

What's New in ShoreTel™ 6

Redefining Mobility and Increasing Flexibility with 6th Generation Pure IP Telephony Platform



ShoreTel 6 redefines telephone mobility with a new Office Anywhere™ feature which supports mobile users irrespective of location or device. ShoreTel's exceptional management and integration capabilities get even better with integrated software distribution, media encryption, on-net dialing, and increased support of international operations. ShoreTel has also delivered two new telephone devices: a low-end phone IP phone and a 24-button programmable button box for operators and assistants.

With Office Anywhere, we'll only need one phone number to reach them no matter where they are. Plus, transferring a caller from your cell phone is so easy.

— Robert Hall, coordinator of voice and data communications at Army Corps of Engineers, Huntington District

Mobile workers

Office Anywhere™

Office Anywhere extends the power of the ShoreTel system to remote workers without relying on the internet for voice quality. Remote users have all the power and productivity of all their Personal Call Manager™ delivered over their internet connection yet have the confidence of toll quality voice since the phone call uses the PSTN.

Users simply assign their extension to their home phone, cell phone, etc. depending on their location. When they place calls from the Personal Call Manager, their home phone rings and the ShoreTel system places the call. For inbound calls, the Personal Call Manager will pop and display the inbound information while their home phone rings. Once they answer, users have complete control of the call including transfer and conference using the Personal Call Manager.



Management and security

Silent client install

System administrators can save time and reduce user disruption by deploying the ShoreTel Personal Call Manager using Active Directory Group Policies. This push technology eliminates the need for administration rights on the desktop computer and users do not need to click through install screens. A single reboot at the end of the silent client install is all that is required.

Media encryption

Users of the ShoreTel system can feel safe and secure with media encryption of the VoIP call. Malicious individuals that access the network cannot eavesdrop on conversations since they are encrypted. ShoreTel uses a high performance algorithm to encrypt calls as to not impact voice performance. Media encryption is supported on the latest ShoreGear™ voice switches as well as ShorePhone™ IP 560, 530, 210 and 110 telephones.

Caller ID display control

System administrators can now control the level of presence information displayed to a user about other users on the system. This is important for privacy reasons as well as in certain competitive selling situations. A class of service allows the administrator to hide the Caller ID name and number on monitored extensions on the IP 560 and IP 530 as well as in the Extension Monitor of the Operator Call Manager.

Enhanced class of service for monitor, intercom, barge-in, record

System administrators can now limit the features of monitor, intercom, barge-in and record to a single user in a group. This level of control ensures privacy can be maintained within groups or between individuals—important in competitive selling organizations as well as with many executives.

Embedded IP phone display driver

As part of the continued investment in the ShoreTel distributed architecture, the IP phone display is now driven by the ShoreGear™ voice switch rather than a distributed ShoreWare™ server. This provides a further increase in availability and robustness of the telephone. In the event of a server outage or WAN outage, the IP phone remains fully functional insuring continued business productivity.

On-net dialing

With On-net dialing, the dial plan on the ShoreTel system becomes highly flexible. Extensions on the ShoreTel system can consist of a prefix and number. In general, this allows abbreviated dialing using four-digits within a site and On-net dialing between sites using an optional one to seven digit site code. The feature comes with additional flexibility allowing prefixes to span locations. On-net dialing can be used by larger organizations where the prefix represents a site code, by retail customers where the prefix represents a store code, by customers needing to integrate with legacy PBX systems where the prefix represents a PBX code, and by IP Centrex or multi-tenant partners where the prefix represents a customer code.

