

ShoreWare™ Management and Messaging



Manage all sites through a single web interface and communicate seamlessly between numerous 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

ShoreWare Director

ShoreWare Voicemail

ShoreWare Automated Attendant

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 ShoreTel 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.

Users
Edit User

General | Personal Options | Distribution Lists | Workgroups

First Name: John
Last Name: Cassel
Number: 1994
DID: +1408962 | 1994 (DID Range: +14089621700 - 1899)
PSTN Follower: None
Site: Headquarters
Home Port: IP Phones (00-04-F2-00-90-F4) | Ports (HQ-S024-1-2) | SoftSwitch (25softSwitchMurphyS)
Current Port: 00-04-F2-00-90-F4 | Go Home
Mailbox on Server: DVM2 | Voice Mail Delivery and Notifications
Accept Broadcast Messages
Include in Dial By Name Directory
Make Number Private
Enable FAX Redirection
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 automatically discovers it and readies more telephone or trunk capacity.

Rest easy with proactive maintenance

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

Quick Look Last updated: 4/13/2004 9:11:55 AM (GMT-07:00) refresh
Local time: 4/13/2004 9:12:33 AM (GMT-07:00)

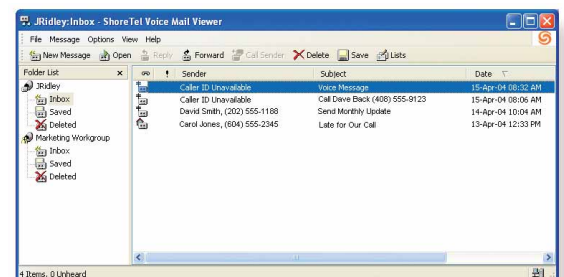
Switches				Servers			Today's Events
Site	TMS Comm	Usage	Service	Server	Status	Services	0 0 10
Headquarters	727	Off-Hook	IP Phones() Out of Service	MURPHY	In Service	Running	0 0 10
Remote1	202	Off-Hook	In Service	BVM2	In Service	Running	0 0 2
Remote2	178	Idle	In Service				
Remote3	178	Idle	In Service				
Remote4	178	Idle	In Service				

Restart All Switches
Restart All Switches When Idle

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Improve business performance through better communications

With a unified 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.



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

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	Singapore
Germany	Spain
Hong Kong	United Kingdom
Italy	USA

Language Support

US English
German
Castilian Spanish

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



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