

SPECIFICATIONS

ShoreTel Unified Messaging

ShoreTel's Unified Messaging is a comprehensive, simple, and robust solution that satisfies a full range of customer messaging needs, including access to voicemail, fax, and email by a choice of popular methods. It is a native, fully integrated component of the ShoreTel system that can also be easily integrated as a standalone solution with other systems.

Specifications

Message notification

- Escalation notification
- Stutter dial tone
- FSK message waiting
- Voicemail full notification
- Dial pager
- Dial extension
- Dial external number

Voicemail

- 10,000 mailboxes
- 21 servers
- 3,000 mailboxes/main server
- 2,000 mailboxes/distributed server
- 254 calls/server
- Unlimited storage
- 99 personal distribution lists

Messaging controls

- Play
- Record
- Pause
- Rewind
- Fast forward
- Delete
- Save
- Skip
- Reply
- Reply to additional targets
- Reply all
- Reply with call back
- Call sender
- Forward

Compose message controls

- Mark urgent
- Address by extension
- Address by name
- Address by distribution list
- Broadcast

Call handling modes

- Standard
- In a meeting
- Out of office
- Extended absence
- Custom

Call forwarding

Greeting

Transfer to personal assistant

Recorded name

Find me

Management features

- Auto delete by number of days
- Login security
- Change password
- Force password changes
- Force change from default password
- Password length limits
- Voicemail permissions
- Message length
- Number of messages
- Broadcast
- 1,000 system distribution lists
- Message notification

- Automatic message forward
- Automatic delete after forwarding

Legacy integration

- Contact ShoreTel Sales for the list of legacy PBXes supported

Auto-attendant

- 256 menus
- 256 levels
- 256 schedules
- 254 calls per server
- Extension access
- DID access
- DNIS access
- Play and record prompts over telephone or PC
- Scheduled modes per menu (4)
- On-hours
- Off-hours
- Holiday
- Custom
- Single digit actions
- Dial by first name
- Dial by last name
- Go to extension
- Go to menu
- Hang up
- Repeat prompt
- Take a message
- Take a message by first name
- Take a message by last name
- Transfer to extension

Multi-digit actions

- Go to extension
- Go to menu
- Take a message
- Transfer to extension

Other actions

- Time out (configurable)
- Too many errors
- Invalid entry

Dial plan support

- Austria
- Australia
- Belgium
- Brazil
- Canada
- Denmark
- France
- Germany
- USA
- Ireland
- Italy
- United Kingdom
- Mexico
- Netherlands
- New Zealand
- Portugal
- Germany
- Singapore
- Spain
- Switzerland
- Sweden
- Malaysia
- Hong Kong

Language support

- Danish
- Dutch
- English (UK)
- English (US)
- French (France)
- German (Germany)
- Italian
- Spanish (Spain)
- Spanish (CALA)
- Swedish

License Types and Capabilities

ShoreTel offers three types of competitively priced licenses to meet the different deployment strategies of its customers. The "Extension and Mailbox" (Combo) license is the most popular for the enterprise, as it offers subscribers full use of the Communicator (formerly Call Manager) and Unified Messaging capabilities. The "Mailbox-Only" license is customized primarily for those customers who integrate ShoreTel's Unified Messaging solution with their legacy PBX's. The following table describes what features are available to these licenses as well as features available to the "Extension-Only" license, which can be added to the "Mailbox" license once customers make the transition to a full ShoreTel system.

PBX Features	Licenses		
	Combo	Extension Only (includes 3rd-party SMDI based VM to ST PBX)	Mailbox Only (includes ST SMDI-based VM to 3rd-party PBX)
Use SoftPhone	•	•	
Make call, take call, etc.	•	•	
Voicemail features			
Configure the way the calls are routed	•	•	•
Forward calls to configured destination	•	•	*
Create and play greetings	•		•
Notification escalation	•		•
Configure Find Me	•		•
System call handling schedule	•		•
Create call handling notes	•	•	•
Record name	•		•
Assign extension (requires voicemail box)	•		•
Automated attendant features			
Dial by number, name	•	•	•**
Transfer to/Go to extension	•	•	•**
Message by number, name	•	•	
Advanced features			
Extension Assignment	•	•	
Member of a hunt group	•	•	
Member of a workgroup	•	•	
Call Manager features			
Standard, Professional, Workgroup, and Operator Call Manager	•	No mailbox features	No extension features
Extension monitor	•	Oper. only features	
Agent monitor	•	No mailbox features	
Queue monitor	•	No mailbox features	
Voicemail viewer	•		•
Call history	•	•	
System directory	•	No mailbox features	No extension features
Outlook features			
Fwd voicemail as wav attachment	•		•
Voicemail form integration	•		•
Outlook Contact/QuickDialer	•	•	
Outlook Contact/Screen Pop	•	•	
Outlook Calendar integration	•	•	•

* Forwarding calls is typically handled by the PBX, however, when the call gets to the ShoreTel voicemail system, the call will follow the ShoreTel voicemail system forwarding conditions.

** Calls will be directed to mailbox only.

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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