

ShoreWare™ Management and Messaging



Manage all sites through a single web interface and communicate seamlessly between enterprise locations with cost-saving integrated messaging applications.

Through best-in-class management and integrated messaging, ShoreWare™ Management and Messaging software helps enterprises enhance communications and 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
- Increasing productivity via a simple, efficient communications system

Save with the industry's lowest cost of ownership

With the ShoreTel best-in-class 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, voicemail 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.

The screenshot shows the 'Users' configuration page for a user named 'John'. The 'General' tab is selected, showing fields for First Name (John), Last Name (Cassell), Number (1194), DID (+1408962), and PSTN Follower (None). The 'Site' is set to 'Headquarters'. There are sections for 'Home Port' and 'Current Port', both with IP Phone and Port options. At the bottom, there are checkboxes for 'Mailbox on Server', 'Accept Broadcast Messages', 'Include in Dial By Name Directory', 'Make Number Private', 'Enable FAX Redirection', and 'Allow Use of Soft Phone'.

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 email to one or more email addresses. Because ShoreTel intelligence is distributed throughout the system, if one device fails, the others automatically compensate, assuring optimal performance 24x7.

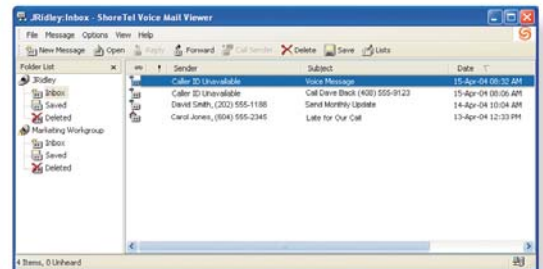
The 'Quick Look' dashboard shows system health. It includes a 'Switches' table and a 'Servers' table. The 'Switches' table has columns for Site, TMS Comm, Usage, and Service. The 'Servers' table has columns for Server, Status, and Services. A 'Today's Events' section is also visible.

Site	TMS Comm	Usage	Service	Server	Status	Services
Headquarters	727	0% Hook	IP Phones	Out of Service		
Headset1	252	0% Hook	In Service			
Headset2	1/1	1/1	In Service			
Headset3	1/1	1/1	In Service			
Headset4	1/1	1/1	In Service			

Server	Status	Services
MURPHY	In Service	Running
DVM2	In Service	Running

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 list. 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.



ShoreWare™ Director

ShoreWare™ Voicemail

ShoreWare™
Automated Attendant

Specifications

Minimum Hardware Requirements

800 MHz Pentium III PC
512 MB 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

Installation

Installation wizards
Integrated software distribution
License management
Silent client install

Administration

Browser-based interface
Centralized administration:
 Call control
 Voicemail
 Automated attendant
 Workgroups
 Call detail reporting
Multi-user access
Multi-level access control
User ID and password protection
User groups
Call permissions
Telephony permissions
Voicemail permissions
Trunk groups
Dialing plans
Dynamic configuration
Automatic synchronization
Unattended restart
Online help

Maintenance

Real-time monitoring
Event reporting
Email 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
Germany	Singapore
Hong Kong	Spain
Italy	United Kingdom
USA	

Language Support

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

Key features

Installation, Administration and Maintenance

No other system is simpler to install and manage. 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 – and the change is propagated to each voice switch, the mailbox is created, the automated attendant dial by name and number is updated, the online directories are updated and the user gets an email with a URL to download their desktop productivity application.

Call Detail Reporting

Multi-site enterprises can reduce service provider fees by bypassing tolls through WANs. Enterprises identify under-utilized trunks through ShoreWare's centralized call detail reporting, which unifies records for all locations into a single database on the ShoreWare server. No buffer boxes or polling devices are required to integrate CDR data from multiple sites. Bundled reports pinpoint trunk, user, workgroup and network activity. Using database tools, knowledgeable individuals can create custom reports. ShoreWare also generates call records into a text file for use by third party accounting packages.

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

Voicemail

Voicemail requires no additional hardware, consumes no ports and storage is limited only by the size of the server hard disk. In multi-site configurations, voicemail servers can be distributed at larger locations to save valuable WAN bandwidth and ensure continuous operation in the event of a WAN outage. Users can record personal greetings and manage their mailbox from ShoreWare software or any telephone. Messages are stored industry-standard WAV Audio for Windows® format. Workers can play saved recordings on multimedia PCs, attach them to email messages or embed them in other documents.

Automated Attendant

Auto attendant provides 24-hour automated call answering and routing to improve service and enhance a company's image for inbound callers. Outgoing prompts can be customized and linked to time of day and/or days of the week. Departments can have their own menus with unique greetings and options. Like ShoreWare voicemail, auto-attendant consumes no physical ports and can be distributed at larger locations to save valuable WAN bandwidth and ensure continuous operation in the event of a WAN outage.

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

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

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

