

ShoreTel Converged Conferencing



Enhancing communications with multi-media collaboration



BENEFITS

- Enhance collaboration with a combination of real-time audio and Web-based information sharing
- Eliminate conferencing expenses with an easy-to-manage solution that integrates with your ShoreTel IP telephony system
- Dramatically reduce support calls with ShoreTel's intuitive user interface and advanced features
- Keep information secure with an internal Web conferencing solution

By combining voice and data over the enterprise phone system, ShoreTel® Converged Conferencing provides rich conferencing and collaboration capabilities, cost-effectively. Built on a secure, Linux-based appliance, the system delivers a full range of capabilities:

- Audio conferencing
- Document sharing
- Application sharing
- Enterprise instant messaging
- Ability to schedule one-time, recurring, or reservation-less calls
- Integrated audio and visual recording

Simplify collaboration for better business results

Whether sharing information in a presentation, working together on a document, or exchanging Instant Messages (IM), employees who can communicate easily, across the enterprise, can enhance any business' performance. Converged Conferencing delivers these capabilities, and more, through a zero-footprint, browser-based interface that is compatible with a variety of popular browsers.



Beyond the four walls of the enterprise, Converged Conferencing allows employees to connect with remote customers for presentations and proposals and live product demonstrations. Converged conferencing can even be used as a support tool to assist customers in using their PCs.

Reduce calls to the help desk

ShoreTel's intuitive user interface and advanced features simplify collaboration and reduce associated support calls. Intuitive to learn and easy to use, the ShoreWare® Conference Console brings all conferencing capabilities together in a single location. Users can start a conversation, schedule one for later, or review

previous sessions, all from one place. The conference interface also simplifies communications by providing everything users need in a single user interface:

- Text chat
- Audio controls
- Presentation sharing
- Document file cabinet
- Application sharing windows

Conference moderators can move between the different tools to share an application, view a presentation, dial out to add someone to the call, or launch a separate, sidebar conference.

Reduce costs

The Converged Conferencing system can be used by anyone in the organization, eliminating the need for costly third-party audio and Web conferencing services.

Integrated Enterprise Instant Messaging and Recording can also reduce costs. These features, which typically require third party solutions or additional fees, are both integrated into the standard Converged Conferencing solution.

Finally, Converged Conferencing is simple to manage. Converged Conferencing finds the ShoreTel IP telephony system when connected to the network and adds its ports automatically. An administrator simply assigns extensions to the ports, imports the users, and the bridge is ready.

Keep information safe, internally

The Converged Conferencing system allows all audio and Web sessions to be stored internally. This affords maximum data security while eliminating the costs, and potential security issues, of using a service provider.

SPECIFICATIONS

Audio Conferencing

- Parties per call - up to 96
- Documents sharing support - MS Office documents
- Conference recording - up to 1,200 hours
- Call record archives ~ 6 months of data
- Browsers supported - Internet Explorer 6
- Document size limit - 30 MB
- Supported releases - ShoreTel 6 and above
- Early arrival allowed - up to 30 minutes before start
- Late arrival allowed - until the scheduled end time
- Late call grace period - calls are never disconnected
- Voice coding - 64 KBPS PCM

Instant Messaging/Presence

- Concurrent logged users - up to 10,000
- Concurrent IM sessions - up to 5,000
- Buddy list size - up to 150

Software and Platform

- Base operating system - Linux
- Protocols used - MGCP, RTP, NTP
- Connectivity - 100 Base-T Ethernet
- Rack space/server size - 1U rack mount chassis
- Power requirements - 250W
- Dimensions - 1.7"x16.8"x22.6" (43mmx427mmx574mm)



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ShoreGear Conference Bridge

This plug-and-play appliance delivers high reliability and integrates seamlessly with the ShoreTel IP telephony system via the IP network. The ShoreGear® Conference Bridge is an embedded appliance built on the Linux operating system. It supports any number of conferences with up to 96 ports, and is available in 12, 24, 48, and 96 port configurations.

ShoreWare Conference Console

The Conference Manager is a suite of intuitive desktop applications that makes it easy to manage conferencing requirements. The ShoreWare Conference Console consolidates key contacts, gives to manage current, future, and past conferences.

ShoreWare Conference Director

This Web-based management tool sets up and administers the enterprise-wide conference system. The ShoreWare Conference Director provides a single, easy to use interface that allows system administrators to:

- View the system configuration
- Manage users
- Set up alerts
- Access the system's advanced reporting features

**About ShoreTel**

ShoreTel is a leading provider of enterprise *Pure IP* telephony solutions. ShoreTel voice systems provide customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership than alternative solutions. ShoreTel's distributed software architecture and switched-based hardware platform extend enterprise-class voice services to every office and outpost, keeping employees fully connected wherever they go. Founded in 1996, ShoreTel has achieved broad industry recognition for its technology and high customer satisfaction. For more information, visit www.shoretel.com or call 1-800-425-9385.

Features**Audio Conferencing**

From 2 to 96 participants
One-time or recurring calls
Reservation-less, anytime calls
Instant, ad-hoc conference calls
Leader required or leaderless calls
User-selected access codes
Auto generated access codes
Project code call tracking
Mute one, multiple, all parties
Drop one, multiple, all parties
Hold one, multiple, all parties
Department code call tracking
Dial out to add parties via the web
Touch tone dial out to add parties
Web based call back line to join
Touch tone mute controls
Optional entry and exit tones
Announce names on joining
Roll call announcements
Lecture mode (parties muted)
Record conference calls
Listen to audio over the phone
Publish recordings via a web link
Listen to audio using the PC
One-click e-mail invitations
View all parties on the call
Lock calls to unwanted parties
Participant audio controls
Mute, drop, and hold
Start call from invitations link
Start call from calendar link
Play recordings into conferences

Conference Management

Schedule new conferences
Create instant conferences
Audio, instant message, web
View, change, and delete calls
View previous conference details
Access chat and conference archives
View personal call activity reports
Access and distribute recordings
Delegate for assistant scheduling
One click to start conferences
Secure, password protected access
Change personal login credentials
Integrated online help system
Set your current phone number

Instant Messaging

Buddy list with presence
Multiple concurrent IM sessions
Internal instant messaging
Block specific user messages
Block messages when set to busy
Multi-party instant messaging
All party text chat in conferences
Private, side-bar text chat
Archived instant messages

Document Sharing

Share MS Office documents
Password and SSL protection
Leader controlled slide advance
Start and stop sharing dynamically
File cabinet to exchange documents
Keep for later for recurring calls
Record presentations with the audio
Publish recordings via a web link

Application Sharing

Share individual windows
Share entire desktop
Co-browse with shared browser
Collaborative document editing
Pass control to participants
All leaders can share their desktop
Get control of other leaders PC

Presence / Buddy List

Integrated buddy list with presence
View who is logged into the bridge
View who is on a conference call
Seven user controlled presence states
Auto set to idle on no PC activity
Arrange buddies into groups
Send e-mail to any buddy in the list
Hide your presence status from others
Manage who can view your status
Play a sound on a new message

Reporting

Predefined end user reports
Predefined administrator reports
Report by project or department code
Export full call details (CSV or XML)
Traffic and network statistics
Alarm and event logs

Security and Compliance

Optional HTTPS transport
Individual user authentication
One-time conference access codes
Password protected documents
Local database authentication
LDAP database authentication
Individual user privileges
IM text logged to SMTP

Management

All IP – no tie line integration
Password protected access
Reserved executive ports
Port usage level alerts
E-mail alerts to administrator
Automatic port configuration
One button database backups
Bulk provision to add initial users
LDAP integration for authentication
Configurable voice prompts
Resource availability display
User class of service levels

Others

Browser, zero install applications
Reliable, embedded, appliance
Uses the Linux operating system
Local system – not services based