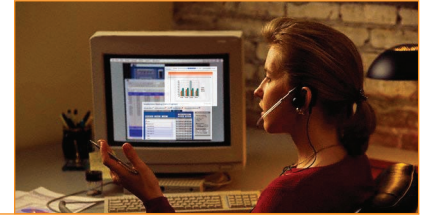


Converged Conferencing



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

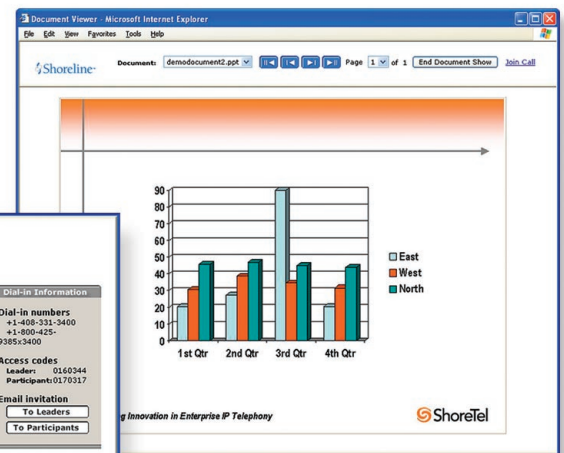
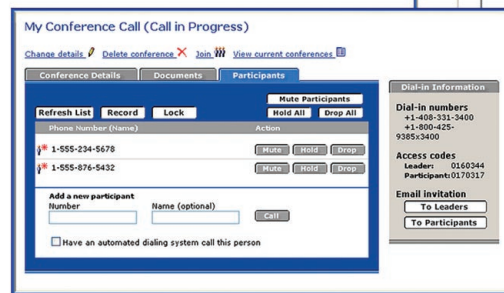
Knowledge workers spend less energy setting up and managing collaborations and more time working on business results. An intuitive interface makes it simple to schedule a call, extend a new invitation, or add a missing party without wasting time waiting. Quickly create the right ad-hoc meeting by dialing 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 callUp to 96
- Documents supportedMicrosoft Office documents
- Required hardwareShoreGear conference bridge
- Hours of recording2000 hours
- Call record archives~ 6 months of data
- Recording archivesStored until deleted
- Browsers supportedInternet Explorer 5.5 and higher Netscape Navigator 6.2 and higher
- Document size limit30 MB
- Max. access code durationUser configured
- Supported systemsShoreline4, Release 4 and higher
- Early arrival allowedUp to 30 minutes before start
- Late arrival allowedUntil the scheduled end time
- Late call grace periodCalls are never disconnected

Ad Hoc Conferencing

- Parties per callUp to 6
- Required hardwareShoreGear voice switches
- Supported documentsMicrosoft Office documents
- Show Me supportAdvanced Call Manager and above

ShoreGear Conference Bridge

- ConnectivityIP over Ethernet
- Available configurations12, 24, 48, 96 ports
- IP protocols usedMGCP and RTP
- Time synchronizationNNTTP
- Voice coding64 KBPS PCM
- Rack space / server size1U (four-post rack required)

