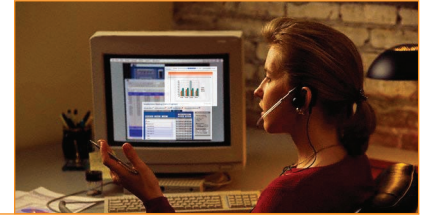


# Converged Conferencing



**Maximize enterprise information exchanges, accelerate responsiveness and eliminate expenses with Converged Conferencing.**



**The advanced Converged Conferencing solution from ShoreTel lets workforces effortlessly share information. By combining voice and data with the enterprise phone system, companies can:**

- Foster better communication throughout the entire enterprise
- Eliminate expensive outside costs for collaboration services
- Increase workforce productivity
- Extend employees' reach without increasing resources
- Facilitate highly productive information exchanges
- Minimize implementation and maintenance time for conferencing

## **Enhance communications enterprise-wide**

Collaboration has never been more critical for enterprise success. The new economic landscape rewards companies that respond to market events with swiftness and intelligence. With ShoreTel Converged Conferencing, enterprises can accelerate communications within and between knowledge workers — improving business communications and promoting better-informed decisions.

## **Drive down costs for expensive collaboration services**

ShoreTel Converged Conferencing fully integrates with the phone system. By delivering scheduled audio conferences as well as web collaboration or data sharing, Converged Conferencing ends dependency on high-cost hosted services. Gone are the per-user cost barriers that prevent the entire organization from improving communications through audio and web conferencing.

## **Turbo-charge employee productivity**

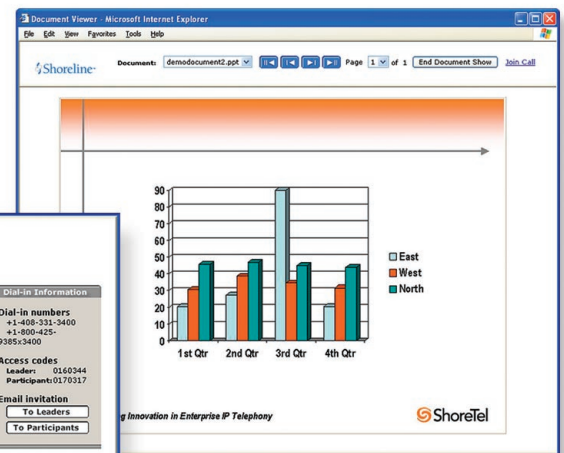
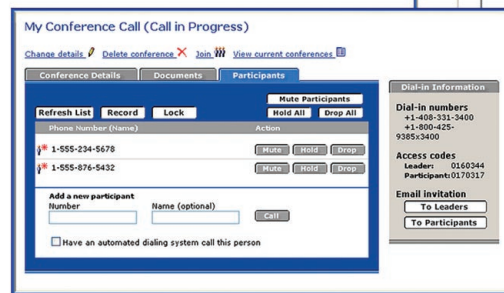
Knowledge workers spend less energy setting up and managing collaborations and more time working on business results. An intuitive interface makes it simple to schedule a call, extend a new invitation, or add a missing party without wasting time waiting. Quickly create the right ad-hoc meeting by dialing by name. It all happens in one place, eliminating the need to set up multiple collaboration services to communicate.

## **Give everyone the ability to reach larger audiences**

Users can quickly and cost-effectively communicate with greater numbers of coworkers by recording and distributing messages to specified groups. A recorded presentation makes it easy to communicate with people who missed the meeting, enhancing return on time invested. A customized message can be recorded and distributed to large audiences.

## **Enable more productive information exchanges**

Converged Conferencing improves communication between individuals and groups so businesses can reach critical goals faster. Intuitive, streamlined multimedia document sharing is seamlessly integrated into the ShoreTel phone system for all one-on-one and ad-hoc conferences. Collaborators can quickly share documents, charts, spreadsheets, and presentations by simply dragging and dropping files into the Call Manager application. The other party instantly views the same information.



## Feature List

### Meet Me Conferencing

From 2 to 96 participants  
One time or recurring calls  
Reservationless, anytime calls  
Integrated document sharing  
Password protect documents  
User-selected access codes  
Project code call reporting  
Activity code call reporting  
One-click email invitations  
Add call back web link in invitations  
No software downloads required

### Easy-to-Use Conference Manager

Web-based browser application  
View, change, and delete calls  
Display all parties on the call  
Add, drop, and mute parties  
Record presentation and audio  
Lock calls to block extra parties  
Password protect call details  
Review conference history  
Delegate for assistant scheduling  
One-click web link to start calls

### Ad Hoc Conference

Up to 6 people on a call  
QuickDial by name to add parties  
Share documents with all parties  
Displayed presence shows availability  
Drop one or all parties from the call  
Visual confirmation of dropped party  
Share notes with other internal users  
Graphical conferencing user interface  
Name display for parties on the call  
Browser-based document sharing  
Track outbound calls by account codes

### Administrator Features

All IP integration – no tie lines  
Easy-to-use, web-based management  
Secure management interface  
Web-based CDR display  
CDR record exports  
Executive ports  
Email alerts to administrator  
Low ports working alerts  
Secure Linux-based system  
Reliable, embedded appliance  
Automatic port configuration  
One-button database backups  
Scales by simply adding license  
Bulk provision to add initial users  
LDAP integration for authentication  
Configurable voice prompts  
User class of service levels  
Resource availability display

### Security Features

Personal IDs and passwords  
Administrator IDs and passwords  
Secure management interface  
Secure one-time access codes  
Password protect documents

### Presentation Recording Features

Record multimedia presentations  
Archive calls for missing attendees  
Listen to audio over the telephone  
View slides and audio on the PC  
Distribute recordings electronically

## Spend less time implementing and managing conferencing

Converged Conferencing fits smoothly into existing IT infrastructures, extending the advantage of collaborative tools without additional administrative penalties. Full IP integration eliminates complex connections and expensive interfaces. An intuitive, easy-to-use management interface lets administrators provision users through batch inputs or using LDAP.

## Key Products

ShoreTel Converged Conferencing is a complete conferencing solution that delivers scheduled conferencing, web collaboration, and multimedia recording. It is based on an embedded conferencing platform that connects directly to the IP network and integrated web-based applications.

**ShoreGear™ Conference Bridge.** This plug-and-play appliance delivers ultra-high reliability and integrates smoothly with the ShoreTel system via the IP network. The ShoreGear conference bridge supports any number of conferences with 12 to 96 simultaneous participants.

**ShoreWare™ Conference Manager.** An intuitive desktop application for managing conferences, this web-based application allows users instant access to arrange and control their own conferences without installing software or downloading plug-ins, plus supports both audio conferences and web collaboration or document sharing.

**ShoreWare Advanced Call Manager.** This easy-to-use Call Manager application provides workers with an intuitive interface to the ShoreTel system. When used with Converged Conferencing, employees rely on the Call Manager application to turn any one-party or ad-hoc conference into a web collaboration session by simply dropping in a document to share.

**ShoreWare Conference Director.** A web-based management tool for setting up and administering conferences, ShoreWare conference director enables administrators to quickly view the system configuration, manage users, set up alerts, and access advanced reporting features.

And with no software to install on the user's computer, there are no installation penalties.

Built on a Linux-based appliance, the solution delivers plug-and-go conferencing. Upon startup, the conference bridge automatically discovers and adds new ports. Manual port configuration is not necessary. And since ShoreTel Converged Conferencing is an appliance-based solution, it provides the very highest level of security and reliability.

## Specifications

### Meet Me Conferencing

- Parties per call . . . . .Up to 96
- Documents supported . . . . .Microsoft Office documents
- Required hardware . . . . .ShoreGear conference bridge
- Hours of recording . . . . .2000 hours
- Call record archives . . . . .~ 6 months of data
- Recording archives . . . . .Stored until deleted
- Browsers supported . . . . .Internet Explorer 5.5 and higher Netscape Navigator 6.2 and higher
- Document size limit . . . . .30 MB
- Max. access code duration . . . . .User configured
- Supported systems . . . . .Shoreline4, Release 4 and higher
- 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

### Ad Hoc Conferencing

- Parties per call . . . . .Up to 6
- Required hardware . . . . .ShoreGear voice switches
- Supported documents . . . . .Microsoft Office documents
- Show Me support . . . . .Advanced Call Manager and above

### ShoreGear Conference Bridge

- Connectivity . . . . .IP over Ethernet
- Available configurations . . . . .12, 24, 48, 96 ports
- IP protocols used . . . . .MGCP and RTP
- Time synchronization . . . . .NNTP
- Voice coding . . . . .64 KBPS PCM
- Rack space / server size . . . . .1U (four-post rack required)

