or better

Speakers and microphone (recommended)

### Software Requirements

Microsoft Windows XP Professional, SP1 and SP2  
Microsoft Outlook®, 2002/XP SP2, Outlook 2003 SP2  
Microsoft Windows 2003 Terminal Server SP4  
Citrix Metaframe XP Presentation Server R 4

### Minimum Platform – SoftPhone

800 MHz Pentium III  
256 MB RAM  
USB headset (recommended)  
Microsoft Windows XP

### Advanced Call Manager Only

Integrated just-in-time presence  
Personal call recording

### Typical Bandwidth

Estimated: .2 kbps / Call Manager  
Estimated: 88 kbps / ADPCM Call

### Technical Specifications

Number of lines . . . . . 16  
Max. history entries . . . . . 1000 calls  
Find me destinations . . . . . 2 Numbers  
Notification options . . . . . E-mail, pager, cell  
Max. just-in-time display . . . . 25 matching entries  
Shared document support . . . Microsoft Office  
Documents (Word, PowerPoint®, Excel®)  
Call handling modes . . . . . 5  
Max. no. notification tries . . . . 20

### Language Support

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

### Dial Plan Support

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

## Operator Call Manager™

### Customized Views

Compact view  
Docked view (top or bottom)  
Detailed view

### Call Control: Make Call

New call  
Redial  
Speed dial  
Dial by name  
Intercom  
Leave a message  
Page  
Pickup  
Pickup night bell  
Silent monitor  
Barge in  
Whisper page

### Dial by Name

Outlook contacts  
System directory  
Personal directory

### Call Presentation

Calling name  
Calling number  
Current call state  
Call duration  
Hold duration  
Trunk group or DNIS  
Routing slip  
Call note  
Play sound  
Bring to front  
Call stack (16 calls)  
Matching contact name

### Call Management

Answer  
Transfer  
Record  
Send to voice mail  
Send to auto-attendant  
Join to conference  
Add-on conference  
Park  
Hold  
Hang up

### Outlook Integration

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

### Contact Integration

QuickDial by name  
Personal contacts  
Public contacts  
Selectable contact folders  
Selectable contact folders  
Matching contact name display

Local contact caching  
Matching contact screen pop  
Create / edit matching contact

### Calendar Integration

Calendar call routing

### Mobility Options SoftPhone

Reassign extension to mobile phone  
Reassign extension to home phone  
Turn PC to a phone  
Use with PC headsets  
Number pad for DTMF entry

### Find Me Call Handling

Auto Find Me  
Forward to any two numbers  
Announce callers on Find Me  
Answer call with key press  
Send to voice mail with key press

### Call Handling Modes

Five call handling modes  
Standard  
In a meeting  
Out of the office  
Extended absence  
Custom  
Call forward (always, no answer, busy)  
Customized greetings by mode  
Call handling note for operator/administrative assistant

### Message Notification

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

### Office Anywhere Extension Assignment

Assign number to internal numbers  
Assign number to external telephones (mobile, home, etc.)  
Assign number to PC based softphone  
Return number back to desktop telephone

### Voice Mail Viewer

Caller ID name and number  
Call back  
Compose  
Date, time and duration  
Delete  
Export  
Forward  
Move backwards  
Move forwards  
Play  
Reply  
Reply all  
Save  
Matching contact name display

### History Viewer

Caller ID name and number  
Matching contact name display  
Date, time and duration  
Trunk group or DNIS  
Detailed routing slip  
Call note  
One-click call back  
Create/edit contact from caller ID

### Redial List

Dialed calls  
Missed calls

### Directory Viewer

Export directory  
Import directory  
Open a text page  
View personal directory  
View system directory

### Personal Options

Handsfree operation  
Wireless Hook switch integration  
Select personal assistant  
Disable call-waiting tones  
Record greeting  
Record name  
Select default trunk access  
Manage passwords  
Configure sounds  
Selectable "hot key"  
Play messages on the phone  
Play messages on the computer

### Integrated Conferencing

Up to six parties on conference  
Add / share documents  
Move pages forward  
Move pages backward

### Integrated Presence

Display call status  
Display call handling mode  
View call handling note

### Recommended Platform – Call Manager

800 MHz Pentium III  
256 MB RAM for Windows XP  
70 MB hard disk – fresh install  
100 MB hard disk – upgrades  
100 Base-T Ethernet  
Speakers and microphone (recommended)

### Software Requirements

Microsoft Windows XP Professional, SP1 and SP2  
Microsoft Outlook® 2000 SP2, 2002/XP SP2, Outlook 2003 SP2  
Microsoft Windows 2003 Terminal Server SP4  
Citrix Metaframe XP Presentation Server R 4

### Minimum Platform – SoftPhone

800 MHz Pentium II  
256 MB RAM

USB headset (recommended)  
Microsoft Windows XP

### Advanced Call Manager Only

Integrated just-in-time presence  
Personal call recording

### Typical Bandwidth

Estimated: .2 kbps / Call Manager  
Estimated: 88 kbps / ADPCM Call

### Technical Specifications

Number of lines . . . . . 16  
Max. history entries . . . . . 1000 calls  
Find me destinations . . . . . 2 Numbers  
Notification options . . . . . Email, pager, cell  
Max. just-in-time display . . . . . 25 matching entries  
Shared document support . . . . . Microsoft Office  
Documents (Word, PowerPoint®, Excel®)  
Call handling modes . . . . . 5  
Max. no. notification tries . . . . . 20

### Language Support

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

### Extension Monitor

Multiple viewing options  
Multiple docking options  
User name, number  
Call handling mode  
Call handling details  
Call state summary  
Call stack  
Call state  
Calling name, number  
Call duration  
Routing slip  
Dial user  
Dial user mailbox  
Call pickup  
Call

### Bridge Call Appearance Monitor

Multiple viewing options  
Multiple docking options  
Call appearance name, number  
Call state  
Calling name, number  
Call duration  
Call pickup  
Call notes  
Call properties

### Dial Plan Support

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

## Converged Conferencing

### Audio Conferencing

- From 2 to 96 participants
- One-time or recurring calls
- Reservation-less, anytime calls
- Instant, ad-hoc conference calls
- 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
- 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

### Instant Messaging

- Buddy list with presence
- Multiple concurrent IM sessions
- Internal instant messaging
- 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
- Archived instant messages

### 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
- Co-browse with shared browser
- Collaborative Document Editing
- Pass control to participants
- All leaders can share their desktop
- Get control of other leaders PC

### Presence / Buddy List

- Integrated buddy list with presence
- View who is logged into the bridge
- View who is on a conference call
- Seven user controlled presence states
- Auto set to idle on no PC activity

- Arrange buddies into groups
- Send e-mail to any buddy in the list
- Hide your presence status from others
- Manage who can view your status
- Play a sound on a new message

### 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 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

### 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
<b>System</b>			
Graphical real-time displays	Yes	Yes	Yes
Universal Queue	No	No	Yes
Inbound (voice)	Yes	Yes	Yes
Outbound Campaign Dialing (voice)	No	No	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	No	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	No	Single-level, multiple groups	Multi-level, multiple groups
Interflow on wait	No	Actual wait	Actual wait, estimated wait
Wrap-up code (Call coding)	No	Yes	Yes
Maximum calls in queue / server	254	150	150
Wall Board support	Queue Monitor only	Optional	Desktop Wall Board; external via COM port
Operating system (server)	Integrated with ShoreWare server	Dedicated Windows 2000, 2003 Server	Dedicated Windows 2000, 2003 Server
<b>Agent</b>			
Screen pop	Outlook; client-based (TAPI)	CTI via agent toolbar	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
Redundant Server	Optional	Optional	Optional
<b>Supervisor</b>			
Supervisors	128	128	128
Real-time statistics	Yes (Queue monitor)	Yes	Yes
Historical reports	No (on ShoreWare server)	Yes (if permitted)	Yes (if permitted)
<b>Supervisor Real-Time Monitoring</b>			
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
<b>Historical Reporting</b>			
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
<b>Wall Board Director</b>			
Free text messages	No	Optional	Yes
Real-time statistics messages	Queue Monitor	Optional	Yes
System alarms	Queue Monitor	Optional	Yes

