ShoreTel
Brilliantly simple™

SPECIFICATIONS

ShoreTel Conferencing and Instant Messaging

When employees can communicate and collaborate easily across an organization —whether sharing information in a presentation, working on a document together or instant messaging (IM) each other—productivity and business performance improve. By combining voice and data over the enterprise phone system, ShoreTel Conferencing provides rich conferencing and collaboration features, cost-effectively. Conferencing and instant messaging services are fully managed through ShoreTel Director. Conferences are managed through an intuitive Microsoft Outlook add-on and via a conferencing Web portal.

Specifications

Instant messaging
- XMPP-based
- Encrypted communications
- Integrated authentication with ShoreTel Communicator
- Contact list management
- Offline messaging
- Multi-party conversation
- Presence privacy
- Mac iChat support

Conference management
- Reservationless, scheduled and instant conference
- One-click scheduling in Microsoft Outlook
- Advanced settings in Microsoft Outlook
- Conference Web Portal
- Instant conference from ShoreTel Communicator
- Bridge into conference from ShoreTel Communicator or phones
- User-selected host and participant access codes
- Auto-generated access codes
- Host-required option
- Audio and web recordings/playback
- Resilient conferencing
- Overload protection
- Floating licensing

Audio conferencing
- HD audio
- Dial out
- Telephone interface (DTMF)
- Integrated conference button on ShoreTel phones
- Mute one, all parties
- Drop one, all parties
- Dial out to add parties via the Web
- Web-based call back line to join
- Optional entry and exit tones
- Announce names on joining
- Roll call announcements

Telephone interface (DTMF)
- List option
- Mute or un-mute your line
- Mute/un-mute all
- List participants
- Start/stop recording
- Lock/unlock conference
- Disconnect all

Web conferencing
- Zero install for participants
- Zero install for hosts using
- ShoreTel Communicator
- Application and desktop sharing
- Application and desktop sharing recording/playback
- Whiteboard
- File transfer
- Conference Chat

Application sharing
- Share entire desktop
- Share individual windows
- Share zones
- Pass presenter controls to participants
- Pointer

Document sharing
- PowerPoint slides
- Flash videos
- Public and personal libraries

Security and compliance
- Individual user authentication
- One-time conference access codes
- 7-digit access codes
- Password protected conference
- Encrypted Web conferences (HTTPS)
- Encrypted audio (SRTP)
- Conference locking

Reporting
- Audio CDR in Director
- Web conferencing CDR

Audio codecs
- G.722
- G.711
- DV14/ADPCM
- Linear
- Wideband Linear

Language support
- US English
- UK English
- Australian English
- Spanish (Spain)
- Danish
- German
- F rench (France)
- Italian
- Dutch
- Norwegian
- Portuguese (Brazilian, Portugal)
- Swedish

ShoreTel Conferencing and IM hardware requirements
ShoreTel Service Appliance 100

ShoreTel Conferencing and IM software requirements
MS Internet Explorer 8.0
Safari 4.0 - Mac OS
Firefox 3.6 - Windows and Mac OS
Adobe Flash 9 or higher
PowerPoint 2003, 2007, 2010

Capacity
- System-wide
  - Up to 5 Service Appliances
  - Up to 2,500 IM users
  - Up to 250 simultaneous audio conferencing ports
  - Up to 150 simultaneous secure Web conferencing ports (HTTPS)
- Service Appliance 100
  - Up to 500 IM clients
  - Up to 50 simultaneous audio conferencing ports (including 15 HD calls)
  - Up to 30 simultaneous secure Web conferencing ports (HTTPS)
  - Up to 16 conferences

About ShoreTel

ShoreTel is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com.

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