

Converged Conferencing



Enhance collaboration, increase productivity, and reduce costs with ShoreTel's easy-to-use, secure, real-time audio conferencing and web collaboration solution.

By combining voice and data over the enterprise phone system, ShoreTel's Converged Conferencing solution enables companies to:

- Enhance real-time collaboration for faster business results with an easy-to-use, multi-media collaboration solution.
- Simplify collaboration and eliminate calls for help from users with ShoreTel's intuitive user interface and advanced features.
- Eliminate high audio and web conferencing expenses with an easy-to-manage, internal solution that integrates with your phone system.
- Keep information safe with a secure internal solution to web conferencing

ShoreTel Converged Conferencing

ShoreTel's Converged Conferencing provides rich conferencing and collaboration for the enterprise. Built on a secure, Linux based appliance, the system delivers audio conferencing, enterprise instant messaging, document sharing, and full web conferencing to everyone in the enterprise. The system allows users to schedule one-time, recurring, or reservation-less calls. And with integrated recording capabilities, users can also record both audio and visual presentations.

Enhance collaboration for better business results using an easy-to-use multi-media collaboration solution.

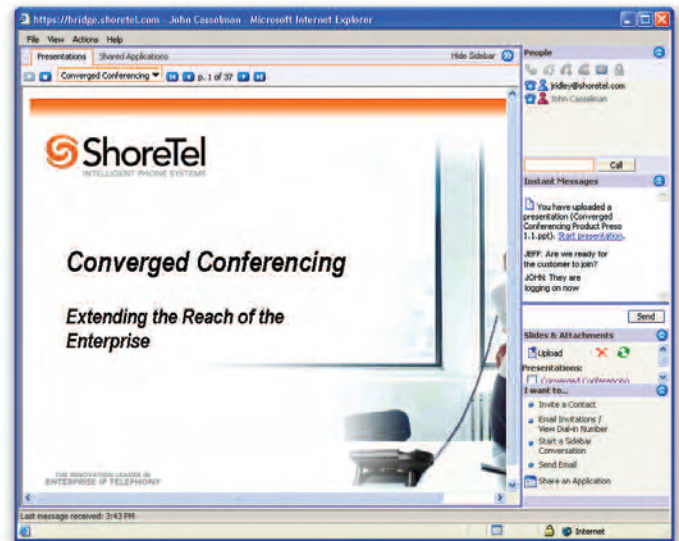
Effective communication is essential to meet the many demands of modern business. By providing everyone with the ability to conference and collaborate at the spur of the moment, you can ensure faster, richer information flow. Whether sharing information in a presentation, working together on a document, or exchanging Instant Messages (IM), having the ability to communicate easily and thoroughly improves your business processes.

Conferencing and collaboration also extends the reach of the organization by allowing employees to reach out to remote customers for presentations and proposals, live product demonstrations, or even for assisting them in using their PC.

Simplify collaboration and eliminate calls for help from users with ShoreTel's intuitive user interface and advanced features

ShoreTel's Converged Conferencing Solution is designed to be both intuitive to learn and easy to use. The Converged Conferencing console brings all conferencing capabilities together in a single location. Start a conversation, schedule one for later, or review what happened last week – all from one place.

The conference interface also simplifies communications by putting text chat, audio controls, presentation sharing, the document file cabinet, and application sharing windows into a single display. You can quickly move between the different conferencing tools to share an application, view a presentation, dial out to add someone to the call, or launch a separate, side-bar conference.



Eliminate expensive audio and web conferencing costs with an easy-to-manage, internal solution.

Third party, pay-by-the-minute services are still very expensive. With an in-house system, once you own it, it's yours. Although newer, flat-rate, per-seat services can be more cost effective than in the past, you still have to be careful who you allow to use the service or the number of licenses you require can get out of control. With Converged Conferencing, the system can be used by anyone in the organization.

Integrated Enterprise Instant Messaging and Recording also reduce enterprise costs. These features, which typically require third party solutions or additional fees, are both integrated into the standard Converged Conferencing solution.

Converged Conferencing is simple to manage. The system automatically finds the ShoreTel system when connected to the network and adds its ports automatically. You simply assign extensions to the ports, import your users, and the bridge is ready.

Keep information safe with a secure internal solution to web conferencing instead

While security needs vary according to the particular document, it's tough to pick which bit of company data isn't important. In short, you have to make sure that all information is safe and secure. A great starting place is to stop sharing documents through service providers on the wide open Internet and start keeping them securely in house. With Converged conferencing, your documents are stored inside the enterprise rather than relying on a third party service provider to protect your information.

Key Components

ShoreGear Conference Bridge

This plug-and-play appliance delivers high reliability and integrates smoothly with the ShoreTel system via the IP network. The ShoreGear conference bridge is an embedded appliance built on the Linux operating system and supports any number of conferences with up to 96 ports. The system is available in 12, 24, 48, and 96 port configurations.

ShoreWare Conference Manager

The Conference Manager is an intuitive system of desktop applications that make it easy for you to manage your conferencing needs. The console consolidates your key contacts, gives you presence information for each, and also makes it easy to manage current, future, and past conferences.

ShoreWare Conference Director

The Conference Director is a web based management tool that is used for setting up and administering the conference system for the enterprise. The Conference Director enables administrators to quickly view the system configuration, manage users, set up alerts, and access the system's advanced reporting features in a single, easy-to-use interface.

Features

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 email 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 email 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
- Email 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

Specifications

Audio Conferencing

- Parties per callUp to 96
- Documents Sharing Support . .MS Office Documents
- Hours of recording2000
- Call record archives~ 6 months of data
- Browsers supportedInternet Explorer 6
- Document size limit30 MB
- Supported ReleasesShoreTel 6 and above
- Early arrival allowedUp to 30 minutes before start
- Late arrival allowedUntil the scheduled end time
- Late call grace periodCalls are never disconnected

Conference Bridge

- Connectivity100Base T Ethernet
- Available Configurations12, 24, 48, 96 Ports
- IP Protocols UsedMGCP and RTP
- Time SynchronizationNTP
- Base Operations SystemLinux
- Voice Coding64 KBPS PCM
- Rack Space / Server Size1U Rack Mount Chassis
- Power Requirements250W
- Thermal Output1472 BTU

