

Manage an entire phone system across multiple sites from a single, easy-to-use, browser-based interface.



Through best-in-class management save money by:

- Significantly lowering the cost of ownership via an easy-to-use management interface that unites all enterprise communications into a single view
- Allowing rapid, flexible deployment and quick scalability
- Assuring peace of mind through proactive maintenance

Save with the industry's lowest cost of ownership

With ShoreTel's best-in-class system management, enterprises can reduce complexity, saving time and money. An entire phone system spread across multiple sites can be managed from one browser-based interface. From anywhere on the network, system administrators can examine a unified view of all PBXs, voice mail systems and automated attendants. And the ShoreTel system is so easy to use administrators can learn it in just hours. Enterprises save on training costs and end reliance on third parties for basic configuration changes. Hidden productivity drains are eliminated, allowing staff to spend time on other IT projects.



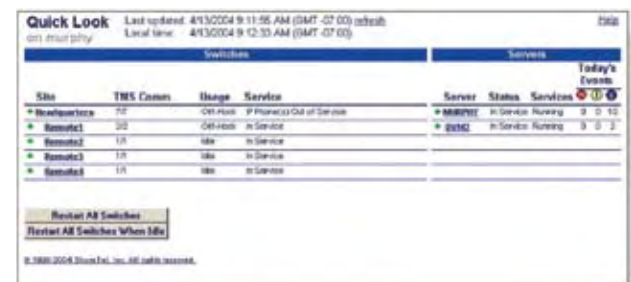
ShoreWare Director

Get up and running quickly with a scalable system

The ShoreTel system is simple to install and expand, allowing enterprises to react quickly to changing business conditions. With plug-and-play installation, active IP phones are automatically recognized and immediately configured. To expand, plug in a new ShoreGear® voice switch and ShoreWare Director automatically discovers it and readies more telephone or trunk capacity.

Rest easy with proactive maintenance

ShoreWare Director posts system health on one administrative screen. For fast, 24-hour response, ShoreWare Director also delivers warnings through e-mail to one or more e-mail addresses. Because ShoreTel intelligence is distributed throughout the system, if one device fails, the others auto-matically compensate, assuring optimal performance 24x7.



Manage your Toll and WAN usage

The ShoreTel system provides centralized Call Detail Reporting for multi-location enterprises. Rather than having multiple CDR databases and the inherent complexity of reviewing such data, the call detail reporting spans all locations. Without the inherent complexity, you can spot under-utilized trunks driving down service provider feeds, as well as track network performance across your WAN links.

Key Features

Plug-and-play installation



Plug-and-play installation means that IP phones plugged into the network are automatically recognized by the system and configured for immediate service. If more capacity is required, simply plug in a new ShoreGear voice switch and it will be automatically discovered by ShoreWare Director, and more telephone or trunk capacity is ready.

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 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

Administration

Browser-based interface
Centralized administration:
Call control
Voice mail
Automated attendant
Workgroups
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

Maintenance

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

Call Detail Reporting

CDR database
Integrated archival
Bundled reports:
User activity
Trunk activity
Workgroup agent activity
Workgroup queue activity
WAN activity
Third party integration
Space-delimited CDR output

Dial Plan Support

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

Language Support

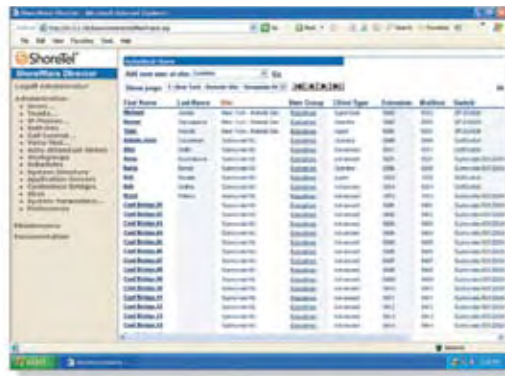
English (UK) German (Germany)
Spanish (Spain) English (US)
French (France)

Key Features (continued)

Integrated software distribution

The ShoreTel system also provides integrated software distribution for voice switches, IP phones, servers and desktop applications, thereby reducing support overhead and ensuring the system is always running optimally. New users can be added in seconds from anywhere on the network with only a browser. Software automatically updates the centralized database — allowing for streamlined backup procedures.

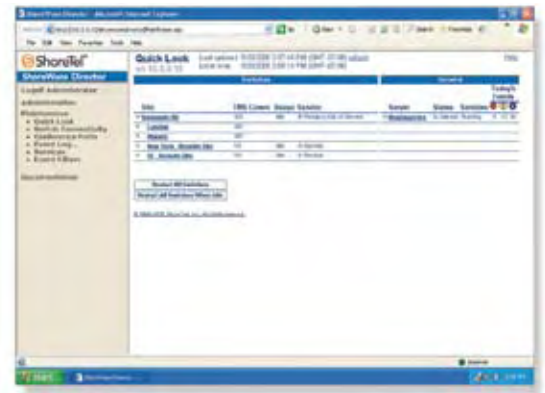
Ease of administration



From anywhere on the network, the system administrator can launch a web browser and gain access to ShoreWare Director—the best-in-class management interface.

Through one browser, you can manage all the sites including the PBX, voice mail, automated attendant and desktop applications. ShoreWare Director is hosted on the main voice application server and pushes web pages out to the system administrator. When a new user is added, for instance, the system administrator simply clicks “add new”, enters the user’s first and last name and hits save. The management software automatically updates the centralized database—allowing for easy backup procedures—and the change is propagated to each and every voice switch, the mailbox is created, the automated attendant dial-by-name and number are updated, the online directories are updated and the user even gets an e-mail with a URL to download their desktop productivity application!

Ease of maintenance



With a single web interface for all your locations, you get a single view of your complete voice network. ShoreWare Director maintenance screens “bubble-up” anything that goes wrong on the system on one screen. With simple icons and color coding—green is good, yellow is not as good, and red is bad—you can quickly take action when required. In addition, the system features proactive notification in which anything that goes wrong on the system can generate an e-mail to one or more addresses for fast, 24-hour response.

SNMP support

The ShoreGear voice switches support a SNMP agent so they can be discovered by any network management application. In addition, the ShoreWare server can be configured using SNMP features included in the server operating system to automatically generate traps on any event on the ShoreTel system.

Call Detail Reporting

The ShoreWare Call Detail Recording service generates call records for all locations into a single, unified database on the ShoreWare server—there is no need for “buffer boxes” and “polling devices” to integrate CDR data from multiple sites. Bundled reports provide information on trunk, user, workgroup, and network activity. Using database tools, knowledgeable individuals can create custom reports tailored for specific needs. The ShoreWare CDR Service also generates call records into a text file for use by third-party call accounting packages.

Online documentation

ShoreWare Director provides online documentation for quick, easy answers including a complete administration guide, installation guide as well as user documentation all in one spot. Standard search tools allow you to find all the references to our topic of interest so you can get on with your task immediately.



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