

Communicate seamlessly between enterprise locations with integrated messaging applications.



ShoreWare™ Unified Messaging software helps enterprises enhance communications and save money by:

- Improving business performance with better communications
- Protecting current and future investments with seamless scale
- Assuring peace of mind with a distributed architecture with inherent reliability
- Providing advanced features with ease and simplicity installation and administration

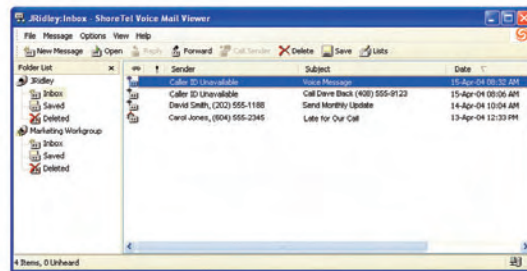
ShoreWare™ Voicemail

ShoreWare™ Unified Messaging

ShoreWare™ Automated Attendant

Improve business performance through better communications

With an integrated messaging infrastructure, employees can communicate faster and easier, helping boost business results. All users are on a single system for seamless access to features like reply, forward, broadcast and distribution lists. An intuitive desktop tool makes features approachable, rather than hidden behind cryptic keypad sequences. Voicemail and automated attendant services can be centralized at the main site or distributed throughout the network — and even though there are multiple sites, they still function as a single system. ShoreTel systems even let mobile employees stay in contact while on the road through features like Follow Me Find Me and Message Notification.



Seamless scale without port and disk limitations

ShoreTel voice mail and automated services run on standard servers distributed across your IP network. Traditional “port” limitations have been removed and “storage” is limited only by the size of the hard disk. Gone are the days of paying for “ports” and “hours” of voice mail.

Reliability through distributed architecture

The ShoreTel system distributes voice mail and automated attendant to servers across the network. In the event of a WAN outage, the remote voice mail will continue to operate without interruption. In the event a remote voice mail server fails, calls can automatically route to another server to ensure the calling party can be routed or leave a message.

Simplicity with easy installation and maintenance

The ShoreTel system has been widely recognized for ease of system management. Software installation is fully integrating allowing for smooth system updates. In addition, the entire ShoreTel system is managed through a single, browser interface that can be learned in four hours rather than spending weeks in costly certifications

courses. And when a new user is added to the system, the change is dynamically propagated across all locations updating the ShoreGear voice switches, the voice mail system, unified messaging service, the automated attendant, all the user directories... and an E-mail is sent to the user with a link to download their desktop software. All in one click.

Key Features

Voice Mail

The ShoreWare Voice Mail service is provided as a standard for all users. It requires no additional hardware, consumes no ports, and storage is limited only by the size of the server hard disk. In multi-site configurations, voice mail servers can be distributed at larger locations to provide survivable voice mail as well as save valuable WAN bandwidth. The voice mail system supports up to 10,000 mailboxes and features multi-lingual support for US English, UK English, Spain Spanish and France French.

Unified Messaging

The ShoreTel system provides integrated messaging for any PC desktop, as well as unified messaging with Microsoft Outlook. This includes voice mail in your inbox, directory dialing using your contacts, contact screen pop, and calendar integration. Voice mail messages are stored in the industry-standard WAV Audio for Windows format, allowing you to play them on multimedia PCs, attach them to email messages or embed them in other documents.

Follow Me Find Me

The powerful Follow Me Find Me feature allows calling parties the option to find you on your cell phone. If you do not answer, the system will pull the call back and the message will be left on the ShoreTel voice mail system.

Call Handling Modes

With a wide array of call forwarding and personal greeting modes, a business can present a highly professional image. Users can easily program customized responses to meet their individual needs. With just a mouse click, they select from an array of call handling options to manage incoming calls when in a meeting, working from home or out of town. Users can customize their greetings, forward calls to another number, specify how quickly voice mail picks up a call and be notified when a voice mail message is received.

Message Notification

Using the message notification feature, users can be notified via email, cell phone or pager when a message has arrived without having to call in constantly to check if new messages have arrived.

Specifications

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
100Base-T Ethernet NIC

Software Requirements

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

Branch Office Solution Integrated Server:

800 MHz or better
512 MB RAM or better
40 GB hard disk or better
CD ROM or better
10/100 Ethernet NIC or better
One or more USB ports
No monitor, keyboard or mouse
Microsoft® Windows® Server 2003, for Telecommunications Systems

Dial Plan Support

Australia	Malaysia
Brazil	Netherlands
Canada	New Zealand
France	Portugal
Germany	Singapore
Hong Kong	Spain
Ireland	United Kingdom
Italy	USA

Language Support

English (UK)	German (Germany)
English (US)	Spanish (Spain)
French (France)	

Key Features (continued)

Automated Attendant

The ShoreWare Auto-Attendant service provides 24-hour automated call answering and routing to improve service and enhance your company's image for inbound callers. Outgoing prompts can be customized and linked to the time of day and/or day of week. Individual groups, like technical support and sales organizations, can have their own menus with unique greetings and options. Like the ShoreWare Voice Mail service, the ShoreWare Auto-Attendant service also consumes no physical ports and can be distributed at remote locations to save valuable WAN bandwidth.

Voicemail

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
Save
Skip
Reply
Forward

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

Branch Office Solution

The Branch Office Solution is a cost effective option to deploy survivable voice mail, automated attendant and desktop call control service to remote offices with 100 or less users. The Branch Office Solution comes bundled with the necessary software and includes an integrated server. Just add a ShoreGear voice switch with the necessary telephones and user licenses and reduce WAN utilization as well as increase the availability of voice mail for remote workers.

Compose features:

Mark urgent
Address by extension
Address by name
Address by distribution list
Broadcast
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
FindMe

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

Message notification:

Stutter dial tone
FSK message waiting
Dial pager
Dial extension
Dial external number
Management features:
Login security
Change password
Force password changes
Password-length limits
Voicemail permissions
Message length
Number of messages
Broadcast
Distribution lists
Message notification
Automatic message forwarding
Legacy integration
SMDI

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

